The Autodesk App Store – PayPal Account Setup

This information applies only to Apps sold for a fee on the Autodesk® App Store. It is important to check your settings are as described in Required PayPal® Settings for the Autodesk App Store below.

Recommended PayPal account types.

> Publishers with fee-based Apps are *required* to have Business Account.

- PayPal Business Accounts allow publishers to conduct business under a company or group name and do not cost any more than a personal account.
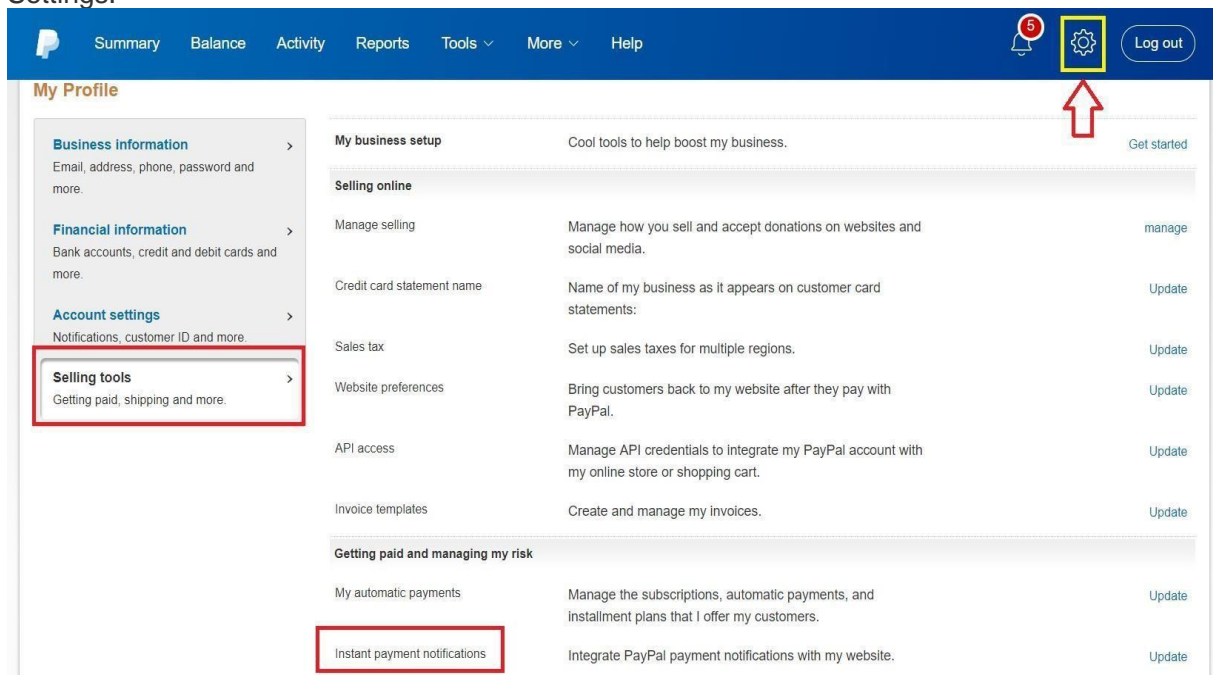
NOTE: If you're setting up a new account "Website Payment Standard" is sufficient—this has no setup fees and can accept not only buyers with a PayPal account, but also anyone with a credit card even without a PayPal account.

Enable IPN notification

Required: the Autodesk App Store uses PayPal as its payment vendor. In order for customers to be able to successfully purchase your app, you must ensure you did not 'Disable' IPN notification.

If your account was newly created, or you never set any IPN notification (i.e. IPN turned Off), you can ignore this paragraph. For other people, make sure to not 'Disable' IPN (see below). The IPN URL can point anywhere – e.g. to your own payment server - because the Autodesk App Store will override it as necessary when processing a payment. If you are unsure, you can just use the Autodesk App Store override https://apps.autodesk.com/Payment/IPNHandler

To change your IPN settings, **log into your PayPal Business account**,click on the Settings.

From the Left Navigation: Click on **Selling Tools**

From there, find **Instant Payment Notifications** under *Getting paid and managing my risk* and click Update.

You will see the IPN preferences page and click on **Choose IPN Settings** button.

Instant Payment Notification (IPN)   Back to My Profile

Instant Payment Notification (IPN) is a PayPal feature that sends messages about payments (and other transactional events) directly from PayPal to your website(s)' back-end systems. You can view up to 28 days worth of messages. You can also:

- Resend messages not received by your website's back-end systems
- Temporarily stop receiving messages (useful when performing maintenance on your back-end systems)

Messages are generated but stored at PayPal until you start receiving them again.

Use the IPN feature in these situations:

- Your service provider, cart provider or website developer has asked you to
- You have back-end systems that require IPN messages to automate business processes, such as creating delivery notifications and inputs to accounting applications.

Learn more about the IPN feature.

To start or stop receiving IPN messages and to decide where to send them, click the **Choose IPN Settings** button.

Choose IPN Settings

Enable IPN messages by selecting the **Receive IPN messages** radio button and type a value in the Notification URL field.

Edit Instant Payment Notification (IPN) settings   Back to My Profile

PayPal sends IPN messages to the URL that you specify below.

To start receiving IPN messages, enter the notification URL and select **Receive IPN messages** below. To temporarily stop receiving IPN messages, select **Do not receive IPN messages** below. PayPal continues to generate and store IPN messages until you select **Receive IPN messages** again (or turn off IPN).

Notification URL

IPN messages
- Receive IPN messages (Enabled)
- Do not receive IPN messages (Disabled) **Never select this option for Autodesk App Store**

Save   Cancel

Save the changes by clicking on the **Save button**, and you will be redirected to the IPN preferences page where you will see that IPN is now enabled:

Instant Payment Notification (IPN)   Back to My Profile

You have turned on the IPN feature. You can view your IPNs on the IPN History page. If necessary, you can resend IPN messages from that page. For more information on using and troubleshooting this feature, read more about Instant Payment Notification (IPN).

To stop receiving IPNs permanently, click **Turn Off IPN.**

Current settings

Notification URL   https://www.paypal.com/in/
Message delivery   Enabled

Edit settings   Turn Off IPN

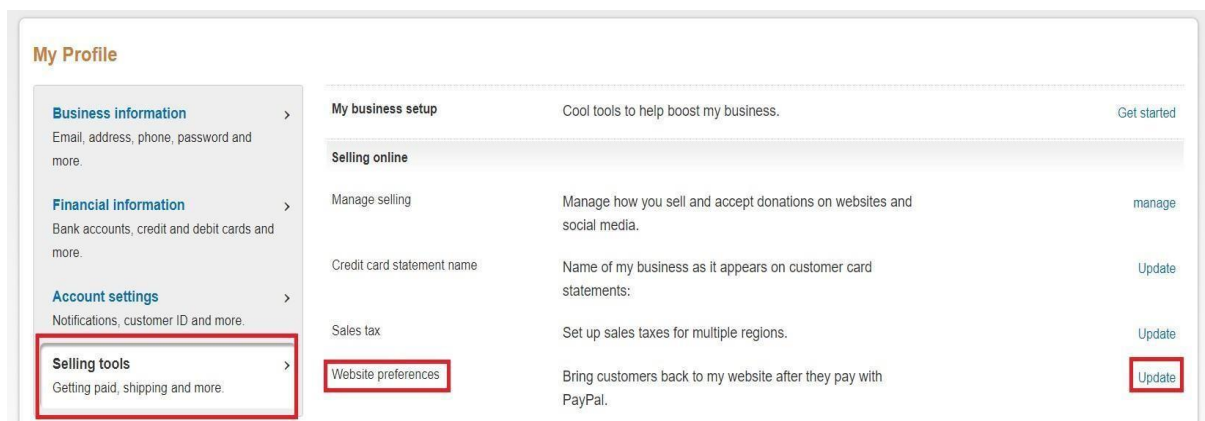**Setting PayPal IPN Message Formatting**

You can easily set the IPN message format to "UTF-8" from your PayPal profile by doing the following.

1. Log into your PayPal account
2. Go to **Settings**
3. Go to '**Setting tools**'
4. Look for the "**PayPal button language encoding**" section under the '**More selling tools**'
5. Make sure your website language is set to the correct language.
6. Click the '**More Options**' button
7. Make sure Encoding is set to 'UTF-8'
8. Then Save settings

Enabling Auto-return

Required: For better customer experience and to avoid extra clicks, you need to activate Auto-Return so PayPal will automatically redirect your customer back to the Autodesk App Store after purchasing your app. You need to enter a Return URL to validate this optional step – it can be your own website or the Autodesk App Store default Return.
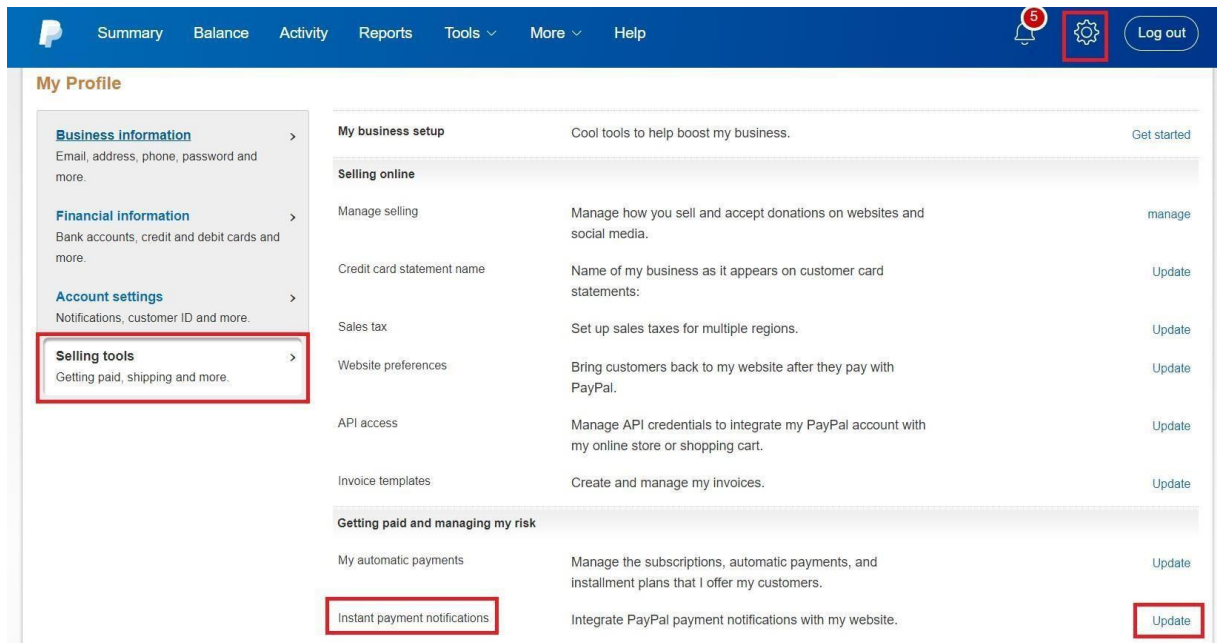URL: https://apps.autodesk.com/Payment/Success. See example below.

PayPal Invoice

Invoices can be created in PayPal.
When your customer pays you through the link on the PayPal invoice, they will automatically be emailed a payment receipt. Occasionally you may receive a payment from your customer other than through PayPal. To give your customer a detailed receipt, first create the invoice and save it as a draft if the invoice is not created already. Choose **Record payment** from the **Action** column on the **Manage Invoices** page to copy an invoice link which you can then send to your customer as a receipt. Be sure to check your local requirements for invoices and receipts.

Checking for failed purchases

If a customer reports to you that a purchase failed, look at your IPN History to get information about the transaction. On IPN history you can see all the IPN notifications that were sent and their status.

To access the IPN History page, log into your PayPal account > Settings > Selling Tools > Instant Payment Notifications (click Update) where, if you have manually configured IPN, you would find the IPN History link. However, that link would not appear if you have not manually configured IPN

In that page are all the IPN notifications sent and their state:

Instant Payment Notification (IPN) history

Select search criteria below to display search results. A maximum of 1,000 IPN messages will be displayed.

Search

Dates (Range must be within the past 28 days)

				HH:MM:SS	
⦿	Last day (24 hours) ▼	○ From:	[ ] 📅	00:00:00	AM ▼
				HH:MM:SS	
		To	[ ] 📅	11:59:59	PM ▼

Delivery status
All (default) ▼

Transaction ID
[   ]

[Search]

Search results

[Resend Selected]

☐ To send an IPN again to a profile URL, check a selection here, and then click the **Resend Selected** button.

☐	Date/time created	Message ID	Status	Transaction ID
☐	4/10/2012 07:29 PDT	6LY80563FK713484T	Sent	2HY05814U72544510
☐	4/10/2012 07:06 PDT	1DL91731KD056081N	Retrying	1NH61823UE846371P

The *retrying notification* status indicates that a transaction wasn´t successful. PayPal will try several times until it successfully completes a transaction. Clicking on the message ID can show you more details about the transaction.
If a customer reports a failed PayPal transaction after you have correctly set your IPN settings, please email AppSubmissions@autodesk.com to report the problem.