APPLICATION & CHANGE REQUEST FOR NETS MERCHANT PORTAL USER ACCESS
(Previously known as MerchantConnect)

NETS

COMPANY INFORMATION (Complete All Details)

Company Name: _____
Address: _____
_____ Postal Code _____

Name of applicant: _____ Designation: _____
Email Address: _____ Contact: _____ (Tel) _____ (Fax)

☐ 1.1 Change of Particulars (Tick if Required & Complete All Details)

Type of Change: ☐ Email Address/ User ID   ☐ Mobile Number

Existing Email Address / User ID: _____
New Email Address / User ID* (User ID is your Email Address): _____
Mobile Number (Required for 2FA OTP Authentication): _____
Reason of change: _____

☐ 1.2 Application for Additional User (Bill Account Level) (Tick if Required & Complete All Details)

	Name of User	Department	Email Address/ UserID*	Mobile number**	Bill Account Number
1					
2					

New user will receive a Welcome email once the application is processed successfully.
*UserID is your email address. **Mobile Number is required for 2FA OTP authentication.
The first 2 UserID tied to per billing account are free. Monthly charges of $3 will apply for each additional user.

☐ 1.3 Application: User to view Specified Outlet (Individual outlet to view its own NETS transaction only) (Tick if required & Complete All Details)

	Name of User	Email Address/ UserID *	Mobile number**	Retailer/Merchant ID***	Outlet Address
1					
2					

New user will receive a Welcome email once the application is processed successfully.
*Email Address has to be unique for each user. **Mobile Number will be used for 2FA OTP authentication.
 ***The Retailer/Merchant ID is found on your monthly invoice or receipt e.g. 11100009999.
The first 2 UserID tied to per billing account are free. Monthly charges of $3 will apply for each additional user.

☐ 1.4 Application: User to view multiple Billing Accounts of Different Companies (Tick if required & Complete All Details)

	Name of User	Email Address / User ID*	Mobile number**	Bill Account Number/s	Company Name	Name of Authorized Signatory / Designation / NRIC	Authorized Signatory /Company Stamp
1							
2							

*Email Address has to be unique for each user. **Mobile Number will be used for 2FA OTP authentication.
The first 2 UserID per Billing Account are free. Monthly charges of $3 will apply for each additional user.
Please attach additional application form for more accounts.
Please provide your business ACRA documentation (latest 6 months) for each company indicated above.

☐ 1.5 Termination (Tick if Required & Complete All Details)

Email Address / User ID: _____
Reason of termination: _____

☐ **1.6 Application for Daily / Monthly Transaction Reports** (Tick if Required & Complete All Details)

EmailAddress / User ID: _____

Note: Once application is processed, you may login to Merchant Portal to set-up or activate the auto-delivery of the reports.

UNDERTAKING (Complete All Details)

We hereby agree with NETS as follows:
• We are fully aware that NETS makes no representations or warranties of any kind with respect to the performance of Merchant Portal.
• We accept that NETS does not guarantees the delivery or the accuracy of the contents of Merchant Portal. NETS shall not be liable to us or anyone else for all or any losses or damages arising from the provision of this service.
• By submitting this form and signing hereunder, we confirm that the personal data submitted is true and accurate and that we consent to the collection, use, disclosure and sharing this data by NETS' Data Protection Policy www.nets.com.sg
• NETS shall send all and any form of communication from NETS to us by email, and NETS and its employees, agents or contractors are not responsible to us for any delay in the receipt by us of any reports or if the report is lost or misplaced or damaged in the delivery by email.

Additional User IDs
• We authorize NETS to bill us for the additional UserID(s) (where applicable) with our monthly invoice which shall be deducted through GIRO on the due date from our bank account. The Fee is subject to change by NETS in its sole discretion and the current Fee payable is S$3 per additional UserID.

Daily / Monthly Transaction Reports
• NETS may in its sole discretion reject our application without assigning any reason. We or NETS may give [1] month's written notice to the other party to terminate our subscription to the reports.
• NETS does not warrant the completeness or accuracy of the information and data provided in the reports and is not liable to us for any claims, losses, costs, damages, liabilities or expenses suffered by us arising out any information or data provided in the reports or for any error, omission or misstatement made in the reports.

We hereby represent and warrant that we have the necessary power to enter into this transaction and the undersigned is authorized to sign on our behalf.

Name of Authorized Signatory / Designation / NRIC	Date	Authorized Signatory /Company Stamp

Please ensure all fields are duly completed to avoid delay and email to info@nets.com.sg upon completion.

Please allow 7 working days for processing.

NETS INTERNAL USE

Merchant Operations
Processed By / Date

Finance
Processed By / Date