

## Article Summary

Canadian baby bedding manufacturer and wholesaler Sweet Kyla was in the process of consolidating all of its online activities on a single site. As part of the change, co-owners Beverley Quinn and Jodi Schmidt wanted to ensure they had a full featured payment solution, one that would let customers pick their own payment methods, cater to both local and international buyers, and provide tools to help manage shipping and sales data. Following an unexpected but helpful call from their PayPal account manager, they chose PayPal Payments Pro.



Company name  
Sweet Kyla

Owner  
Beverley Quinn and Jodi Schmidt

HQ  
Kitchener, ON

Industry  
Baby bedding and nursery decor

Website  
[www.sweetkyla.com](http://www.sweetkyla.com)

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## Key Facts

### The Challenge

- Offer local and overseas customers a choice of familiar payment methods
- Simplify processes for shipping, tracking, and transaction management

### The Solution

- PayPal Payments Pro with PayPal Online Invoicing
- PayPal tools and reports for tracking transactions and packages

### The Results

- Accounting made more efficient via automatically generated transaction reports
- Time saved preparing shipments and tracking packages overseas

## The Situation

Sweet Kyla has been designing, producing, and selling baby bedding from its Kitchener, Ontario office and factory since 1978.

Originally focused on wholesale, the company moved its business online to begin offering products directly to consumers and independent retailers in 2007. After experimenting with a couple of websites and a different name, the company chose to bring all of its products together under the original Sweet Kyla brand on a single website, where they added a shopping cart to make it easier for customers of all types to make purchases.

Around this time, a PayPal account manager noticed changes in activity in Sweet Kyla's online transactions and contacted co-owners Beverley Quinn and Jodi Schmidt to ask how their business was changing and see if there was any way PayPal could be of assistance.

"Thank goodness for that," recalls Ms. Quinn. "When PayPal reached out to us I felt they were genuinely trying to help us succeed, and they provided some good advice based on our specific business and situation."

Ms. Quinn believed the undertaking was an opportunity to make Sweet Kyla's processes more efficient. She wanted a full-featured payment solution that would aid in invoicing retail buyers, provide tools to simplify package preparation and tracking, create customizable transaction reports and summaries, and allow customers around the world to pay however they like.

"We were just trying to make things easier," says Ms. Quinn. "We wanted our job selling baby bedding online to be as simple as possible."

## The Solution

After chatting with her PayPal representative, Ms. Quinn was confident PayPal Payments Pro was the right payment solution for Sweet Kyla's newly refreshed site.

It provides sales data in reports that simplify accounting processes. "We needed a report that tracks transactions and provides details on payments and withdrawals from our PayPal account, something we can print out and see," says Ms. Quinn. "PayPal Payments Pro provides exactly that."

Plus, PayPal's Online Invoicing tool has made invoicing retail purchases much simpler while providing buyers a selection of familiar ways to pay.



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“PayPal has made our job easier. That’s what they’ve done. PayPal Payments Pro brings everything together in one place, and all the costs are upfront. From international shipment tracking to transaction reports, it’s just so easy to manage everything with PayPal.”

– Beverley Quinn,  
Co-Owner and President, Sweet Kyla

“If customers call me to make their payment, I just send them an invoice with PayPal’s Online Invoicing,” says Ms. Quinn. “They receive it right away, and can choose to pay through PayPal with their PayPal account, or by using their credit, or Visa debit card. We’ve had customers in other time zones – including Australia, Scotland, and England – and they can pay us whenever they like once they receive an email invoice without needing to contact us by phone.”

And once Sweet Kyla receives an order, shipping and tracking packages around the world to both consumers and retailers is a piece of cake.

“PayPal helps us with custom forms,” Ms. Quinn explains. “The customer’s information is automatically transferred to these documents. And once we drop them off for shipping both the customer and I can keep an eye on them.”

“It’s just so easy keep track of transaction details with PayPal.”

### The Benefits

With support for several payment methods, tools to simplify shipment preparation and tracking, and reports to help manage online sales data, PayPal Payments Pro is a comprehensive payment solution. It has automated or made more efficient vital processes for Sweet Kyla, giving Beverley Quinn and Jodi Schmidt more time to focus on and grow their business.

### Learn more

To learn more about how PayPal can help your business sell more – and connect with your customers wherever they shop – go to [paypal.ca/business](https://paypal.ca/business).