

# 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.

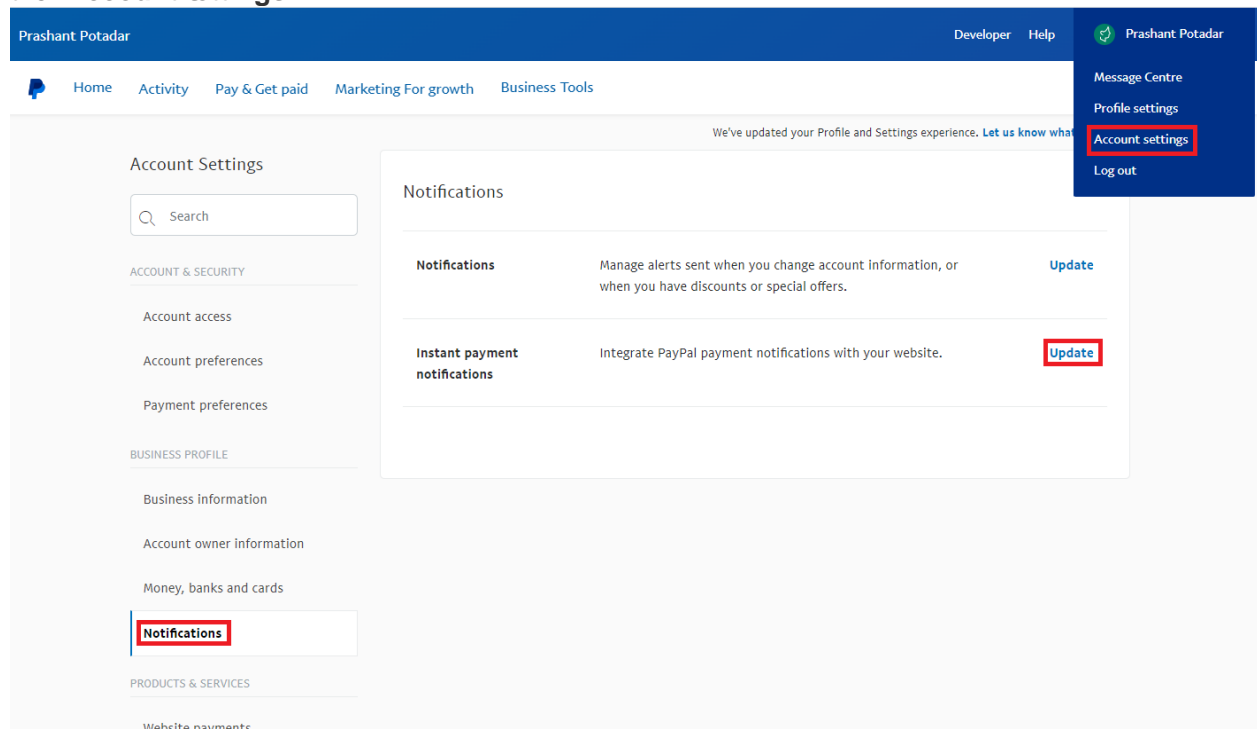
NOTE: If you're setting up a new account "Website Payment Standard" is sufficient—this has no setup fees and can accept not only buyers with a PayPal account, but also anyone with a credit card even without a PayPal account.

## 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 **"Account settings"**.



The screenshot shows the PayPal Account Settings interface. The top navigation bar includes the user's name 'Prashant Potadar', 'Developer', 'Help', and a profile icon. Below the navigation bar, there are tabs for 'Home', 'Activity', 'Pay & Get paid', 'Marketing For growth', and 'Business Tools'. The main content area is titled 'Account Settings' and features a search bar. On the left, there is a sidebar menu with categories: 'ACCOUNT & SECURITY' (Account access, Account preferences, Payment preferences), 'BUSINESS PROFILE' (Business information, Account owner information, Money, banks and cards), and 'PRODUCTS & SERVICES' (Website payments). The 'Notifications' option in the sidebar is highlighted with a red box. The main content area displays the 'Notifications' section with two rows: 'Notifications' (Manage alerts sent when you change account information, or when you have discounts or special offers. Update) and 'Instant payment notifications' (Integrate PayPal payment notifications with your website. Update). The 'Update' button for 'Instant payment notifications' is highlighted with a red box. A dropdown menu is open on the right side, showing options: 'Message Centre', 'Profile settings', 'Account settings' (highlighted with a red box), and 'Log out'.

From the Left Navigation: Click on **Notifications**.

From there, click on “**Update**” button present under **Instant Payment Notifications** option.

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

## Instant Payment Notification (IPN)

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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 shipping 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.



**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

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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).

IPN Messages

- Receive IPN messages (Enabled)
- Do not receive IPN messages (Disabled)

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)

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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://apps.autodesk.com/Payment/IPNHandler

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.

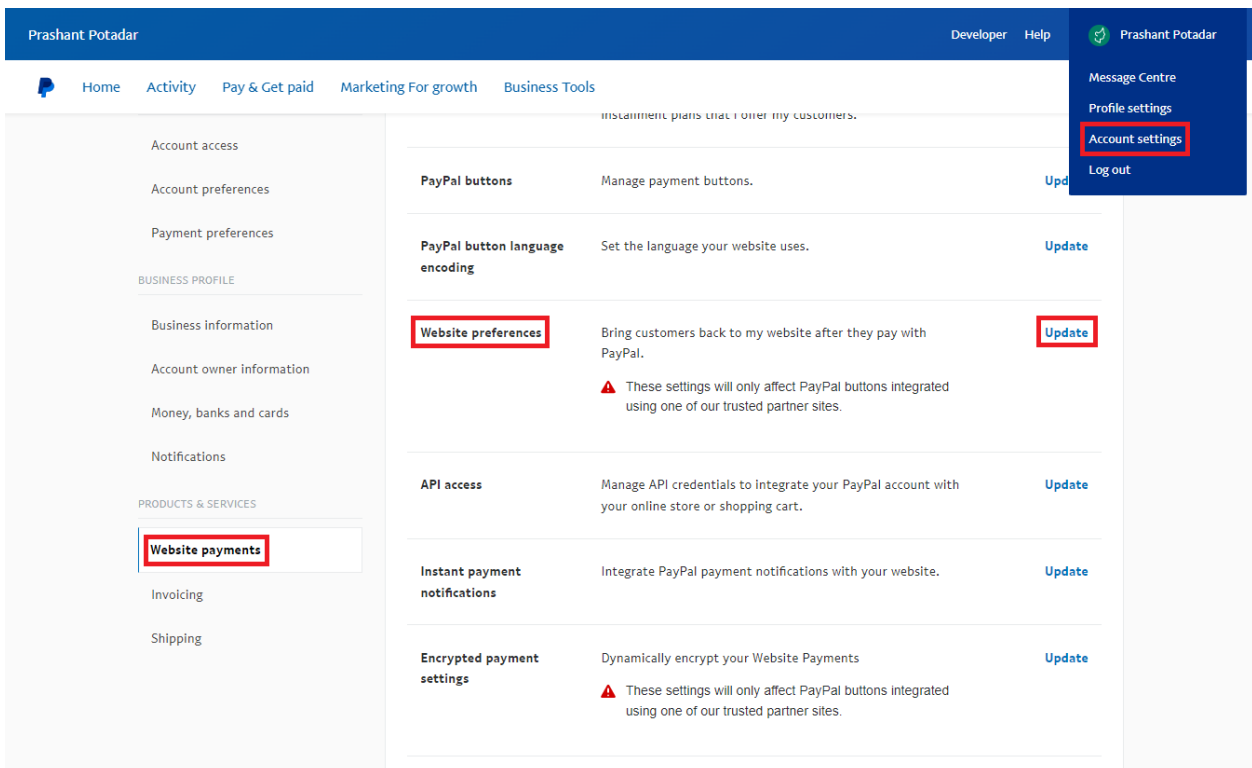
1. Log into your PayPal account.
2. Go to **'Account Settings'**.
3. Go to **'Website payments'**.
4. Look for the **“PayPal button language encoding”** section and hit **'Update'** button.
5. Make sure your website language is set to the correct language.
6. Click the **'More Options'** button.
7. Make 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.

1. Click on **'Account settings'**
2. Go to **'Website payments'**
3. Look for **'Website preferences'** option and hit **'Update'** button.
4. Update the 'Auto return' URL.



The screenshot displays the PayPal account settings interface. The top navigation bar includes the user's name 'Prashant Potadar', 'Developer', 'Help', and a profile icon. Below this, a secondary navigation bar lists 'Home', 'Activity', 'Pay & Get paid', 'Marketing For growth', and 'Business Tools'. The main content area is divided into a left sidebar and a central panel. The sidebar contains sections for 'Account access', 'Account preferences', 'Payment preferences', 'BUSINESS PROFILE', and 'PRODUCTS & SERVICES'. The 'Website payments' option under 'PRODUCTS & SERVICES' is highlighted with a red box. The central panel shows various settings, with the 'Website preferences' section also highlighted by a red box. This section includes a description, a warning icon, and an 'Update' button. Other sections visible include 'PayPal buttons', 'PayPal button language encoding', 'API access', 'Instant payment notifications', and 'Encrypted payment settings', each with an 'Update' button. A dropdown menu is open on the right side, showing 'Message Centre', 'Profile settings', 'Account settings' (highlighted with a red box), and 'Log out'.

## Website payment preferences

### Auto return for website payments

Auto return for website payments brings your buyers back to your website immediately after completing a payment. Auto return applies to PayPal website payments, including "buy now" payments, donations, subscriptions, and shopping cart payments.

#### Return URL requirements:

Enter the URL that will be used to redirect your customers after a payment. This URL must meet the guidelines detailed below.

- According to our User Agreement, you must explain to the buyer on the page displayed by the return URL that the payment has been made and the transaction completed.
- You must explain on the page displayed by the return URL that payment transaction details will be emailed to the buyer.
- Example: Thank you for your payment. Your transaction has been completed, and a receipt for your purchase has been emailed to you. Log into your PayPal account to view transaction details.

#### Auto return

**Note:** Turning **OFF** Auto Return will disable Payment Data Transfer feature.

 On

Return URL

Save

 Off

## PayPal Invoice

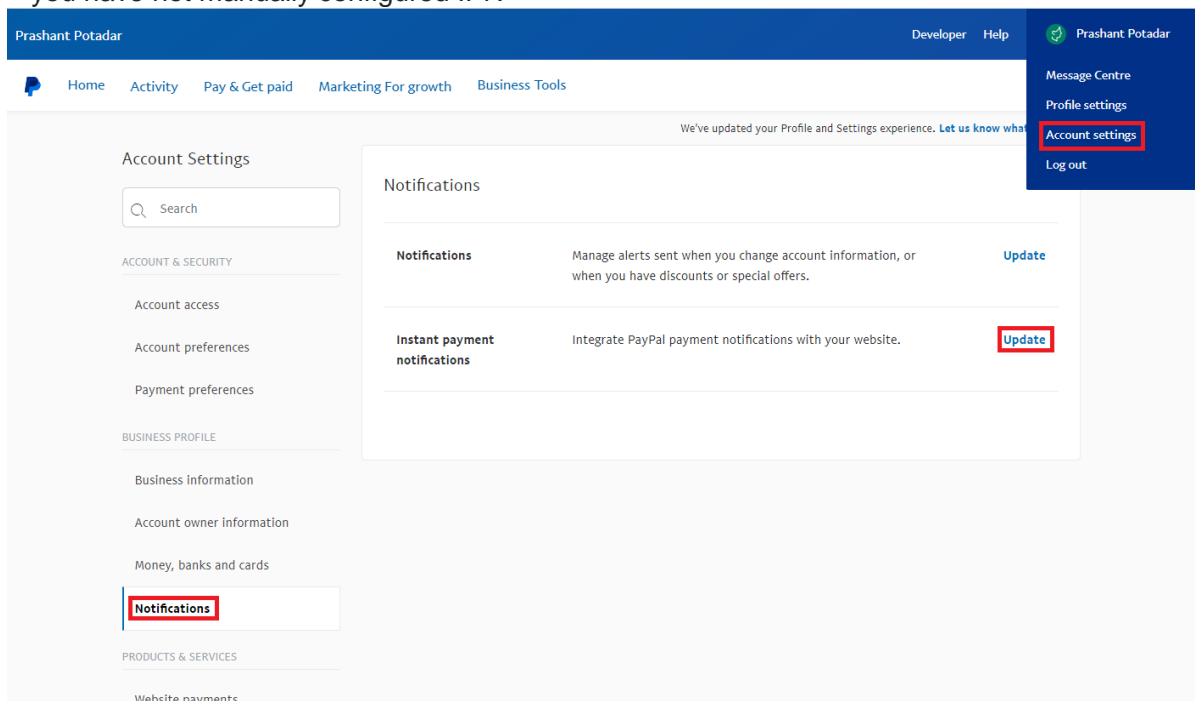
Invoices can be created in PayPal.

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 > 'Account Settings' > 'Notifications' > 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



The screenshot shows the PayPal Account Settings interface. On the left, there is a sidebar menu with categories: ACCOUNT & SECURITY, BUSINESS PROFILE, and PRODUCTS & SERVICES. Under ACCOUNT & SECURITY, 'Notifications' is highlighted with a red box. The main content area is titled 'Notifications' and contains two rows of settings:

Notifications	Description	Action
Notifications	Manage alerts sent when you change account information, or when you have discounts or special offers.	<a href="#">Update</a>
Instant payment notifications	Integrate PayPal payment notifications with your website.	<a href="#">Update</a>

At the top right, a user profile dropdown menu is visible, with 'Account settings' highlighted by a red box. A search bar is located at the top left of the main content area.

## Instant Payment Notification (IPN)

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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	<a href="https://apps.autodesk.com/Payment/IPNHandler">https://apps.autodesk.com/Payment/IPNHandler</a>
Message Delivery	Enabled

[Edit Settings](#)

[Turn Off IPN](#)

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

## Instant Payment Notification (IPN) history

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

Dates [?](#)

Select range Last day (24 hours)	Start date DD/MM/YYYY	End date DD/MM/YYYY
-------------------------------------	--------------------------	------------------------

Delivery Status

Status All
---------------

Transaction ID

ID
----

Time

Start time 00:00:00
------------------------

End time 23:59:59
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[Search](#)

### Results

Date/time created	Message ID	Status	Transaction ID
No data available			

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](mailto:AppSubmissions@autodesk.com) to report the problem.