



May 8, 2019

To: Provincial Sections and Swim Clubs

From: Anne Nicholls, Coordinator Finance & Membership Services

Subject: 2019 SWIM-A-THON – PayPal Issue Update

We became aware on April 30, 2019 that PayPal was experiencing an issue with their functionality which affected many of the 2019 Swim-A-Thon donation transactions from late afternoon on Monday, April 29th through to late afternoon on Saturday, May 4th. Although Swimming Canada was able to receive the donations, much of the PayPal completed payment transaction information was not flowing back to our Swim-A-Thon online system provider RaiseAThon and therefore, not showing on the swimmer pages and swim club reports. The issue was finally resolved by PayPal on Sunday, May 5th.

Please refer to the Notice from RaiseAThon on page 2 of this document for a more thorough explanation of the PayPal issue and what needs to be done from their end.

Swimming Canada and RaiseAThon completely understand the anxiety and frustration which many swim clubs, their members and their Swim-A-Thon donors have experienced during this time period. We understand that several clubs were at a crucial stage in their Swim-A-Thon campaign with a final push to raise donations and award prizes to their top fundraising participants.

Your patience is greatly appreciated as RaiseAThon completes the necessary work at their end of updating the PayPal transactions in order to populate swimmer and swim club reports, etc.

Thank you.

Regards,

Anne Nicholls
Coordinator, Finance & Membership Services



NOTICE FROM RAISEATHON – ISSUE WITH SWIM-A-THON PAYPAL TRANSACTIONS

PayPal Canada had a Canadian wide issue with their back end system from the afternoon of April 30th and resolved on Sunday May 5th. This did not affect donations being received into Swimming Canada's PayPal account.

The process works as follows: The donor makes donation on Swim-A-Thon site then is redirected to PayPal to pay for donation. The normal process, PayPal sends a notice to the Swim-A-Thon site once the transaction is complete which updates thermometers, reports, swimmer profile pages, etc. The step missed on PayPal's end was sending the communication to the Swim-A-Thon site.

The transaction is captured in the backend of the Swim-A-Thon site - but it now requires a manual update of entering the PayPal transaction number, donor email, donor name, and indicating complete which will then populate reports, thermometers, etc.

Swimming Canada has provided a transaction report for the donations during that time period, and RaiseAthon will be actively updating this.

This problem was not isolated to SwimAthon but again to all of PayPal Canada's customers.

There will be a delay for clubs to finalize who had donations during the period of April 30th to May 6th. Any clubs who closed prior to April 30th are NOT affected by this. As well any clubs who closed during this period and did not have any donations during this period.

Swimming Canada will update once databases are up to date.

We sincerely apologize for the inconvenience this has caused clubs, swimmers and of course donors.

Thank you

RaiseAthon