**FAQ for Oaxaca Lending Library Online Store**

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**Thanks for using our online store. These FAQ’s are available for commonly asked questions. If you don’t find the answer you need, or have a suggestion, please let us know by emailing: tanyalapierre@hotmail.com**

**Q: Can I elect member pricing even though my membership is expired/seasonal?**

A: Yes. We know that some of our members only renew their memberships while they are seasonally in Oaxaca. Our online booking system will allow our seasonal members to book and pay for events of interest online in advance of their arrival in Oaxaca. We trust you!

**Q: Do I need to book a free event?**

A: Yes! Our free events are subject to the same maximum seating capacity as our paid events. Signing up/booking a free event guarantees you a seat!

**Q: Do I have to create a user profile?**

A: Yes, as we need your name for checking you into an event, and due to constraints with the chosen system we need you to create a profile (or account). The user profile for the store is different from your library membership.

**Q: The system asks me for my address, what address am I supposed to use and is it the same as the one I use for my credit card?**

A: The address in the online store (asked for during the checkout process) is linked to nothing. You can even enter the OLL address if you like.

**Q: I can’t come to the event, how can I cancel?**

A: You can cancel your booking at the circulation desk or by emailing store.oaxlibrary@gmail.com or using the form provided online. Please refer to our Refund and Cancelation Policy for related information.

**Q: Will you mail me tickets?**

A: No, your email confirmation of your order is confirmation of your successful booking. The volunteer team managing the event will have a list of all booked guests.

**Q: Are phone orders accepted?**

A: No, phone orders are not accepted. You can now book online or continue to book at the circulation desk during the Library’s usual operating hours.

**Q: The event appears to be sold out. Can I be put on a notification list?**

A: Yes. Please advise the staff at the Circulation Desk in person or by email store.oaxlibrary@gmail.com that you would like to be placed on the Notification List for a particular event. Everyone on the notification list for a particular event will be informed at the same time of new availability for the event, and interested individuals must reserve their spot at the Circulation Desk or online on a first come, first serve basis.

**Q: How secure is my profile in the Online Store?**

A. The Online Store is hosted and configured through the company ECWID. The Ecwid store is designed with security as top priority, as a principle. All network connections in the background of Ecwid go through HTTPS( HyperText Transport Protocol Secured)  and are encrypted. No sensitive data is ever collected by Ecwid - payment gateways like PayPal Mexico do it for us. All payment gateway integrations are implemented with maximum amount of possible validity checks. Ecwid itself is running on a dedicated cluster of servers never shared with any other applications. Everything is logged in daily backups.

Some facts:

- We use only secure Amazon servers with limited access. About Amazon's security:<http://aws.amazon.com/security/>
- All the sensitive information is transmitted via secure HTTPS/SSL protocol.
- Ecwid does not store or transmit credit card numbers. We rely on the supported PCI-DSS certified payment gateways to do this.

**Q. How secure is my payment information?**

A. Any time you send or receive a PayPal payment, they will send you an email to confirm the transaction. If you ever receive a confirmation email for a transaction you didn't make, alert PayPal right away and they will launch an investigation.

There are more that 203 million PayPal users who trust PayPal because of their strong security measures.

**On your computer**

For example, sensitive information is encrypted. When you register or log in to PayPal, they confirm that your browser is running TLS 1.0 or higher, which secures the communication from your browser to PayPal.com.

Then the information that is transmitted is protected by SSL, which ensures that your information is encrypted and can’t be stolen when it's sent across the internet.

**On our website servers**

Your personal information is stored on PayPal servers and heavily guarded – both physically and electronically. And to give your credit card and bank numbers an extra layer of security, we don’t directly connect our firewall-protected servers to the internet.

For a more detailed review of PayPal Security go to <https://www.paypal.com/us/webapps/mpp/paypal-safety-and-security>

**Q: Do I have to setup a profile in PayPay?**

A. If you are paying online, yes, you will need a PayPal account. At a minimum you need to enter an email so that you can receive the email confirmation of your booking, but you can use PayPal as a guest.

For ease of future bookings a PayPay profile will make your next booking with us easier and faster. With a PayPal profile you will not need to share your financial information with any online store purchaser. PayPal will keep that information confidential and secure.

**Q: Can I use my foreign debit card to book an event?**

A. If you registered your debit card within your PayPal profile then through the PayPal connection you can use your debit card.

**Q: Can I use my foreign credit card to book an event?**

A: Yes.

**Q: My credit card is in U.S. dollars. How do I pay in Mexican pesos?**

A. When you make the payment for your Library event from your U.S. Debit or Credit Card, PayPay determines the Mexican peso equivalent and charges your account in U.S. dollars. The exchange rate that will be used for this calculation will be displayed and if you are not comfortable with that exchange rate you may cancel your purchase.

**Q: My credit card is in Canadian dollars. How do I pay in Mexican pesos? Will I get “hit” with two exchange rate fees, one from pesos to USD and then USD to Canadian dollars?**

A. When you make the payment for your Library event, PayPay determines the Mexican peso equivalent and charges your account in whatever currency your credit card is in. The exchange rate that will be used for this calculation will be displayed and if you are not comfortable with that exchange rate you may cancel your purchase. We use PayPal “rest of world” and it is not affiliated to US dollars.

**Q: If I cancel do I get the refund in pesos?**

A. The refund will be done in the currency in which you made the purchase at the time of the purchase.