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# KnowledgeBase

## Payment troubleshooting Category

*Learn what to do if you are having trouble making a payment.*

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## Payment troubleshooting

Learn what to do if you are having trouble making a payment.

### Will I receive a payment receipt?

My document title

As soon as your payment has been lodged, you will receive a confirmation page in your website browser and a detailed payment receipt by email.

This receipt will include all of the details relating to your transaction.

Please note that this receipt is for your online transaction, not your proof of purchase receipt for the product you purchased online. Your purchase receipt will be sent to you by the website or online store separately, either electronically or by mail, depending on the terms of the specific website.

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### Why haven't I received a confirmation email or receipt?

My document title

As soon as your payment has been accepted, our systems will automatically email you a receipt which is your confirmation of payment.

If you have not received your receipt, it is possible that your email client has blocked the email. Please check your spam or junk folders for the email and be sure to add the sender to your 'safe senders' list.

If you are having problems confirming the details of the transaction, please contact us by support ticket, live chat or by phone.

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### How can I find out more about a specific transaction?

My document title

The specific details relating to your transaction can be found in two key places.

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As soon as your payment was accepted and processed by our system, you will have received a confirmation email and transaction receipt. If you have not received the email receipt, please make sure that you check the spam and junk folders of your email client before adding the address to your 'safe senders' list.

You can also find specific details relating to your transaction by using our transaction finder tool.

If you still have questions relating to a specific transaction, please lodge a support ticket to be answered by a member of our customer support team.

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## What is my transaction ID?

My document title

You may need your transaction ID to use our transaction finder tool to locate a specific transaction.

The transaction ID is a unique number that is given to each transaction made through the system. You can find your transaction ID in your emailed receipt that you received after your payment was accepted.

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## Why is my credit card payment being declined?

My document title

There may be several reasons why your payment source is being declined at the point of purchase:

Your card does not have sufficient funds available to cover the transaction amount  
Your bank or financial institution may have restrictions active on your payment source that restrict you from making online purchases.

Your card may have been reported lost or stolen.

There may be online transaction limits put in place by your bank on your payment source.

The card may have past its expiry date.

You may not have correctly entered your account details including your card number, expiry date and CVV number.

The website you are transacting with is unable to sell products in your jurisdiction

In many of these cases, you should contact your bank or financial institution directly and enquire about the status of your payment source.

If you have contacted your bank and still have questions relating to your purchase transactions, please contact us directly by support ticket, live chat or by phone.

## Why is your system telling me that my credit card is invalid?

My document title

There may be a number of different reasons why your payment source is being rejected by a payment processor.

The most likely reason is that your account details have been entered incorrectly.

Please retry entering your details, being sure to note that:

You have selected the correct card type (e.g. Visa or MasterCard)

The account number is correctly entered. Your account number is the 16 digit number on the face of the card. Be sure not to include any spaces, dashes or periods when entering the card number.

Your expiry date has been incorrectly entered. This is the four digit number towards the right hand side of the card underneath the account number.

The CVV2 number has been incorrectly entered. The CVV2 number is the three digit number that can be found on the signature panel on the reverse side of your card.

If you have entered in your account details correctly and are still receiving a message telling you that your card is invalid, please contact us directly by support ticket, live chat or by phone.

## Why is my eCheck (ACH) payment being declined?

My document title

There may be several reasons why your checking account is being declined at the point of purchase: Your account does not have sufficient funds available to cover the transaction amount. Your bank or financial institution may have restrictions active on your payment source that restrict you from making online purchases.

Your account may have been reported as being lost, stolen or compromised.

There may be online transaction limits put in place by your bank on your payment source. You may not have correctly entered your account details including your routing number\* and account number

The website may not be permitted to sell the particular product or service in your jurisdiction.

In many of these cases, you should contact your bank or financial institution directly and enquire about the status of your payment source.

If you have contacted your bank and still have questions relating to your purchase transactions, please contact us directly by support ticket, live chat or by phone.

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\* **Please note:** Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the online routing number. You can contact your bank directly to enquire whether your account has an online routing number.

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## Why is your system telling me that my eCheck is invalid?

My document title

There may be a number of different reasons why your payment source is being rejected by a payment processor.

The most likely reason is that your account details have been entered incorrectly. Please retry entering your details, being sure to note that: The routing number has been incorrectly entered. When looking at your check book, the routing number is the first string of numbers located at the bottom of each check. \*The account number is correctly entered. Your account number is the second string of 10 digits located at the bottom of each check.

If you have entered in your account details correctly and are still receiving a message telling you that your card is invalid, please contact us directly by support ticket, live chat or by phone.

\* **Please note:** Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the online routing number. You can contact your bank directly to enquire whether your account has an online routing number.

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## What is my credit card account number?

My document title

Your account number is the 16 digit number on the face of the card.

When entering your account number, be sure not to include any spaces, dashes or periods when entering the card number.

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## What is my credit card CVV2 number?

My document title

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The CVV2 number is the three digit number that can be found on the signature panel on the reverse side of your card.

This number is used to verify your credit card account number.

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## What is my ACH (eCheck) routing number?

My document title

When looking at your check book, the routing number is the first string of numbers located at the bottom of each check.

*\* **Please note:** Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the online routing number. You can contact your bank directly to enquire whether your account has an online routing number.*

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## What is my ACH (eCheck) account number?

My document title

Your ACH (eCheck) account number is the second string of 10 digits located at the bottom of each check.  
You can also find your checking account number on your bank statement or by calling your bank's customer support number.

If you have entered in your account details correctly and are still receiving a message telling you that your card is invalid, please contact us directly by support ticket, live chat or by phone.

*\***Please note:** Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the online routing number. You can contact your bank directly to enquire whether your account has an online routing number*

## Why is your system not accepting my routing number?

My document title

Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the *online routing number*.

You can contact your bank directly to enquire whether your account has an online routing number.

## What is an 'online routing number'?

My document title

Some US banks have an alternative routing number in order for checking accounts to be accepted online, known as the *online routing number*.

You can contact your bank directly to enquire whether your account has an online routing number.