

How to reprocess a failed payment

Step 1. Log in to your account and click on SUBSCRIPTIONS.

Gffice Hours GFRESH 9am - 5pm Mon	- Fri Search by products Q	0115 9860929 My Account 🔒 £21.08
Create Your Own Box Boxes	Office Fruit About Delivery/Sul	bscription Information
Ree Delivery over £15	Family Run Local Service	Delivered Direct to Your Door
My Account	nt Hello Aidan (not Aidan? Log out)	
Dashboard	From your account dashboard you can view your	recent orders manage your shipping and hilling
Orders	addresses, and edit your password and account d	letails.
Addresses		
Account details		
Referrals		
Logout		

My Account

Home / My Account

Dashboard Orders Subscriptions

Addresses Account details Referrals

Logout

Subscription	Status	Next Payment	Total	
#185745	Pending	-	£37.49	View
#185735	Cancelled	-	£22.08	View
#179610	Cancelled	-	£19.49	View
#129693	Cancelled	-	£37.73	View
#129594	On hold	-	£16.49	View
#129548	On hold	-	£45.44	View
#129244	Cancelled	-	£37.53	View
#128145	Cancelled	-	£19.99	View
#127982	Active	August 10, 2020 Via Credit / Debit Card	£19.49	View
#121386	On hold	-	£21.99	View

Step 2. Click VIEW on the subscription that has failed (the status will be showing as ON HOLD).

Step 3. Click REACTIVATE SUBSCRIPTION.

FRESH Office Hours 9am - 5pm Mon - Fri	Search by products	٩	0115 9860929 My Account	6 £19.49
Create Your Own Box Boxes	Office Fruit About	Delivery/Subscri	iption Information	
Rree Delivery over £15	🆤 Family Rur	Local Service	Pelivered Direct to	Your Door
My Account	t			
Dashboard	Status On hold			
Orders	Start Date April 20, 2	020		
Subscriptions	Last Order June 1, 202 Date	20		
Addresses Account details	Next Payment - Date			
Referrals Logout	Actions Chan	tivate subscription	Cancel subscription	
	Subscriptio	n Totals	Total	



Step 4. Next click on CHANGE SUBSCRIPTION.

Kerrys	Office Hours 9am - 5pm Mon – Fri	Search by products	Q	0115 9860929 My A	ccount £22.08
Create Your Ow	n Box Boxes Office	Fruit About	Delivery/Subscript	on Information	
Rree Delivery o	ver £15	🖤 Family Run Loca	Il Service	🏫 Delivere	ed Direct to Your Door
Chan subsc Home / Change your	ge your ription subscription				
	Product		Price	Quantity	Total
×	Diverse Mixed Box		£16.49	1	£16.49
×	2 Litre Semi Skimmed Milk	C C C C C C C C C C C C C C C C C C C	£1.50	2	£3.00
×	Large Free Range Eggs		£1.59	1	£1.59
x	Garlic Oil and Parsley Flatt	oread (Each)	£1.00	1	£1.00
Coupon code		Apply coupon			Update basket

Step 5. You should see a page that looks like this

Step 6. Scroll down and click on PROCEED TO CHECKOUT.

Coupon code		Apply coupon		Update basket
Basket Si	ubscription			
	ibsci ption			
low often would you lil	(e to receive this order?			
Weekly				
) Fortnightly				
) Fortnightly) Monthly				
DFortnightly DMonthly Rasket to	tals			
DFortnightly DMonthly Basket to	tals			
Prortnightly Monthly Basket to Subtotal	tals	£22.08		
Difortnightly Diforthly Basket to Subtotal Total	tals	£22.08 £22.08		
Prortnightly Monthly Basket to Subtotal Total Recurring Total	tals	£22.08 £22.08 £22.08		
Differinghtly Denothly Basket to Subtotal Total Recurring Total	tals	£22.08 £22.08 £22.08 First renewal: August 5, 2020		

Billing details

First name * A Last name * Sample Company name (optional) Country * United Kingdom (UK) Street address * 54 Long Lane Apartment, suite, unit etc. (optional) Apartment, suite, unit etc. (optional) Step 6. Your billing/delivery address details will still be saved (please double check them).

Town / City *

Nottingham	
County (optional)	
Postcode "	
NG4 3DX	

Step 6 continued. Complete the DELIVERY NOTES box.

Delive	ery Notes

Leave i	in	porch	if	not	in

Your order

Product	Total
Diverse Mixed Box ×1	£16.49
2 Litre Semi Skimmed Milk × 2	£3.00
Large Free Range Eggs × 1	£1.59
Garlic Oil and Parsley Flatbread (Each) × 1	£1.00
Subtotal	£22.08
Shipping	Free Delivery
Shipping Delivery date	Free Delivery Your order will be ready to collect or be out for delivery next week. Please see the <u>delivery information page</u> for delivery to your postcode area
Shipping Delivery date Total	Free Delivery Your order will be ready to collect or be out for delivery next week. Please see the <u>delivery information page</u> for delivery to your postcode area £22.08
Shipping Delivery date Total Recurring Totals	Free Delivery Your order will be ready to collect or be out for delivery next week. Please see the <u>delivery information page</u> for delivery to your postcode area £22.08
Shipping Delivery date Total Recurring Totals Subtotal	Free Delivery Your order will be ready to collect or be out for delivery next week. Please see the <u>delivery information page</u> for delivery to your postcode area £22.08 £22.08
Shipping Delivery date Total Recurring Totals Subtotal Shipping via Free Delivery	Free Delivery Your order will be ready to collect or be out for delivery next week. Please see the delivery information page for delivery to your postcode area £22.08 £22.08 Free

Credit / Debit Card 👷 🎦	
Pay with any standard Credit or Debit card You can choose a previous used card:	
XXXXXXXXXXXX1034 (03/19) -	
I have read and agree to the website terms and conditions *	
Place Order	

Step 7. Check the card we have stored for you is correct, confirm you have accepted our T&C's and click PLACE ORDER.

Kerr	FRESH
Please follow the instructions below to complete your pa have been returned to the websi	ayment. Please do not exit the payment process until yo ite for confirmation of your order.
Order reference :	order_185734
Total charge :	22.08 GBP
Beneficiary :	Kerrys Fruit & Veg
Please select a payment me	thod by clicking on the logo.
VISA	VISA
Diners Club	Disers Gub, Bectrational
JCB	JCB
MasterCard	multicer
Maestro	Can I actually pay with my Maestro card?
DISCOVER	DISCOVER
	ED BY Claycard

You accept that your credit card informations are stored securly for future orders.

l authorise Barclaycard to store my financial details in a secure way, so that I will not have to enter them again for fu	tu
orders with this merchant.	

Pay with : VISA

Cardholder's name* :

Ą	Samp	е

Card number*:

xxxxxxxxxxxx5978

Step 8. Choose your card type from the logo's listed.

Step 9. Input your card verification code and CONFIRM PAYMENT.

	01	•		
Expiry date (mm/yyyy)*:	1			
	2023	•		
		_		
Card verification code*:				
	What is this?			
* Mandatory fields				
Yes, I confirm my payment				
Nowered By barclaycard				
Back				

You will receive an email confirming your order, if for any reason you don't or you would like to check, please contact us via email at subscriptions@kerrysfresh.co.uk