



# *Mass Payments User Guide*

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# Contents

<b>Preface</b> . . . . .	<b>5</b>
About This Guide. . . . .	5
Intended Audience . . . . .	5
Revision History . . . . .	5
Documentation Feedback . . . . .	6
<b>Chapter 1 Mass Payments Overview</b> . . . . .	<b>7</b>
What is Mass Payments? . . . . .	7
Mass Payments Processing . . . . .	7
How Do Recipients Get Their Money? . . . . .	8
Who Can Use Mass Payments? . . . . .	8
Offering PayPal as a Payout Option On Your Site . . . . .	8
<b>Chapter 2 Using Mass Payments in Your PayPal Account</b> . . . . .	<b>11</b>
The Mass Payments Process . . . . .	11
Creating the Payment File . . . . .	11
Payment File Contents. . . . .	12
Preparing the Payment File . . . . .	14
Accessing Mass Payments . . . . .	15
Uploading a Payment File . . . . .	15
Uploading the Mass Payments File (Reports Subtab Present) . . . . .	15
Uploading the Mass Payments File (No Reports Subtab) . . . . .	16
Reviewing Transaction Details . . . . .	17
Reviewing Transaction Details (Reports Subtab Present). . . . .	17
Reviewing Transaction Details (No Reports Subtab) . . . . .	18
Payment Processing . . . . .	18
<b>Chapter 3 Using the Mass Payments API.</b> . . . . .	<b>21</b>
Calling the MassPay API. . . . .	21
MassPay API Using SOAP. . . . .	22
SOAP MassPay Request Message . . . . .	22

SOAP MassPay Response Message . . . . .	23
MassPay API Using NVP . . . . .	23
NVP MassPay Request Message . . . . .	24
NVP MassPay Response Message . . . . .	24
MassPay Error Codes . . . . .	25
<b>Chapter 4    Mass Payments Reporting . . . . .</b>	<b>.29</b>
About Mass Payments Reporting . . . . .	29
Using the Reports Dashboard to Review Mass Payment Transactions . . . . .	29
Searching for Mass Payments in the Report Dashboard . . . . .	30
Using the Search Transaction Results List . . . . .	30
Downloading the Search Transaction Results . . . . .	31
Using Account History to Review Mass Payment Transactions . . . . .	31
Viewing Transaction Details Using Basic Search . . . . .	31
Using Advanced Search . . . . .	32
Viewing Transaction Logs . . . . .	32
Downloading History Logs . . . . .	33
Receiving Instant Payment Notifications for Mass Payments . . . . .	33
Processed IPN. . . . .	34
Using the Settlement Report and the Transaction Detail Report. . . . .	35
About Mass Payments and the Settlement Report . . . . .	35
About Mass Payments and the Transaction Detail Report . . . . .	35
<b>Chapter 5    Best Practices and FAQs for Mass Payments . . . . .</b>	<b>.37</b>
Mass Payments FAQs . . . . .	37
Is there a fee to send Mass Payments? . . . . .	37
How much money can I send? . . . . .	37
What countries can receive Mass Payments? . . . . .	38
Can I send money in different currencies? . . . . .	38
How do I confirm the receipt of payments? . . . . .	38
How do I cancel an individual payment? . . . . .	39
A recipient told me that payment was not received. What could be the problem? . . . . .	39
What does it mean if a mass payment is “Processing, Denied, Processed or Completed” in my transaction history? . . . . .	40
<b>Appendix A   Currencies and Currency Codes . . . . .</b>	<b>.41</b>



# Preface

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## About This Guide

The Mass Payments User Guide describes how to use the PayPal website and the MassPay API to send Mass Payments, to search for Mass Payment transactions, and to view summary and detailed Mass Payment information.

The following table summarizes the contents of this guide.

Feature	See
Frequently asked questions	<a href="#">“Mass Payments FAQs” on page 37</a>
MassPay errors	<a href="#">“MassPay Error Codes” on page 25</a>
NVP API	<a href="#">“MassPay API Using NVP” on page 23</a>
Reporting	<a href="#">“Mass Payments Reporting” on page 29</a>
Sending Mass Payments from the PayPal site	<a href="#">“Using Mass Payments in Your PayPal Account” on page 11</a>
SOAP API	<a href="#">“MassPay API Using SOAP” on page 22</a>

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## Intended Audience

This guide is for merchants and secondary users who log in to PayPal accounts for a variety of set-up and administrative tasks.

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## Revision History

The following table lists the revisions made to the *Mass Payments User Guide*.

Date Published	Description
February 2012	Maintenance release.
February 2011	Updated currency information.
January 2010	New guide.

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## **Documentation Feedback**

Help us improve this guide by sending feedback to:  
[documentationfeedback@paypal.com](mailto:documentationfeedback@paypal.com)

# 1

## Mass Payments Overview

- [“What is Mass Payments?”](#) on page 7
- [“Mass Payments Processing”](#) on page 7
- [“How Do Recipients Get Their Money?”](#) on page 8
- [“Who Can Use Mass Payments?”](#) on page 8
- [“Offering PayPal as a Payout Option On Your Site”](#) on page 8

**IMPORTANT:** Mass Payment is not enabled automatically. You must contact MTS to enable it in the Sandbox. Your account manager can arrange for it to be enabled when you are ready to go live.

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### What is Mass Payments?

Mass Payments lets you send multiple payments in one batch. It's a fast and convenient way to send commissions, rebates, rewards, and general payments. You must have explicit permission from PayPal to use Mass Payments.

You submit the payment information to PayPal in the form of a payment file. PayPal processes each payment and notifies you when it is complete.

There are two ways to send your payment information:

1. Upload a payment file directly to the PayPal site.

For instructions, see [“Using Mass Payments in Your PayPal Account”](#) on page 11.

2. Submit the information through APIs.

For instructions, see [“Using the Mass Payments API”](#) on page 21.

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### Mass Payments Processing

When a Mass Payments request is executed, PayPal processes each payment in the request. PayPal takes the payment amounts from your account and attempts to put them into the recipients' PayPal account. If the recipients do not have PayPal accounts, PayPal notifies them that a payment is available and they must create a PayPal account to receive the payment. Payments processing can take from a couple of minutes to several hours, depending on the number of payments you are processing.

When the payments have been sent, PayPal sends you a notification email. You can then log in to your PayPal account and get the details of each transaction.

PayPal holds the mass payment amounts for 30 days. If a payment is unclaimed after 30 days, the money is returned to your account.

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## How Do Recipients Get Their Money?

Every recipient receives an email notifying them of the payment. There are three scenarios for recipients.

Recipients with a PayPal account tied to the email address that contains the payment notification can click a link in the email message, log in to their account, and access their payments.

If the recipients have a PayPal account, but the payment is sent to an email address that is not tied to their account, they are offered an opportunity to log in to their account. Then, when they log in, the money is deposited to their account and the new email address is added to their account automatically.

If the recipients do not have a PayPal account, their email message contains a link that directs them to a PayPal sign-up page. The sign-up process automatically confirms their email address. When they complete the sign-up process, the money is available in their new PayPal account.

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## Who Can Use Mass Payments?

You must have a PayPal Premier account or Business account, and it must be a verified account, before you can use Mass Payments. If you have multiple users for your PayPal account, you can grant access to one or more authorized users to have them send Mass Payments for you. For example, you can grant Mass Payments access to your bookkeeper or to your customer service agents as part of their duties.

**IMPORTANT:** Mass Payment is not enabled automatically. You must contact MTS to enable it in the Sandbox. Your account manager can arrange for it to be enabled when you are ready to go live.

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## Offering PayPal as a Payout Option On Your Site

To offer PayPal as a payout option to your customers, you only need to ask for their email address. If they have a PayPal account, they should provide the email address that they use with their PayPal account. If they don't have a PayPal account, they will be asked to sign up for one when they receive their payment notice.



Let your customers know they will receive an email from PayPal when their payment has been sent. This email contains instructions on how to access their money. Your customers will then have the option to make online purchases with their money, withdraw it to a bank account, have a check mailed to them, or request for PayPal to send them a debit card to access their funds.

**NOTE:** All of these options are available in the U.S., but withdrawal methods vary by country.



# 2

## Using Mass Payments in Your PayPal Account

You can submit Mass Payments directly from your PayPal account or use the PayPal API to submit them.

Read the following topics to learn about using Mass Payments in your PayPal account:

- [“The Mass Payments Process” on page 11](#)
- [“Creating the Payment File” on page 11](#)
- [“Accessing Mass Payments” on page 15](#)
- [“Uploading a Payment File” on page 15](#)
- [“Payment Processing” on page 18](#)

For information about using the MassPay API, see [“Using the Mass Payments API” on page 21](#).

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### The Mass Payments Process

In general, you complete the following steps to send Mass Payments from your PayPal account:

1. Collect recipient information and create a payment file. See [“Creating the Payment File” on page 11](#).
2. Access Mass Payments in your PayPal account. See [“Accessing Mass Payments” on page 15](#).
3. Upload your payment file. See [“Uploading a Payment File” on page 15](#).

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### Creating the Payment File

You must create a payment file to send Mass Payments. A payment file contains recipient and payment information. Mass Payments lets you send up to 5,000 payments in one batch.

You can create a payment file using a notepad application, a spreadsheet application such as Microsoft Excel, or a database application. PayPal supports payment files with the following extensions:

- .TXT (Text, tab-delimited)
- .CSV (Comma Separated Value)
- .DAT (Text, tab-delimited)

Each line in the payment file represents one recipient and at minimum must contain the recipient's identification, the amount to pay, and the currency type. You can also provide custom information, if necessary.

For a description of the fields you can include, see [“Payment File Contents” on page 12](#). For instructions on preparing the payment file, see [“Preparing the Payment File” on page 14](#).

## Payment File Contents

The payment file contains the following information:

### Payment File Contents

Item	Description
Recipient	(Required) Unique identifier for the recipient, one of the following: <ul style="list-style-type: none"> <li>• Email address</li> <li>• PayPal account ID If you are using Mass Payments in conjunction with Express Checkout or the Authorization API., the PayPal ID is returned.</li> <li>• Telephone number The telephone number is the user's mobile number.</li> </ul>
Payment Amount	(Required) Amount of the recipient's payment.
Currency Type	(Required) Three-letter currency code.  <b>NOTE:</b> Payments in different currencies must have separate payment files. For a list of the valid codes, see <a href="#">“Currencies and Currency Codes” on page 41</a> .
Customer ID	(Optional) Unique identifier. It has a 30-character maximum and cannot contain any spaces.
Custom Note	(Optional) Additional information to the customer.

You can have only one recipient type and one currency type per payment file. If you need to send Mass Payments to some recipients with email addresses and some with PayPal account IDs, you must create separate payment files for each type. If you need to send Mass Payments with multiple currency types, you must create separate payment files for each currency.

### Currency Types

You can have only one currency type per payment file. Currency type codes are not case sensitive. For example, both `usd` and `USD` codes are acceptable for U.S. Dollars.

In general, you can send Mass Payments using most currencies. However, there are a few countries that place limitations on how their currency can be used or exchanged. If your Mass Payment request does not comply with the currency restrictions of your country, that portion

of your Mass Payment request will fail and you will get an error message describing the issue. See “[Countries with Currency Restrictions](#)” on page 13 for information about the countries with restrictions.

For a complete list of the currency codes, see “[Currencies and Currency Codes](#)” on page 41.

**Countries with Currency Restrictions.** If you are a PayPal account holder in a country with currency restrictions, make sure that your Mass Payment payment file contains requests that meet your country’s requirements. If any of the payment file entries do not comply with the country’s restrictions, those entries will fail with an error message. The remaining payment file entries will be processed, assuming that there are no other errors in the file.

The following table the countries with currency restrictions and describes the restrictions that apply to Mass Payments.

Country	Currency Code	Restrictions
Argentina	ARS	<p>Argentine users can:</p> <ul style="list-style-type: none"> <li>• Send payments in ARS only to other Argentine users</li> <li>• Send payments in other currencies to all users, including those in Argentina.</li> </ul> <p>Argentine users cannot:</p> <ul style="list-style-type: none"> <li>• Send payments in ARS to users outside of Argentina</li> <li>• Send payments that result in currency conversion to or from ARS.</li> </ul> <p><b>NOTE:</b> Non-Argentine users <i>cannot</i> hold currency balances in ARS.</p>
Brazil	BRL	<p>Brazilian users can:</p> <ul style="list-style-type: none"> <li>• Send payments in BRL only to other Brazilian users.</li> <li>• Send payments in other currencies only to those outside Brazil.</li> </ul> <p>Brazilian users cannot:</p> <ul style="list-style-type: none"> <li>• Send payments to other Brazilian users in a currency other than BRL.</li> <li>• Send payments that result in currency conversion to or from BRL.</li> </ul> <p><b>NOTE:</b> Non-Brazilian users <i>cannot</i> hold currency balances in BRL.</p>
Malaysia	MYR	<p>Malaysian users can:</p> <ul style="list-style-type: none"> <li>• Send payments in MYR only to other Malaysian users.</li> <li>• Send payments in other currencies to all users, including those in Malaysia.</li> </ul> <p>Malaysian users cannot:</p> <ul style="list-style-type: none"> <li>• Send payments that result in currency conversion to or from MYR.</li> <li>• Send MYR balances to non-Malaysian users.</li> </ul> <p><b>NOTE:</b> Non-Malaysian users <i>cannot</i> hold currency balances in MYR.</p>

## Preparing the Payment File

Before starting, collect your recipient information. Use the following instructions to create a Mass Payments file.

1. Choose how you will generate the payment file.

You can use a notepad, database, or a spreadsheet application like Microsoft Excel.

2. Arrange your recipient information.

Let's say you want to use Microsoft Excel to arrange your data. Each row in your spreadsheet should contain the data for one recipient, divided into five columns. Optionally, the first row in the Mass Payments file can be treated as a header.

From left to right, enter the recipient's identifier (such as an email address), the payment amount, and the 3-letter currency code. The first three columns are required. The fourth and fifth columns are optional and can be used for your internal tracking or for adding a note to the recipient.

Here's an example of how the data could be arranged.

Recipient ID	Payment	Currency	Customer ID	Note
mbrown@mycompany.com	10.00	USD	ID001	Thanks for your business!

**NOTE:** Some countries have restrictions on sending and receiving their currency. If your payment file entries do not fall within those restrictions, you will get an error message. See [“Countries with Currency Restrictions”](#) on page 13 for a description of those limitations.

3. Generate the file.

For example, to generate a Mass Payments file from Excel, save the file as **Text** (tab-delimited) or **CSV** (comma delimited). If you are using a different software application, make sure the program you are using allows you to save in the tab-delimited format.

Here is an example of a Text (tab-delimited) file:

```
name1@email.com  10.00  USD  masspay_001  Thanks for your business!
name2@email.com  10.00  USD  masspay_002  Here is your payment.
name3@email.com  10.00  USD  masspay_003
name4@email.com  10.00  USD  masspay_004
name5@email.com  10.00  USD  masspay_005
```

**NOTE:** You can have only one recipient type and one currency type in a payment file. If you need to send payments to different recipient types or multiple currencies, you must create separate payment files.

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## Accessing Mass Payments

You can access Mass Payments through your PayPal account or through the PayPal API. For information about using the MassPay API, see “[Using the Mass Payments API](#)” on page 21.

1. Log in to your PayPal account at <https://www.paypal.com>.

The **My Account Overview** page opens.

**NOTE:** There are two versions of the PayPal web site that differ only in the way you upload, display, and research mass payment information. The instructions for uploading files are slightly different in each version.

To determine which instructions to use, look at the subtab area of the **My Account Overview** page.

If the **Reports** subtab is present, see “[Uploading the Mass Payments File \(Reports Subtab Present\)](#)” on page 15 uploading instructions.

If the **Reports** subtab is not present, see “[Uploading the Mass Payments File \(No Reports Subtab\)](#)” on page 16 for uploading instructions.

2. Click the **Send Money** tab.

The **Send Money Online** page opens.

3. Click the **Make a Mass Payment** subtab.

The **Mass Payment** page opens.

You can now upload your Mass Payments file.

---

## Uploading a Payment File

Before uploading your payment file, make sure to check the following:

- Your Mass Payments file is a .TXT, .CSV, or .DAT file and it contains only one currency type.
- Your PayPal account contains enough funds to cover the total cost of the Mass Payments request. You can use only money from your PayPal balance for Mass Payments.

**NOTE:** Your PayPal balance must be in the same currency as your Mass Payments request.

### Uploading the Mass Payments File (Reports Subtab Present)

Use these instructions if **Reports** appears in the subtab area of the **My Account Overview** page. If **Reports** is not present, see “[Uploading the Mass Payments File \(No Reports Subtab\)](#)” on page 16 for uploading instructions.

1. Open the **Mass Payment** page.
2. Choose a category in the **My recipients are identified by** field that matches type of recipient ID you used. Choose **Email address**, **Phone number**, or **PayPal customer ID**.
3. (Optional) Customize the Mass Payments email message by entering text in the **Email subject** field and the **Message to Recipient** text box.
4. Click **Upload**.

In the Open dialog box, select your payment file and click **Open**.

5. Click **Review**.

PayPal scans your payment file for errors. If the file is valid, the **Mass Payment** page displays the **Review and send payment** information and the associated fees.

6. Review the displayed information. You can also preview the email message that the recipients receive by clicking **Preview** in the **Email to recipients** area.

To edit the Mass Payments email message, click **Make Changes**. The **Mass Payment** page opens letting you make changes to the Mass Payments request.

7. Click **Submit** to start the Mass Payments processing.

The **Mass Payment** page displays the **Thank you. Your Mass Payment has been submitted** message. PayPal notifies you when the payments have been sent.

From this page, you can click links to

- View the details of the Mass Payments transaction
- Submit another Mass Payments request
- Go to your **Account Overview**

## Uploading the Mass Payments File (No Reports Subtab)

Use these instructions if you do not see **Reports** in the subtab area of the **My Account Overview** page. If **Reports** is present, see [“Uploading the Mass Payments File \(Reports Subtab Present\)” on page 15](#) for uploading instructions.

1. Open the **Mass Payment** page.
2. Enter the pathname for your payment file in the **Attach Mass Payment File** field, or click **Browse** to locate the file on your computer.
3. Choose the category in the **Recipient Type** field that matches the type of recipient ID you used. Choose **Email address** or **User ID**.
4. (Optional) Customize the Mass Payments email message by entering text in the **Email Subject** field and the **Note** text box.



5. Click **Continue**.

PayPal scans your payment file for errors. If the file is valid, the **Mass Payment** page displays the **We've successfully read your file** message, a summary of the mass payment information, and the associated fees.

6. Review the displayed information. If it is correct, click **Send Money**.

The **You have sent a payment** page opens after PayPal processes the transactions. From this page, you can click links to

- View the details of the Mass Payments transaction
- Submit another Mass Payments request
- Go to your **Account Overview**

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## Reviewing Transaction Details

You can review your Mass Payments transaction details immediately after it has been submitted. The last page in the Mass Payments process includes a link to access the information.

If the status of the transaction still shows as **Submitted**, you need to wait for the status to change to **Processed** or **Completed** to see the number of unclaimed payments. Give the process additional time, and check back later.

- If **Reports** is present in the subtab area of the **My Account Overview** page, see [“Reviewing Transaction Details \(Reports Subtab Present\)” on page 17](#) for instructions.
- If **Reports** is not present in the subtab area of the **My Account Overview** page, see [“Reviewing Transaction Details \(No Reports Subtab\)” on page 18](#) for instructions.

### Reviewing Transaction Details (Reports Subtab Present)

1. On the final **Mass Payment** page (displays the **Thank you. Your Mass Payment has been submitted** message), click the **View the details of this Mass Payment** link.

The **Transaction Details** page opens

2. The **Transaction Details** page opens and displays summary information about the Mass Payments transaction, including
  - Transaction ID
  - Date and time processed
  - Number of individual payments
  - Payment source

- Number and amounts in each of the following statuses: Claimed, Unclaimed, Denied, and Returned

This page also includes a link you can use to search for a recipient if you need to cancel the payment and a link to download the payment file to review.

3. Click the **Go to Account overview** link to go to your **Account Overview** page.

## Reviewing Transaction Details (No Reports Subtab)

1. On the **You have sent a payment** page, click **View the details of this transaction**.
2. The Transaction Details page opens and displays summary information about the Mass Payments transaction, including
  - Date and time submitted
  - Date and time processed
  - Number of payments: Total, Claimed, Unclaimed, Denied, and Returned
  - Processing status: Processing, Denied, Processed, or Completed
  - Payment amount
  - Fee amount
  - Mass Payments total
  - Funding source
3. You can get additional information by clicking the **See Details** button to download the Batch log. For information about the Batch log, see [“Downloading History Logs” on page 33](#).
4. Click **Return to Log** to see your Account History.

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## Payment Processing

When a Mass Payments request is executed, PayPal processes each payment in your Mass Payments file. PayPal takes the payment amounts from your account and attempts to put them into the recipients' PayPal accounts. PayPal notifies recipients without a PayPal accounts that a payment is available and they must create a PayPal account to receive their payment.

When the payments have been sent, PayPal sends you a notification email. You can then log in to your PayPal account and get the details of each transaction.

PayPal holds the mass payment amounts for 30 days. If a payment is unclaimed after 30 days, the money is returned to your account.

Every recipient receives an email notifying them of the payment. There are three scenarios for recipients.

- Recipients with a PayPal account tied to the email address that contains the payment notification can click a link in the email message, log in to their account, and access their payments.
- If the recipients have a PayPal account, but the payment is sent to an email address that is not tied to their account, they are offered an opportunity to log in to their account. Then, when they log in, the money is deposited to their account and the new email address is added to their account automatically.
- If the recipients do not have a PayPal account, their email message contains a link that directs them to a PayPal sign-up page. The sign-up process automatically confirms their email address. When they complete the sign-up process, the money is available in their new PayPal account.



# 3

## Using the Mass Payments API

You can use the MassPay API to send Mass Payments.

For example, you can use the MassPay API if you need to generate Mass Payments automatically, such as generating rebates every month based on information stored in a customer database.

**NOTE:** For more information on using Mass Payments from your PayPal account, see [“Using Mass Payments in Your PayPal Account” on page 11](#).

Read the following topics to learn how to implement Mass Payments using the API.

- [“Calling the MassPay API” on page 21](#)
- [“MassPay API Using SOAP” on page 22](#)
- [“MassPay API Using NVP” on page 23](#)
- [“MassPay Error Codes” on page 25](#)

---

### Calling the MassPay API

The MassPay API lets you send payments to up to 250 recipients with a single API call. You specify the payment amount for each recipient individually, but you must use the same currency type for all payments in a MassPay API request. You can identify recipients either by email address or their PayPal customer account number.

PayPal receives the MassPay request and returns a response indicating success or failure. If PayPal returns a successful response, then PayPal processes the payments. If you have Instant Payment Notifications (IPN) enabled, PayPal sends a notification to the Notify URL specified in your account profile. If you do not have IPN enabled, you can view the details of the MassPay transaction in your PayPal account.

The PayPal API is available in both a SOAP interface as well as a Name-Value Pair (NVP) interface.

For information about using the MassPay API using the SOAP interface, see [“MassPay API Using SOAP” on page 22](#).

For information about the NVP interface, see [“MassPay API Using NVP” on page 23](#).

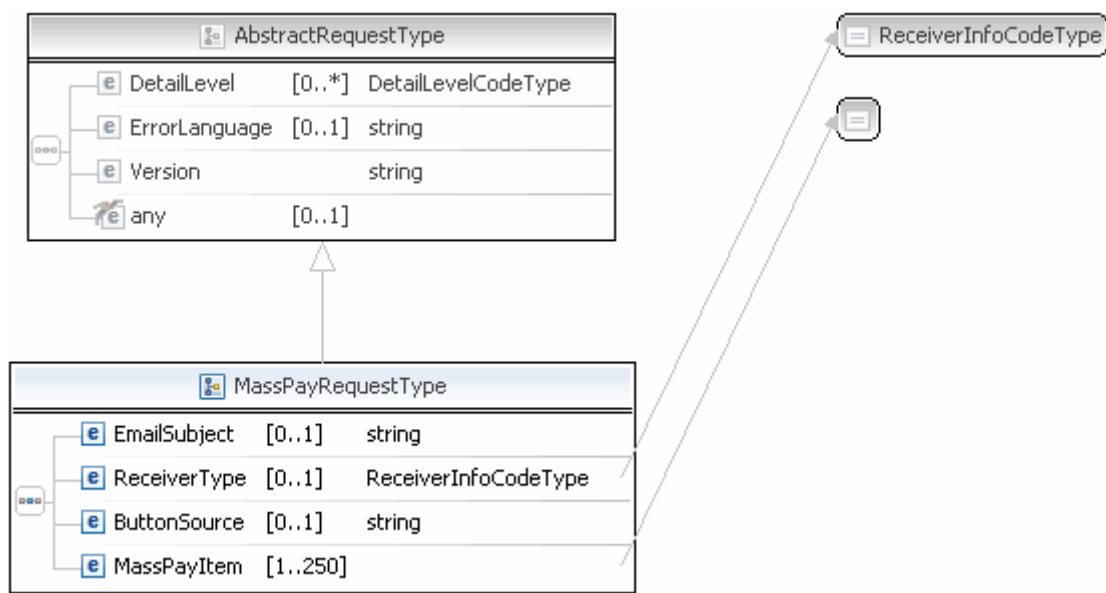
## MassPay API Using SOAP

For more information about the SOAP APIs, see the [SOAP API Developer Reference Guide](#).

The following sections contain a list and descriptions of the MassPay fields:

- “SOAP MassPay Request Message” on page 22
- “SOAP MassPay Response Message” on page 23

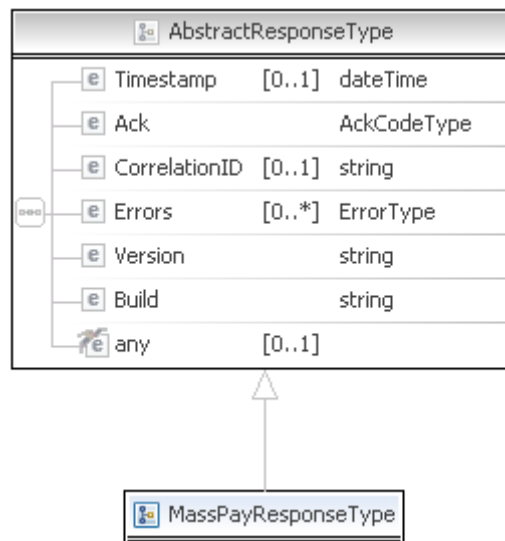
### SOAP MassPay Request Message



### SOAP MassPay Request Fields

Field	Description
EmailSubject	xs:string (Optional) The subject line of the email that PayPal sends when the transaction is completed. The subject line is the same for all recipients. Character length and limitations: 255 single-byte alphanumeric characters.
MassPayItem	ebl:MassPayItemType (Required) Details of each payment. <b>NOTE:</b> A single MassPayRequest can include up to 250 MassPayItems.
ReceiverType	ebl:ReceiverInfoCodeType (Optional) Indicates how you identify the recipients of payments in this call to MassPay. Must be EmailAddress or UserID

### SOAP MassPay Response Message



The elements returned are the same as for AbstractResponseType.

### MassPay API Using NVP

The following is a sample MassPay API call to two recipients using the PayPal Name-Value Pair (NVP) API. The recipients are specified by email address.

```

USER=fictionaluser.unknowncompany.com&
PWD=apiPassword&
SIGNATURE=AFcFxV21C7fd0v3bYYRCpSSR131ACInnLACTHV5EdPnjIV01b1a6kn9&
VERSION=2.3&
METHOD=MassPay&
RECEIVERTYPE=EmailAddress&
L_EMAIL0=fred@unknowncompany.com&
L_AMT0=25.99&
L_EMAIL1=john@fictionalcompany.com&
L_AMT1=9.99&
CURRENCYCODE=USD

```

**NOTE:** Carriage returns have been added to the code example for easier reading.

For more information on implementing the MassPay API using NVP, see the [PayPal Name-Value Pair API Developer Reference Guide](#).

The following sections contain a list and descriptions of the MassPay fields:

- “NVP MassPay Request Message” on page 24
- “NVP MassPay Response Message” on page 24

## NVP MassPay Request Message

### Mass Payments Request Fields

Field	Description
METHOD	<i>(Required)</i> Must be MassPay.
EMAILSUBJECT	<i>(Optional)</i> The subject line of the email that PayPal sends when the transaction is completed. The subject line is the same for all recipients. Character length and limitations: 255 single-byte alphanumeric characters.
CURRENCYCODE	A three-character currency code. See “Currencies and Currency Codes” on page 41.
RECEIVERTYPE	<i>(Optional)</i> Indicates how you identify the recipients of payments in this call to MassPay. Must be EmailAddress or UserID

## NVP MassPay Response Message

The fields in the response are the standard response header fields.



## MassPay Error Codes

### MassPay API Errors

Error Code	Short Message	Long Message
10001	Invalid account number.	The transaction failed as a result of an invalid credit card number. Check the number or attempt with another card.
10001	Internal Error	Internal Error
10001	Internal Error	The transaction could not be loaded
10001	ButtonSource value truncated.	The transaction could not be loaded
10001	Transaction refused because of an invalid argument. See additional error messages for details.	The masspay receiver_type is not a recognizable type
10002	Account locked	The user account is locked
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The number of input records is greater than maximum allowed
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The number of input records is less than or equal to zero
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The note string length exceeds the maximum limit of 4000 characters
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The amount is missing
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The currency is missing
10004	Transaction refused because of an invalid argument. See additional error messages for details.	Currency is not supported

<b>Error Code</b>	<b>Short Message</b>	<b>Long Message</b>
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The amount is not a valid number
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The amount exceeds the max limit of a single mass pay item ~1
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The amount is less than or equal to zero
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The unique id string length exceeds the maximum limit of 30 characters
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The unique id string contains a space as a character
10004	Transaction refused because of an invalid argument. See additional error messages for details.	The transaction id is not valid
10007	Permission denied	You do not have permissions to make this API call
10301	User not allowed	The user is not allowed to send money through Mass Pay
10303	Restricted account	Account is restricted
10304	Unconfirmed email	The user account has unconfirmed email
10305	Limit Exceeded	The user account needs to have its sending limit removed in order to make a mass payment.
10306	Limit Exceeded	The user's international account needs to have its sending limit removed in order to make a mass payment
10307	Receive only account	The user account is receive only and therefore cannot send payments out
10308	Masspay server configuration error	There is some configuration error
10309	Masspay server unavailable	The mass pay server is unavailable
10310	Unable to create payment	Unable to create payments for masspay

<b>Error Code</b>	<b>Short Message</b>	<b>Long Message</b>
10311	Unable to submit payment	Unable to submit payments for masspay
10312	Masspay server error	The masspay server has reported errors
10313	Masspay Invalid Data	The masspay input file includes invalid data
10314	Masspay input parse error	The input to the masspay server is incorrect. Please make sure that you are using a correctly formatted input.
10317	Masspay Invalid Email	The masspay input file includes invalid Email
10320	Internal Error	Internal Error
10321	Insufficient funds	The account does not have sufficient funds to do this masspay
10327	Masspay Invalid UserID	The masspay input file includes invalid UserID



# 4

## Mass Payments Reporting

Read the following topics to learn how to review transaction information for Mass Payments:

- [“About Mass Payments Reporting” on page 29](#)
- [“Using the Reports Dashboard to Review Mass Payment Transactions” on page 29](#)
- [“Using Account History to Review Mass Payment Transactions” on page 31](#)
- [“Receiving Instant Payment Notifications for Mass Payments” on page 33](#)
- [“Using the Settlement Report and the Transaction Detail Report” on page 35](#)

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### About Mass Payments Reporting

PayPal tracks information for Mass Payments for both the complete transaction and the individual payments sent to the recipients. You can view transaction information and details about those transactions using your Account History. In addition, you can see Mass Payments information in history logs, transaction logs, the Transaction Details report, and the Settlement report. Account History is available to all PayPal users.

If you see **Reports** displayed in the subtab area of the **My Account Overview** page, you can also use the **Reports Dashboard** page to search for mass payment transactions.

- For instructions on using your **Account History** to review Mass Payments information, see [“Using Account History to Review Mass Payment Transactions” on page 31](#).
- For instructions on using the **Reports Dashboard** to review Mass Payments information, see [“Using the Reports Dashboard to Review Mass Payment Transactions” on page 29](#).

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### Using the Reports Dashboard to Review Mass Payment Transactions

**NOTE:** This feature is available only for merchants that have a **Reports** subtab in their **My Account Overview** page. If you do not have a **Reports** subtab or want to use your **Account History** to review Mass Payments information, see [“Using Account History to Review Mass Payment Transactions” on page 31](#) for instructions.

The **Reports Dashboard** page displays financial and monthly sales trend information and gives you a way to access sales activity reports and recurring payment information. In addition, contains a **Transaction finder** that you can use to search for Mass Payments.

## Searching for Mass Payments in the Report Dashboard

1. Log in to your PayPal website at <https://www.paypal.com>.  
The **My Account Overview** page opens.
2. Click **Reports**.  
The **Reports Dashboard** page opens.
3. Click **Advanced Search** in the **Transaction finder**.  
The **Transaction finder** page opens. This page contains search criteria fields to narrow your search or find a specific transaction type.
4. To narrow your search to a specific recipient, enter the recipient ID you used in the Mass Payments file. For example, if you used email addresses, enter the recipient's email address.
5. To narrow your search to a particular date range, enter **To** and **From** dates.
6. Select **Mass Payments** from the **Transaction type** dropdown menu.  
Click **Include unsuccessful transactions** to include Mass Payments that did not go through.
7. Specify any additional filters to use for this search.
8. Click **Search**.  
At the bottom of the **Transaction finder** page, the **Search Transaction Results** list displays the transactions that match your search criteria.  
If there are no transactions found, a message alerts you in this area. Adjust your search criteria and run the search again.

## Using the Search Transaction Results List

The **Search Transaction Results** list displays the following information for each transaction:

- **Date**
- **Type**
- **Name**
- **Subject**
- **Gross Amount**
- **Fees**
- **Net Amount**

You can perform the following actions:

- Sort the transactions by **Name** or **Gross Amount**

- Click **Print** to print a copy.
- Click **Download** to save the list to a file.

## Downloading the Search Transaction Results

1. In the **Transaction finder** page, enter search criteria and click **Search**.
2. If you want the transactions in a different order, sort them by **Name** or **Gross Amount**.
3. Select the file type you want to save from the dropdown list next to the **Download** button. For example, select **PDF** to save the data as a PDF file.
4. Click **Download**. Follow the dialog box instructions to save your file.

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## Using Account History to Review Mass Payment Transactions

Use the **History** page to see Mass Payments processed for your account. When you first open the page, the **History** page displays a list of the transactions from the last 30 days. Mass payment transactions are identified by “Mass Payment” in the **Name/Email** column.

You can search for older Mass Payments transactions or a specific recipient’s transactions using the **Advanced Search** page.

For more information about using Account History, see the [Merchant Setup and Administration Guide](#).

## Viewing Transaction Details Using Basic Search

1. Log in to PayPal at <https://www.paypal.com>.

The **My Account Overview** page opens.

2. Click **History** or select **Basic History** from the History dropdown menu.

The **History** page opens.

3. Select the time frame for the activity you want to display.

– To search through recent transactions, click **Recent Activity** and select one of the predefined date ranges from the dropdown menu:

– To search through all transactions, click **All Activity**. Type the dates you want to use or select one of the predefined date ranges from the dropdown menu. Click **Show**.

The **History** page displays the transactions that meet your selection criteria.

4. Click **Details** for the transaction to view.

The **Transaction Details** page opens.

5. Click **Return to Log** to go back to the History page

## Using Advanced Search

Use Advanced Search to find Mass Payments transactions for a specific recipient.

1. Log in to PayPal at <https://www.paypal.com>.

The **My Account Overview** page opens.

2. Select **Advanced Search** from the **History** subtab.

- or -

Click **Find a transaction** on the **History** page.

The **History** page opens.

3. Enter the recipient's email address in the **Search for** text box.
4. Select **Email** from the **In** dropdown menu.
5. Enter the dates you want to use in the **From** and **To** date fields.
6. Click **Search**.

The **History** page displays the transactions that meet your selection criteria.

7. Click **Details** for the transaction to view.

The **Transaction Details** page opens.

8. Click **Return to Log** to go back to the History page

---

## Viewing Transaction Logs

You can view or download a transaction log for your Mass Payments transactions. The Transaction log contains a summary of a mass payment transaction, such as date and time processed and transaction status. It also contains detailed transaction information for each recipient.

1. Open a **Transaction Details** page for the transaction you want to review.
2. Click **View Details** on the **Transaction Details** page.

The **Opening BatchLog.txt** dialog box opens.

3. Save the log file. You can also open the log directly in an application.



---

## Downloading History Logs

You can download Mass Payments information and save it on your computer using downloadable history logs. The **Download History** page lets you specify a time frame for payments and transactions to include in these logs. You can either download a Mass Payments transaction as a whole or download information about the individual transactions generated by the Mass Payments transaction.

1. Log in to your PayPal website at <https://www.paypal.com>.

The **My Account Overview** page opens.

2. Select **Download History** from the **History** subtab.

The **Download History** page opens.

3. In the upper right area of the **History Download** page, click **Customize Download Fields** to select which fields you want to include in your log.

4. Specify a **Custom Date Range** you want to download, and select an item from the **File Types for Download** dropdown menu.

– or –

Select the **Last Download to Present** radio button to download transactions that occurred after the last time you downloaded a history. Select an item from the **File Types for Download** dropdown menu.

5. Select the **Display mass payment individually** checkbox if you want your log to include information about the individual transactions for this Mass Payments transaction.
6. Click **Download History**.
7. When prompted, select whether to open the downloadable history log or save it on your computer.

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## Receiving Instant Payment Notifications for Mass Payments

If you have Instant Payment Notification (IPN) enabled for your account, PayPal sends you an IPN for each payment made during Mass Payments transaction processing. IPNs are posted to the Notify URL specified in your account profile.

PayPal sends you an IPN when the funds for the payment have been taken out of the payer's account. If recipients have IPN set up on their account, they will also receive a Payment IPN.

For more information about Instant Payment Notifications, see the [Instant Payment Notification Guide](#).

## Processed IPN

PayPal sends the Processed IPN when the payments are taken out of the payer account.

For each payment, PayPal generates and returns a unique transaction ID in the `masspay_txn_id` variable. For each payment, PayPal also returns the `unique_id` value. The unique ID parameter in the MassPay API call is from your tracking system. This parameter is optional.

PayPal also generates a status for each payment. The status can be Completed, Failed, Reversed, or Unclaimed. For descriptions of the status values, see “IPN Variable Reference” in the [Instant Payment Notification Guide](#).

The following is a sample Processed IPN. Notice that `txn_type` is `masspay`, `payment_status` is `Processed`, and `status_2` is `Unclaimed` in this case because the recipient has not yet set up a PayPal account.

```
payer_id=HZU8ZEBYHLEZQ&
payment_date=09%3A01%3A16+Dec+21%2C+2006+PST&
payment_gross_1=25.99&
payment_gross_2=9.99&
payment_status=Processed&
receiver_email_1=fred@unknowncompany.com&
receiver_email_2=john@fictionalcompany.com&
charset=windows-1252&mc_currency_1=USD&
masspay_txn_id_1=5W531651W5136225N&
mc_currency_2=USD&
masspay_txn_id_2=8P09425963946233T&
first_name=Robert&unique_id_1=12345&
notify_version=2.1&unique_id_2=45678&
payer_status=verified&
verify_sign=AB5URHwIzIbcANTQUdSveiWRw8-WACTmrKK-dops2Tb6KKAQnpUJyF.l&
payer_email=robert@hisowncompany.com&
payer_business_name=His+Own+Company&
last_name=Moore&
status_1=Completed&
status_2=Unclaimed&
txn_type=masspay&
mc_gross_1=25.99&
mc_gross_2=9.99&
payment_fee_1=0.52&
residence_country=US&
payment_fee_2=0.20&
test_ipn=1&
mc_fee_1=0.52&
mc_fee_2=0.20
```

**NOTE:** Line returns were added to improve readability.

---

## Using the Settlement Report and the Transaction Detail Report

**NOTE:** The Settlement and Detailed Transaction reports can be used only by approved merchants and processing partners. Contact your PayPal account manager for more information.

The Settlement and Detailed Transaction reports identify different types of transactions with transaction event codes (T-codes). T-codes are five-characters long.

Mass payment transactions display the following T-codes in these two reports:

- T0001 - Mass Payment (successful)
- T1114 - Mass Payment reversal transaction
- T1115 - Mass Payment refund transaction

### About Mass Payments and the Settlement Report

The Settlement Report contains summary information for transactions that affect your PayPal balance.

This report shows sent and refunded Mass Payments. Declined Mass Payments transactions do not appear in this report.

For more information about the Settlement report, see the [Settlement Report Specification](#).

### About Mass Payments and the Transaction Detail Report

The Transaction Details Report contains detailed information for transactions that affect your PayPal balance. This report shows all Mass Payment transactions. Declined Mass Payments transactions do not appear in this report.

For more information about the Settlement report, see the [Transaction Detail Report Specification](#).



# 5

## Best Practices and FAQs for Mass Payments

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### Mass Payments FAQs

- [Is there a fee to send Mass Payments?](#)
- [How much money can I send?](#)
- [What countries can receive Mass Payments?](#)
- [Can I send money in different currencies?](#)
- [How do I confirm the receipt of payments?](#)
- [How do I cancel an individual payment?](#)
- [A recipient told me that payment was not received. What could be the problem?](#)
- [What does it mean if a mass payment is “Processing, Denied, Processed or Completed” in my transaction history?](#)

#### Is there a fee to send Mass Payments?

PayPal charges the sender a percentage of each payment with the fee capped at a set amount in your primary currency. Mass payment recipients pay no fee regardless of the type of PayPal account they have.

To see the fees charged for a specific Mass Payments transaction, look in its **Transaction Details** page.

#### How much money can I send?

There is no limit on the total amount of the mass payment. In the U.S., each individual payment can be no more than \$10,000.00 USD. For accounts in other countries, the maximum individual payment varies according to the payments standard sending limit.

## What countries can receive Mass Payments?

You can send Mass Payments to the following countries:

Argentina	Dominican Republic	India	Martinique	South Korea
Australia	Ecuador	Indonesia	Mexico	Spain
Austria	Estonia	Ireland	Netherlands	Sweden
Belgium	Finland	Israel	New Zealand	Switzerland
Brazil	France	Italy	Norway	Taiwan
Bulgaria	French Guiana	Jamaica	Philippines	Thailand
Canada	Germany	Japan	Poland	Turkey
Chile	Gibraltar	Latvia	Portugal	United Arab Emirates
China	Greece	Liechtenstein	Reunion	United Kingdom
Costa Rica	Guadeloupe	Lithuania	Romania	United States
Cyprus	Hong Kong	Luxembourg	San Marino	Uruguay
Czech Republic	Hungary	Malaysia	Singapore	Venezuela
Denmark	Iceland	Malta	Slovakia	Vietnam

## Can I send money in different currencies?

Yes, but you must make separate payment files for each currency.

If you choose to send one currency to a number of different countries, your recipients will have the option to convert the money into their selected currency.

Argentina, Brazil, and Malaysia have restrictions on how their currency can be used or exchanged. PayPal account holders in these countries should make sure that your payment file entries comply with these restrictions. For example, Brazilian users can only send BRL payments to other Brazilian users. For more information about currency restrictions, see [“Countries with Currency Restrictions” on page 13](#).

Brazil and Malaysia have restrictions on how their currency can be used or exchanged. PayPal account holders in these countries should make sure that your payment file entries comply with these restrictions. For example, Brazilian users can only send BRL payments to other Brazilian users. For more information about currency restrictions, see [“Countries with Currency Restrictions” on page 13](#).

## How do I confirm the receipt of payments?

PayPal will send you a notification email once the Mass Payments request has completed. You can then log in to your PayPal account and review the details of each transaction.

There are two ways to check the status of your payments:

### Complete Summary of One Mass Payment

1. Log in to your PayPal account and view your recent activity.
2. Click **Details** next to your Mass Payments transaction.
3. On the next page, you can download either a TXT or CSV file by clicking the links under **Mass Payment Details**. The file will include a summary of all payments, including the current status.

### View individual payments by date range

1. Log in to your PayPal account and select **Download History** from **History** at the top of the page.
2. Select the desired date range and file type, and then select Display mass payments individually. This will show you all Mass Payments and their status. Payments denied by a recipient are not included in this report.

## How do I cancel an individual payment?

You can cancel any payment with an unclaimed status. Unclaimed payments will automatically expire in 30 days, and PayPal will return the money to your PayPal account.

1. Log in to your PayPal account and select **Advanced Search** from the **History** dropdown menu.
2. Enter the email address of your recipient in the **Search For** field and select **Email** from the drop-down menu.
3. Adjust the date range and click **Submit**.  
Your recipient's payment opens.
4. Select **Cancel** and follow the instructions.

## A recipient told me that payment was not received. What could be the problem?

Here are a few possible explanations:

- Incorrect email address  
Double-check your recipient's email address. If the email address is incorrect, you can cancel an unclaimed payment and resend the payment.
- Recipient has an unconfirmed email address  
Your recipient cannot receive a payment with an unconfirmed email address. Ask your recipient to confirm the email address with PayPal. Once that's done, the payment should appear in the recipient's PayPal account in a few minutes.

- Recipient did not receive the payment email

Sometimes PayPal emails get redirected to a recipient's spam folder. If this is the case, the recipient can simply log in to PayPal to view the payment. Also, double-check the email address in your Mass Payments file. There could be a misspelling or a formatting problem.

### **What does it mean if a mass payment is “Processing, Denied, Processed or Completed” in my transaction history?**

The following are the possible statuses for your mass payment:

- Processing - You have requested a mass payment and the disbursements working their way through the system.
- Denied - Your funds were not sent and the Mass Payments transaction was not initiated. This may have been caused by lack of funds.
- Processed - Your Mass Payments file has been processed and all payments have been sent.
- Completed - All of your payments have been claimed, or, after a period of 30 days, unclaimed payments have been returned to you.





# Currencies and Currency Codes

PayPal uses 3-character ISO-4217 codes for specifying currencies in fields and variables.

## Currencies and Currency Codes Supported by PayPal

Currency	Currency Code
Australian Dollar	AUD
Brazilian Real	BRL
<b>NOTE:</b> This currency is supported as a payment currency and a currency balance for in-country PayPal accounts only.	
Canadian Dollar	CAD
Czech Koruna	CZK
Danish Krone	DKK
Euro	EUR
Hong Kong Dollar	HKD
Hungarian Forint	HUF
Israeli New Sheqel	ILS
Japanese Yen	JPY
Malaysian Ringgit	MYR
<b>NOTE:</b> This currency is supported as a payment currency and a currency balance for in-country PayPal accounts only.	
Mexican Peso	MXN
Norwegian Krone	NOK
New Zealand Dollar	NZD
Philippine Peso	PHP
Polish Zloty	PLN
Pound Sterling	GBP
Singapore Dollar	SGD
Swedish Krona	SEK
Swiss Franc	CHF
Taiwan New Dollar	TWD

Currency	Currency Code
Thai Baht	THB
Turkish Lira	TRY
<b>NOTE:</b> This currency is supported as a payment currency and a currency balance for in-country PayPal accounts only.	
U.S. Dollar	USD