PhotEx and PayPal

When the entrant reaches the payment page and selects to pay via PayPal, PhotEx instructs PayPal to open a new browser window containing the entrant's email address and their outstanding fees.
At this point the entrant may do one several things:

- they may complete the payment and return to PhotEx
- they may complete the payment and close the browser window
- they may cancel the PayPal transaction and return to PhotEx
- they may close the browser window and abandon the transaction

If they have abandoned the transaction they may choose to make the payment from a different PayPal account.

When PhotEx causes PayPal to open the new window, it records that the entrant intends to pay by PayPal. When the entrant has completed the PayPal transaction, and clicks the Return to merchant link, PayPal returns a unique transaction ID and the transaction status. This can be "Completed "or "Pending." depending on whether the entrant used their PayPal account, credit card, or the funds need to be requested.

If the entrant cancels the payment using the Cancel and return to merchant link, PhotEx removes the record of the entrant's intention to use PayPal.

If the entrant closes the PayPal browser window without using one of the Return to merchant links, PhotEx shows the status of the payment as "Pending". If the entrant had completed the payment then at some time, usually within 24 hours, PayPal will send a confirmation to PhotEx, and PhotEx updates the status of the request appropriately.

If the entrant makes a payment using a different PayPal account or does it by opening their own PayPal window, PhotEx has no knowledge of the transaction, and the request will stay marked as "Pending"

You can see a list of outstanding fees by going to PhotExManager/Actions/Apply payments. You can look at your PayPal statement and tick any entrants whose payments you can identify. PhotEx can attempt to resolve outstanding payments by reconciling the PayPal summary automatically. Click Apply payments from PayPal download and follow the instructions given. You should do this just before you finalise the entries, but you can also do this at any other time as well.

If you need to change the payment due or the fee paid, you can do so with PhotExPackage.

You can also see an individual entrant's payment status by visiting www.photocompentries.net/admin.aspx and entering all or part of their name. You

can also mark the payment as completed here (note: the changed status will not be shown in Apply payments until the next download).

There is one final complication: if the entrant has completed their PayPal transaction and then comes back to PhotEx at a later date and makes a change that results in additional fees, PhotEx can calculate the outstanding payment correctly. If however the entrant closed the PayPal window without returning, PhotEx does not know if the transaction was completed and PayPal has yet to send confirmation, or the transaction was abandoned. In this case PhotEx assumes that the transaction is awaiting completion and only requests the incremental fees.