

Payments are failing at checkout: how to diagnose it

Example 4 — Customer Support Troubleshooting Library: a customer-facing diagnostic article for an ecommerce platform, written for a merchant who has a symptom rather than a task.

Audience: Merchants on any plan

Owner: Support Content, Dana R.

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Article details

AUDIENCE	Merchants on any plan
OWNER	Support Content, Dana R.
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SYMPTOM

Customers see "Payment could not be processed" at the final checkout step.

Check in this order

- ☐ 1. Payment provider status page.
- ☐ 2. Whether the failure hits every card or one card brand.
- ☐ 3. Whether the store currency matches the provider account currency.
- ☐ 4. Whether a recently added checkout app is intercepting the request.
- ☐ 5. Whether the provider API key was rotated in the last 30 days.

Cause and fix

CAUSE	FIX
Provider outage	Wait, post a banner.
One card brand only	Enable that brand in provider settings.
Currency mismatch	Change store currency or add a provider account.
App conflict	Disable the app and retest.
Expired key	Rotate the key in Settings, Payments.

WHEN TO CONTACT SUPPORT

Include one failed order ID and the timestamp in your local time.

Related articles

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☐ [Test mode versus live mode](#)