



From: PayPal Technical Support
Date: November 26, 2010
Re: Instructions on clearing your browser's cache (temp files)

Once in awhile, a DooDoo Voodoo customer will report that they're having difficulty making a purchase via PayPal from our website. We have discussed this with PayPal Technical Support and they say this issue is often a bugaboo due to a user's temporary internet files (cache). They suggest that either (a) using a different browser; or (b) following the instructions below may solve the problem.

Each time we get a report of such an issue, we make a dummy purchase from our own system...and it always goes as expected. Meaning, it's not a problem with our PayPal shopping cart; it's a problem with the user's browser cache. Luckily, the solution's really simple and quick.

We have pasted PayPal Technical Support's instructions on the next page. Please review them, then apply whichever instructions are appropriate for your particular browser (the program you use to surf the internet).

We hope you find the instructions helpful. We thank you for being a DooDoo Voodoo customer!

Best Regards,

A handwritten signature in black ink that reads "ERIC". The letters are bold and slightly slanted, with a casual, personal feel.

Eric Smith
Founder & President



702 N. Shortridge Road, Indianapolis IN 46219
(317) 35-NOPEE • www.doodoovoodoo.com • info@doodoovoodoo.com

How do I clear the cache and cookies from my browser?

To delete cookies and temporary internet files from your browser, find out which browser you're using. The browser's name usually appears under the icon that you click to open the browser. Here are some instructions on how to delete cookies and temporary internet files for several popular web browsers.

For Internet Explorer 8:

Note: If you use AOL, and use Internet Explorer to access the site, please use the instructions below. If you downloaded AOL software, you will need to contact AOL directly. Visit aol.com and click "Help & Feedback" near the top right-side of the page.

1. Open your browser, and then click "Safety."
2. Click "Delete Browsing History."
3. Select "Temporary Internet Files" and "Cookies," then click "Delete."

For Internet Explorer 6 and 7:

1. Open your browser, and then click "Tools."
2. Click "Delete Browsing History.">
3. Click "Delete files" next to "Temporary Internet Files," then click "Yes."
4. Click "Delete cookies" next to "Cookies," then click "Yes."
5. Click "Close." >

For Firefox 3.6:

1. Open your browser, and then click "Tools."
2. Click "Clear Recent History," then select "Everything" under "Time range to clear."
3. Select "Cache" and "Cookies" in the "Details" list, then click "Clear Now."

For Firefox 1.5 to 3.0:

1. Open your browser, and then click "Tools."
2. Click "Options," then click the "Privacy" tab.
3. Click "Show Cookies," then click "Remove All Cookies."
4. Click "Settings," then select "Cache."
5. Click "OK," then click "Clear Now."

For Google Chrome:

1. Open your browser, and then click the "Tools" menu (the icon shaped like a wrench).
2. Click "Options," and then click the "Under the Hood" tab.
3. Click "Clear browsing data," then select "Empty the cache" and "Delete cookies and other site data."
4. Click "Clear browsing data."

For Safari 5:

On a Mac:

1. Close any open Safari window.
2. Click "Safari," and then click "Empty Cache."
3. Click "Empty" in "Are you sure you want to empty the cache."
4. Click "Safari," and then click "Preferences."
5. Click "Security," and then click "Show Cookies"
6. Click "Remove All," and then click "Done".

On a Windows PC:

1. Click "Edit," and then click "Empty Cache."
2. Click "Empty" in "Are you sure you want to empty the cache."
3. Close any open Safari windows.
4. Click "Edit," and then click "Preferences."
5. Click "Security," and then click "Show Cookies"
6. Click "Remove All," and then click "Done".

Remember that these instructions are for your internet browser and not PayPal.

For more information about deleting cookies and temporary internet files, see your browser's online help manual.