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Checkout errors in WooCommerce: where to look

Online Stores

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Checkout errors in WooCommerce: where to look

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The customer reaches checkout and the shop jams: the button does nothing, an error appears, the payment method is missing, or the payment goes through and the order never shows. It is the page that costs most in lost sales, and the hardest to diagnose, because it joins the site, the plugins, the server and the payment service. The way to master it is to **ask where** the problem happens before you touch anything.

Where to start

1. **Reproduce the error.** Make the purchase yourself, in a private window, and write down exactly what appears and at which step. “Checkout does not work” helps nobody; “the button keeps spinning after I choose bank transfer” does.

2. **Open the browser’s developer tools** (F12) and look at the console. A red JavaScript error usually explains a button that does not respond.

3. **Test without plugins.** Deactivate everything except WooCommerce and use a default theme. If it works, switch them back on one at a time. It is the slowest method and the one that works most.

4. **Read the logs.** WooCommerce keeps its own logs, in the Status area of WooCommerce, and PHP has its own. See **where the PHP error log is**.

5. **Confirm the pages are not cached.** Checkout and cart are different for every customer: see **cache rules for a WordPress site**.

The symptom, and where to look

Symptom	Where to look
The place-order button does nothing, or keeps spinning	Browser console, plugin conflict, page cache.
Error processing the order, or a blank page	The PHP error log: memory, maximum time or a missing extension.
The payment method is missing	Whether it is enabled, whether it has country or minimum-amount restrictions, and whether its plugin is up to date. See **connecting a payment method to WooCommerce**.
No shipping available for the address	The shipping zones. See **shipping and delivery rates in WooCommerce**.
The customer pays and the order stays "pending payment"	The payment service's reply is not reaching the shop: certificate, firewall, or a wrong return address.
The cart empties by itself	Cookies and cache; or the shop switches between `www` and no `www` mid-purchase.
A padlock with a warning at checkout	Mixed content. See **the padlock that will not turn on**.

Not every payment method is available everywhere, and what your shop accepts is not the same as what we accept for our own services. For what each of our brands accepts for its services, see **payment methods**; for your shop, the list is the one from the payment service you chose.

Do not test with real money, and never ask for card details by e-mail or message.
Use the payment service's test mode, where there is one. And if the shop handles card data, the obligations are yours: see **selling online: card data and what shared hosting is not**.

The checkout page may be the classic one or the block one.
Some plugins only work with one of them. If a payment method or an extra field vanished after an update, this is where to start looking.

NEED A HAND?

The test purchase fails and you cannot find the cause? Send us the shop address, the time of the test and what appears on screen.

Open a support ticket →

SEE ALSO

- WordPress hosting →
- Payment methods →
- Support Policy →

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