



UnionPay app

Merchant Acceptance Guide



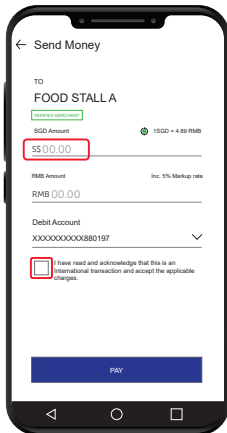
UnionPay app payments via SGQR

To accept **UnionPay app** payments via **SGQR**, please ask customer to follow these steps:



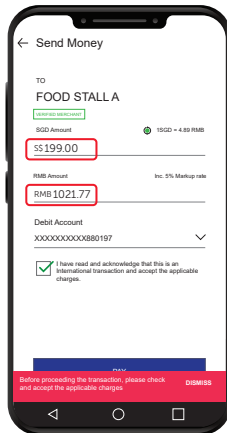
1

Use **UnionPay app** to scan **SGQR**



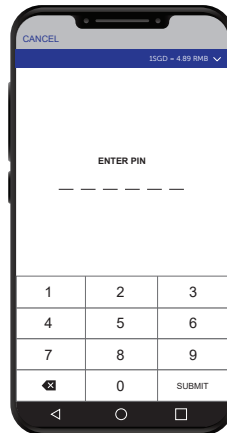
2

Customer to enter the amount in SGD



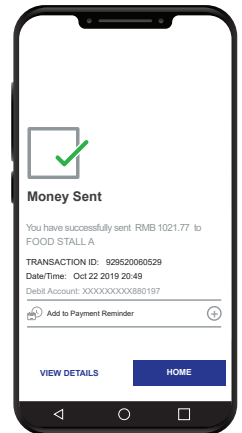
3

Payment in SGD is converted to RMB. Select the checkbox for acknowledgement on payment terms.



4

Customer to enter **UnionPay app** PIN



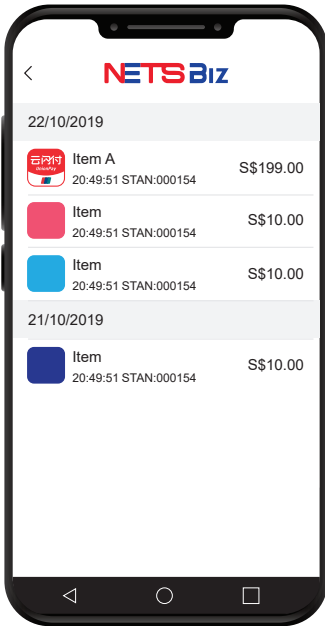
5

Payment successful. Merchants can verify the transaction via **NETSBiz app**

NOTE: This is only applicable for merchants who have subscribed to the optional feature of supporting UnionPay app on their existing SGQR.

UnionPay app payments via SGQR

If the transaction is successful, you will receive a notification via the **NETSBiz app**.



1. Please proceed to render goods and services only upon receiving a success notification. If the **NETSBiz app** does not display a success notification while the consumer app does, please close and reopen the **NETSBiz app** to confirm.
2. The app can also be used to view your daily sales totals and transaction history for transactions initiated via the **SGQR sticker**.
3. Refer to the **NETSBiz guide** for more information.

NOTE: Merchants will be liable for transaction discrepancies that result from failure to validate receipt of funds via the NETSBiz app. If transaction was unsuccessful, you can advise the customer to complete the transaction via other means. If funds were deducted from the customer's app but you did not received notification, please advise the customer to initiate a refund process with UnionPay directly.

Settlement via Merchant Connect Portal

Funds will be credited to merchant bank account and displayed in **Merchant Connect Portal** within one business day for transactions made using **UnionPay app** before 10.30pm. [T + 1]

For a consolidated view of your transactions, log in to **Merchant Connect Portal**. Transaction records for **UnionPay app** payments can be identified as follows:

Via **SGQR**

Transaction Date	Account	RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	Settlement Date
25 Mar 2021, 10:14 PM	N2615	11187308000	87308001	EFTPOS	Purchase	QR Static	UnionPay app	\$ 15.55	● Normal	26 Mar 2020

The transacted amount will be displayed and settled in SGD

To find out more, please refer to the full list of FAQs on our website



To request for training, please contact us at merchantraining@nets.com.sg

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