



## PayPal payments:Setting up Auto Return URL so buyers are immediately redirected back to shop

Elenor A. - 2021-12-08 - Payment Settings

\*\*\*This setting must be turned ON for Google eCommerce tracking code to work - the data in the Thank you page is used by Google so you need to point the Return URL to the **Thank you** page.

With Auto Return for Website Payments, your buyers are redirected back to your site immediately after clicking the Pay button on the Payment Confirmation page.

Refer to this PayPal article for more information,

[https://www.paypal.com/au/cgi-bin/webscr?cmd=p/mer/express\\_return\\_summary-outside](https://www.paypal.com/au/cgi-bin/webscr?cmd=p/mer/express_return_summary-outside)

### To set up Auto Return:

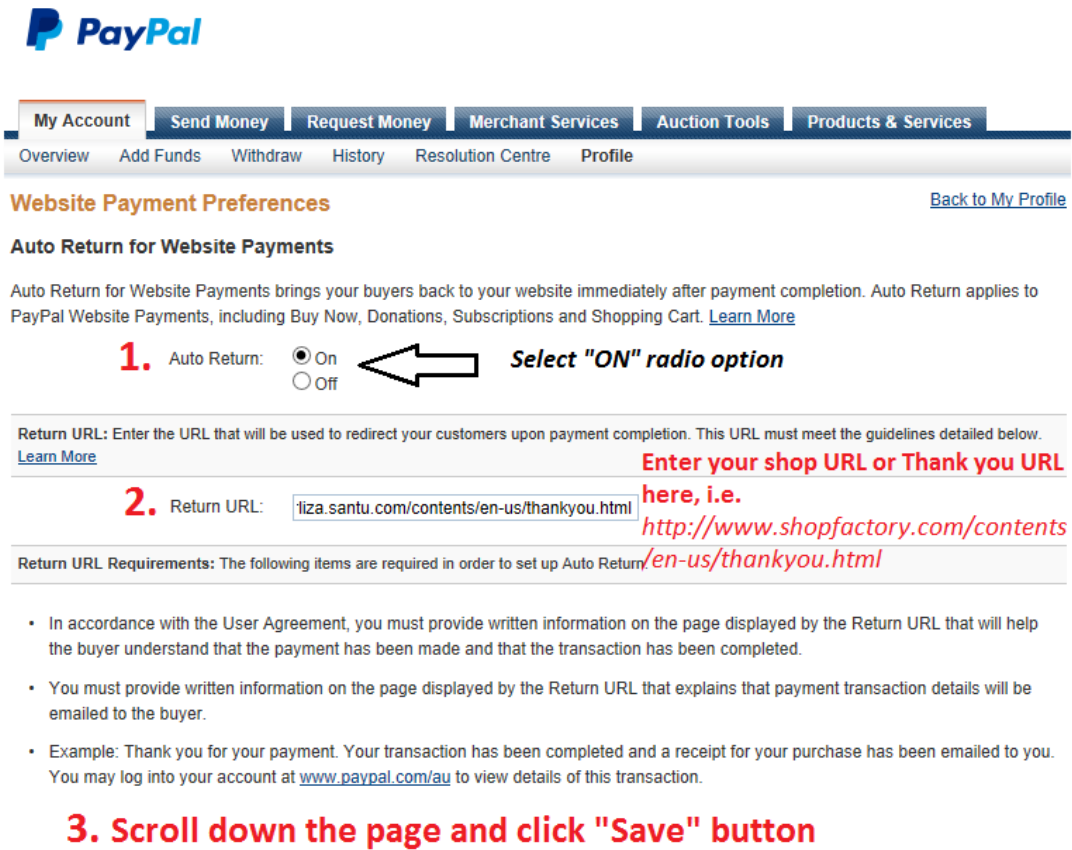
1. Log in to your PayPal account and click the **Profile** sub-tab under **My Account**.
2. Click the "My selling tools" -> **Website Payment Preferences** -> and click on Update.

The screenshot shows the PayPal 'My profile' page. The 'My selling tools' section is expanded, and 'Website preferences' is highlighted. The 'Website preferences' section includes the following settings:

Setting	Description	Action
eBay ID	Link my eBay ID to my PayPal account.	Update
<b>Selling online</b>		
PayPal buttons	Manage my payment buttons.	Update
Credit card statement name	My business name on card statements is: MTV	Update
GST	Set up GST for multiple regions.	Update
Custom payment pages	Set up PayPal payment pages to look like my website.	Update
Website preferences	Return customers to my website after they pay with PayPal.	Update
API access	Manage API credentials to integrate my PayPal account with my online store or shopping cart.	Update
Invoice templates	Create and manage my invoices.	Update
<b>Getting paid and managing my risk</b>		
My automatic payments	Manage the subscriptions, automatic payments and instalment plans that I offer my customers.	Update
Instant payment notifications	Integrate PayPal payment notifications with my website.	Update
Block payments	Limit payments, add instructions and more.	Update
Customer service message	Create a personalised message for customer disputes.	Update
<b>Shipping my items</b>		
Shipping calculations	Create unique shipping methods for each customer.	Update

3. Click the **On** radio button to enable Auto Return.
4. Enter the **Return URL**. Note: You must meet the [Return URL requirements](#) in order to set up

Auto Return. We recommend using the Thankyou URL - see below screenshot.



The screenshot shows the PayPal 'My Account' page, specifically the 'Website Payment Preferences' section. The 'Auto Return for Website Payments' feature is highlighted. Step 1 indicates that the 'Auto Return' radio button should be set to 'On'. Step 2 shows the 'Return URL' field with the example 'http://www.shopfactory.com/contents/en-us/thankyou.html' and a red annotation instructing to enter the shop or thank you URL. A list of requirements for the Return URL is provided at the bottom of the form.

**PayPal**

**My Account** | Send Money | Request Money | Merchant Services | Auction Tools | Products & Services

Overview | Add Funds | Withdraw | History | Resolution Centre | Profile

**Website Payment Preferences** [Back to My Profile](#)

**Auto Return for Website Payments**

Auto Return for Website Payments brings your buyers back to your website immediately after payment completion. Auto Return applies to PayPal Website Payments, including Buy Now, Donations, Subscriptions and Shopping Cart. [Learn More](#)

**1.** Auto Return: ☒ On ☐ Off **Select "ON" radio option**

**Return URL:** Enter the URL that will be used to redirect your customers upon payment completion. This URL must meet the guidelines detailed below. [Learn More](#)

**2.** Return URL:  **Enter your shop URL or Thank you URL here, i.e.**  
***http://www.shopfactory.com/contents/en-us/thankyou.html***

**Return URL Requirements:** The following items are required in order to set up Auto Return:

- In accordance with the User Agreement, you must provide written information on the page displayed by the Return URL that will help the buyer understand that the payment has been made and that the transaction has been completed.
- You must provide written information on the page displayed by the Return URL that explains that payment transaction details will be emailed to the buyer.
- Example: Thank you for your payment. Your transaction has been completed and a receipt for your purchase has been emailed to you. You may log into your account at [www.paypal.com/au](http://www.paypal.com/au) to view details of this transaction.

**3. Scroll down the page and click "Save" button**

5. Click **Save** button.