

PayPal payment **may not work** when the screen to submit your banking information looks like this.



(when entering credit card numbers into this screen, the computer automatically puts spaces between number groups so it displays just as it looks on your credit card)

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The screenshot shows a PayPal payment form. The card number field contains the number "1234 5678 9012 3456" with spaces between the groups. Other fields include Country (Canada), Cardholder name, Billing address (43-7323 University of Guelph), and City (Guelph).

PayPal payment works well when the screen to submit your banking information looks like this.



(when entering credit card numbers into this screen, they are one unbroken string of 16 numbers , with no spaces)

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The screenshot shows a PayPal payment form. The card number field contains the number "1234567890123456" as a single unbroken string. Other fields include Country (Canada), Cardholder name (Kathleen Somers), Billing information (48-7323 University of Guelph), and City (Guelph).

**Internet Explorer** and **Firefox** are computer browsers that work well with the PayPal payment system. **Google Chrome** sometimes has trouble with it.

PayPal suggests that you use Internet Explorer and Firefox browsers to submit payment. Open a fresh browser, and if there are still difficulties, clean the computer cache and cookies, then refresh the page.