

Alipay+

Merchant Acceptance Guide



Accept Alipay+ payments via NETS terminal

Let your customers pay with their **Alipay+ partners' app** by generating a **NETS QR** code on your **NETS terminal**.



1

Enter purchase amount in **SGD** and select **NETS** as payment mode

2

Select **NETS QR** and wait for NETS QR code to be displayed on terminal screen

3

Customer scans **NETS QR** on the terminal using the **Alipay+ partners' app**

4

Payment is approved upon successful authentication

NOTE: If the customer's app displays a successful payment message but the terminal does not, we recommend merchants not to render the goods and services. Advise the customer to complete the transaction via other means.

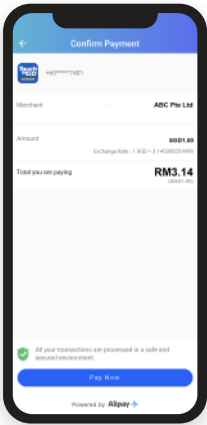
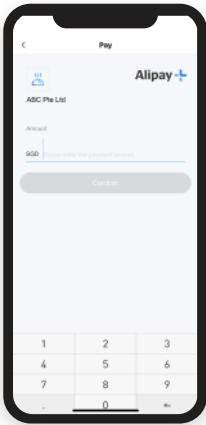
The above steps may vary depending on terminal model.

Accept Alipay+ digital payments via SGQR

To make **QR payments** from **Alipay+ partners app**, your customers simply need to:



1 Use **Alipay+ partners app** to scan **SGQR**



2

Enter the amount
in SGD

3

Payment in SGD is
then converted to
respective currency.
Verify and confirm
payment details

4

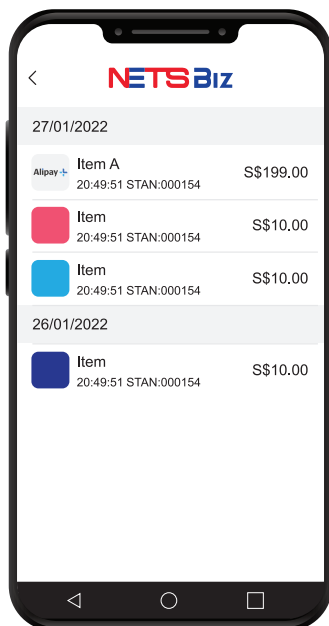
Enter **Alipay+
partners' app** PIN

5

Once payment is
successful, you
can verify the
transaction via the
NETSBiz app

Accept Alipay+ digital 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 label**.
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 receive notification, please advise the customer to initiate a refund process with their bank directly.

Settlement via MerchantConnect Portal

Funds will be credited to merchant bank account and displayed in **MerchantConnect Portal** within one business day for transactions made using **Alipay+ partners' app** before 10.30pm. [T + 1]

For a consolidated view of your transactions, log in to **MerchantConnect Portal**.

Transaction records for **Alipay+** payments can be identified as follows:

Via SGQR

Transaction Date	Account	RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	Settlement Date
27 Jan 2022, 10:14 PM	N2615	11187308000	87308001	EFTPOS	Purchase	QR Static	Alipay+	\$ 15.55	● Normal	28 Jan 2022

Via NETS QR on Terminal

		RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	
27 Jan 2022, 10:45 PM	N2615	11187308000	87308001	EFTPOS	Purchase	QR Dynamic	Alipay+	\$ 15.55	● Normal	29 Jan 2022
28 Jan 2022, 09:14 AM	N2615	11187308000	87308001	EFTPOS	Purchase	QR Dynamic	Alipay+	\$ 8.80	● Normal	28 Jan 2022

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**](mailto:merchantraining@nets.com.sg)



Contact us today to find out how we can help you grow your business.



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