

# Card rejected

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## Steps to follow

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- 1 Enter the customer's card number.
- 2 Ask the customer for their name and the address where the card is registered to verify that it is theirs.
- 3 Ask the customer when and where their purchase was rejected.
- 4 Verify that the card is not expired, has insufficient balance (in case it is a debit card) or has reached its limit (in case it is a credit card).
- 5 Ask the customer if he/she wants his/her purchase to be authorized. If so, authorize the charge.