

Buy2kart.com Domain– Payment & Checkout Issues Documentation

Project

Buy2kart E-commerce Website

Domain: **Buy2kart.com**

Platform: **Namecheap**

Issue 1 – Debit Card OTP / International Transaction Block

Problem

While trying to pay for the domain using **SBI Debit Card**, the payment initially failed because:

The debit card was **not enabled for international transactions**

Namecheap is an **international company**, so SBI blocks the transaction by default.

Reason

SBI debit cards come with:

- International e-commerce **disabled by default**
- OTP is not generated unless international payments are enabled

So even if:

- Card details are correct
- Balance is sufficient

The transaction fails.

Solution

The SBI debit card must be enabled for international transactions.

This can be done by:

1. SBI Internet Banking
2. SBI YONO App
3. Or contacting SBI customer care

Once enabled:

- OTP is received
- International payment is allowed
- Namecheap payment works

Issue 2 – Promo Code / Coupon Error

Problem

A promo code was applied, but after payment:

“Promo code expired / not eligible for this order”

Because of this:

- Order was cancelled
- Amount was refunded automatically
- Domain was not purchased

Reason

Namecheap promo codes:

- Have limited validity
- May expire without warning
- May not work for all domains

So even if it shows a discount, it may fail during final processing.

Solution

Namecheap support was contacted by email.

They:

- Verified the failed order
 - Issued a **new valid coupon**
 - Sent it by email
 - With that coupon, the domain was successfully purchased
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Action Taken

Auto-renewal was **unchecked (disabled)** after domain purchase.

This ensures:

- No automatic money deduction
 - Manual control over renewals
 - Better cost management
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Final Status

Item

Status

International Debit Card	Enabled
OTP	Working
Promo Code	Replaced by Namecheap
Domain Purchase	Successful
Auto-Renew	Disabled

Conclusion

Two main issues were faced:

1. **SBI debit card international payment block**
2. **Expired Namecheap promo code**

Both were solved correctly, and the domain **Buy2kart.com** was successfully secured with full control over future billing.