

# PayID Payment Unsuccessful Widget

## Widget Use

Renders the Azupay PayID payment unsuccessful message body.

This email message is automatically sent when an unused PayID in Azupay 'waiting' status expires or when the payment is manually rejected in [Release Payments](#).

## Example of Widget Use



## PayID Payment Unsuccessful

Hi Jane Smith,

Unfortunately, there was a problem with your PayID payment for this order. No withdrawal was made from your bank account and the order has not been placed.

PayID Payment Reference:

Order Number: 100020415  
Order Date: 23/01/2023  
Order Amount: \$96.15  
Entered By: Jane Smith ([jane.smith.cv12@gmail.com](mailto:jane.smith.cv12@gmail.com))

Let us know if you have any questions. Thank you.

## Where can the widget be placed?

- PayID Payment Unsuccessful Email Template

## Widget Options

Option	Use	Comments	Available from Version
Description	Short description of the widget's use	This description is added to the widget title. It makes the widget's use clear on the template page.	All
Layer	Layer the widget is valid for	Use <a href="#">layering</a> to limit widget content to certain groups of users.  To use the same widget for more than one user group but with different options set, add the widget as many times as needed in the same zone. Then add layering to define the user group each time.	All
Greeting	Email message salutation	Default: Hi {firstName} {lastName},  {firstName} and {lastName} - placeholders for customer name fields from the User table	4.39
Payment Message	Introductory paragraph of message	Default: Unfortunately, there was a problem with your PayID payment for this order. No withdrawal was made from your bank account and the order has not been placed.	4.39

PayID Label	Text for order's PayID label	Default: This Order's PayID"	4.39
PayID Payment Reference Label	Text for payment transaction reference label <b>NOTE</b> - If no payment reference has been received from Azupay, the field will be left blank.	Default: PayID Payment Reference:	4.39
Payment Amount Label	Text for payment amount made label	Default: Payment Amount:	4.39
Order Number Label	Sales order number	Default: Order Number:	4.39
Order Date Label	Date order was placed	Default: Order Date:	4.39
Order Amount Label	Order total <b>NOTE</b> - This amount can be different from Payment Amount. Example: order was partly paid by a gift card.	Default: Order Amount:	4.39
Entered by Label	User (userid) who submitted the order. This info is automatically added by the system.	Default: Entered By:	
Thank You Statement	Closing message statement	Default: Let us know if you have any questions. Thank you.	4.39

## Implementation Guide

[Azupay PayID Settings](#)

## Related Resources

- [PayID Payment Successful Widget](#)
- [PayID Payment Refunded Details Widget](#)
- [PayID Payment Pending Widget](#)
- [Configure Azupay PayID Settings](#)
- [Azupay PayID Reference Guide](#)
- [Azupay PayID Payments](#)
- [:](#)
- [Widget-Based Email Templates](#)
- [Email Template List](#)