Accepting Money through PayPal

Overview
Chapter Services occasionally gets questions from chapters with PayPal accounts when the treasurer is asked to provide personal information, including an address for the PayPal account. This document will answer the most common questions regarding this issue.

Why?
There are two reasons PayPal requires personal information. One reason is the Patriot Act, the other reason is that PayPal needs someone to serve notices to, such as updates to PayPal policies, or if a customer has an issue and disputes a transition. This is a normal request and is outlined in the PayPal User Agreement. For further information on this subject from PayPal, you can read HERE.

What Types of Information is Collected?
PayPal may ask for the address of the business. Since most ASSE chapters don't have an address, it is acceptable to use a home address.

PayPal may ask for a Social Security Number instead of the ASSE EIN number. That is a routine request and a requirement of the PayPal User Agreement. PayPal may also ask for a driver's license.

PayPal may use this information to ensure the person responsible for the account is legitimate. But it should not be used for any other purpose and remains confidential. While this request for information may seem excessive, please remember you are using this account to receive payment from your members. PayPal need to ensure the money they forward to you is being used for legitimate purposes and there is someone who can resolve any disputes.

How Do I Provide This Information?
To update your PayPal account login and follow these instructions:

a. Log in to your PayPal account.
b. Click Profile and Settings in the dropdown menu.
c. Click Update to the right of “Business Information,” then click Edit.
d. Enter the required information.
e. Click Save.

2. When updating online accounts it is important that the new treasurer changes the passwords to maintain security.

3. If you need to contact PayPal directly, the phone number for merchant accounts is 888-215-5506.

Are There Alternatives to PayPal?
The main alternatives to PayPal at this time are Square and Stripe. Their terms, conditions, and requirements are similar. Your needs and personal preferences will determine which one is best to use.