NETS

MyDebit
Acceptance Guide

YourBank

MyDebit

1234 5678 9876 5432
1234
VALID THRU MONTH/YEAR 12/99

Accept MyDebit card payments with 5 easy steps

NETS terminals can be easily enabled to accept MyDebit cards as a mode of payment. MyDebit cardholders can make payments by inserting the card into your terminal's card slot and entering their card PIN.

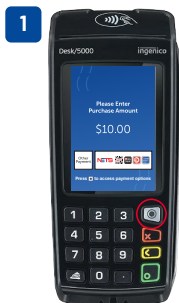| 1	2	3	4	5
Enter purchase amount in **SGD** and select **Other Payment** as payment mode	Select **Others** as payment scheme	Select **MyDebit** scheme	Insert **MyDebit card**	**Payment is approved** upon successful authentication

Note: MyDebit cards have a contactless payment limit of SGD$70 per transaction
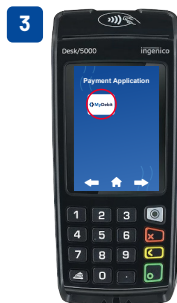
How to void a MyDebit card transaction

Here are the steps to void a transaction from your terminal:

1
Select the **menu** button

2
Select the **right** arrow to locate the **MyDebit** scheme if required

3
Select **MyDebit** scheme

4
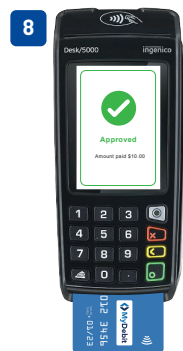Select **VOID** option

5
Select **Retrieve From Terminal Log**

6
Enter the **Sequence No. (Transaction STAN no)** from NETS receipt and press green button

7
Enter **Reference No.** if terminal prompted. Press the green button to confirm and insert the **MyDebit card**

8
Wait for **Approved** screen to confirm the transaction is **void**

NOTE:

- You can only void a transaction on the same day of purchase.
- A void transaction can only be attempted once. If the transaction fails, you can issue a cash refund to the customer.
- Please record the details of any cash refunds and obtain the customer's signature as acknowledgement. In the event of customer dispute, this would serve as supporting documentation.

Settlement via MerchantConnect Portal

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

For a consolidated view of your transactions, log in to **MerchantConnect Portal**. Transaction records for **MyDebit cards** payments can be identified as follows:

Purchase transaction

Transaction Date	Account	RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	Settlement Date
1 Apr 2023, 10:14 PM	N2615	11187308000	87308001	CROSS BORDER	Purchase	Contact	MyDebit Card	$10.00	● Normal	2 Apr 2023

The transacted amount will be displayed and settled in SGD

Void transaction

Transaction Date	Account	RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	Settlement Date
1 Apr 2023, 10:17 PM	N2615	11187308000	87308001	CROSS BORDER	Void Purchase	Contact	MyDebit Card	$10.00	● Normal	2 Apr 2023

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
merchanttraining@nets.com.sg

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

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