



# Troubleshooting Zeffy payment errors.


If one of your donors encounters an error while attempting a payment, follow the troubleshooting tips below.

## **Payment Errors and Solutions**

Payment errors can occur for various reasons. Here are steps you can take to resolve common issues:

**Check Credit Card Details**  : Ensure all credit card details are entered correctly, including the card number, expiration date, and CVV.

**Answer Custom Questions**  : Some forms may include custom questions that are mandatory. Verify that all required fields are completed.

**Bank Verification Code**  : In rare cases, your bank might require you to enter a verification code to complete the payment. Check your phone or email for any messages from your bank.

## **Troubleshooting Steps**

If the above solutions do not resolve the issue, try the following troubleshooting steps:

### **1. Close the Tab and Reopen:**

- Sometimes all you need to do is close the form and open it up again! Simply exit the tab you have it open in and open up the link again.

### **2. Try a Different Browser:**

- Sometimes, browser-specific issues can cause payment errors. Attempt the payment using an alternative browser (e.g., if you're using Chrome, try Firefox or Safari).

### **3. Use a Different Device:**

- If switching browsers doesn't work, try completing the payment on a different device (e.g., if you're using a computer, try a smartphone or tablet).

### **4. Clear Cache:**

- Clearing your browser's cache can help resolve issues related to stored data. Here's how you can clear your cache:
  - **Chrome:** Settings > Privacy and security > Clear browsing data.
  - **Firefox:** Options > Privacy & Security > Cookies and Site Data > Clear Data.
  - **Safari:** Preferences > Privacy > Manage Website Data > Remove All.

### **5. Reboot Your Device:**

- Restarting your device can resolve temporary glitches that might be affecting the payment process.

## **Additional Tips**

- **Ensure Stable Internet Connection:** A stable internet connection is crucial for completing online payments. Check your internet connection and make sure it is not experiencing interruptions. You can also try from an incognito window or a private LTE connection to ensure there are no restrictions from your network blocking your access.
- **Disable Ad Blockers:** Sometimes, ad blockers can interfere with payment forms. Temporarily disable any ad blockers and try again.
- **Contact Support:** If none of the above steps resolve the issue, consider reaching out to Zeffy's support team for further assistance! The fastest way to reach us is through our live chat. Once you've navigated to our [website](#) click on the message icon situated at the bottom right corner of your screen to initiate a chat! We're always here to help.

By following these steps, most common payment errors can be resolved, ensuring a smooth and successful payment process on Zeffy. Thank you for your support and patience.