

Paypal troubleshooting: Payment integration issues

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There are a number of reasons why you might not be able to accept payments or process refunds via ScheduleOnce. This article describes potential issues with [payment integration](#) and how these issues can be fixed.

You cannot accept payments

If you cannot accept payments via ScheduleOnce, you should check errors related to the connected PayPal account. Errors might occur for the following reasons.

Your account is disconnected from PayPal

If your account is disconnected from PayPal, your Billing Agreement might have been revoked or the permissions granted to ScheduleOnce were canceled in your PayPal account.

To fix this, check the connected PayPal account and reconnect in ScheduleOnce.

[Learn more about connecting to your PayPal account](#)

Your PayPal account is frozen

Your PayPal account might be limited or frozen for security reasons in PayPal. You can log in to your PayPal account to understand why your account is limited. Account limitations prevent ScheduleOnce from completing certain actions such as sending or receiving money.

You removed the currency set in the Event type from your PayPal account

If you have removed the currency set in the Event type from your PayPal account, it will affect the collection of reschedule fees when a reschedule is attempted by the Customer. Since the Reschedule fee currency does not exist in PayPal, the reschedule will not be possible.

Issues are encountered with the PayPal connection

ScheduleOnce might not be able to confirm the transaction due to errors with the PayPal connection. In this case, the Customer will not be able to make a booking.

[Check the OnceHub Status page for known issues](#)

Refunds cannot be processed

If refunds cannot be processed, you should check errors related to your [Refund settings](#), the [Booking page Owner/Editor](#), or the specific transaction. This might happen for the following reasons:

Your ScheduleOnce account cannot process refunds via ScheduleOnce

If your ScheduleOnce account cannot process refunds via ScheduleOnce, you should change the Refund settings to allow processing of refunds via ScheduleOnce.

[Learn more about customizing Refund settings](#)

The Booking page Owner or Editor does not have permission to refund via ScheduleOnce

Check each User's profile to ensure that the Booking page Owner or Editor has permission to refund via ScheduleOnce.


[Learn more about the ScheduleOnce permissions section](#)

Transactions older than 60 days cannot be refunded

Refunds are limited to 60 days by default in your PayPal account and refunds cannot be made after the limit. If you still want to refund old transactions, you should contact PayPal to extend the transaction refund limit.

There are not enough funds in the PayPal account

If there are not enough funds in your PayPal account, you won't be able to process refunds for that specific transaction. Check your PayPal account.

 **Note:**

If you have explored all these options and you are still experiencing issues, please [contact us](#).