



tabby[®]

تَابِي[®]

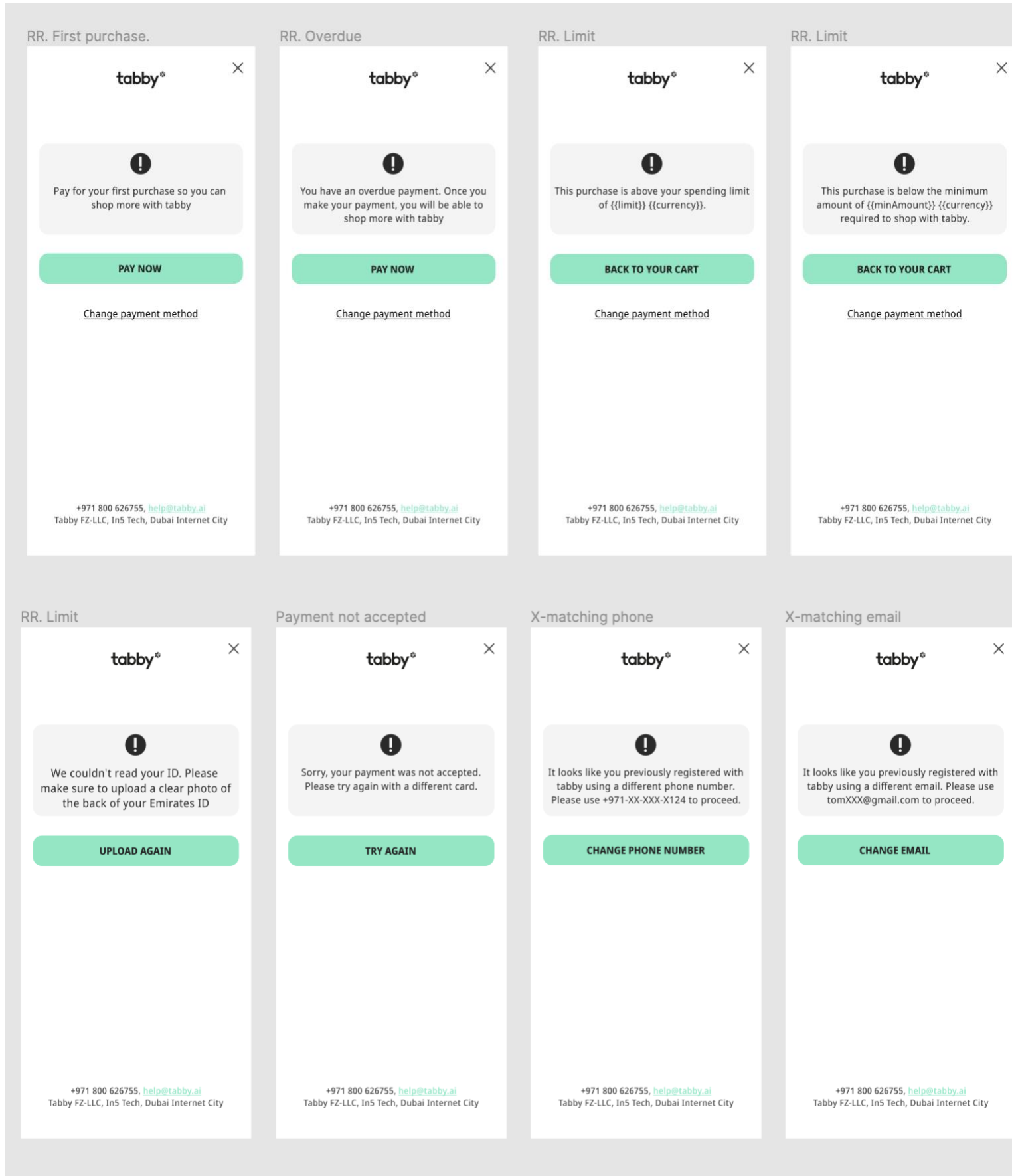
**TROUBLESHOOTING GUIDE
FOR MERCHANT STAFF**

trisouq^{.com}



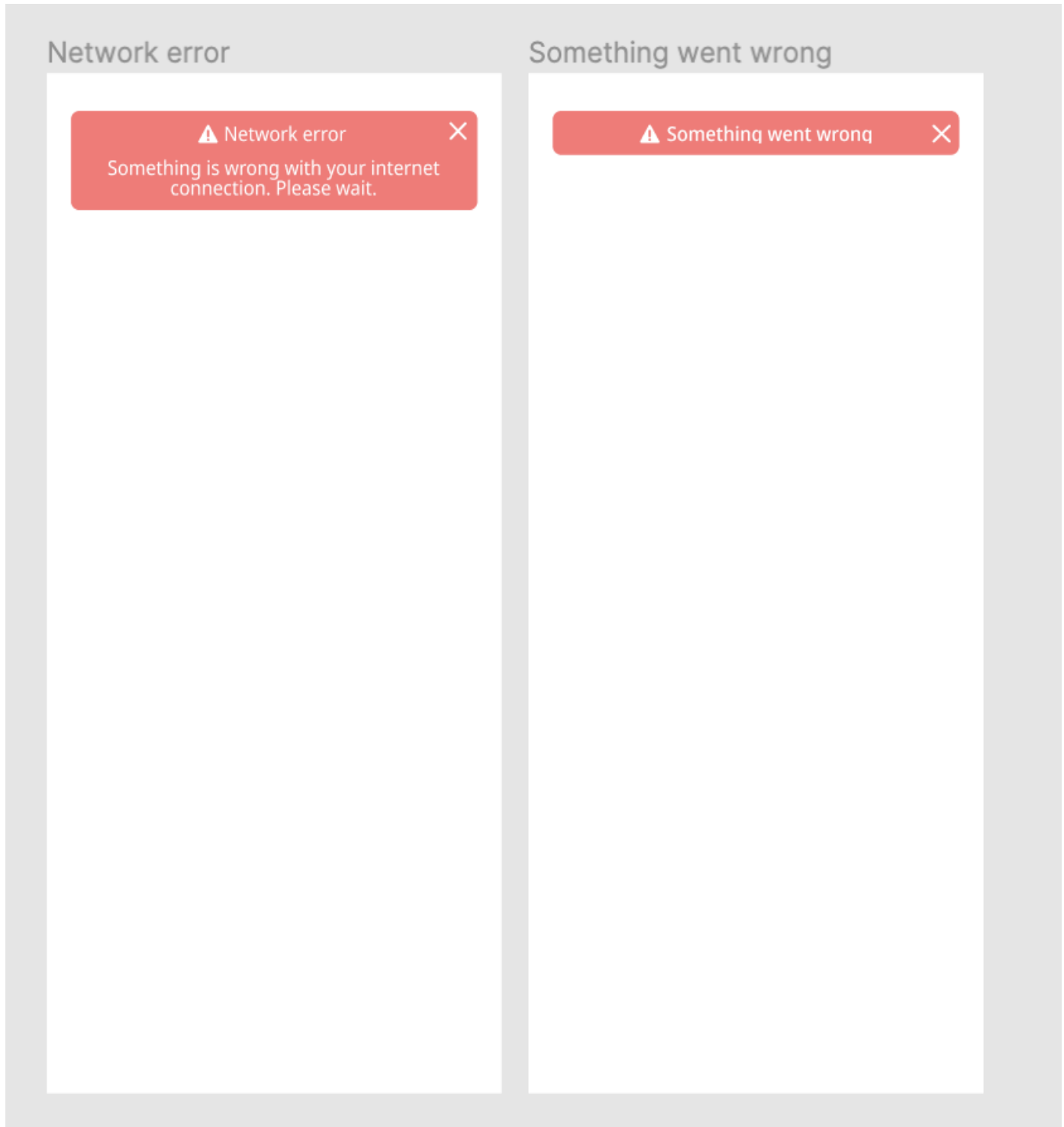
TYPE 1: Customer can **fix something and try again!**

Resolution: Ask customer to **fix the reason for rejection** shown by tabby on their screen, **and try again.**



TYPE 2: NOT rejection screens, but intermediate/loading screens that are shown **due to bad network!**

Resolution: Ask the customer **to wait and give it some time to load**, their network is spotty!




TYPE 3: Risk based rejections!

Resolution: Customer is not approved to use tabby yet. Nothing can be done by store staff to fix this. Just like a credit card, tabby is not available to everyone.

General rejection reason

tabby*




Unfortunately, your purchase cannot be accepted by tabby

[Change payment method](#)

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tabby*

Uh oh!
Something went completely wrong.
But we're on it. Try again!



Request id:
1234567789101112131415161718192874

BACK

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