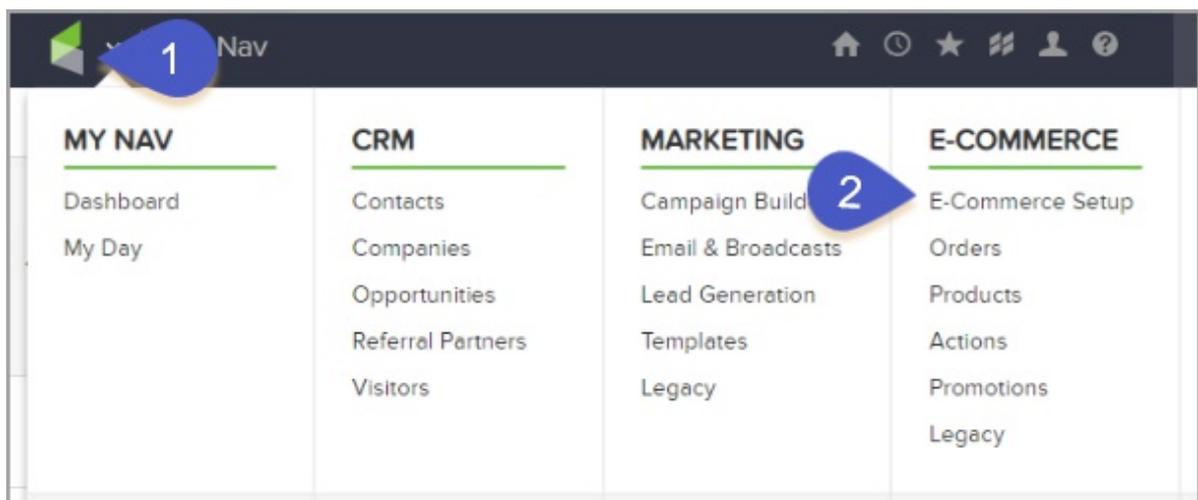


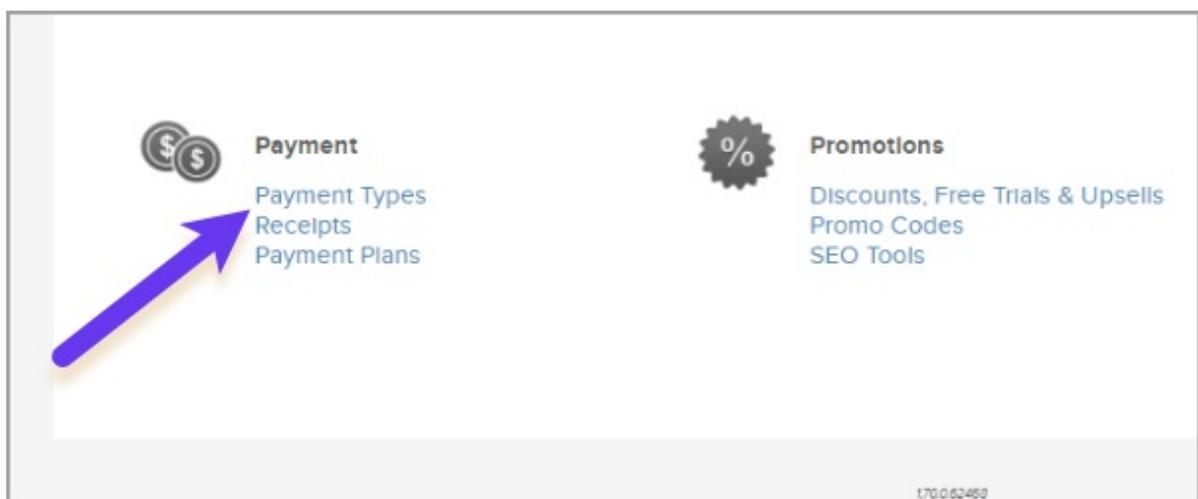
# Accept PayPal Payments

## Enable PayPal Express Checkout

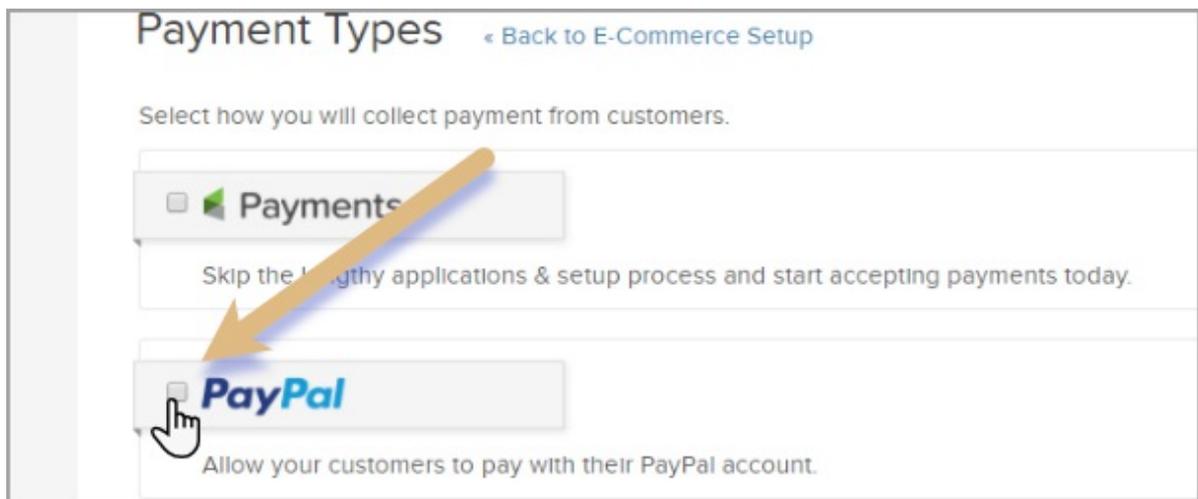
1. Navigate to E-Commerce > E-Commerce Setup



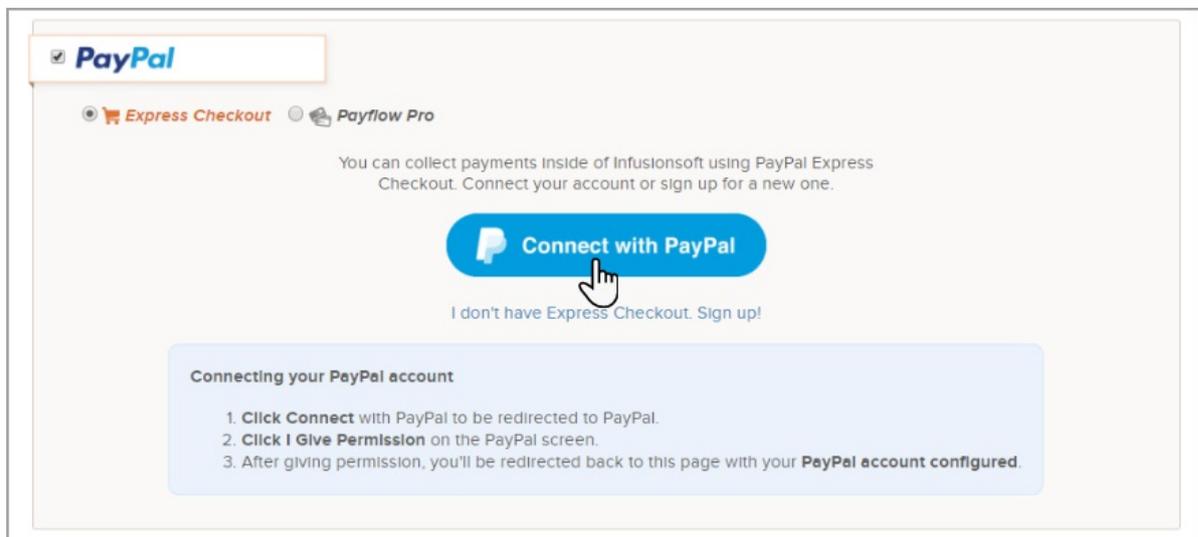
2. Click on Payment Types located on the left side



3. Check the PayPal option

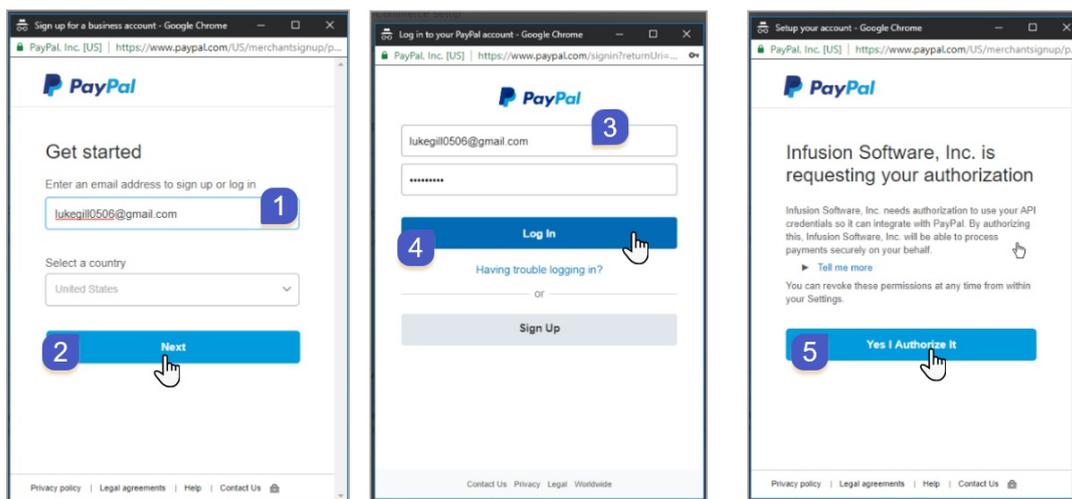


4. Click the **Connect with PayPal** button

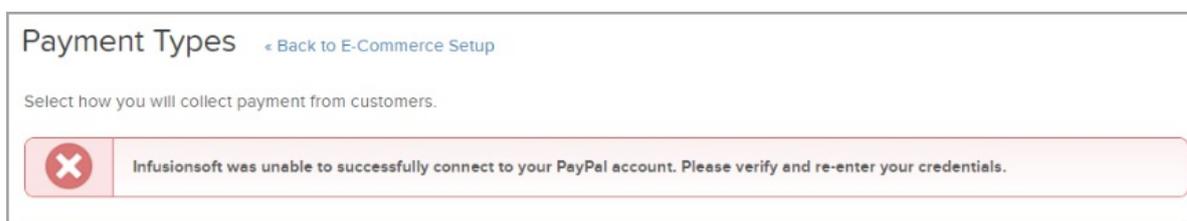


**Pro Tip!** Make sure you have confirmed your email address with PayPal before connecting. Otherwise, your information won't save.

5. In the pop up window, sign in to PayPal using your business account credentials and authorize the connection between Infusionsoft and PayPal.



6. You may get this message the first time you attempt to Authorize. Simply go through the same steps again and it will connect.



## FAQs

### What is a PayPal Business Account?

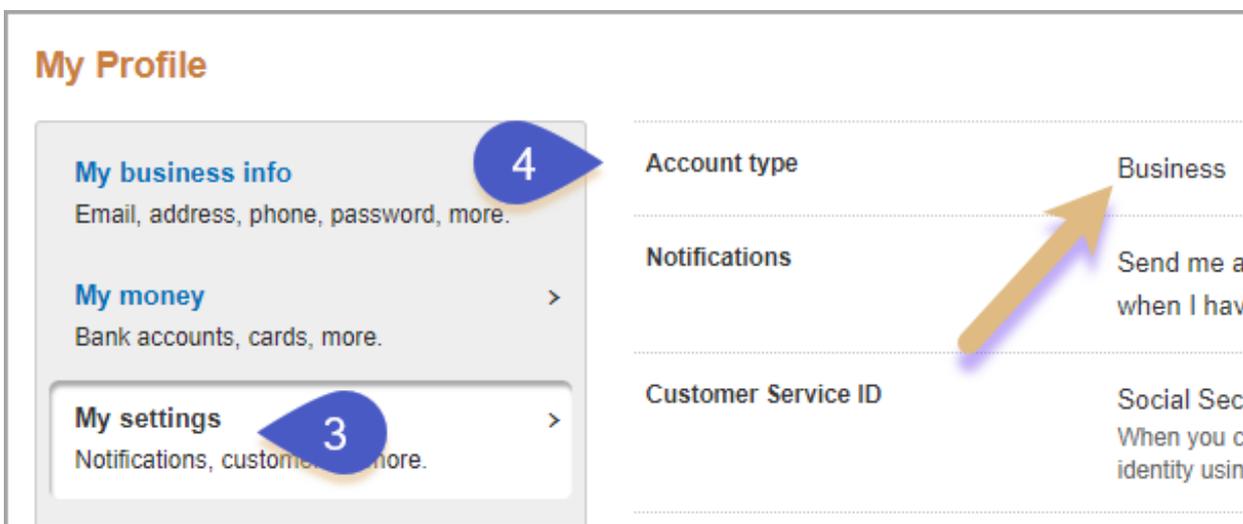
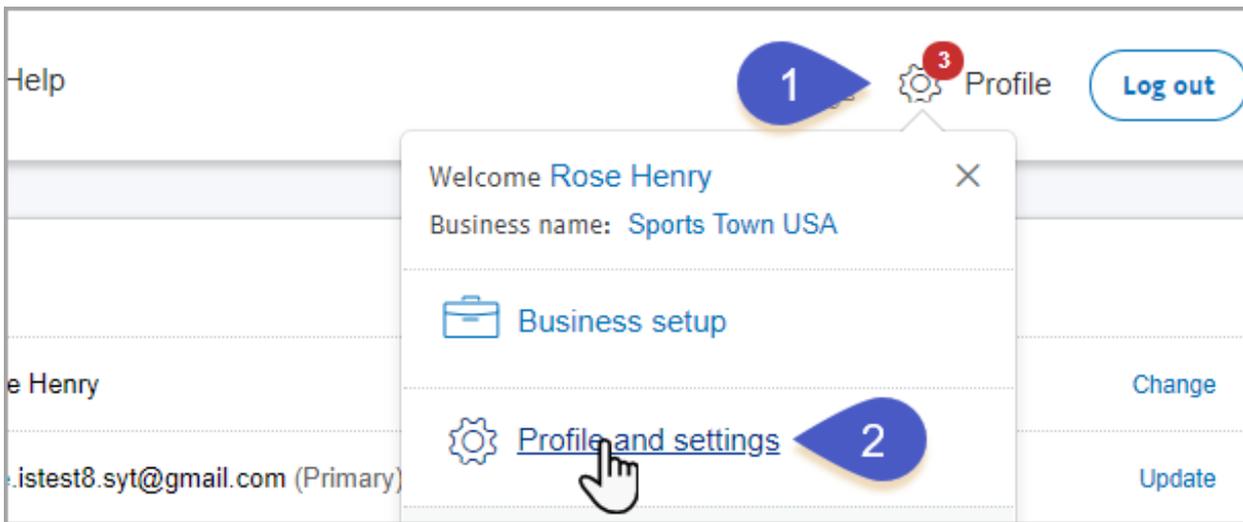
PayPal offers three types of accounts: Personal, Premier, and Business. Click [here](#) to learn more information.

### Is a Business Account required in order to offer a PayPal payment option?

Yes. a Business Account and Express Checkout are required in order to process PayPal payments in Infusionsoft.

### How do I know what type of PayPal account I have?

Sign in to PayPal, go to **Profile > Profile and Settings > My Settings** on the left > **Account Type** is shown on the right.



### What about international customers?

Overseas customers should still contact [1-855-477-5675](tel:1-855-477-5675) or [1-402-935-2050](tel:1-402-935-2050) (if calling from outside the U.S.), so the telesales reps can direct you to the appropriate department or click [here](#) for more information.

### Automatic Billing

If you have received the following alert message while setting up your PayPal account, please follow these instructions:



### Important: Additional PayPal Setup Steps Required

We've connected to your PayPal account, however your account with PayPal is not currently set up to accept subscriptions and payment plans.

To enable this, please follow these [help article](#) instructions.

OK

1. Please contact PayPal via phone at (888) 883-9770 to get **Reference Transactions** enabled on your account.
  2. The PayPal Infusionsoft Integration allows you to use **Reference Transactions** for Standard, Advanced, and Pro business accounts.
  3. Approval for **Reference Transactions** could take up to 4 days. PayPal will contact you directly to inform you that your request has been approved.
  4. After approval, the feature could take up to 24 hours to take effect.
  5. After **Reference Transactions** are in effect, the error message in Infusionsoft will go away.
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