



## Help File

Known issue with PayPal: “This invoice has already been paid... please contact the merchant”

### Our Haven Crafts and Gifts



If you receive a message similar to the one above, there are steps you can follow to assist with this message: Clear Your Cookies.

Cookies are small text files that websites put on your computer to store information about you and your preferences.

## In Firefox (version 20.0.1 was used for these instructions):

Click the menu, then go to options and select the security tab.



Then find:

Firefox will remember your browsing, download, form and search history, and keep cookies from websites you visit.

You may want to [clear your recent history](#), or [remove individual cookies](#).

Click “Remove individual cookies”

In the search box, search for PayPal

Then, click on

Remove **A**ll Cookies

## For Internet Explorer

### To delete cookies in Internet Explorer

1. Open Internet Explorer for the desktop.
2. Tap or click the **Tools** button, point to **Safety**, and then tap or click **Delete browsing history**.
3. Select the **Cookies** check box, and then tap or click **Delete**.