# RUPAY and BHIM OPT-IN FORM

For existing NETS Merchants who wish to enable RuPay and BHIM Acceptance

**NETS**

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## MERCHANT DETAILS (For Existing Merchants)

Company Name: _____

Trading Name: _____

Outlet Address: _____

TID: _____

Merchant Contact Name: _____

Merchant Contact Number: _____

*Only registered businesses are eligible

## RUPAY (CARD) & BHIM (NETS QR) ACCEPTANCE OPTIONS

I would like to enable RuPay and BHIM acceptance via the NETS Terminal*

Is your terminal NETS QR enabled?  ☐ Yes     ☐ No
*(Please refer to your terminal menu and check if NETS QR option is available.)*

**Additional Option**

☐ Via an SGQR Sticker** (Applicable for BHIM only)

If you already have a SGQR sticker with another merchant acquirer, please provide us with your SGQR ID (located at the top right hand corner of the sticker).

SGQR ID***:_____

*If you have a NETS Terminal/request for one in future, it will automatically be set up to accept RuPay and BHIM transactions.
**If you have a NETS enabled SGQR sticker/request for one in future, it will automatically be set up to accept BHIM transactions.
***Applies to merchants who already have an SGQR sticker with NETS/other merchant acquirers. The ID is stated at the top right hand corner of the sticker.

## RUPAY & BHIM FEE STRUCTURE/BILLING

| | |
|---|---|
| **Transaction Fee** | NETS will charge a transaction fee of 1.8% per RuPay or BHIM transaction. |

| **SGQR Sticker** | • If you request for an SGQR sticker, you will also be able accept QR payments via the following mobile apps: NETSPay, DBS's PayLah, OCBC's Pay Anyone and UOB's Mighty. For SGQR stickers, pricing is as follows:<br>• For terminal merchants:<br>• Subscription Fee: $0; Transaction Fee: Same as terminal*<br><br>*If a separate terminal ID, a transaction fee of 0.8% applies. | **NETS Terminal** | The following charges apply:<br>• $50 transport fee per location.<br>• $10 configuration per terminal.<br>• $10 for retrieval of old terminal (if terminal is not supported) |

| **Currency Conversion** | • For merchants: Payments will be credited to your account in SGD. Transaction amounts will be displayed in SGD on the printed receipt.<br>• For customers using BHIM: The app will automatically convert and display the amount to be deducted in INR, based on real-time exchange rates. |
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## TRANSACTION NOTIFICATIONS

For transactions made via SGQR Sticker –

Download the NETSBiz App which will allow you to receive voice/text notifications when payment is successfully made. Merchants should validate that they have received payment notification, and that the transaction amount received is correct. Merchants will be liable for transaction discrepancies that result from failure to validate receipt of funds via the NETSBiz App.

The app also allows you view your daily sales totals, and transaction history in real-time.

## SUPPORT/PAYMENT DISPUTES

In the event of any disputes caused by any relevant transaction, the Merchant shall provide necessary support and assistance for investigations, and shall be responsible to contact NETS within 24 hours from the time of occurrence of the transaction.

## SETTLEMENT

**1) For transactions made via the SGQR sticker:**

You can view your daily sales totals* and your transaction history via the NETSBiz App in real-time.

You can also view your transactions via mConnect (Merchant connect Portal), using the 'SOF' and 'Channel' fields. Transactions will be displayed the following day.

**\*Please note:** For QR transactions made via the SGQR sticker, your daily sales total will not be reflected in your terminal settlement.

**2) For transactions made via the terminal:**

You can view your transactions via mConnect (Merchant Connect Portal), using the 'SOF' and 'Channel fields'. Transactions will be displayed 2 days after transactions are made.



## MERCHANT AGREEMENT

Parties are desirous of enabling RuPay and BHIM transactions via their terminals and/or an SGQR sticker. Therefore, both parties have mutually agreed to make the above mentioned additions to the NETS Merchant Terms and Conditions.

Name/NRIC/Signature/Date

Version 9, Sep 2021