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## \ "Authorization Failed: Do Not Honor\" error

Posted by admin - 2013/12/17 08:04

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Follow the steps below which are recommended by 2Checkout support if "Authorization Failed: Do Not Honor" error occurs during a payment:

Reason for the message: The information passes validation on 2Checkout end and an actual authorization request is sent but the bank is declining the authorization. The most common cause for this error is that the seller is located outside of the country that the bank is located in so it is showing up as an international transaction.

How to resolve the issue: Contact the bank and let them know that you want the transaction to go through (they will be able to see the authorization attempts) and then replace the order. If they still receive problems then their purchase session is probably locked because of previous declines. They must wait 30 minutes, use a different browser or clear their cookies and restart their browser so that a new purchase session is used when they replace the order.

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