

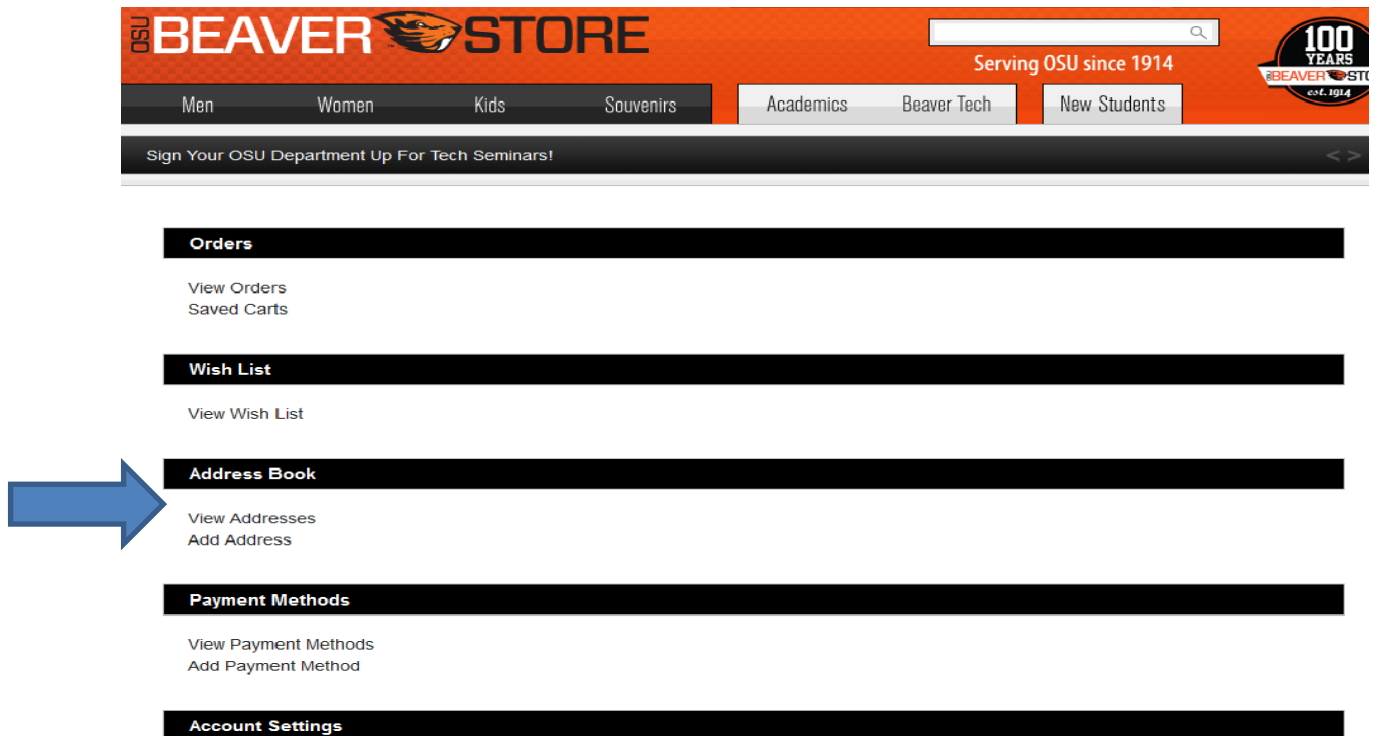
BCP PDF

If you have been notified that your credit card did not run successfully during the processing of your order, and you have verified there are sufficient funds in the account, there is a good probability the payment information entered into your OSU Beaver Store account was entered inaccurately. Please follow the steps below to edit or re-submit the information.

1. Login at osubeaverstore.com
2. Click on My Account at the top right of the screen



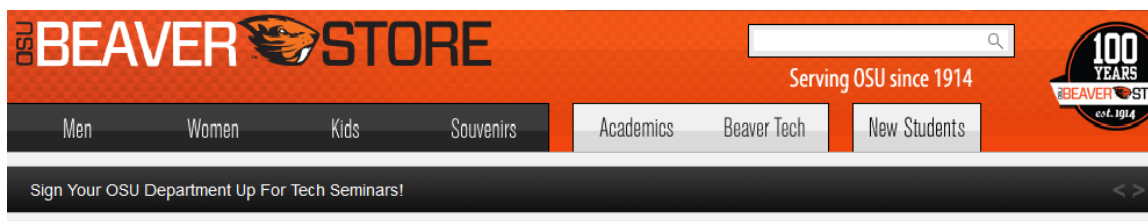
3. Under the heading Address Book, click "View Addresses"



- Verify that the address to be used as the billing address exactly matches the address as it appears on bank/credit card statements. If there is a mistake, click on the word “Edit”, correct the mistake, and click on “SAVE”. Verify that any shipping addresses are accurate as well.

Eager Beaver 001 First St. Corvallis, OR 97330 US		Edit <input checked="" type="radio"/> Primary Shipping <input checked="" type="radio"/> Primary Billing
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- Click My Account to return to main account page
- Under the heading Payment Methods, click “View Payment Methods”



Orders

- View Orders
- Saved Carts

Wish List

- View Wish List

Address Book

- View Addresses
- Add Address

Payment Methods

- View Payment Methods
- Add Payment Method

Account Settings

- Verify that the name listed for the credit card matches exactly the name on the credit card.

8. In case the original entry contained an error/typo, delete the credit card and add the card again.

9. If there are multiple cards listed, designate which card is the card to be used by marking it as Primary card

You won't be able to edit the information if you ordered as a guest; you'll want to let us know to cancel the pending order so you can then submit a new web order.

Please then call us to let us know to try processing again. We hold the pending orders for five business days from problem notification, after which we must cancel the order and re-shelve the books.