Troubleshooting Quick Reference Guide

Although using Afterpay is as simple as App, Authorize, Tap, this guide will help you navigate any challenges that arise with your customer.

How it works:

It's simple. Customers download the app (available in the Apple App Store and Google Play Store) to get started. Sign up is free and easy, and you can connect your preferred Visa, MasterCard or American Express card (debit or credit).

1

App
Customers start in the app, then tap the **Card tab** to see their pre-approved spend amount.

2

Authorize
Tap '**Authorize and pay in store**' to initiate the payment.

3

Tap
Tap "**Pay in-store now**' to populate the Afterpay Card. Tap the phone to complete the payment. All done!

Quick Troubleshooting Tips:

WiFi/Cellular connection
Ensure your customer is on the store's wifi or using data when launching the Afterpay app and authorizing their card. This may require your customer to move to a different location in the store with better connectivity, sometimes they may even need to step just outside of your store. Once the Afterpay Card is authorized and populates in the digital wallet, it is active for 10 minutes.

Authorize the Afterpay Card through the Afterpay app
Don't let customers skip this step! They have to open the Afterpay app and click to access the Afterpay Card every time they want to make a purchase.

Payment info is correct and current
Recommend that your customer checks that they have the correct info for their payment method stored in their Afterpay app and it is all current.

Split Tender Payments
To process a split tender, first enter the amount your customer would like to pay with the Afterpay Card into the POS. The customer then authorizes and taps the Afterpay Card to the chip reader, and pays the remaining amount due to their alternative payment method.

If the most common troubleshooting didn't solve the customer's challenge we recommend you have the customer reach out to Afterpay Customer Service to learn more:

Help center
Find helpful FAQs and troubleshooting tips here:

In-app chat
👤 > 🛟 Help > 📝 Button in upper right

afterpay