



eCheque by PayPal

Occasionally when payments are sent using PayPal the payment is sent as an 'eCheque' rather than as an instant payment. This can cause problems for buyers and sellers as it can take up to 9 working days to clear.

The buyer believes they have paid instantly and becomes concerned when the seller does not send the item immediately. Often the buyer is not aware they have sent an eCheque. The seller can experience negative feedback/low DSR score because the buyer believes the seller has not posted their item.

An eCheque works like a normal paper cheque. When the buyer sends payment the funds are transferred from the buyer's bank account into the seller's PayPal account. PayPal says you should expect the eCheque to clear in 5-9 working days (13 days including weekends). The funds are not available to the seller until cleared.

Example from PayPal payment page: (In seller's account)

"Payment Type: eCheque

This eCheque payment will be credited to your PayPal balance once the funds have cleared from the sender's account. This usually takes three to five working days so please do not post any items until the funds have cleared."

There are a number of **reasons for payments being sent as eCheques**

- The buyer does not have enough funds in their PayPal account and/or does not have a credit card registered as a funding source so the funds have to come from the buyer's bank account.
- If you don't have to have a credit card or alternative funding source attached to your PayPal account.
- The buyer has mistakenly or deliberately selected 'eCheque' as a source of funds
- If the buyer's credit card has expired or been renewed and the information has changed (valid from/to date, expiry date) the funding source may revert to bank account.
- Other reasons

Info for buyers

To avoid sending an eCheque and having to wait longer for your items make sure you have enough funds in your PayPal account to cover the cost of the item and postage costs.

Make sure you have a credit or debit card registered to your PayPal account as a source of funding. Make sure you update the card information if you receive a new card (issue number, expiry date will have changed)

Please remember a Seller cannot send items to a buyer until an eCheque has cleared.

A buyer can cancel an eCheque any time before it clears and then fund their PayPal or register a credit card and then make payment, it should then be instant. (I think!)

You can cancel the eCheque and send the seller a postal order which will be quicker than waiting for the eCheque to clear.

Info for sellers

eCheques can BOUNCE like normal cheques!!! Log into the payment page in PayPal and it will tell you the expected clearing date & when it has cleared.



FAQs

What is eCheque?

An eCheque is a payment that you make directly from your bank account. You can only send an eCheque if your bank account is the only payment method attached to your bank account, and you don't have a credit or debit card as a back-up payment method. If you have a back-up payment method you will not be able to send eCheques.

Please note that eCheques are not instant payments. It usually takes between three and nine working days for an eCheque to complete and the money to appear in the recipient's PayPal account.

An eCheque works in the exact way a normal cheque does, so if the consumer does not have the funds in their bank account, the cheque will bounce.

Any seller who uses a PayPal account must accept eCheques under PayPal terms and conditions.

Why Use eCheques?

eCheques can be handy for consumers who do not have a credit card or debit card, they are very secure and you cannot get into debt. You must have the funds in your bank account for an eCheque to clear. However, you cannot send eCheques from all countries, If you live in the UK or the US then you should not have a problem.

How do I pay by eCheque?

Log into your PayPal account and click Send Funds, enter the required information and then click continue, then click change under the payment method and click on eCheque, continue then send.