Resolving Authorization Challenges in Payment Processing

You authorized the recurring payment when it was emailed to you, but it's not going through for some reason, correct? In this guide, we will discuss how to address and resolve authorization challenges encountered during payment processing for your Mailvio subscription using PayKickstart as the payment processor. We'll help you identify common reasons for payment declines and offer a structured approach to assist you in completing your transactions.

To address this matter and ensure the successful processing of your subscription payments, we recommend updating your billing method in PayKickstart:

Step 1: Log in to your Mailvio account and access the 'Billing' section. Then you will be routed to the 'Mailvio Billing Portal' page where you will enter your email address.

Step 2: Once you enter your email address, a personalized link to your billing section will be sent to you via email from support□PayKickstart.com. This link will allow you to access your billing information and make any necessary changes.

Step 3: You will then see an update page allowing you to modify your payment details. You should select the 'Payment Method' tab.

Step 4: Select the 'update your billing' button, and fill in the necessary details (Credit card or PayPal).

Step 5: You will be presented with a pop-up titled 'Update Your Billing', where you will find the payment options linked to your current campaign, which may include Credit Card and/or PayPal.

Step 6: Once you've updated, we'll send you a notification confirming the update along with any relevant details.

Step 7: We will then attempt another billing and should watch for the 'Authorize' button.

Note: If you purchased Mailvio through platforms like JVZoo or ThriveCart instead of PayKickStart, you can still manage your Mailvio subscription effectively. Here's a general guide on how you can check your subscription details and manage your accounts:

Instructions for JVZoo:

- Log in to the Customer Portal where you can access your purchases. Find the product you want to update and click 'View Details'. Scroll down to the 'Subscription Information' section and click the orange 'Update Billing Info' button to update your billing information.
- You will then be taken to a page to update your information.

Instructions for ThriveCart:

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- Log in to the Customer Hub, and click the 'Update my info' button located at the top, next to the summary of your details.

- Clicking this button will open a modal window with your details and the ability to update any card details you have used to purchase.

- After updating any of your information, click the 'Save changes' button and the system will update.

Important: This may not work with all payment processors. If it does not work, you will have to contact JVZoo, ThriveCart, Stripe, PayPal support, or your bank — whichever applies to you. They may be able to update your information directly and address why the transaction failed or any authorization challenges promptly.

Here are some key factors why we suggest this:

- Validity and Security: Ensuring your billing method, such as credit card details or other payment options, is up-to-date and valid is essential for processing successful transactions securely.

- Funds Availability: Verifying that your billing method has sufficient funds or credit available is crucial to avoid payment declines due to insufficient balance, reducing the likelihood of failed transactions.

- Expiration Dates: Updating expired card details or payment methods with current expiration dates helps in preventing authorization errors and declines during transaction processing.

- Risk Mitigation: By regularly updating billing methods, PayKickStart and payment processors like Stripe can enhance fraud detection capabilities, reduce risks associated with unauthorized transactions, and safeguard customer accounts.

- Payment Gateway Configuration: Misconfigurations or compatibility issues within the payment gateway system can lead to authorization errors, hindering the successful completion of transactions and resulting in declines.

- Timeouts or Delays: Long processing times, timeouts, or delays in the authorization process can cause errors and result in payment declines.

- Payment Authorization: Double-check that the recurring payment authorization you granted via the email notification has been successfully processed and applied to your subscription account.

That's it! You're now equipped with the knowledge to optimize your subscription experience and enhance payment processing efficiency. We aim to provide you with a seamless Mailvio experience. Don't hesitate to contact us here for additional support or information.

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