



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

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 |
| Selling online | | |
| 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 |
| Getting paid and managing my risk | | |
| 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 |
| Shipping my items | | |
| 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 with the 'Website Payment Preferences' tab selected. Under the 'Auto Return for Website Payments' section, the 'Auto Return' radio button is set to 'On', indicated by a red '1.' and an arrow pointing to it with the text 'Select "ON" radio option'. Below this, the 'Return URL' field contains the text 'liza.santu.com/contents/en-us/thankyou.html', marked with a red '2.'. To the right of the URL field, red text says 'Enter your shop URL or Thank you URL here, i.e.' followed by the example URL 'http://www.shopfactory.com/contents/en-us/thankyou.html'. A box titled 'Return URL Requirements' lists three bullet points: 1. 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. 2. 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. 3. 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 to view details of this transaction.

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

5. Click **Save** button.