GET READY TO MAKE ALL KINDS OF MONEY.

**Start accepting more currencies and
set your business up for successful international trade.**

ALL CONTENT AT A GLANCE.

1.1 CHANGE THE LANGUAGE OF YOUR PAYPAL BUSINESS ACCOUNT

If you need to change the language of your PayPal Business account, you can do so easily by following these steps:
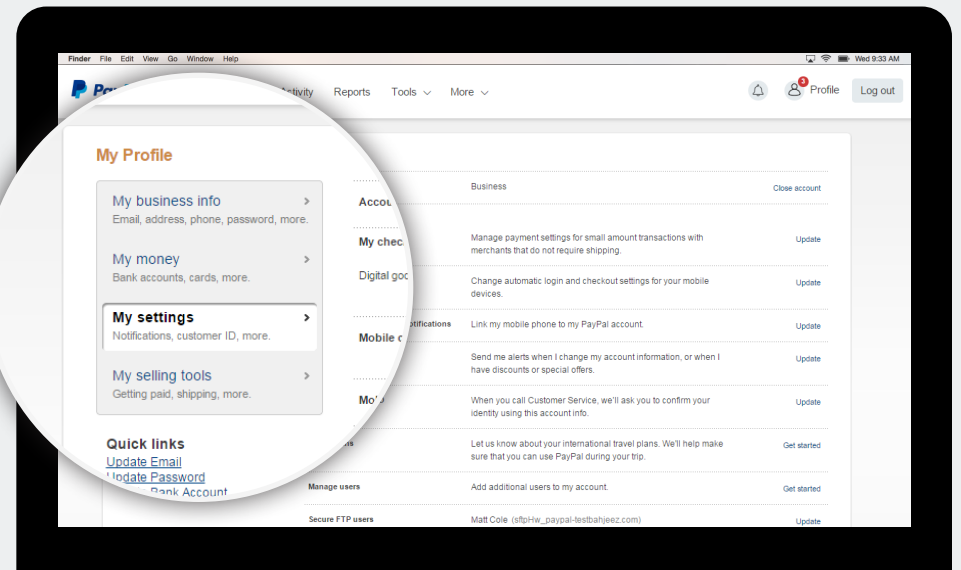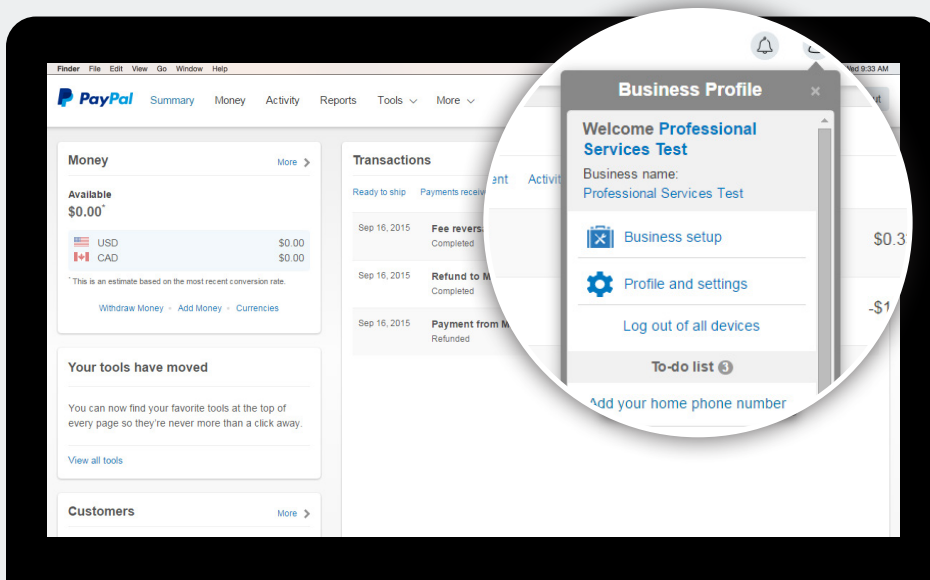
1. Go to your **Business Profile > Profile and settings.**

2. Select **My settings** in the left-hand view.

1.1 CHANGE THE LANGUAGE OF YOUR PAYPAL BUSINESS ACCOUNT

3. Select **Preferred language** and click **Update.**

4. Select your preferred language and click **Save.**

1.2 SET UP USERS FOR CUSTOMER SERVICE IN OTHER LANGUAGES
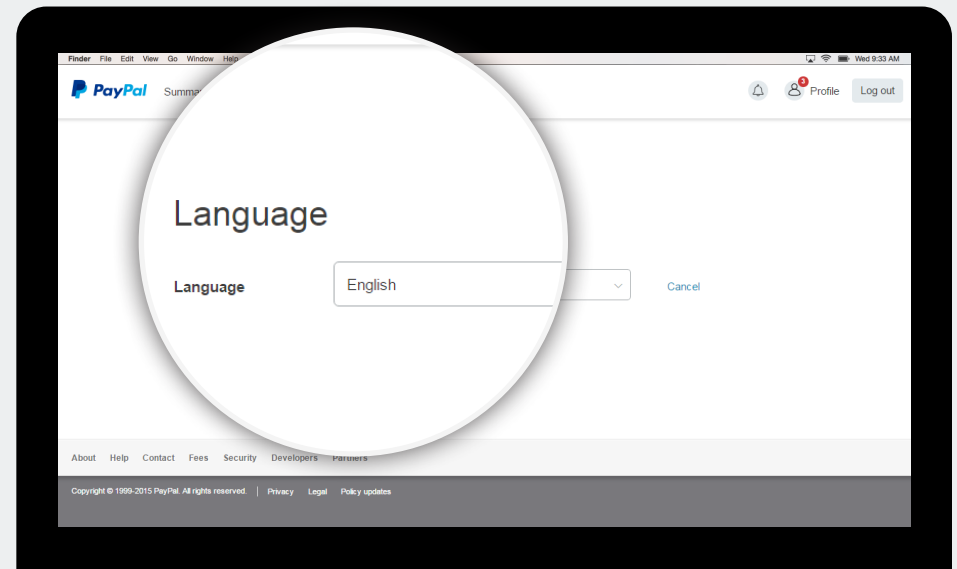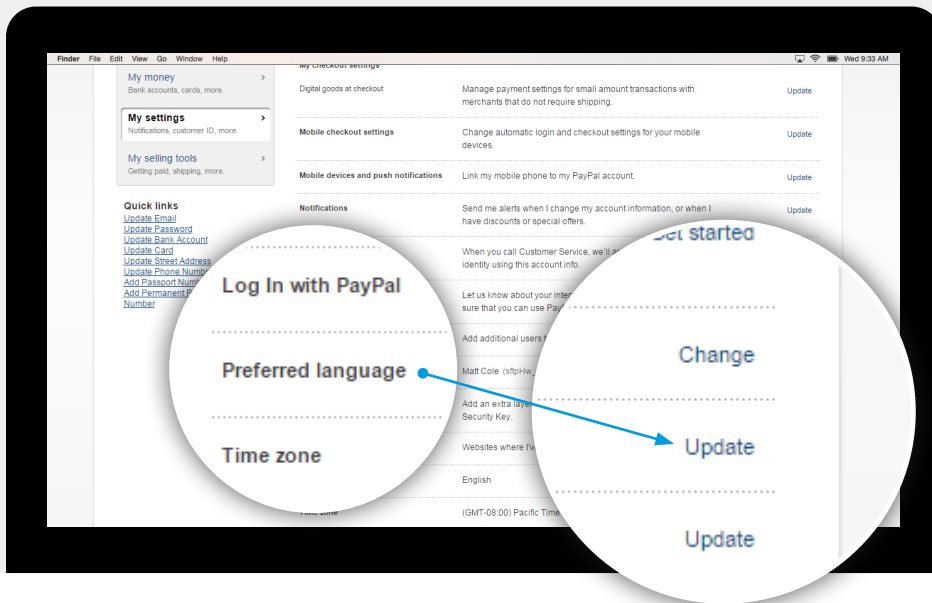
Having easily reachable customer service can be a confidence booster for your foreign buyers. Ideally, you should offer a contact person in your buyers' native language. Setting up new users for this, or granting individual access rights, can be done in your PayPal Business account.
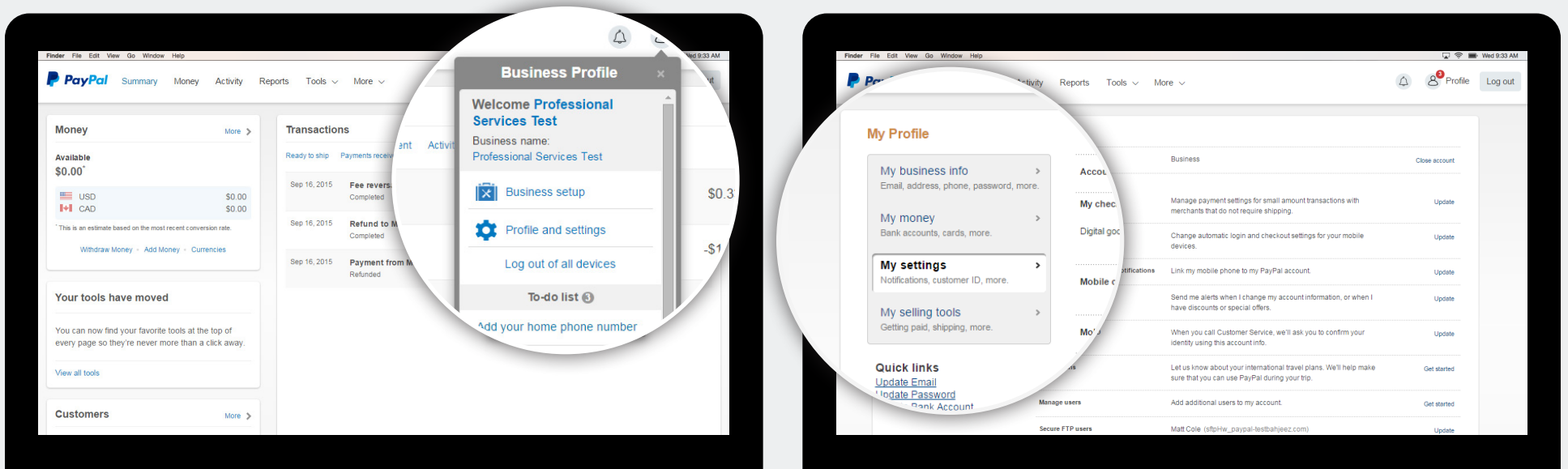
1. Go to your **Business Profile > Profile and settings.**

2. Select **My settings** in the left-hand view.

1.2 SET UP USERS FOR CUSTOMER SERVICE IN OTHER LANGUAGES
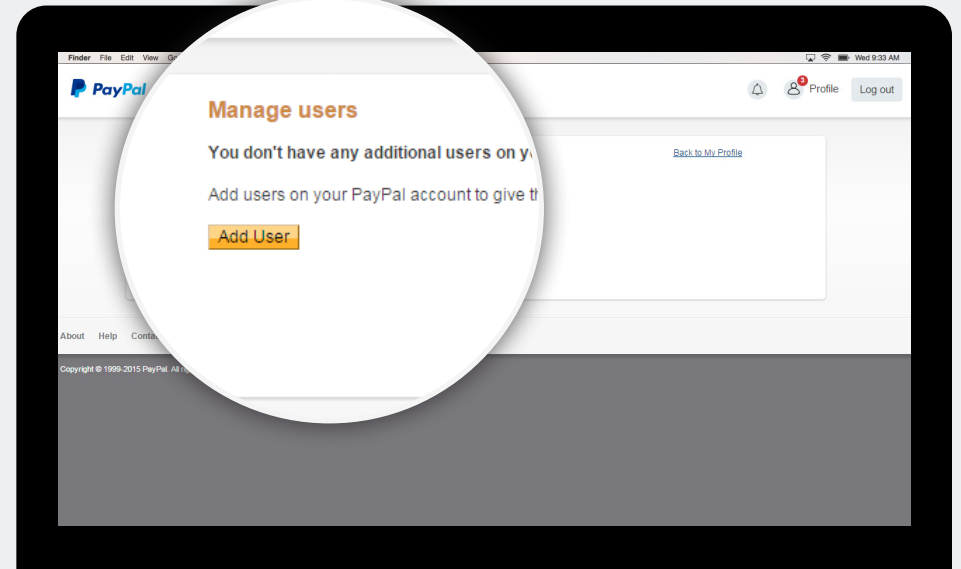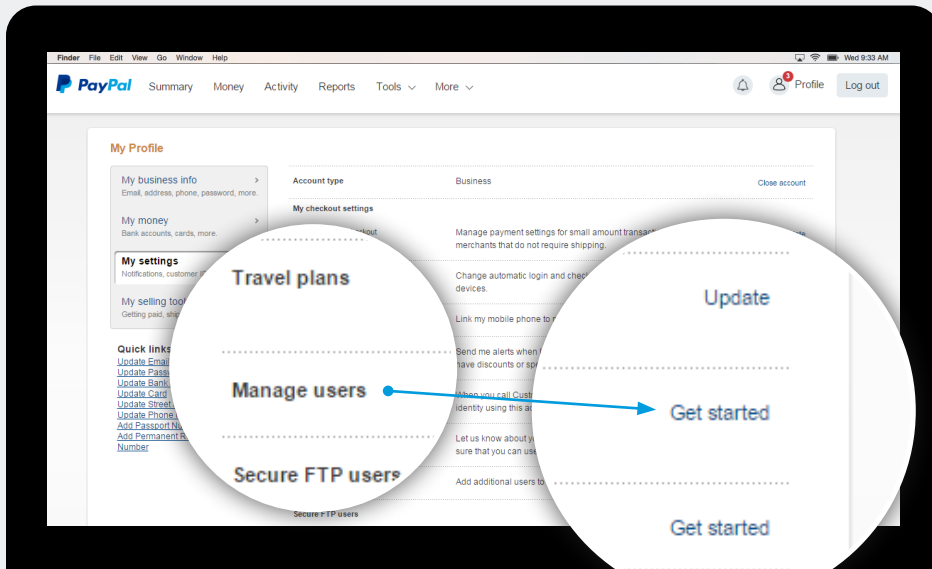
3. In Users, select **Manage users > Get started.**

4. Then select **Add User.**

1.2 SET UP USERS FOR CUSTOMER SERVICE IN OTHER LANGUAGES

5. Allocate the desired access rights and click **Save.**

1.3 DISPLAY A MESSAGE ABOUT MULTILINGUAL CUSTOMER SERVICE

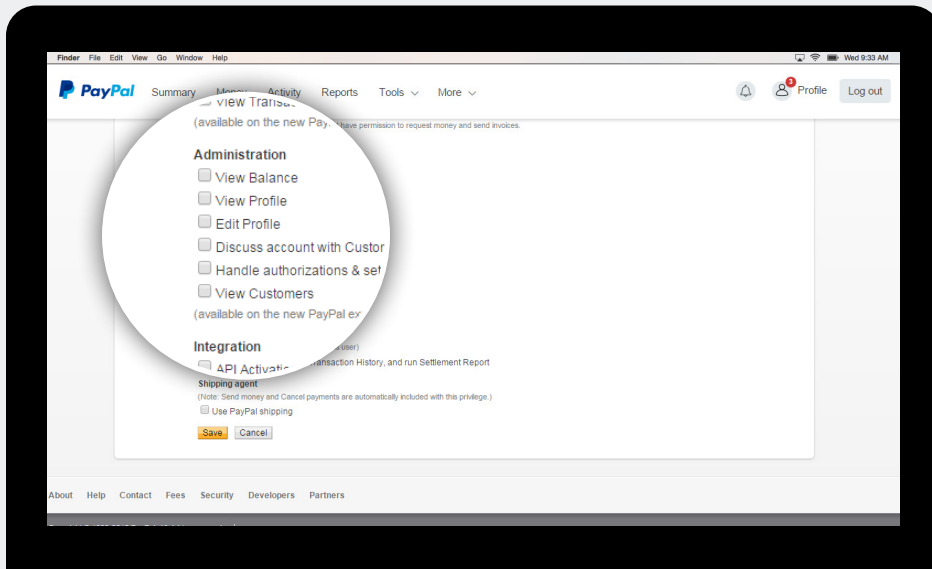To help avoid misunderstandings, you can display a personal customer service message to customers. We recommend providing your contact details (email address and/or telephone number) in several languages—for instance, English, Spanish, German, and another language understood by most of your international customers.
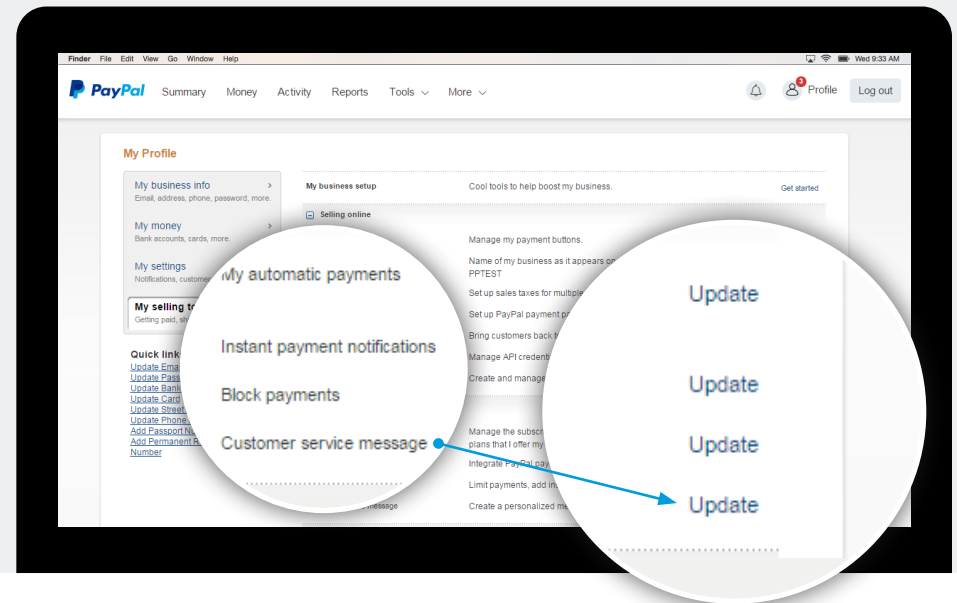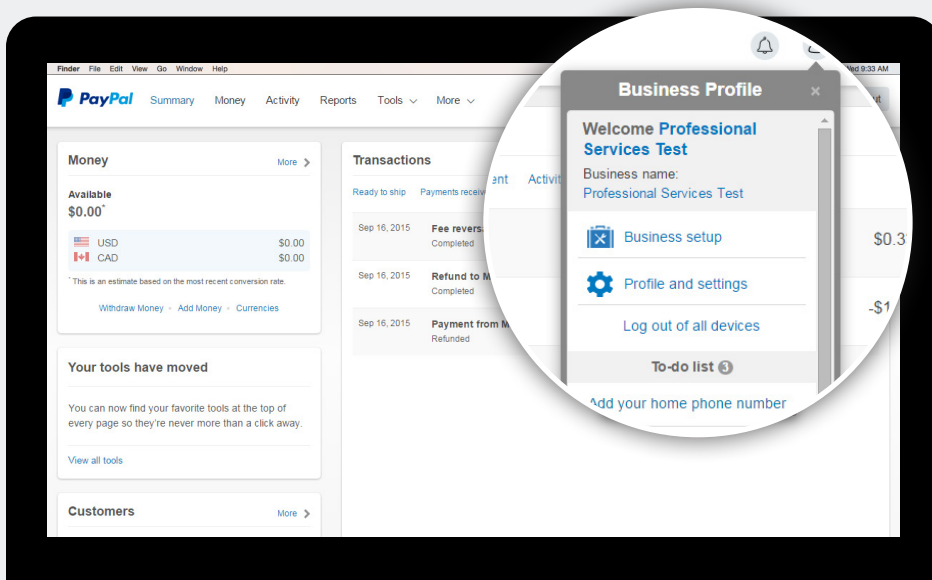
1. Go to your **Business Profile > Profile and settings.**

2. Select **My selling tools** in the left-hand view, then select **Customer service message,** and click **Update.**

1.3 DISPLAY A MESSAGE ABOUT MULTILINGUAL CUSTOMER SERVICE
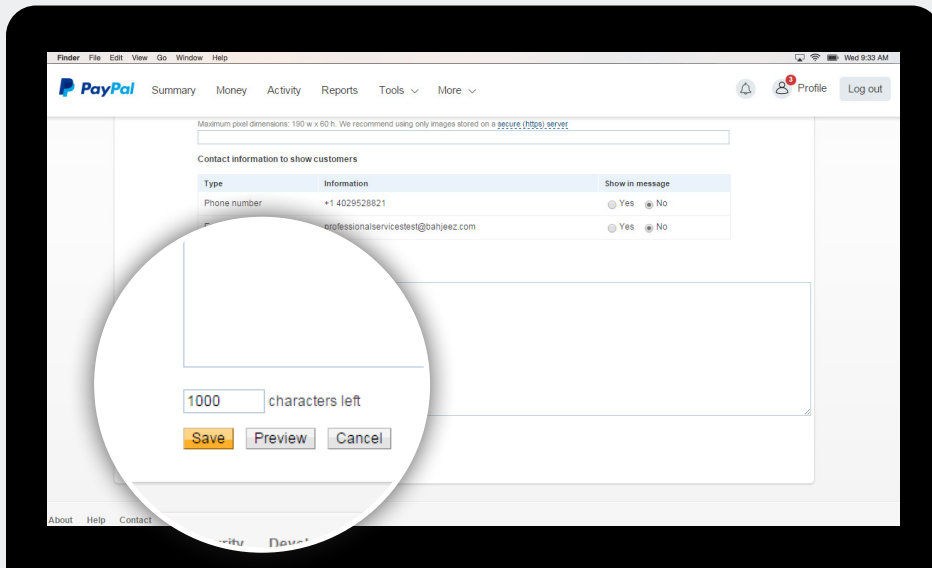
3. Customize your customer service message and click **Save.**

2 LOCAL CURRENCIES FOR YOUR CUSTOMERS

Shoppers from abroad prefer to buy in their own currency, but converting prices can be tricky. Fortunately, your PayPal Business account makes it easy to receive payment in multiple currencies. If you receive a payment in a foreign currency, there are two options:

2.1 MANUALLY ACCEPT FOREIGN CURRENCY OR AUTOMATICALLY CONVERT IT

Once a transaction has been processed, the foreign currency is converted into USD using the latest applicable conversion rates and fees. The amount is credited to your PayPal Business account in USD. You have the following options:

2.1.1 Manually accept foreign currency
2.1.2 Automatically convert foreign currency

2.2 SET UP A FOREIGN CURRENCY BALANCE AND CONVERT LATER

You can set up a currency balance in your PayPal Business account for major currencies. Incoming payments in this currency are then no longer converted, but credited directly to your PayPal Business account in the foreign currency. The benefit is that you can arrange conversion into USD when it's convenient for you.

2.2.1 Set up a foreign currency balance
2.2.2 Use the currency converter

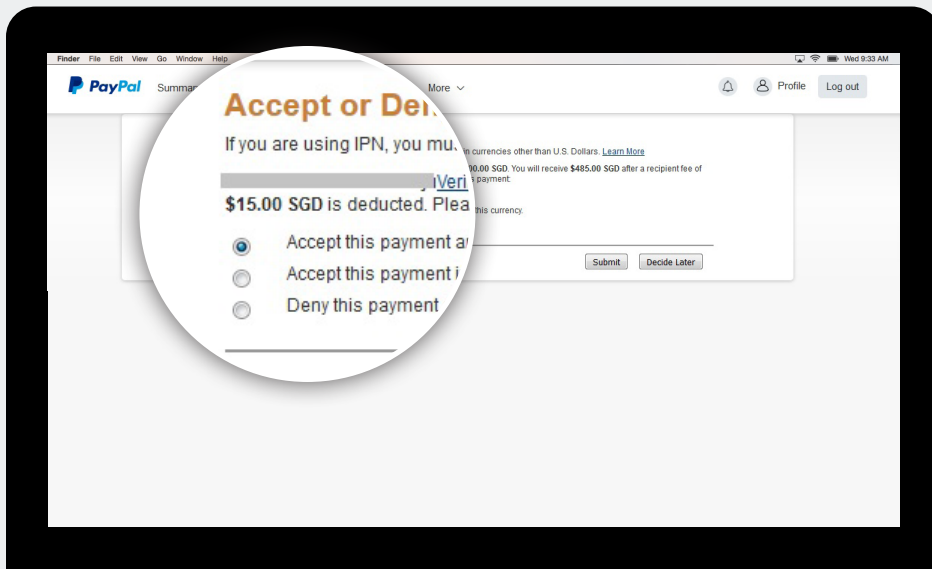# 2.1.1 MANUALLY ACCEPT FOREIGN CURRENCY

You've received a payment in a foreign currency and would like to credit it in USD to your business account immediately? To do so, you must first accept the payment.
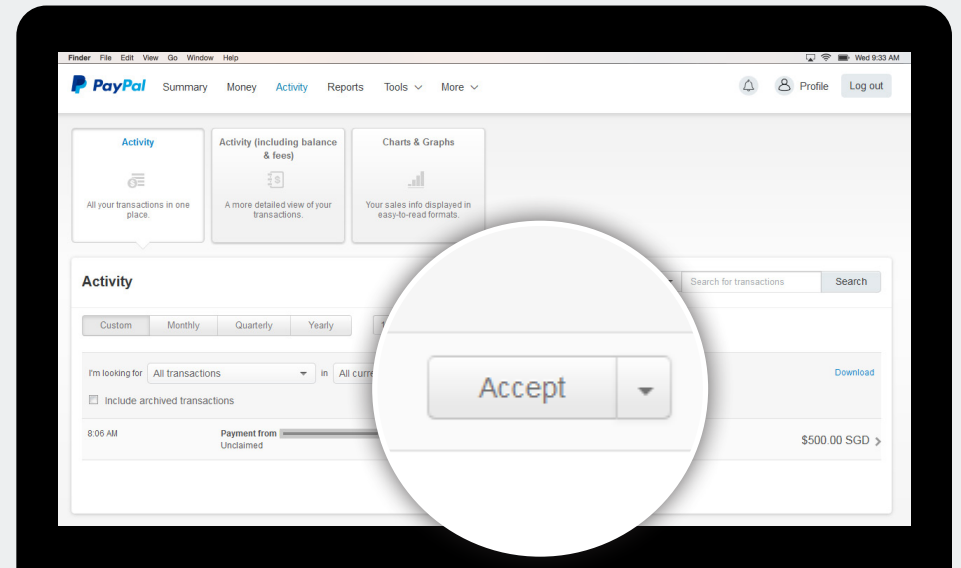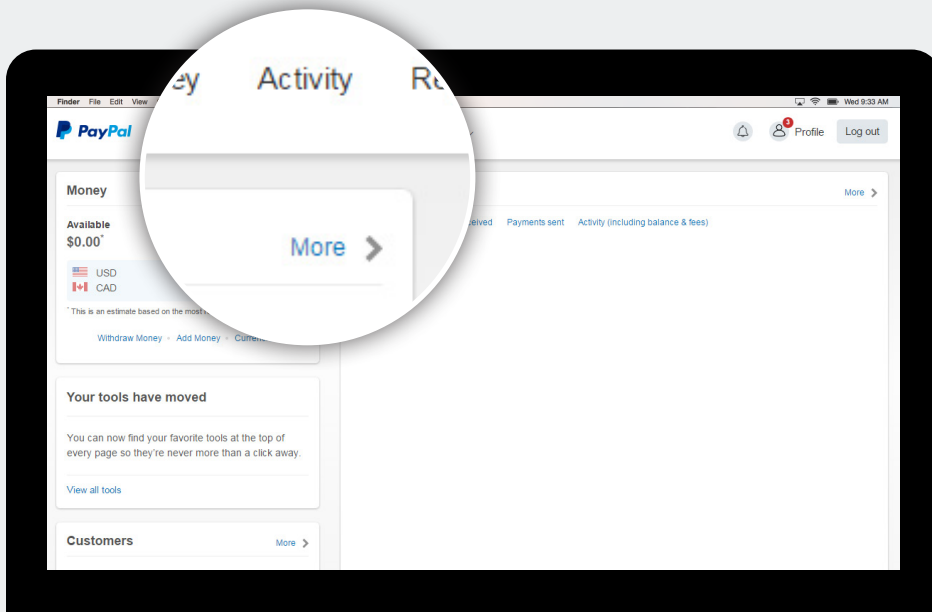
1. . Select **Activity** from the menu.

2. Look for the pending payment in the transaction list and select **Accept.**

2.1.1 MANUALLY ACCEPT FOREIGN CURRENCY


FEES AND CONVERSION RATES

If you receive payments from abroad, a country-specific cross-border fee is applied. For currency conversion, a conversion fee is also due. This is applied during a transaction (with immediate conversion)—or as soon as you transfer a balance between currencies in your PayPal account. We update conversion rates twice a day, and you can call up the currency converter any time.

Learn more about fees >

3. Select the **Accept option for this payment, convert it to USD,** and then click **Submit**. The amount is converted at the latest applicable conversion rate, and is then credited to your PayPal Business account.

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2.1.2 AUTOMATICALLY CONVERT FOREIGN CURRENCY

You can set up immediate currency conversion as the default in your PayPal Business account, so you no longer have to confirm each payment individually. This is advisable if you regularly receive payments in foreign currencies and/or if you do not have large amounts to be paid.
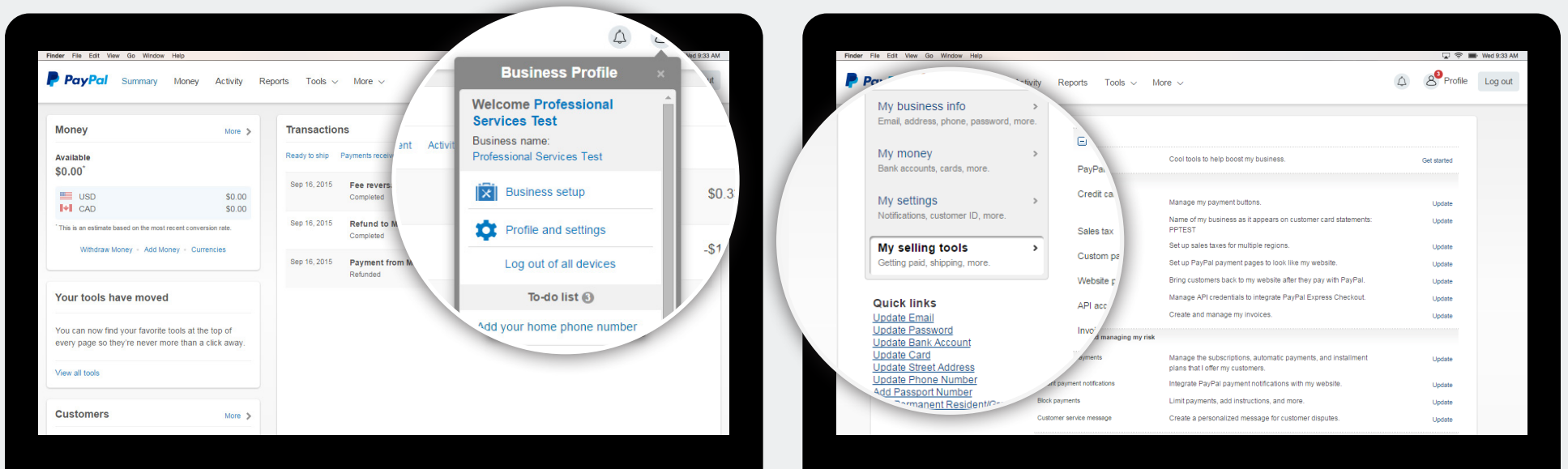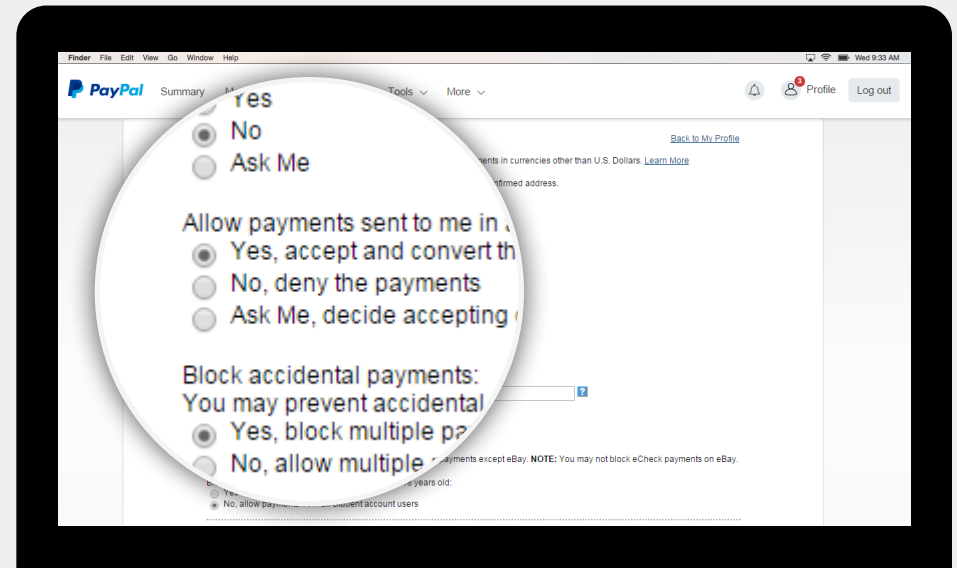

1. Go to your **Business Profile > Profile and settings.**

2. Select **My selling tools.**

2.1.2 AUTOMATICALLY CONVERT FOREIGN CURRENCY
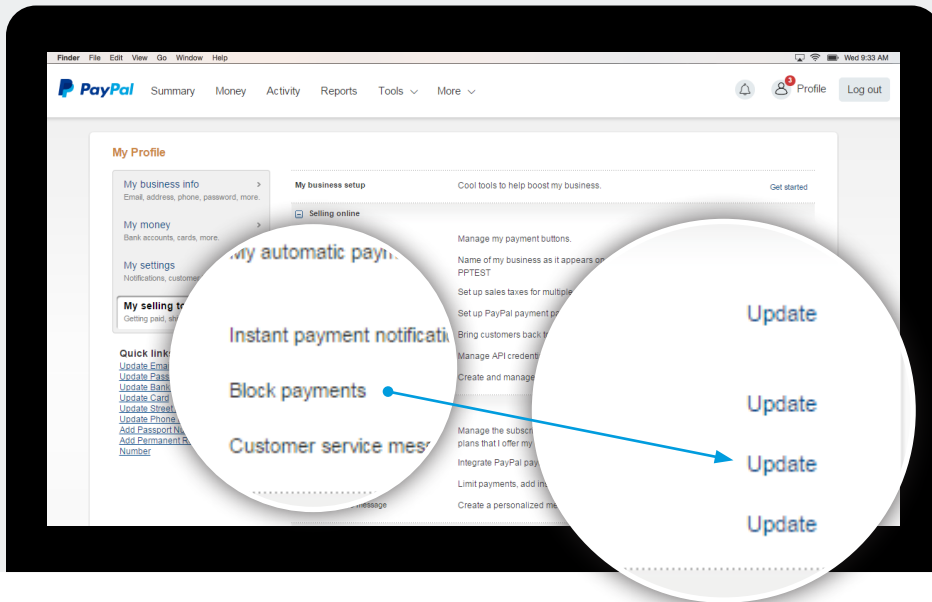
3. Select **Block payments** and click **Update.**

4. Under **Allow payments sent to me in a currency I do not hold**; select the **Yes, accept and convert them** option; and click **Save.**

2.2 SET UP A FOREIGN CURRENCY BALANCE AND CONVERT LATER

You can set up a currency balance in your PayPal Business account for the major currencies. Payments in this currency are then no longer converted, but credited directly to your PayPal Business account in the foreign currency. The benefit is that you can arrange conversion anytime yourself.

ALL CURRENCIES YOU CAN SET UP IN YOUR PAYPAL BUSINESS ACCOUNT.

|								
AUSTRALIAN DOLLAR	BRAZILIAN REAL*	BRITISH POUND	CANADIAN DOLLAR	CZECH KORUNA	DANISH KRONE	EURO	HONG KONG DOLLAR	HUNGARIAN FORINT
ISRAELI NEW SHEKEL	JAPANESE YEN	MALAYSIAN RINGGIT*	MEXICAN PESO	NEW TAIWAN DOLLAR	NEW ZEALAND DOLLAR	NORWEGIAN KRONE	PHILIPPINE PESO	POLISH ZLOTY
RUSSIAN RUBLE	SINGAPORE DOLLAR	SWEDISH KRONA	SWISS FRANC	THAI BAHT	TURKISH LIRA*	U.S. DOLLAR		

*Only for customers in that country

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2.2.1 SET UP A FOREIGN CURRENCY BALANCE
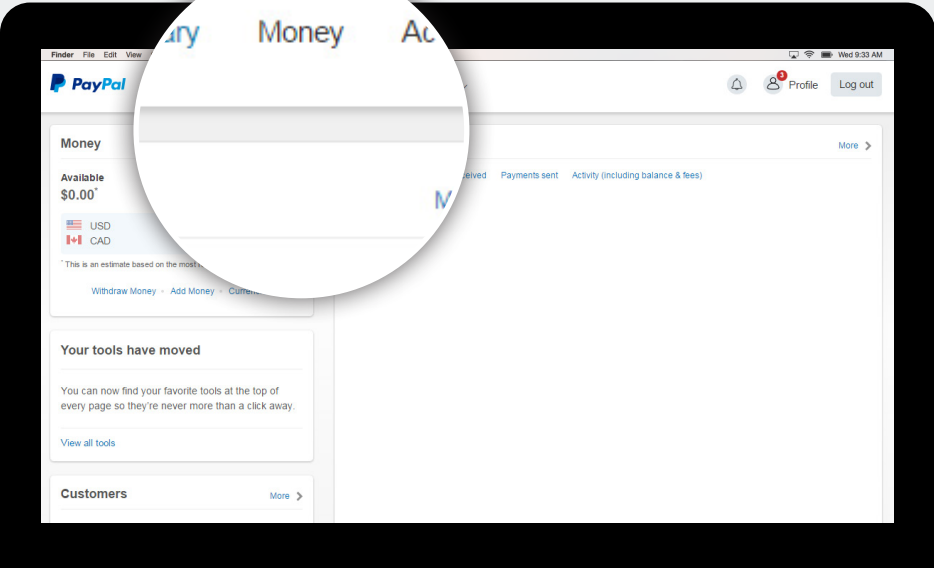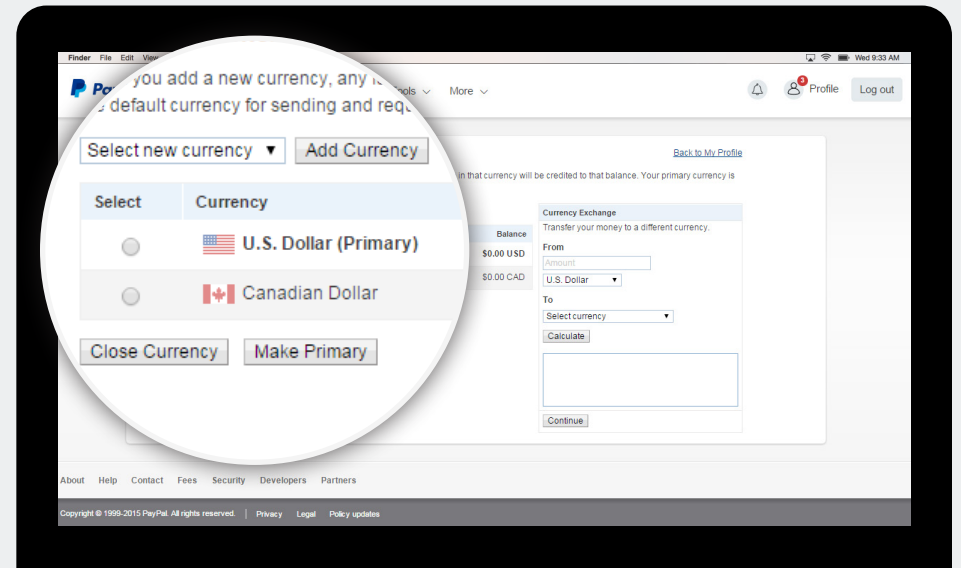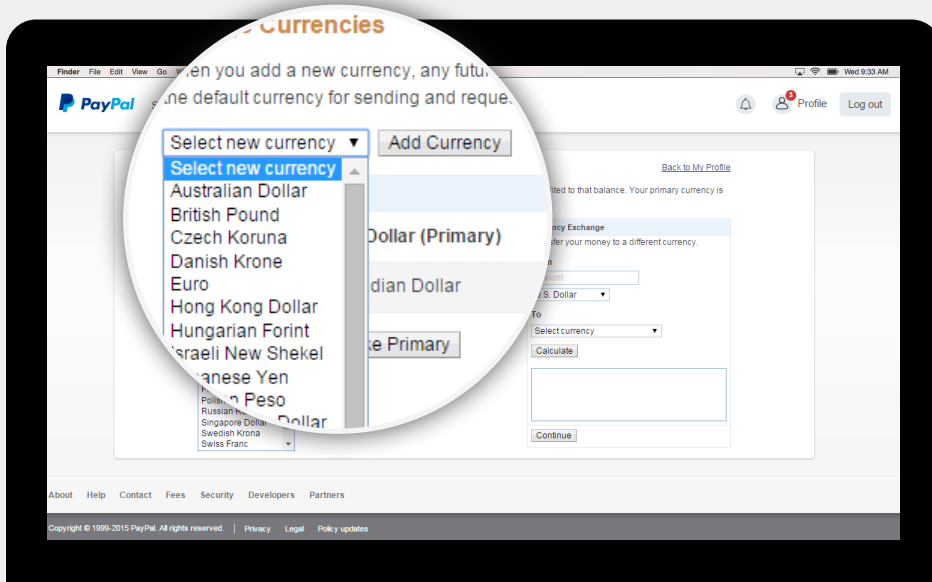

1. Select **Money** in your PayPal Business account.
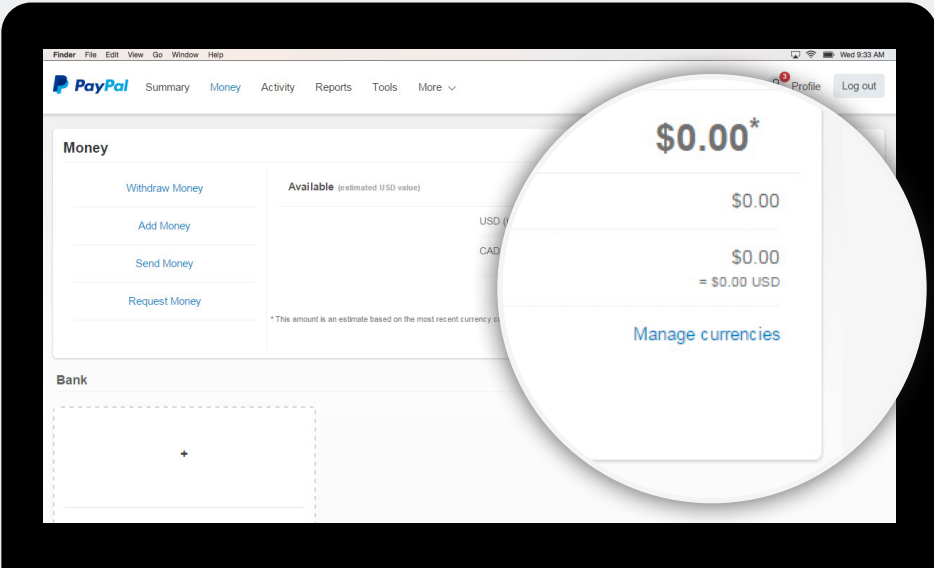
2. Right-click on **Manage currencies.**

2.2.1 SET UP A FOREIGN CURRENCY BALANCE

3. Select the desired foreign currency and click **Add Currency.**

4. A separate currency balance is immediately maintained in your PayPal Business account for the selected foreign currency.

2.2.2 USE THE CURRENCY CONVERTER

With the currency converter, you can always see the current value of your balance in foreign currencies. You can also transfer balances between different currencies or calculate the value of an item in another currency.
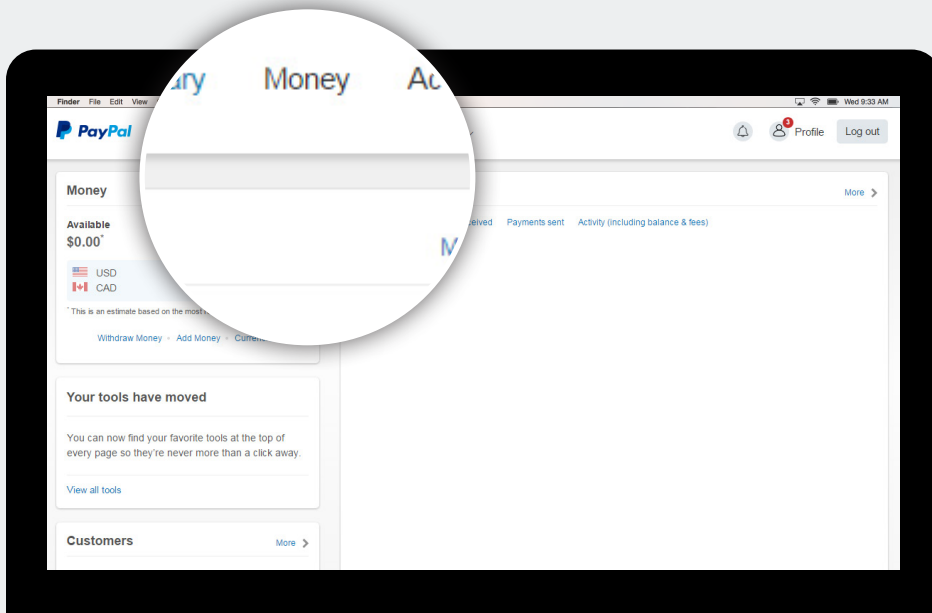
1. Select **Money** in your PayPal Business account.
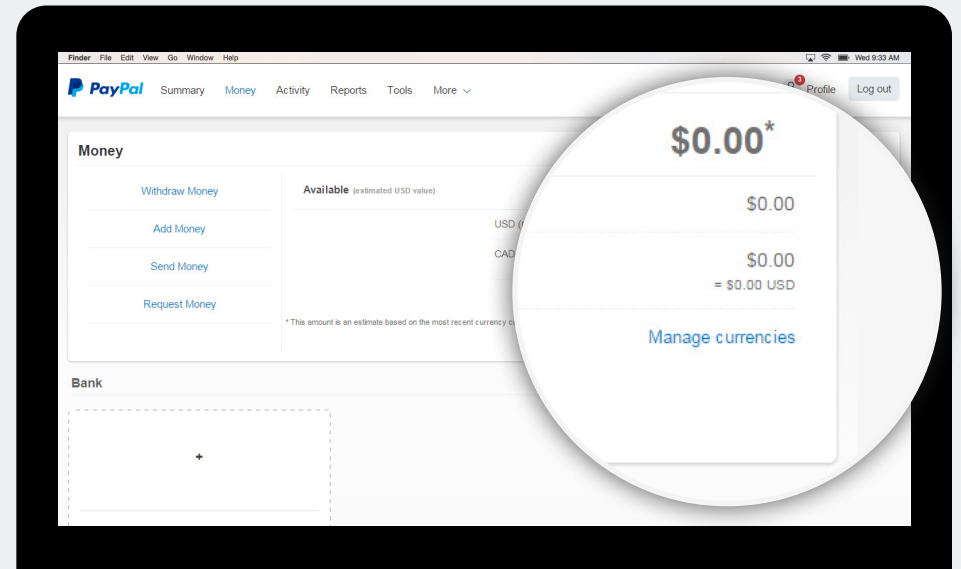
2. Right-click on **Manage currencies.**

2.2.2 USE THE CURRENCY CONVERTER

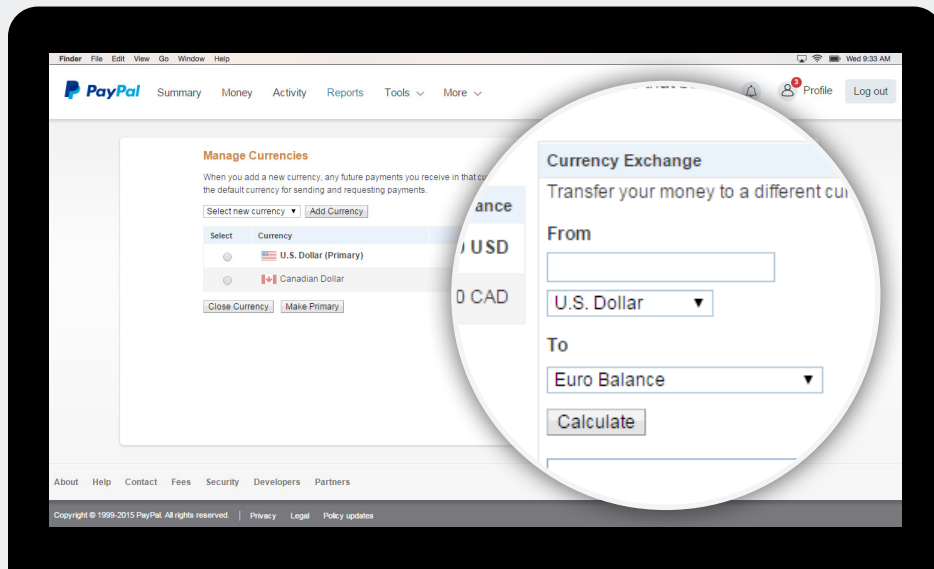**3.** Select the type of currency conversion and the desired foreign currencies, enter the amount, and click **Calculate.**

3 SELL SECURELY ACROSS BORDERS

To make your cross-border selling as secure as possible, we not only offer PayPal Seller Protection for eligible transactions, but have also put together some helpful tips.

PAYPAL SELLER PROTECTION

The good news: Just like in the U.S., **PayPal Seller Protection** helps protect you for international transactions. This applies to all physical goods according to our **User Agreement.**

FRAUD PREVENTION

To help protect yourself from fraudulent purchases, we recommend taking preventive measures: use blacklists and other filtering methods in your shop system. Also build in some extra time before shipping if you receive larger cross-border payments.

REIMBURSEMENTS

You should always give reimbursements via the related transaction ID. If customers would like to buy a returned item again, they should order from your online shop again and not use the Send Money feature. This is the way to ensure you can be covered by PayPal Seller Protection.

EMAILS

If you receive a suspicious email, like one that you think is not from PayPal, be cautious. Forward the original email, without opening the attachment, to **spoof@paypal.com.** Visit the **PayPal Security Center** to learn more about recognizing fake emails and websites.

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GO SEEK NEW CUSTOMERS.

We wish you every success in your international selling.
See www.paypal-passport.com for more instructions, info, and solutions.

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