

# PayPal DropZone

## External Partner Quick Reference

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### Introduction

This guide offers PayPal's external partners instruction on using the DropZone Web Client for secure ad-hoc file transfers and shared folders. The DropZone interface works similarly to a messaging client. Within DropZone, PayPal employees can compose a message and attach file(s) to send to one or more external partners. The recipients can open and download the attachment. After enrolling in DropZone, external partners can securely transfer files to a PayPal employee by "replying" to a message initiated by a PayPal employee.

Secure Folders is another means of exchanging files. The PayPal employee or external partner can create a folder and "share" the contents. The folder is owned and controlled by the DropZone account that created the folder. The folder owner has the option to allow participants to upload, download, and overwrite files in the folder. Only the owner can add or remove collaborators and delete the folder.

### Enrolling External Partners (non-PayPal Employees)

PayPal employees enroll external partners by sending a DropZone message to the partner's email address. DropZone creates an account for the external partner and then sends a confirmation email from [DropZone-Notifier@paypal.com](mailto:DropZone-Notifier@paypal.com) containing their user ID and temporary password which must be changed at first login.

After logging into DropZone, the partner can select and view the message from the PayPal employee and begin downloading the attachment(s). The partner can transfer a file to the PayPal employee by replying to a DropZone message from that employee (the partner can only reply once to the message from the PayPal employee).

### Supported web browsers

- Apple Safari 5.x and 6.x running on OS X only
- Google Chrome 33.x and above
- Microsoft Internet Explorer 9, 10, 11 (Compatibility View is not supported)
- Mozilla Firefox 24.x and above

## Accessing DropZone

### Log in

In a supported browser, type the URL: <https://dropzone.paypalcorp.com>  
Enter your user ID and password

### Log out

Log out from DropZone by clicking **Logout** in the upper right corner. The Login page displays after you log out.

**Note:** With browsers such as Chrome and Firefox, *if you X out of the browser session without first clicking **Logout**, the DropZone session remains active in the background until the session times out (15 minutes).*

### Session timeout

A session timeout is set for 15 minutes. If you do not perform any actions during the session timeout period, DropZone terminates your session and displays a Session Timeout page. Uploading and downloading files or attachments are not considered actions.

## Transferring Files in DropZone

### Ad-Hoc File Transfer from External Partner to PayPal Employee

In order for an external partner to transfer a file to PayPal, the PayPal employee must first send a DropZone message to the partner. The partner will reply to the message and attach file file(s) to be transferred. The partner can reply to a message only one time.

1. The partner logs into DropZone and selects *Inbox* from the lower left panel.
2. Select the message from the PayPal Employee.
3. Click the **Reply** button and attach the file(s) to be transferred and click **Send**

### Shared Folders

PayPal Employees can share a DropZone folder with external partners. The folder options allow one of the following: Collaborators can 1) download, 2) download and upload or 3) download, upload and overwrite files.

#### Downloading Files from a Shared Folder

1. In DropZone, select one or more files from the Secure Transport tab. To select multiple files, press **Ctrl** or **Shift** keys while selecting files.
2. Click **Download** and when prompted, click **Save**.

### Uploading Files to a Shared Folder

In DropZone, click the **Upload** button on the *Secure Transport* tab and select files from the browse dialog box to upload, and click **Open**. To select multiple files, press the **Ctrl** or **Shift** keys while selecting files.

**NOTE:** *If you are uploading or downloading multiple files, the files are transferred five at a time, ordered by name. When a file is very large, a progress bar displays showing how much of the file has been transferred.*