



*PTBoard makes it easier!*

## Can't Find Our PayPal Account

PTBoard uses PayPal Connect platform, this means PTBoard and your PTA own separate PayPal accounts and these accounts are "connected" in PayPal's terms. When a transaction is completed, the payment goes straight into your PTA PayPal account. PTBoard does not withhold the payment at any time.

From our side, all we know is your PTA's PayPal merchant ID. You can click "Manage School" -> In "Online Store & Payment" Section next to "PayPal Account" you can find your organization's Merchant ID. We don't have any other information about your PayPal account, such as the email address associated with your account.

PayPal provides instructions about how to find out the merchant ID of your PayPal account. After you login to your PayPal account, you can find it under: **Account Settings > Business information > PayPal Merchant ID.**

This means, if you happen to own multiple PayPal accounts, you can login to each account and take a look at its merchant ID. The account that is linked to PTBoard PayPal account has the merchant ID: **AGPFEZCS9EC9J.**

Once you confirm the PayPal account linked to PTBoard, you should be able to find all the money there. If your bank account associated with your PayPal account is not seeing money transfer, the most likely cause is that you have not set up auto transfer in PayPal settings. By default, PayPal holds all money in its account; you can either manually transfer funds to your bank account from here, or set up auto transfer so that PayPal will auto transfer to your bank account based on your specification.

If you still are not able to resolve this, we suggest you call PayPal customer service, so that they can provide additional assistance.

Please let us know what you find out, we are here to support you to the best of our capabilities.