Seller to Buyer Gateways

Note that this feature is not in all editions of the software. Please check the availability of this feature within your edition.

This page will allow you to enable/disable and configure certain seller to buyer gateways, which allow the winning bidder of an auction to pay the auction seller, usually with just a click of a button. Note that this *does* apply to normal auctions and "buy now" auctions, and *does not* apply to dutch auctions or reverse auctions.

Note that right now, the only "built in" seller to buyer gateway is Paypal, but there may also be addons that add additional seller to buyer gateways.

<tip c n>**Limitations** (by design):

The seller to buyer payment gateways is meant to be very *simple* by design, because of this the system has its limitations:

The seller to buyer gateways are meant to make it easier for buyers to pay sellers. They are by no means a fully fledged payment tracking system, like exists in the software for payments made from the seller to the site owner. It is also not meant as an indication of which auctions are already paid for and which ones are not.

They do not (currently) work for dutch auctions. </tip>

To fully enable a gateway

There are multiple steps to enable a certain gateway:

Admin Steps
To allow a gateway to be used (applies to most gateways, including the built-in Paypal):

1. Enable the gateway "site wide", on the page **Payments > Seller to Buyer Gateways**
2. Enable the gateway under **Pricing > Price Plans Home > [click edit for auction price plan] > [click Cost Specifics]**

User Steps
For each user, to start using the seller to buyer gateway (applies to most gateways, including the built-in Paypal):

1. In My Account, click on My Information page.
2. On this page you will configure any settings needed for the gateway to work. In the case of Paypal, the user will enter their Paypal e-mail ID.
3. During place a listing process, on the collect details page, the user should now see a check-box to allow using the "on-site payment". **If they check this box**, when the auction closes, the winning bidder will see a link for "pay now".

When all of the above is followed, and the seller has checked the box to allow one of the "on-site payment types", the "pay now" will show for the winning bidder in the following locations:

Typical Pay Now locations:

- My Current Bids page
- Auction details page
- E-mail sent to buyer
- If buy-now, on the page saying the buy now "bid" was successful.

<tip c h>Don't see the "pay now" button as the winning bidder?

That means the checkbox was not checked when the seller placed the listing.</tip>

Troubleshooting

In the case of Paypal, when the user is entering a new auction and is on the detail collection page, there are several different possibilities. Read below for each possible outcome, and the reason for that outcome below.

Placing an auction, Details Page Scenarios:

Symptoms	Explanation/Resolution
Check-box displayed to allow Paypal for on-site payment	Everything was done correctly. To allow winning bidder to pay with Paypal, be sure to check the box.
Message saying Paypal ID not set	Happens if Paypal is enabled, but user has not entered their paypal ID on "my info" page. Click link provided with the message, and set PayPal ID
No "on site payment types" section	Paypal is not fully turned on! See To fully enable a gateway and ensure all instructions have been followed, and is enabled "site wide" as well as "per price plan"

Misc. Troubleshooting

Symptoms	Explanation/Resolution
Paypal appears twice	One is for "on-site" payments accepted, and one is for "off-site". You want to get rid of the "off-site" payment type to avoid confusion for your users, in admin go to Listing Setup > Payment Types and delete the payment type for Paypal.

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