

How to pay online

Buying online usually means paying online. Let's look at how to do that safely.

How can I pay online?

There are several reliable electronic methods you can use to pay for your online purchases. These include:

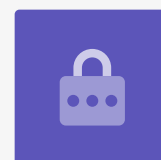
- **Direct deposit.** Paying this way is easy but it can be risky. If something goes wrong, you have little chance of getting your money back.
- **Credit or debit card.** This is safer than direct deposit because your bank may be able to help you with a transaction that goes wrong.
- **Third-party payment systems, such as PayPal.** These methods are the most secure because you don't share any of your banking details with online stores, marketplaces or individuals. You just pay PayPal, and PayPal then pays the seller. PayPal will refund the cost of purchased items that are received incomplete, damaged or not as the buyer described.



Online shopping payments must be made electronically

Only enter your credit card, debit card or banking details into a website that has a padlock and https:// in the address bar. These show that the website is secure, and safe to buy from.

Keep a record of your online purchases, and check your credit card and bank statements to ensure there are no unexpected charges or debits.



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How does PayPal work?

PayPal is a safe and easy way to pay online. It allows you to send and receive money without having to share your personal financial details with others. You pay PayPal and PayPal pays them.

PayPal Buyer Protection can refund you if something goes wrong with your purchase. There are also consumer protections through the Australian and State governments.

When you sign up with PayPal you nominate a bank account or a credit or debit card from which your payments will be made. PayPal does not charge you when you buy something, but it does charge sellers. That can mean that some sellers charge a little more if they are paid through PayPal.

Setting up a PayPal account

Setting up a PayPal account quite simple, but the steps may vary a little depending on your computer's web browser. Don't worry, you should still be able to follow along.

1. Go to **paypal.com** and click the **Sign Up** button.
2. Click the button to sign up for a **Personal Account**.
3. PayPal might also ask you to take a short security test. This lets PayPal know that the account is being created by a real person, not a computer program pretending to be a person. Just follow the instructions to progress to the next step.
4. Type in your email address, mobile phone number and first and last names (and your middle name if asked). Type a password for your account, and enter it again to confirm it. Then click the **Next** button.
5. PayPal will send a six-digit code to your nominated mobile phone number. Type in the code when prompted, then progress to the next page.
6. Enter your home address and phone number. Read the **PayPal User Agreement** by clicking on the link and, once you're satisfied, click the **Agree and Create Account** button.



PayPal is one of the safest ways to pay and be paid online

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7. Now it's time to choose a payment method. If you're going to use a credit or debit card, click on **Link a card to use later** then enter your card's details.
8. If you're going to use your bank account, click **Link a bank account** instead. Enter your bank account details. PayPal will make two tiny deposits in your bank account to verify it. Follow the instructions from PayPal to complete verification.
9. You can set up multiple payment methods and select between them as you like. For instance, you may choose to pay for items from a linked debit card and receive payments into a linked bank account.

For security, your PayPal password should not be one that you've used for any other online account. Create a strong password with at least eight characters, including a mixture of letters, numbers and capitals.



Paying with PayPal

Now, whenever you're about to buy something at the checkout of an online store, you can click on the PayPal button to pay. PayPal will then give you a choice of the accounts you have set up from which to draw the funds.

This may be your credit or debit card, your bank account or your PayPal account. Your PayPal account may have funds if you've sold something and been paid via PayPal, or if you've transferred money from a bank account into PayPal.



Unexpected costs may include returns, delivery and selling fees

Understanding extra costs

These tips can help you avoid unexpected costs when shopping online:

- Check the product description carefully to make sure that the size, colour, materials and so on are what you want.

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- Check the returns policy of the store just in case the item you're planning to buy turns out to be unsatisfactory.
- If you're selling something, check what fees the buy/sell site will charge.
- Don't forget to check any extra charges for delivery.
- And make sure that the price is in Australian dollars. If you're buying from overseas the listing may be in a foreign currency.

Shopping online safely

A few simple steps will help you keep your online shopping experience safe and secure:

- Keep in mind that if you use your credit card or debit card to make an online purchase, the information you provide allows that business to potentially make purchases on your card. So, it's very important that you only shop with secure and trustworthy websites.
- Only give your credit or debit card details to trustworthy shopping sites, such as major retailers, or sites that show a **padlock** or **https://** in the address bar.
- Legitimate shopping sites will also ask for the CVV number on back of your card. Never use a shopping website shop that doesn't ask for this.
- Never click on a link in an email to an online shopping site – it may be a scam. Type the address of the online store into your browser.
- Consider using PayPal as your way of paying for the extra protections it offers.
- Never use free public Wi-Fi when you're doing online shopping – your data may not be secure.
- If you are using Visa or MasterCard, enquire with your bank about their additional security measures.
- While you're talking to your bank, ask it about what it does if it notices an unusual sequence of transactions, or unexpectedly large purchases on your card.
- If you ever lose your credit or debit card or it's stolen, report it to your bank straight away. You will be protected from responsibility from any purchases made on the card from that point, and most likely from the time it disappeared.



Don't shop on a site that doesn't ask for your card's CVV