



Failed Orders Procedure for Customers

If you receive the error
failed an order because of an “Address Mismatch”

Navigate to **Login**, and select **My Account**



The transaction has been declined because of an AVS mismatch. The address provided does not match billing address of cardholder.

Product	Qty	Totals
Emergency Medicine Platinum. Android. 12 Month	x 1	\$299.95
Emergency Medicine Platinum. Online. 12 month	x 1	\$299.95
Subtotal:		\$599.90
Discount:		-\$25.00
Tax:		\$49.44
Payment method:		Credit card
Total:		\$624.34

Payment method: Credit card

Card number *

Expiry (MM/YY) *

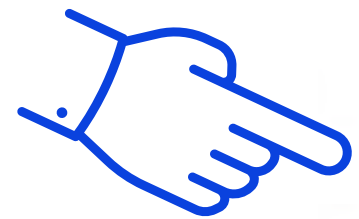
Card code *

On the **My Account Page**
select **Addresses**

Then Select **Edit** on your Billing address



- Dashboard
- Orders
- Subscriptions
- Downloads
- **Addresses**
- Payment methods
- Account details
- My Coupons
- Logout
- Activate Code



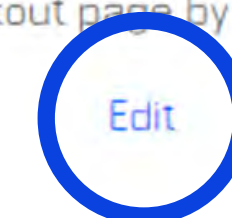
Hello Test
From your
password

- Dashboard
- Orders
- Subscriptions
- Downloads
- Addresses
- Payment methods
- Account details
- My Coupons
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- Activate Code

The following addresses will be used on the checkout page by default.

Billing address

Tester/Jo Testy
American Medical 360
1234 e american way
Phoenix, AZ 85013



Edit

Shipping address

You have not set up this type of

Please make sure that your **Billing address for your Credit Card is Correct** on this page.



Billing address

First name *

Testerjoe

Last name *

Testy

Company name (optional)

American Medical 360

Country / Region *

United States (US)

Street address *

1234 e american way

Apartment, suite, unit, etc. (optional)

Town / City *

Phoenix

State *

Arizona

ZIP Code *

86013

Phone *

6025 15

Email address *

js-wc 13@pepid.com

SAVE ADDRESS

If it is incorrect, please update it and select **Save Address**



Select **Orders**

- Dashboard
- **Orders**
- Subscriptions
- Downloads
- Addresses
- Payment methods
- Account details
- My Coupons
- Logout
- Activate Code

The following addresses will be used on the checkout page by default.

Billing address [Edit](#) **Shipping address**
You have not set up this type of address.

Tester/Joe Testy
American Medical 360
1234 e american way
Phoenix, AZ 85013

(1.) Find the order that has a “Failed” status, and (2.) select **Edit Order**

- Dashboard
- **Orders**
- Subscriptions
- Downloads

Order	Date	Status	Total	Actions
#299196	01/16/2023	Failed	\$624.34 for 2 items	Pay View Cancel Edit Order

(3.) Double check that your **Billing address for your Credit Card is Correct on the following page and (4.) select **Save Changes****

Country / Region *

United States (US)

Street address *

2323 S American Way

APT 66

Town / City *

Mesa

State *

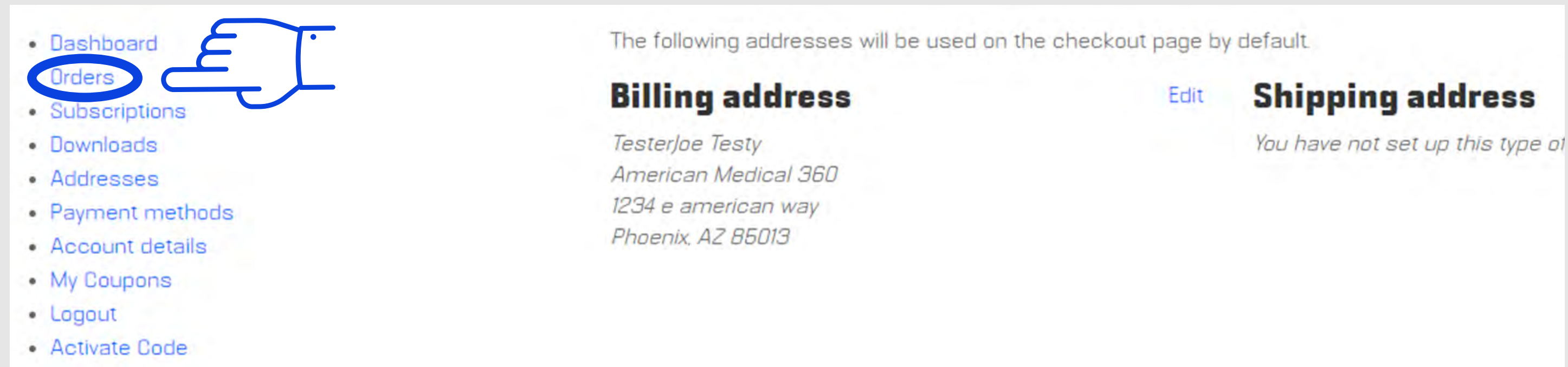
Arizona

ZIP Code *

[Save Changes](#)

Almost Done!

Select **Orders** (again)



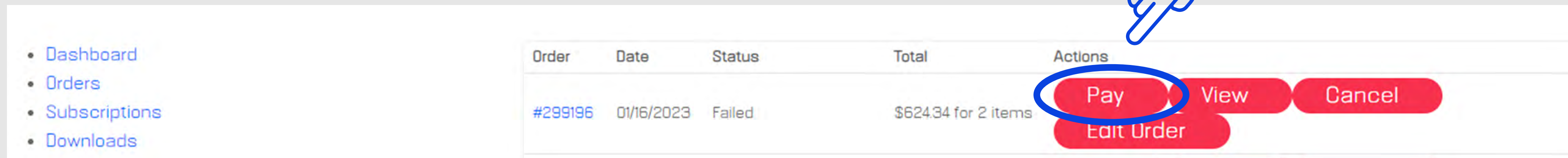
The following addresses will be used on the checkout page by default.

- Dashboard
- **Orders**
- Subscriptions
- Downloads
- Addresses
- Payment methods
- Account details
- My Coupons
- Logout
- Activate Code

Billing address [Edit](#) **Shipping address**
You have not set up this type of address.

Tester/Joe Testy
American Medical 360
1234 e american way
Phoenix, AZ 85013

Select **Pay** and try your card again



Order	Date	Status	Total	Actions
#299196	01/16/2023	Failed	\$624.34 for 2 items	Pay View Cancel Edit Order

If you continue to have problems,
please call PEPID Support

1.888.321.7828

support@pepid.com