

Checkout - resolving errors

GUIDE.SUMMARY What During checkout a buyer may run into the following problems:

- Issues paying for items
- Issues paying with gift cards

- Canada: You can no longer buy eBay.ca gift cards on the eBay Canada site. This can only be purchased on the PayPal site.

Checkout errors

When

- When paying for an item

This article covers

- Checkout & error screenshots
- Payment troubleshooting
- Gift card troubleshooting

https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1635#Specific_errors

Checkout error codes

GUIDE.RELATED_LINKS

Related Help Pages

- Cart

<http://pages.ebay.com/help/pay/cart.html>

<http://pages.ebay.com/help/pay/cart.html>

- eBay Bucks

<http://pages.ebay.com/rewards/faq.html>

<http://pages.ebay.com/rewards/faq.html>

- Gift cards, coupons, and gift certificates

<http://pages.ebay.com/help/pay/certificates.html>

<http://pages.ebay.com/help/pay/certificates.html>

- eBay Money Back Guarantee

<http://pages.ebay.com/coverage/index.html>

<http://pages.ebay.com/coverage/index.html>

- Guest accounts

<http://pages.ebay.com/help/buy/buying-as-guest.html>

<http://pages.ebay.com/help/buy/buying-as-guest.html>

- Unpaid Item Policy

href="http://pages.ebay.com/help/policies/unpaid-item.html"

target="_blank">http://pages.ebay.com/help/policies/unpaid-item.html

 Gift Card Balance
 <a

href="https://giftcards.ebay.com/balance"

target="_blank">https://giftcards.ebay.com/balance

 Gift Card Terms and Conditions
 <a

href="http://pages.ebay.com/giftcard/terms_conditions.html"

target="_blank">http://pages.ebay.com/giftcard/terms_conditions.html

 Gift Card FAQ's
 <a

href="http://pages.ebay.com/giftcard/faqs.html"

target="_blank">http://pages.ebay.com/giftcard/faqs.html

 Checkout errors troubleshooting
 https://www.

ebay.com/help/buying/paying-items/checkout?id=4036#section4

 Related Articles <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452"

target="_blank">Technical issues troubleshooting cache, cookies, browser, bugs, TIP

tool

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1016"

target="_blank">Checkout - paying for items

</h2><h2>GUIDE.DETAILED_INFORMATION </h2><h3>Checkout and Error

Screenshots</h3> Checkout screens can look different to a customer depending on the

options, or errors they are seeing. Click on a tab below to see what a customer is most likely seeing

for that situation.
 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=

en_US#SS-tabs-1">Legal disclosure

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-2">Mismatched Card

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-3">Pay by voucher - standard XO

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-4">No payment option selected

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-5">PayPal selected

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-6">CC selected

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-7">Google Pay

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-8">Voucher error

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1635&ViewLocale=en_US#SS-tabs-9">Voucher success

 src="https://cskb.qa.ebay.com/library/EBAY/Axel/GUIDE1635/Checkout.png"> 

src="https://cskb.qa.ebay.com/library/EBAY/Axel/GUIDE1635/CCError.png"> 

src="https://cskb.qa.ebay.com/library/EBAY/1914/Old_XO.png"> 

src="https://cskb.qa.ebay.com/library/EBAY/Axel/GUIDE1635/NoPaymentOption.png"> 

alt="" src="https://cskb.qa.ebay.com/library/EBAY/Axel/GUIDE1635/PPselected.png"> 

alt="" src="https://cskb.qa.ebay.com/library/EBAY/Axel/GUIDE1635/CCselected.png"> 

alt="" src="https://cskb.qa.ebay.com/library/EBAY/Axel/GUIDE1635/GooglePay_Selected.png"> 

 src="https://cskb.qa.ebay.com/library/EBAY/Axel/GUIDE1635/VoucherError.png">

 src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/Voucher1.png">

 Error messages If a customer sees this error message: "We couldn't

verify your card. Please select a payment option to continue." - First ask the member to check the billing address and verify it against the address that they supplied for the card. If the billing address is different, the member should change the address and put the same address (in the billing address) that was supplied for the card. If this doesn't solve the problem, the member should try entering a different payment method (PayPal account, another credit/debit card, or Apple/Google Pay).

- If a customer sees this error message: "We can't process your payment. Please select a different payment method or check your payment details." - Ask the member to recheck the information they entered. If that doesn't help, the user should try a different payment method (PayPal account, another credit/debit card, or Apple/Google Pay).
- If a customer tried paying with credit or debit card in PayPal wallet, the credit or debit card used will be removed and payment will default to another PayPal funding source for that user.
- If that customer has no other payment methods on file, we'll ask the user to "Continue to PayPal" for more details to add a card.
- If a customer tried paying with credit or debit card as a PayPal Guest, the credit or debit card used will be removed.

Find more information in the [Checkout errors troubleshooting section](https://www.ebay.com/help/buying/paying-items/checkout?id=4036#section4) in the Checkout Help Page.