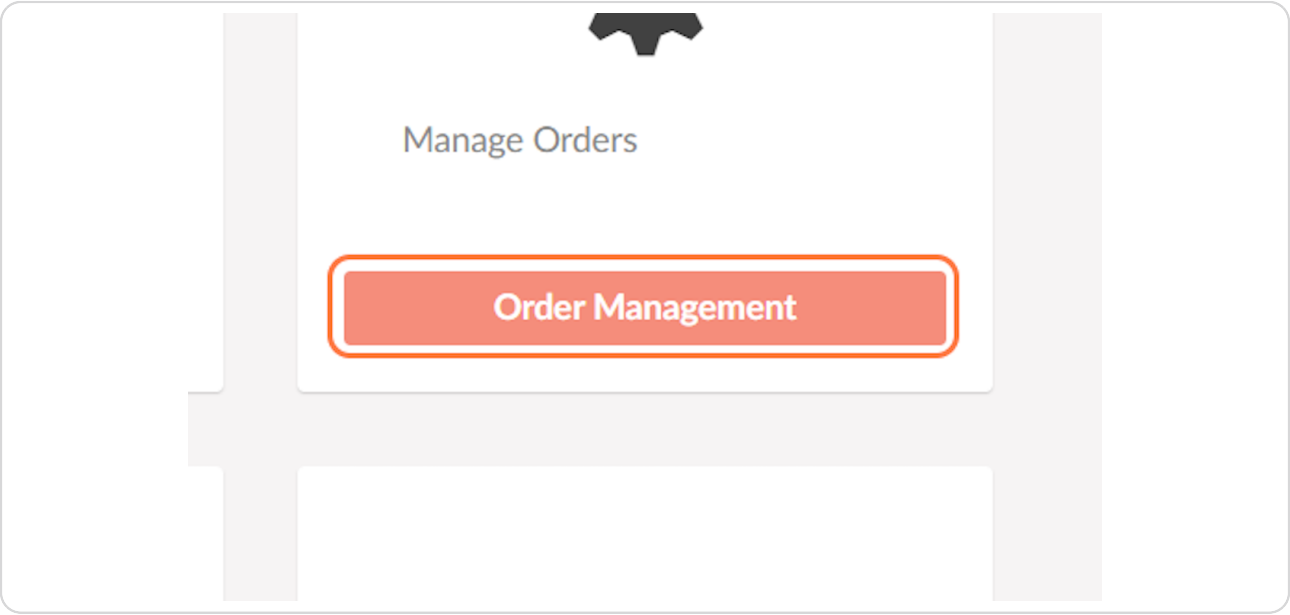
STEP 1

Go to p5.skchase.com

STEP 2

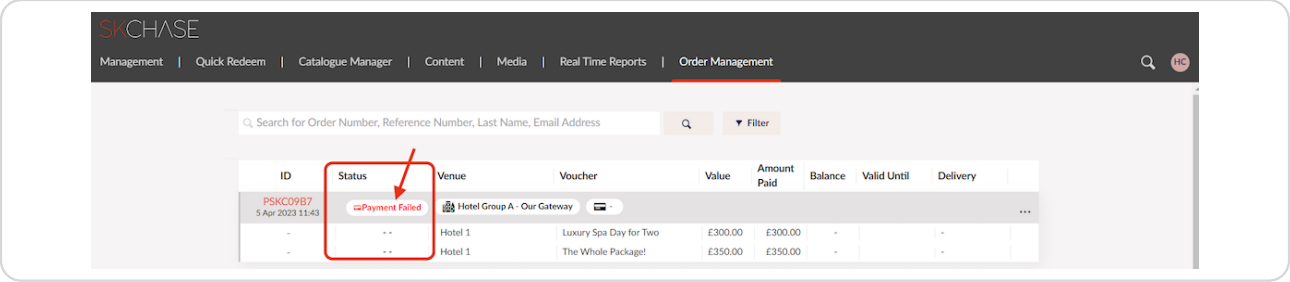
Click on ORDER MANAGEMENT



STEP 3

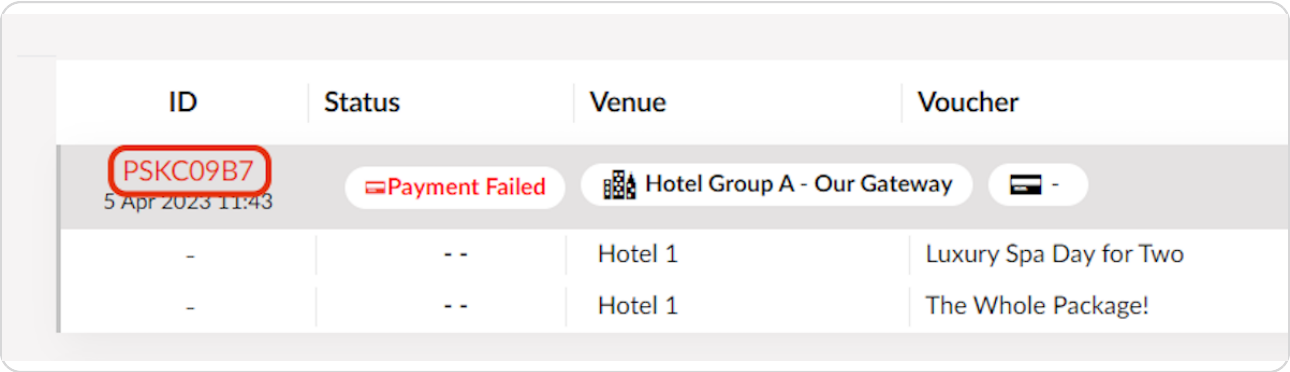
Locate the order

- Firstly, if the order did not go through, the voucher STATUS will clearly show 'Payment Failed'



STEP 4

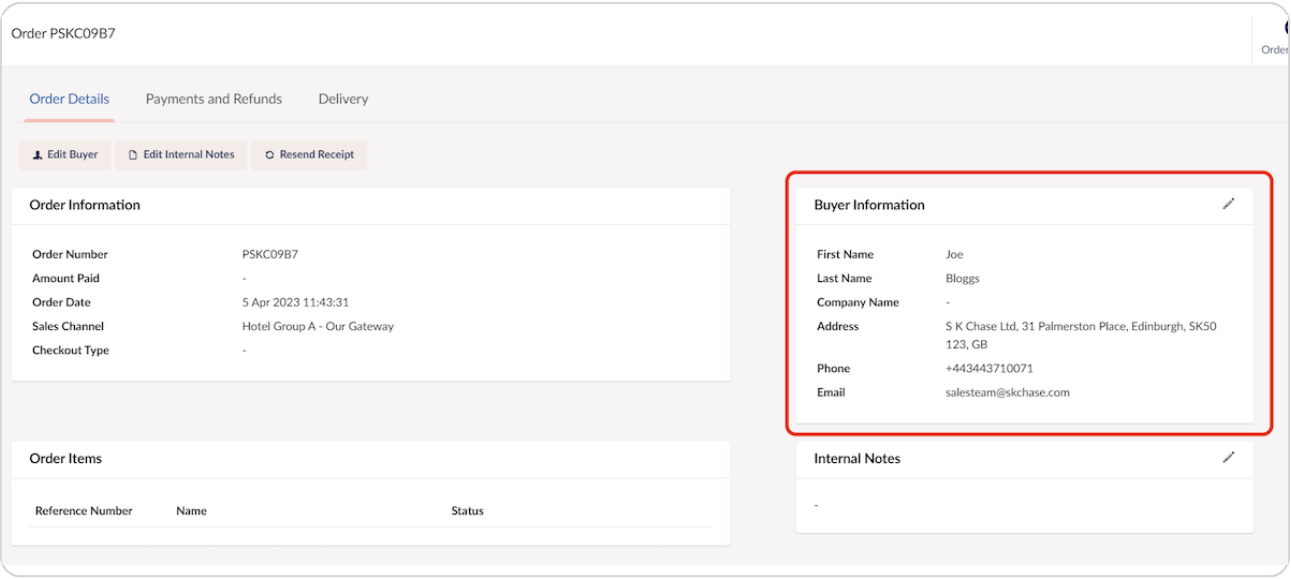
Open the order by clicking on the ORDER NUMBER



STEP 5

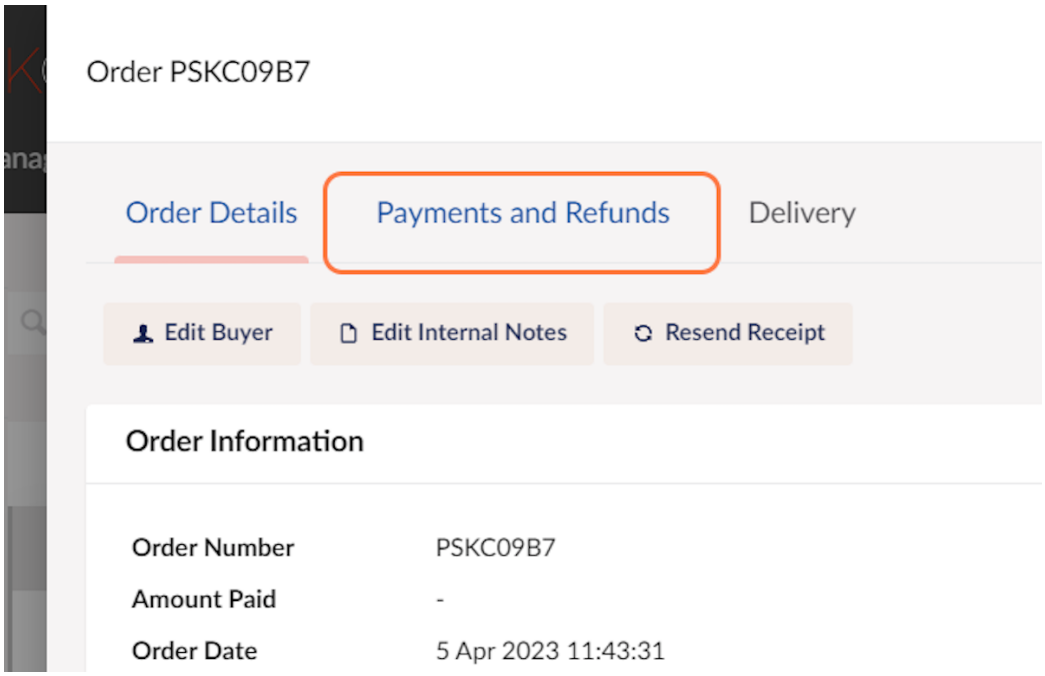
Check the BUYER'S INFORMATION is that of the buyer who has contacted you about a failed payment

- Ask the buyer to confirm their Name / Address / Phone / Email



STEP 6

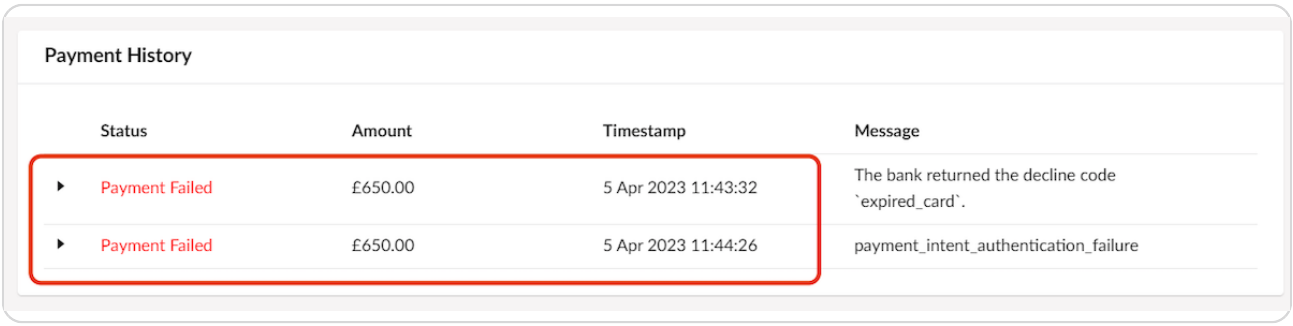
Click on Payments and Refunds



STEP 7

See the PAYMENT HISTORY for all failed transactions for the order

- Please note, you may see multiple failed payments for the same order, for example if the buyer attempted the purchase more than once.

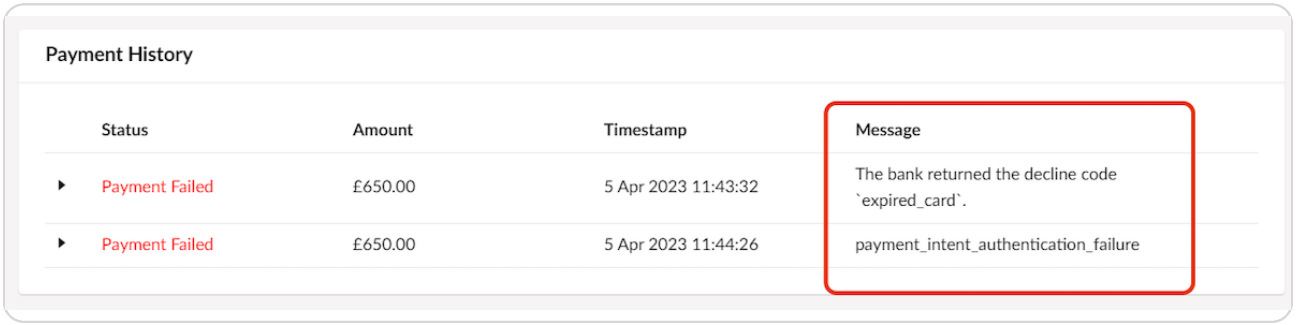


STEP 8

The MESSAGE will show the reason for each failed payment

Here are the most common reasons why a payment failed:

- **The payment was rejected by the bank** - there may be insufficient funds, incorrect card details were entered, or the bank suspects a suspicious transaction
- **The payment was rejected by the fraud rules** - the billing address or postcode may have been entered incorrectly, or the bank suspects a suspicious transaction
- **The 3D secure authentication failed** - security code not entered correctly or timed-out



STEP 9

So, what can you do?

If you are confident this is a genuine transaction:

- Invite the buyer to **try another card**
- Ask the buyer to check that they are entering the **correct billing address** for the card
- Offer to **process the order over the phone** with the buyer
- Invite the buyer to **speak to their bank**

For other payment issues, please get in touch with us so we can investigate.