# Online Store - Failed Payments Help

1. **Check that the customer is using an accepted payment card:-**

* Visa
* Visa Debit
* MasterCard credit/debit cards
* Visa Electron

*Not accepted: American Express cards*

1. **Check the transaction amount is under the card limit and there are sufficient funds**
2. **Check card details are entered correctly, (check upper or lower case), and the card is within its expiry date**
3. **Billing address and postcode must be entered correctly/as held by the card issuer**  - customer can check the details entered by going to 'My Account', scroll down to My Addresses, or the administrator can check via the admin interface of the online store, SOP > Orders > Order Details window
4. **Customer’s Internet Browser/Operating System must be compatible** - Online Store works with most internet browsers on a Windows operating system, including Firefox, Safari and Internet Explorer 6 and above, however IE6 can experience 'timeout' issues. Whilst making a payment do not press the "back" button or "close" the browser window. Should upgrade to Internet Explorer 8 or above. Mac users should run a Windows environment e.g. using Parallels, then use IE
5. **Verified by Visa/3D Secure** - Connection can fail when the card issuing bank is not enabled for this functionality. Ask the customer to try another card if possible
6. **Check for multiple payment attempts** - After three failed payment attempts using one credit or debit card within 24 hours then that card will be automatically blocked by the card issuer. Customer must wait at least 24 hours before trying again or contacting the card issuer to request they ‘unblock’ the card
7. **Refer customer to Cash Office to take payment over the phone**