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## **SEPA direct debit mandate was accepted but no payment has been made. What does this mean?**

Julika Rottler - 2025-06-18 - [End of contract & acquisition](#)

For SEPA direct debit payments via PayPal, the payment mandate must first be requested in order to complete the purchase process on our website.

The confirmation you have received from PayPal is only the confirmation that the SEPA direct debit mandate has been accepted. You will find a note at the end of the email stating that this is not a confirmation of purchase:

The following steps are necessary:

Step 1: Select item for purchase

Step 2: Forwarding to PayPal (selection: direct debit or credit card)

- a. Fill in the data at PayPal
- b. Return to our website

Step 3: Complete the purchase

Step 4: You will receive a purchase confirmation from dedicom by e-mail. The debit from your account will take place immediately after completing the purchase and will not be noted.

If you have not received a purchase confirmation from dedicom, the process was not successful. Please repeat the process.