

Self-Serve Theopay Troubleshooting Guide:



Reasons your purchase may not have went through:

PROBLEM	WHAT TO TRY
Card was declined	Re-check the card number/expiration/security code; confirm the store is an approved merchant; make sure the total (with shipping/tax) is \$75 or less.
An old or saved TheoPay card won't work	Each approved cart gets its own one-time card, so older cards stop working. Run a new scan to get a fresh card for the new purchase.
I can't start a new card	You can have up to 10 active cards at once. If you've hit that limit, wait for an older card to finish its ~1-week active window and rotate out — a slot will free up.
Item marked ineligible	Check the Parent Handbook and Non-Qualifying Expense List for eligible expenses; remove ineligible items.
A hold I don't recognize	Holds are temporary and release within ~14 days; open the transaction for details, then contact support if it's unfamiliar.

Theopay: Good Habits

- Shop only at approved online vendors.
- One card, one purchase —use the card on screen for the cart you just scanned; never reuse or write down a card.
- Run a new scan for a new order.
- Delete the TheoPay card from saved payment methods (e.g., on Amazon) after your order goes through.
- Keep your receipts/order confirmations in case proof is requested due to an audit of your student's account.
- Watch your available balance— pending holds reduce what you can spend until they settle.
- Questions about what's eligible → Please make sure you have reviewed and understand the list of qualifying expenses in the [The Hope Scholarship Parent Handbook](#) as well as the [Nonqualifying Expense List.pdf](#). Please also consider the Decision Criteria for more questions about qualifying expenses

Amazon tips:



1. While on the Amazon homepage, hover over Account & Lists at the top right, and click Account.
2. Click on the Your Payments tile to view the cards attached to your wallet.
3. Click the Settings tab located in the menu above your listed payment methods.
4. Click on Manage backup payment method.
5. Switch the selection toggle to Disabled, or uncheck the specific boxes next to the cards you do not want to act as backups.
6. Click Save to confirm your changes.

Still Stuck?

Do not keep retrying, and do not pay with a personal card (it may not be reimbursable).

Contact the Hope Engagement Center with a screenshot, the store name, and the amount:

(681) 999-HOPE (4673)

help@hopescholarshipwv.com