



PayPal for Schools: 3DCart School Store Quick Start Guide

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Thank you for using our school store!

This document is intended to serve as a guide for those who are responsible for managing and maintain a school store.

The [3DCart Knowledgebase](#) is an excellent resource where you can search for answers to your questions, post questions in forums, and open tickets with 3DCart.

If you discover any broken links in this PDF please notify paypalforschools@paypal.com. In the meantime, please search for your answer at <https://support.3dcart.com>.

Still have questions?

If your question is related to PayPal, please contact our schools team at 1-844-353-0779

If your question is related to 3dcart and your school store, you can open a ticket with 3dcart in one of three ways:

- 1) Call 3dcart customer support at 1-800-828-6650
- 2) Open a ticket via <https://support.3dcart.com>
- 3) Open a ticket from your school store dashboard by clicking on the green conversation bubble in the lower right hand corner of your screen

COMMONLY ASKED QUESTIONS

How do I reset my password?

Two Ways to Resolve:

- 1) Fill out the Lost Password form [on this 3dcart support page](#)
- 2) From the login screen, click on the Forgot password? link underneath the green log in button

Read the 3dcart article [What Can I Do If I Forgot My Password or Locked My Account](#) to learn more.

How do I edit an item?

Products > Product List

Click on the Product you want to edit

Edit the fields you wish to change; be sure to click Save (green button in upper right hand corner) before moving to the next tab/page. Click Preview to see what your item looks like to those visiting your store.

How do I create a new item? How do I edit fields of an existing item?

If there is an item existing in your store that loosely resembles the item you wish to create (especially if the items Product Options are similar), Clone the item and then edit the cloned item to meet your needs for your new item.

To clone an item:

Products > Product List

Click on the gear to the far right of the Product you wish to clone

Click Clone

Confirm you want to duplicate the item by clicking OK

Start editing your item –be sure to save your changes as you go

To create a new item without cloning, please see the 3dcart article [How Do I Manually Add Products](#).

How do I hide an item?

By hiding individual products or items, you prevent anyone else from seeing them. This is great for items that may only be relevant for a certain time (for example, even tickets). By hiding an item and not deleting it, you can save it and re-use it later as well as control who sees it.

Products > Product List

Click on the Product you want to hide

On the Information tab under Options check the “Hide” box

Click Save

[3DCart Knowledgebase - What's In the Products Information Tab?](#)

How do I edit or add product options? / I need to collect more information about a product, such as student's name, classroom, etc.

Use 3dcart's Product Options to collect additional information about each item purchased, such as Shirt Size and Shirt Color to Student Name and Grade to Ticket Type or Lunch Option. Product Options can be added and edited from the Options tab under each individual product.

Read 3dcart's [How do I Add Product Options](#) to learn more.

Donation Amounts Example: [Franklin ECC PTO Donate Item](#)

Click on the item's **Options** tab

Click **Add New Option** and name this **Donation Amount**

Choose **Dropdown**

Check the **Required** box

Click **+Donation Amount** and type in each desired option. For example:

\$5 Donation (assign this choice a value of 5; the person will be charged \$5 when choosing this option)

\$10 Donation (assign this choice a value of 10)

If you want to allow people to customize their donation amount, in the "Donation Amount" drop down, add an option named **Other Donation Amount – Please Enter Below**

Click **Add New Option** and name this **Other Donation Amount**

Choose **Quantity**

Click **+Other Donation Amount** and name this **Other Donation Amount**

How do I assign related items?

Related items show up at the bottom of each item page. For example, if you are selling a spirit wear tee shirt you might want to show a baseball cap and hoodie as related items.

To assign related items read 3dcart's article [How Do I add Related Items to My Products](#).

I have a PDF that I would like to upload as part of my product description.

This feature is great if you have a PDF with a lot of the information about a field trip, event, or something else you're selling on your school store. It may make sense to also include this information in the Description section for that individual product too. Read [this article from 3dcart to learn how to link a PDF as part of your product description](#).

How do I edit my school store Home page?

Content > Site Content > Click Gear to the right of Home, then select Content

Scroll down to the bottom; click on the link in the red bar

There is a text editor available –you can add images, format text, and add hyperlinks to text or images

You can edit your homepage Header and Footer here

How do I add/edit a Homepage Carousel (so I can show scrolling images on the homepage)?

Modules > Homepage Carousel

- Enable
- Once this module is enabled, choose **Settings**. Add images to each of the “positions” for your carousel.
- Optional: Link each image to something on your store (category, page, item, etc.) by entering the link in the Links to (URL) field.

How do I edit my school store About Us page?

Content > Site Content > Click Gear to the right of About Us, then select **Content**

How do I edit who receives the school store confirmation emails?

Settings > General

Choose the Checkout tab from the top navigation

Scroll down and enter the email addresses to send confirmation emails to under **Send order alert to email address**.

How do I reorganize how items appear on my school store?

On the home page...

[3DCart Knowledgebase - Controlling Home Specials & Related Items](#)

Within category pages...

[3DCart Knowledgebase – How Do I control the Default Sorting of my Products?](#)

[3DCart Knowledgebase – How Can I manually Sort My Category’s Product Listings?](#)

Helpful links about categories and sub-categories

[3DCart Knowledgebase - How Do I Use Categories? \(Hide, add new, change order of, and more\)](#)

[3DCart Knowledgebase - How Do I Edit My Category Details?](#)

[3DCart Knowledgebase - How Do You Add Sub-categories?](#)

How do I add more people to receive the store’s auto-generated confirmation emails?

The school store’s default setting is to send the order confirmation email to the email address listed under **Settings > General > Store Settings** in the email field under Store Information.

To send order confirmation emails to additional email addresses:

Settings > General > Store Settings > Checkout

Add the additional email addresses to **Send order alert to email address**

How do I set up an automatic email when a certain item (or items) are purchased?

First: Create a Distributor

Settings > General > Distributor

Name the distributor and click +Add

Enter the email address order alerts should be sent to

Check “Notify on New Order” and “Notify on Cancelled Order.” Click Save.

Second: Assign Products to a Distributor -- [3DCart Knowledgebase - See Distributor](#)

How do I create admin access for others?

[3DCart Knowledgebase - How Do I Add Additional Administrator Users?](#)

You can create new administrators and limit their access to specific areas of your school store.

I need to track inventory for an item. How do I do this?

[3DCart Knowledgebase – How Can I Control My Store’s Inventory?](#)

I have items that require special pricing or a promotion. How do I set this up?

Helpful information about promotions –BOGO, prices apply to a certain category, prices apply to a certain time period, etc.

[3DCart Knowledgebase – How Do I Use the Promotion Manager?](#)

[3DCart Knowledgebase – How Do I set Up a Promotion?](#)

For pricing specific to an individual item:

[3DCart Knowledgebase – How Do I Use the Products Discount Tab?](#)

Example:

Buy 1 Item at \$10, Get the Second Item at \$5

Buy 2 Items at \$20/Each (regular price \$25) and/or Buy 10 Items At \$20/Each (but 1 item = \$25 and 3-9 items = \$25/each) – such as selling individual, couple tickets, and tables to an event

Please Note: Using this setting may take some trial and error with the math! Be sure to test each quantity to ensure the pricing is calculated correctly.

For straightforward sale pricing – example: original price \$15 and sale price is \$10

From the products list, choose the item that you want to set the sale price for.

In the **Pricing** section, enter in the sale price into the **On Sale** box and check **Item On Sale**

I need to control what users can see and have access to on my school store.

[3DCart Knowledgebase – How Can I Make It So That Customers Have To Log In to View the Site?](#)

How do I add a convenience fee/administrative fee/handling costs to my orders?

Read this [3DCart article](#) to learn how.

You can name this fee however you choose. This fee appears in the user’s cart during checkout and cannot be removed.

How do I transfer money to my school's bank account?

Login to **PayPal Business Account** associated with your school.

Click "Money"

Follow the prompts; choose the amount to deposit into the bank account linked to your PayPal account.

When are fees applied?

PayPal fees are incurred at the time of the customer's checkout in the school store. The amount shown in the PayPal account is the net amount of the transaction (less fees).

How do I issue a refund?

You can issue a refund through PayPal or 3DCart.

[PayPal – Issuing Refunds](#)

[3DCart Knowledgebase – How Do I Process a Credit Card Refund?](#)

EXAMPLES

3dcart's platform is versatile and customizable, allowing you to configure your school store to collect money for a variety of different use cases.

[BUGS Brooklyn Yearly Field Trip Payment](#)

[KFHS PC Spring Festival Sponsorships](#)

[Sowams PTO Extended Day Programs](#)

[Our Lady of Lourdes Catholic School](#)

[Hendricks PTA Membership Sign Up](#)

[San Luis Obispo County Office of Education – Summer Camp Registration](#)

EXPANDING YOUR SCHOOL STORE

Maybe you initially opened your store to sell tickets for an event or to simplify the process of collecting annual membership fees. Here's just some ways that other schools are using their school stores to simplify the tracking, collecting, and reporting of payments. Check out some of the stores listed above for ideas.

- Fundraising and donations for specific causes as well as general purpose
- Activity fees – anything from field trips and club fees to yearbook and graduation fees
- Events – plays, dances, festivals, and more

Want to expand and you're not sure how to get started?

Email us at paypalforschools@paypal.com and we'll help you get up and running.