

# IT Issues Resolved



**Below are the top issues that we've seen along with their resolutions:**

**1. Issue: Payments being declined or payments not going through. The error that pops up will typically say 'Please Enter CVV'.**

**Resolution:** This error comes up from using AMEX credit cards which are not accepted in doTERRA India. Due to local laws, only payment methods attached to an Indian bank account may be used. You can use a card for payment but it must be either Visa or Master Card.

**2. Issue: Invalid Billing Information. This problem has popped up while putting in the billing address of a credit card. That error code that has the number 850 has to do with the address and the state drop down.**

**Resolution:** Eliminate special characters from the billing address or credit card details that are not allowed. Just type out the payment information manually to eliminate this problem, instead of copying and pasting the information. Double-check the address is correct, and that there are no special characters on the billing page and the error should go away.

**3. Issue: Invalid Pin or Postal Code.** The problem arises from copying and pasting billing or shipping information while processing an order or an enrollment. We've seen many people add unnecessary commas to the address portion of the payment, enrollment, or order which will cause an error to pop up saying 'invalid postal code'.

**Resolution:** Type in the address manually for enrollments, orders, and payments vs. copying and pasting it. This can also be fixed if the locality isn't added to an address. And just make sure to not add a comma or another character in the billing info.

**4. Issue: Error pops up saying 'We Apologize, unfortunately, you are not eligible to make this request'.**

**Resolution:** This error pops up when people are trying to migrate an account that has already been migrated into India. The other reason this will come up is when members from outside of India try and migrate into India such as an Australian account trying to go from Australia to India. The only accounts that this link (<https://tools.doterra.com/s/newmarket>) will accept for migration are GAC India accounts. If anyone needs to migrate into India as an open market and their accounts are not India GAC, please reach out to us at [india@doterra.com](mailto:india@doterra.com) for further guidance.

**5. Issue: Payments are being declined due to going back and forth on a page using the back button on a browser. This is a common issue even if members haven't entered their payment information. If they go back to the previous page using the 'click to go back' button on their browser, the payment will go into failure and the order will be deleted.**

**Resolution:** Instead of clicking the back arrow on your browser window, use the continue shopping button or review cart. This will still allow the payment to go through. However, if you use the back button on your browser, the order will not be processed for security reasons. Essentially, users can't use the back button during the order process, they need to use the links on the site to navigate back to previous pages (review order, continue shopping, etc.) if they want to go back.



## 6. Issue: Finding where to pay or add payment details.

**Resolution:** We've attached a short video to this post showing members where to go in their shopping cart to add or change a payment method.

**Thanks,**

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