Making the switch

Executive guide to the PayPal onboarding process

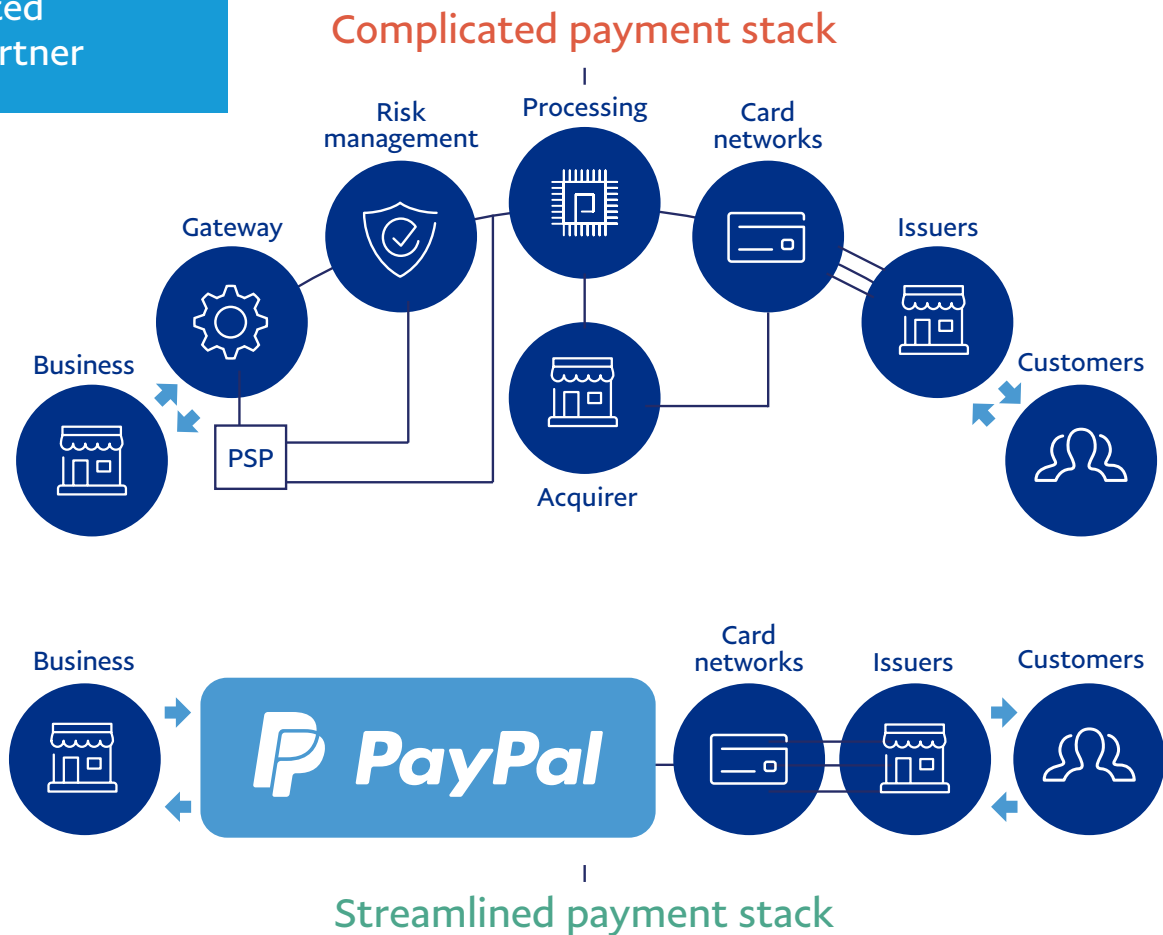# Table of contents
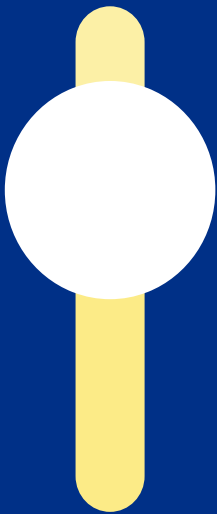
Executive summary

Your connected payments partner

Complicated payment stack

Gateway · Business · Risk management · Processing · Card networks · Issuers · Customers · PSP · Acquirer

Streamlined payment stack

Business · **PayPal** · Card networks · Issuers · Customers

You've decided to upgrade your payments processing setup – congratulations! The right payments setup can help you enter new markets, turn browsers into buyers, earn consumer trust and loyalty, detect fraud, and more. It all starts with adding modern payments tools. But this is easier said than done.

Making the switch or upgrading your current tools is a big decision, and we want to help put your mind at ease. We'll go over what makes us unique, learn about our onboarding process in more detail, meet the three teams you'll be working with, and bust some common myths about integration.

PayPal's large enterprise expertise, customer service, and modular technology suite makes the integration process as flexible and seamless as possible. We'll provide guidance every step of the way, so you can stress less – and feel great about your decision to take your tech into the future.

Onboarding made easy

PayPal is your connected payments partner. Our agile technology provides a powerful platform for business success. And our streamlined onboarding experience flexes to your tech stack and unique business needs.

Diverse third-party integrations: PayPal plays nice with others. We integrate easily with popular ecommerce platforms, billing software, CRM systems, shopping carts, and more, including Bigcommerce, Magento, and Wufoo. Our enterprise plug-ins make it easy to connect your existing platforms, and many of our integrations are vendor vetted and infosec approved.

Built for developers: Our code and APIs were designed for developers and we support a wide range of programming languages: Ruby, Python, PHP, Java, Microsoft .Net, and Node.js. On the client side, you'll find a JavaScript library for desktop and mobile web as well as mobile SDKs for iOS and Android. Enable integrations in our sandbox to build and test them before going live. And you'll get access to a dedicated engineering support team for any assistance you may need as you learn more about our products in the sandbox.
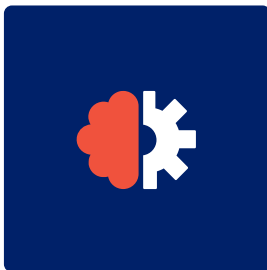
Extensive knowledgebase: We have 20+ years of experience processing trillions of transactions, and we've distilled all that knowledge into an extensive library of developer docs and articles. Our self-service knowledge base helps make it easy for everyone in your organisation to understand our features and integration process.
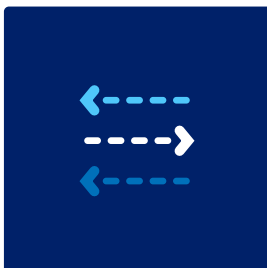
White-glove service and support: PayPal provides comprehensive support throughout the integration process and beyond – and we do it via live phone support and tickets. We'll also provide a dedicated team to guide you through each part of the onboarding process and provide ongoing support and resources.
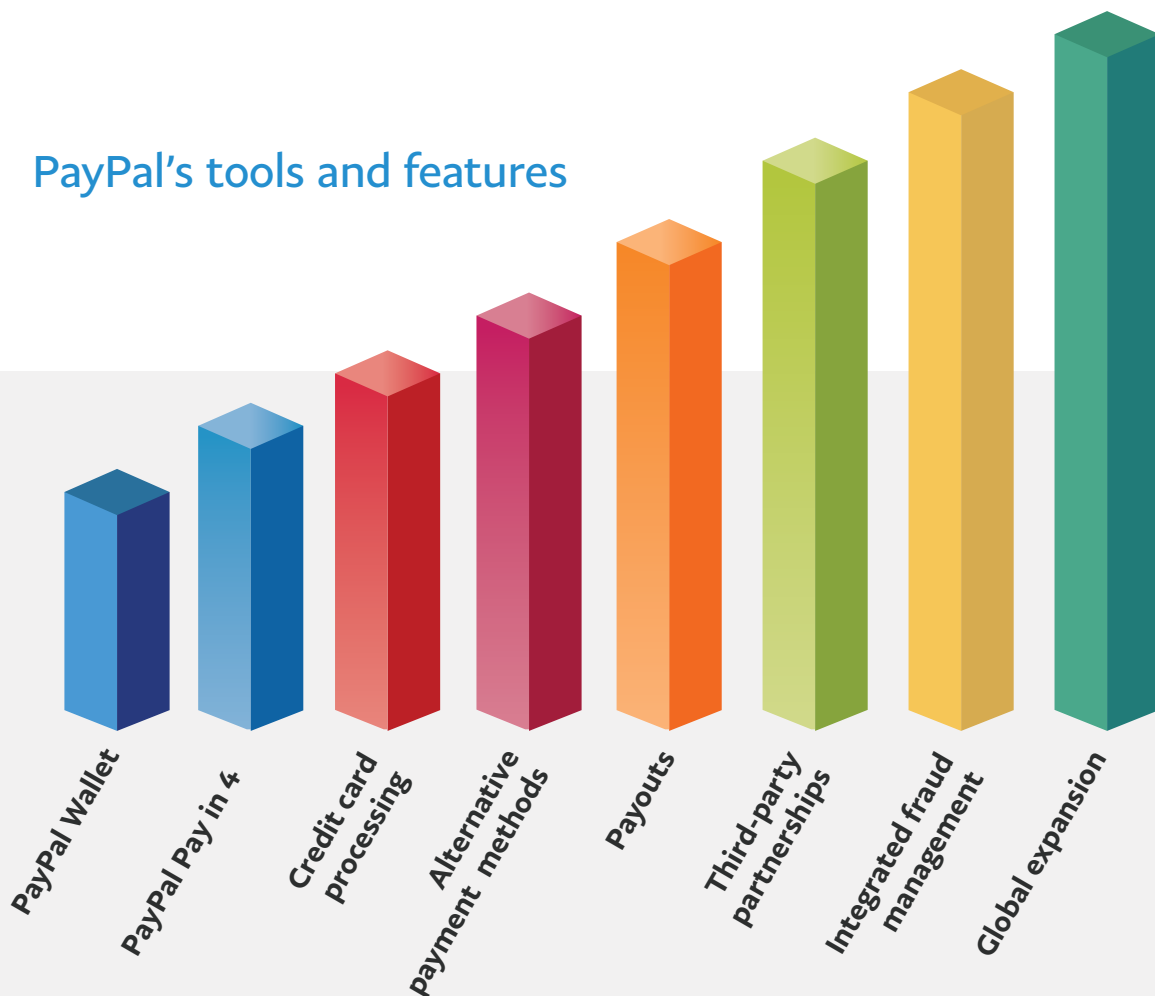
Our process

We're your partner in the digital transformation – but that transformation doesn't have to happen all at once. Our platform is designed to allow you to take small steps or big leaps, depending on your unique needs. Your designated PayPal team will work with you to digitise one area at a time until you're taking full advantage of all the business benefits of PayPal. Turn on only what you need, and keep the rest in your toolkit for the future.

You'll start by talking to one of our experts about your current payments processing setup. Together we'll determine the tools that can best help you reach your goals, then create a roadmap for integration. We can provide the resources to integrate as quickly or gradually as you need to.

With PayPal, you'll have a host of functionalities at your disposal and our recommendations will depend on your business goals. You can use our data-sharing technology to enable third-party partnerships at scale, leverage our fraud tools, activate international currencies, and more. And your dedicated PayPal team will be with you every step of the way.

PayPal's tools and features

PayPal Wallet · PayPal Pay in 4 · Credit card processing · Alternative payment methods · Payouts · Third-party partnerships · Integrated fraud management · Global expansion

Meet the team

We hire people who care, and it shows. Our knowledgeable staff are here for you, from your very first phone call through integration and beyond. Meet some of the team below.

Business development representatives

Your first point of contact will be with a business development representative. They'll help you conduct a payments gap analysis, where you'll look at your overall goals versus your current payments processing setup. They'll answer your questions and help ensure that any next steps strive to meet your expectations and deliver the tools and support you need.

> Our goal is to understand your needs. We'll answer all your questions and help you quickly move forward in the way that makes the most sense for your business. It's that simple.
>
> – Adrienne Reynolds, Enterprise Business Development and Partnerships Lead

Account managers

Your account executive and customer success managers are your representatives throughout the onboarding process. They'll perform more detailed discovery calls and act as a liaison with engineering, finance, and other team members as needed. They'll help you prioritise your goals, choose the solutions that best suit your business needs, and create a strategic roadmap. They are there to guide you through the entire process.

> We're your trusted adviser throughout not only the integration process, but your entire time as a PayPal customer. We make sure your payments setup is optimised and you have the support you need to grow.
>
> – Jason Batten, Enterprise Account Executive

Meet the team

Integration engineers

You'll also be assigned a dedicated integration support engineer to answer all your development questions. They'll be with you through integration, certification, and launch. They'll help you create a staging environment, test in the sandbox, debug code, check modules, perform end-to-end testing, and more. Your support engineer is key to the white-glove support PayPal provides.

> Think of us as your personalised technical support. We're here to help with troubleshooting, testing and certification to ensure your integration runs as smoothly as possible.
>
> – Helen Knowles, Senior Integration Engineer

Full support at every step

Consultation · Solution Design · Integration · Certification · Launch · Review
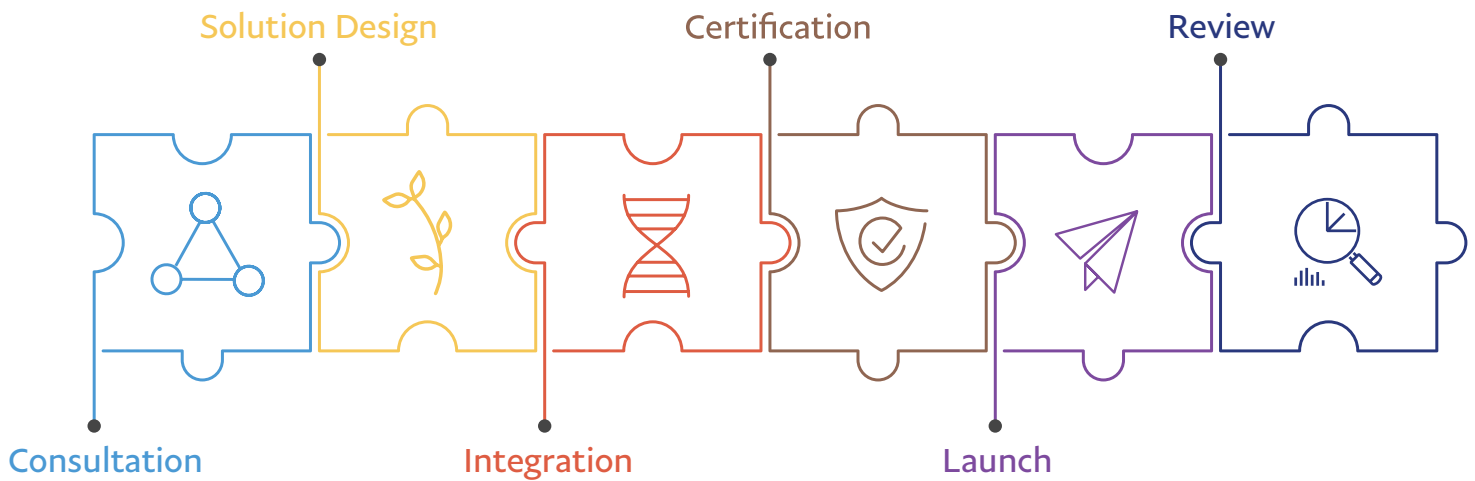
Common concerns

It's normal to have some concerns about upgrading your payments setup. We're here to help put your mind at ease about some common misconceptions.

Myth:
A new system integration is always painful

Truth:
Thanks to our white-glove customer service and support, extensive developer docs, and step-by-step process, there's no reason to think integration will be difficult. Our SDKs and APIs help make it easy to plug and play, then build out the platform to your specifications. Skilled developers can quickly understand our documentation and code samples. Most importantly, you can actually help reduce your tech debt and manual reworks by doing things the right way, the first time.

Myth:
Integration is a long, linear process

Truth:
We can move at whatever speed you need. We have resources to assist with fast timelines, and our modular integration means you can iterate as you go. Of course, integration times can vary significantly depending on the project's complexity, developer experience levels, and your internal QA process. That's why we provide account managers who will be involved at every step.

Myth:
My cross-functional stakeholders will need a lot of training

Truth:
From our code to our documentation, our processing platform was made for developers. For your finance and marketing teams, we provide training videos and demos, and your customer success manager is always there to help. We take the stress out of training your team so you can focus on what matters: results.

Myth:
International payments management is complicated

Truth:
Working with a global payments partner can help you consolidate and orchestrate operations, making life simpler, not harder. PayPal's end-to-end payments solution is available to companies in over 45 countries and regions. We offer presentment in 130+ currencies, multiple settlement options, and local payment methods like UnionPay, JCB, Bancontact, and more in a single integration. We have support teams for every market we serve, plus local banking relationships to help you optimise acceptance rates. You'll also unlock our global network of 400+ million active consumers who buy more and buy more often with PayPal.

Ready to learn more?

www.paypal.com/au/enterprise

Contact sales.

www.paypal.com/au/enterprise/contact-sales