

## Unit Purchase Card – The Girl Guide Store Payments using PayPal FAQs

1. Do I need a PayPal account to purchase items from [The Girl Guide Store](#)?
  - NO, You need to click the *Checkout with PayPal* option to the transfer you to the PayPal site, then choose "Don't have a PayPal account?" button, where you will be able to enter your purchase card information.
  
2. How do I pay using my purchase card at the Girl Guide Store?
  - Click "Don't have a PayPal account?"
  - Enter the Visa number (no spaces).
  - Enter the expiry.
  - Enter the CSC number from the back.
  - Billing address will be populated from The Girl Guide Store website. It should be keyed in The Girl Guide Store as:
    - Line 1(your unit name)           1<sup>ST</sup> ANYTOWN BROWNIES
    - Line 2 (billing address)       180 DUNCAN MILL RD STE 100 TORONTO  
ON M3B1Z6
  - Contact information phone number should be 4169206666 (no spaces or hyphens).
  - You do not need to update the shipping address (the Girl Guide Store will use the default address on your account).
  - Email will be populated from The Girl Guide Store.
  - Click pay.
  - Once it has been authenticated, you will have a prompt to create a PayPal account. Choose "No Thanks".
  
3. What billing address should I use when paying by unit purchase card?
  - Billing address will be populated from The Girl Guide Store website. It should be
    - Line 1(your unit name)           1<sup>ST</sup> ANYTOWN BROWNIES
    - Line 2 (billing address)       180 DUNCAN MILL RD STE 100 TORONTO  
ON M3B1Z6
  
4. What billing phone number should I use when paying by unit purchase card?
  - Contact information phone number should be 4169206666 (no spaces or hyphens).
  
5. How do I pay by purchase card if I have a personal PayPal account?
  - When you get to the PayPal site, click the "Pay with my PayPal account".
  - Delete the email imported from The Girl Guide Store and enter the email associated with your PayPal account.
  
6. Do I need to rekey my shipping address in PayPal?
  - No, The Girl Guide Store uses the address you have saved in your account; you do not have to rekey the shipping address on PayPal.

- PayPal can only import one address to their website, which is the billing address
7. How do I go back to change my order if I am on the PayPal screen?
    - On each screen, near the bottom of the boxes, there is a hyperlink to “cancel and return to Store”.
  8. Is there a charge to use PayPal?
    - No, there is no charge.
  9. If my PIN is not working at a retail store can I use my purchase card on PayPal?
    - No. If there is a PIN problem, your account will be blocked from use anywhere until it has been resolved.
    - Refer to the information package received with your purchase card for your unique reference number and the US Bank phone number.
    - If you are unable to locate your unique reference number, call the Purchase Card Administrator at 1-877-323-4545 x 2409.
  10. If I am over or close to my monthly limit, can I pay by purchase card at the Guide Store?
    - No, There must be enough available balance on your purchase card to process a payment.
    - Check that the sum of your purchases for the month (from the 28<sup>th</sup> of the previous month) leaves enough available balance for the purchase you are making at The Girl Guide Store .
    - If there is not enough available balance, and you have sufficient funds in your account, request a temporary purchase card credit limit increase. ([Quick Tip 12](#))
  11. I did not receive an order confirmation/receipt, how can I confirm it was accepted?
    - Sign in/Return to The Girl Guide Store.
    - Click *View my Orders*, view details.
  12. Who should I call if I have trouble with my order?
    - The Girl Guide Store 1-877-605-9339
  13. Who do I contact if I get the message “this card cannot be used for this payment”?
    - The Girl Guide Store 1-877-605-9339