



7 must-ask questions during the RFP process.



The explosion of digital commerce and payments solutions has led payment processing to evolve from being an unavoidable cost of doing business to a strategic choice for innovation.

So, when you're choosing a payments partner, look for everything you'll need to manage payments and optimize digital commerce. This means your payments partner should offer card processing, alternative payment methods – including pay later options – payouts at scale, and advanced risk solutions, as well as conversion tools and access to a large network of consumers.

As you search for a solution that can support your unique needs, you'll likely issue a request for proposal (also known as an RFP). We have compiled our top seven questions to ask during the RFP process to help determine if a potential partner can help grow your business, optimize operations, and protect your bottom line – without adding excessing complexity.

Why these top seven questions are important.

As part of the RFP process, potential payments partners will outline how they intend to solve your business problems. Asking the right questions from the start will help you focus on the essential elements and save time and money – to find the best solution, at the best price. The questions we've outlined will help you understand if a potential partner provides these important capabilities:



End-to-end functionality with deep ecosystem connections and extensibility



Intelligent commerce insights based on vast data to minimize fraud and drive personalized marketing solutions



A trusted and proven brand to instill confidence and keep customers coming back

The quicker you can find the right payments partner, the sooner you can focus on accelerating growth.



Payments solution.

The ideal payments solution supports your business model, integrates well with your business infrastructure, and helps you accomplish your business objectives. It should provide an end-to-end solution, be future ready, and offer a growing number of regular commerce enhancements to help drive conversion across multiple channels and geographic locations.

These key questions can help clarify whether a potential partner has the tools to support your future growth.

1

Do you have a full-stack payment processing solution? If so, describe the solution's capabilities and how it delivers value for both businesses and consumers.

2

How do you engage, convert, and retain consumers across all demographics?

3

Describe your buy now, pay later solution in detail, including installment plans, integration approach, approval rates, and ability to navigate the evolving landscape.

4

How can your solution help us deliver payouts at scale when a card is and is not present for transactions?





Global coverage and risk management.

To thrive in today's global economy, your business should be able to reach customers wherever they live or shop, handle international and cross-border transactions, and manage risk and regulatory changes. A potential partner should be able to assure you they've laid a foundation that can handle global growth, including accepting payments in preferred and local currencies and providing flexible settlement options. You deserve to feel secure knowing that your time-tested partner can help provide best-in-class performance, offer reliable guidance when navigating global expansion, and keep your customers' payment information secure.

5

What is your competitive advantage when it comes to supporting processing across the globe?

6

How does your payments platform integrate with global vendors, and how will it help reduce disruptions to our business?

7

Describe the tools you offer to optimize authorization rates (e.g., network tokenization, automatic updating of cardholder information, routing and retry strategies).

PayPal has been a trusted leader at the forefront of the digital payment revolution for more than 20 years.



435 million active accounts¹



35+ million merchants worldwide¹



\$1.36 trillion in payment volume in 2022²



200+ markets



22.3 billion transactions in 2022²



100+ different currencies



28% higher conversion³

PayPal opens opportunities.

By leveraging technology to make financial services and commerce more convenient, affordable, and secure, the PayPal platform is empowering more than 430 million consumers and merchants in 200+ markets to thrive in the global economy.

We're unique because we're both a payments processor and a payment method. We're able to see both the consumer and merchant side of transactions – across payment methods, channels, and markets. And we use this end-to-end knowledge to create an ever-expanding portfolio of solutions that can help you to minimize checkout distractions, deliver a customer-focused shopping experience, and reinforce trust.

When you work with PayPal, you can feel confident partnering with a reliable and trusted fintech leader that lives its values and puts customers at the center of everything it does.

PayPal can give you the tools to optimize today, prepare for tomorrow, and unlock the potential of the digital economy.



Scan the QR code to book a consultation with sales.

1. PayPal internal data, Q3 2022. The 430+ million active accounts includes 35+ million merchant accounts.
2. PayPal internal data, Q1 2022.
3. Nielsen Study, commissioned by PayPal, July 2020 to September 2020 of 15,144 U.S. consumers to understand and measure the impact that PayPal has for U.S.-based LE merchants across different verticals. Checkout conversion measured from the point at which the customers starts to pay