

Failed payments and pending payments

Public help

If a payment provider cannot start or a return from the provider is invalid, LinkUp shows a checkout message and restores the cart where possible. A pending or failed payment does not create a valid ticket.

For two-step paid checkout

1. A LinkUp fee payment alone is not enough for entry.
2. The organizer payment must also complete.
3. If organizer payment fails or is not completed, the order remains incomplete.
4. PayPal organizer sandbox capture is verified end to end.
5. Card-provider capture should remain marked as requiring secure provider access unless separately tested.

Verification evidence

Fee Paid, Organizer Payment Incomplete, And Failed Return Handling, PayPal Sandbox Organizer Capture Retest.

Last verified

Verified against the staging website on 2026-06-13. Mobile apps were not tested in this pass.

Revision #4

Created 2026-05-25 15:32:26 UTC by Admin

Updated 2026-06-13 05:10:29 UTC by Admin