

# Donations

## Why did my PayPal donation get rejected?

If your PayPal donation was rejected, or your recurring subscription donation was canceled, please contact [PayPal customer service](#) for more information. You may

888-221-1161 FREE **FREE** or

402-935-2050 if you're calling from outside the US. Here are some common reasons why donations fail:

- PayPal sometimes requires a backup payment method for various reasons, such as hitting a monthly spending threshold or performing a transfer. You can solve this by adding a backup payment method to your account.
- PayPal can occasionally give an error saying we do not process donations in a given country. However, you may be receiving this message because PayPal needs some additional personal identification information from you. Please contact their customer service department and inquire further. This is especially common in some parts of Asia and the Pacific Islands.
- Please note that due to in-country regulations, **we no longer can process PayPal donations from Japan and Singapore.**

Unique solution ID: #1012

Author: e.Librarian

Last update: 2015-04-28 16:25