ShopSite Knowledgebase

Orders via PayPal have Fraud Alert beginning 8/30/2007

Product: ALL
Version: ALL
Platform: ALL
I am accepting PayPal payments in my ShopSite shopping cart and since approximately 8/30/2007 all PayPal orders appear in ShopSite with Fraud Alert in the name and on the PayPal side there is no shipping cost included in the payment (or the shipping costs don't match those in the ShopSite order). What can be done to resolve this?
Solution ID: S5525
This issue seems to correspond with changes/enhancements made by PayPal to their site beginning the night of August 29th and morning of August 30th, 2007.
To resolve this issue for future orders placed in ShopSite via PayPal, go to the Profile -> My Selling Tools -> Shipping Calculations menu in your PayPal account and Edit each shipping option listed there (whether it is Active or Inactive) and make sure that the 'Use the shipping fee in the transaction instead of my calculator's settings' radio button is set to 'Yes' for each. Optionally, if you are not using these PayPal shipping calculations for other (non-ShopSite) purposes then you can go ahead and delete them, that should also resolve the issue.

https://support.shopsite.com/KBase/questions/2508/