

Resolving PayPal Errors during checkout

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The following error applies if you have setup PayPal to receive your payments when students buy your course, test, or a live class.

PayPal errors can be resolved only by the instructor, and students would need to reach out to the instructor to resolve the issue.

1. "The primary receiver is based in a country that isn't enabled to send payments using balance"

This error message appears when you're based in a country, for example 'India', where PayPal does not support payments using balance. There's nothing we can do about this now, and you should consider using the alternate payment gateway Stripe.

Stripe is the most simplest way to accept payments online and allows users to accept credit card payments online without the need for a merchant account or gateway.

2. "The receiver your-name@example.com does not accept payments in this Currency"

PayPal requires you to have the currency set up to receive the payment.

How to add another currency:

- Log in to your PayPal website at www.paypal.com. The My Account Overview page opens.
- Click the Profile subtab. The Profile Summary page opens.
- In the Financial Information column, click the Currency Balances link. The Manage Currencies page opens.
- Select a currency name from the Select new currency dropdown menu and click the Add Currency button. The Manage Currencies page confirms that you added a currency balance and displays it in the Currency list.

3. "Account your-name@example.com isn't confirmed by PayPal"

To solve this you need to log into your PayPal account and confirm the information you have provided.

4. "Your payment can't be completed. Please return to the participating website and try again."

You need to follow these steps to remedy the situation:

- Log into your PayPal Account
- Click 'Profile'
- Click 'More Options'
- Select 'My Selling Tools'
- Click 'Block Payments'
- Under the Payment Receiving Preferences, find the "Block payments from users who:" section
- Uncheck the "Initiate payments from the Pay Anyone subtab of the Send Money tab" option
- Click 'Save'

If the problem still persists, it is because the credit card your customer is using is associated with an existing Paypal account, and the transaction will always fail.

5. "Internal error"

This is a temporary PayPal payment error. Unfortunately there is nothing you or we can do to resolve this issue as this error happens because of some technical problems at PayPal.