

Creditcard payment rejected

Question

Why my credit card payment was rejected?

Answer

Openprovider's payment processor uses several methods to validate a payment to ensure its legitimacy and prevent fraud.

It is very likely that one of these checks is causing trouble and will result in the payment being rejected.

Possible reasons for credit cards being rejected include:

- The creditcard is from a different country than the IP from which the payment is being submitted.
- The creditcard is from a country that is on a high risk list.
- The creditcard is configured to now allow payments to a different country than your own.
- The creditcard is configured to allow payments on a certain name. Be sure to add the right contact details to your account.

In all cases, our support department will be able to contact our payment processor and request an explanation why the payment is being rejected.

Revision #2

Created 2026-08-07 14:26:50 UTC by Sarath

Updated 2026-08-07 15:44:36 UTC by Sarath