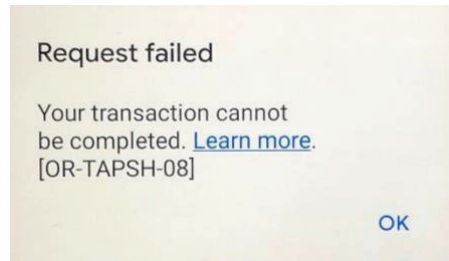


Google Pay Error & Resolution

Some Android users may experience an error when attempting to add a card to Google Pay. Following entry of card information, the cardholder is presented with Google's Terms and Conditions. After accepting the Terms and Conditions, the below error message appears.



This error is not a function of issues at Rapport Credit Union, Everlink the network processor or Interac.

To solve the issue, a member must submit a request directly to Google for help using the steps below:

Reporting OR-TAPSH-08 to Google Pay Help Centre

1. Go to the Google Pay Help Center <https://support.google.com/pay/gethelp>
2. The user will need to proceed through a few steps to report the issue. In Step 1, the user should indicate **OR-TAPSH-08** in the "What can we help you with?" question, and then select **Add payment method** to proceed to the **Next Step**.

Step 1

What can we help with?

Tell us what we can help with:

OR-TAPSH-08

11/100

Choose the best description of this issue:

Add payment method

First time setup

Google Pay Wallet card

Purchase failed

Payment method needs verification

Other






Next step

3. Step 2 displays a selection of resources to allow the user to further troubleshoot. These resources will not result in resolution, so the user should simply click **Next Step**.

Step 2

Resources

People with similar issues have found these resources helpful.

 OR TAPSH 08 ↗
 Add a payment method ↗
 Pay with your phone ↗
 Fix issues with contactless payments ↗
 TAPSH- 08 при регистрации карты в Google Pay ↗

Next step

4. In Step 3, the user should indicate **OR-TAPSH-08** as the error message, ensure their Google email address is supplied for contact, describe the flow to the error message, and then select **Next Step**.

“Cannot add debit card to google pay-error of Transaction cannot be completed OR-TAPSH-08.”

* Required field

You're currently signed in as **karin.deposit@gmail.com**. If this isn't the account associated with your issue please [switch accounts](#) .

Full Name *

Karin Tester

Which Google Product can we help you with today? *

- Google Pay App
 Google Play or Play Store
 Other Google Product

Describe your issue *




Cannot add debit card to google pay-error of Transaction cannot be completed OR-TAPSH-08

Submit

5. The user is now presented with contact options to reach Google. They should choose the method that is most convenient for them to log a ticket and receive a Case ID.

Step 4

Contact options

 Get a call	 Chat <5 min wait	 Email
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 Hours of operation

6. When the issue is resolved, the user will receive an email message from Google. At that time, they should proceed to add their card to Google Pay.

On Mon., Jan. 10, 2022, 6:05 a.m. , <googlepay-support@google.com> wrote:



Hello Kartin,

Thank you for contacting Google support. My name is Emma and I'll be assisting you in this case.

I understand that you're experiencing issues adding a payment method on your account. I'll be happy to help you.

I have consulted our specialist for further investigation. I will update you as soon as I hear from my specialist team within 24-48 hours.

Meanwhile, if you have any questions, please reply to this email. I'm happy to help!

Thanks!

Emma B
The Google Support Team

On Tue., Jan. 11, 2022, 5:45 a.m. , <googlepay-support@google.com> wrote:



Hello Karin,

Thank you for your patience.

I have heard from our specialists team and they confirmed that the issue has been resolved and you can go ahead and add your desired payment method in 48 hours.

I apologize for the inconvenience caused.

If you are still facing the issue, please reply to this email. I'm happy to help you.

Thanks!

Emma B
The Google Support Team

[Google Help Center](#)



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