

NETS SoftPOS

Merchant Acceptance Guide



Getting Started

NETS SoftPOS is a fully-featured mobile payment application that leverages NFC-enabled* Android smart device to accept contactless card and QR payments.



To get started, download the NETS SoftPOS Application from Google Play.

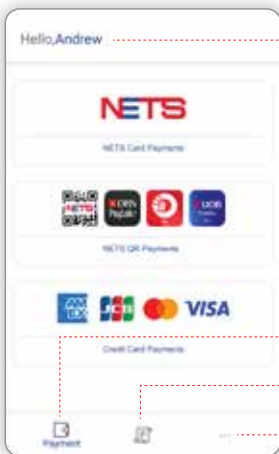
Supported Payment Method



*Non-Jail broken Android device with OS8 and above that support Near Field Communication (NFC) is required.

Getting To Know NETS SoftPOS - Home

Home is known as the Payment page with the overview features:



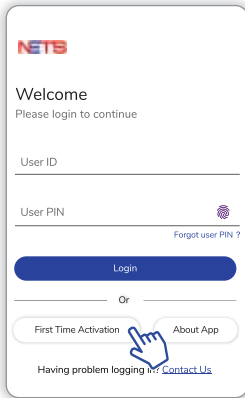
1 Registered User Name

2 Payment Acceptance Page

3 Transaction

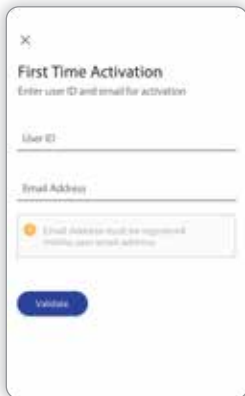
4 Settings

First Time Activation



The image shows the 'Welcome' screen of the NETS application. At the top is the NETS logo. Below it, the text reads 'Welcome' and 'Please login to continue'. There are two input fields: 'User ID' and 'User PIN'. A 'Forgot user PIN?' link is located to the right of the 'User PIN' field. A blue 'Login' button is positioned below the input fields. Below the 'Login' button is the text 'Or' and two buttons: 'First Time Activation' and 'About App'. A hand cursor icon is pointing to the 'First Time Activation' button. At the bottom, there is a link: 'Having problem logging in? [Contact Us](#)'.

1
Select "**First Time Activation**".



The image shows the 'First Time Activation' screen. At the top left is a close button (X). The title is 'First Time Activation' with the subtitle 'Enter user ID and email for activation'. There are two input fields: 'User ID' and 'Email Address'. Below the 'Email Address' field is a yellow warning icon and the text 'Email Address must be registered (Must use email address)'. A blue 'Validate' button is at the bottom.

2
Enter your User ID and email address.

- The User ID is sent to the email address you registered with.
- You must enter the email address you registered with us.

Select "**Validate**" to proceed.



The image shows the 'Set New User PIN' screen. At the top left is a close button (X). The title is 'Set New User PIN' with the subtitle 'Enter your new 6-digit user PIN'. There are two input fields: 'User PIN' and 'Confirm User PIN'. Below the input fields is a blue link: 'By signing up, you agree to our [Terms of Service](#) and [Privacy Policy](#)'. A blue 'Submit' button is at the bottom.

3
Set up a 6-digit user PIN. This user PIN will be used for the next login

Confirm by re-entering the 6-digit PIN.

Select "**Submit**" to proceed.

Forgot User PIN

NETS

Welcome
Please login to continue

User ID

User PIN [Forgot user PIN ?](#)

Login

Or

First Time Activation About App

Having problem logging in? [Contact Us](#)

1

Select **"Forgot user PIN"** below the **"User PIN"** field.

X

Reset PIN
Enter user ID and email for PIN reset

User ID

Email Address

Email Address must be registered mobile user email address.

Submit

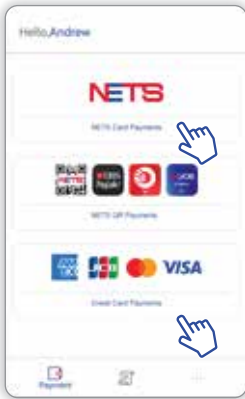
2

Enter the User ID and email address

Select **"Submit"** to proceed.

A set of User PIN reset instructions will be sent to the email address.

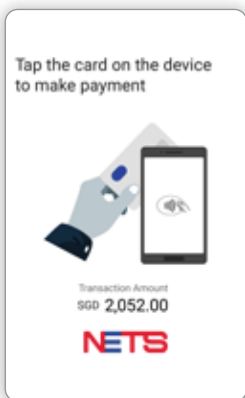
Accepting Contactless Card Payment



- 1** At the Payment page, select payment option "**NETS Card Payments**" or "**Credit Card Payments**"



- 2** Enter the sales amount.
- Optional:** Insert transaction description by selecting the ⓘ icon.

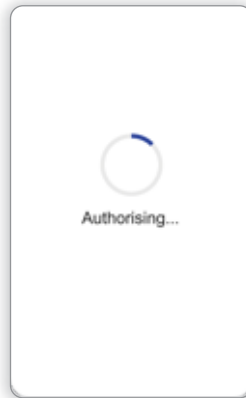


- 3** Allow customer to tap their contactless card at the NFC detection area of the Android smartphone, which is generally at the back.
- Note:** Every smartphone has a different NFC detection area

- 4** Should the amount exceeds SGD100.00, customers are required to verify the transaction with their PIN.

Important:

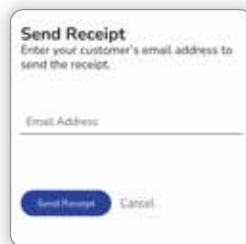
Merchant should provide an appropriate amount of private space and remind customers to cover the screen during PIN entry to protect their confidentiality



- 5** Once the card is tapped on the smart device, the payment will be processed.

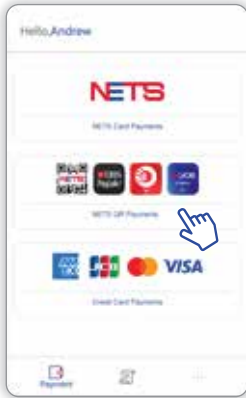
Note:

- A sensory branding will appear, depending on the card scheme.
- Sensory branding consists of the card brand image, logo sound, or such to reinforce the branding.
- This assures the customer that their transaction is approved.



- 6** Upon successful authorisation, e-receipt page will be prompted.


QR Payment



1 For QR Payment, select and click on **"NETS QR Payment"**.

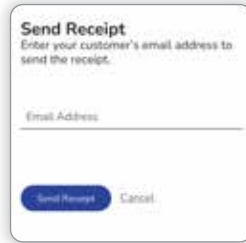


2 Enter the sales amount.

Optional: Insert sales description by selecting the  icon.

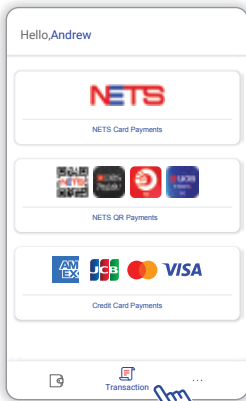


3 Allow customer to scan the QR code.



4 Upon successful authorisation, e-receipt page will be prompted.

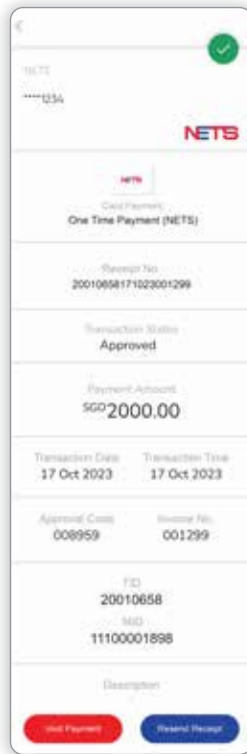
View Sales History



1
At the Payment page, navigate to **"Transaction"**.



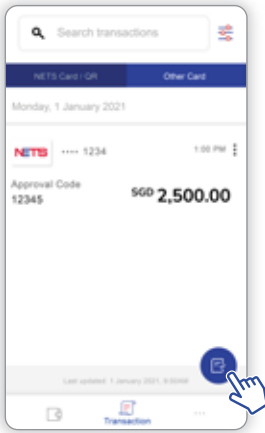
2
Select the designated transaction to view complete details of the payment.




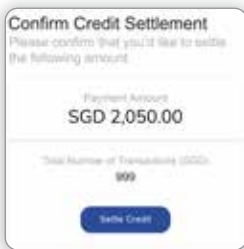
3
Transaction processed will be displayed with the following information:

- Date and Time of Payment
- Approval Code
- Total Unsettled Amount

Credit Settlement



- 1 Select the  icon.
Enter User PIN.

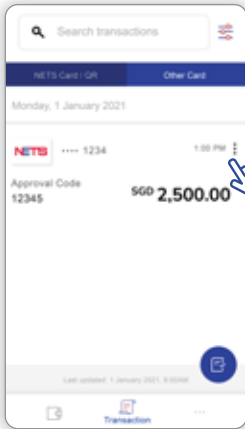


- 2 Confirm and settle by selecting **"Settle Credit"**.


Note:

All transactions should be checked and reviewed before settlement.
After settlement, all transaction information will not be displayed.
Information for the transaction that has been settled can be retrieved from the System Admin Portal.

Void Payment

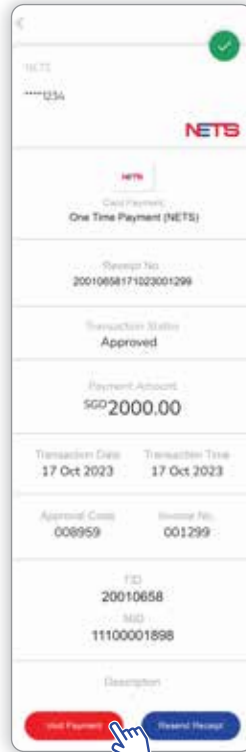


Browse through the list and select the transaction to be voided.

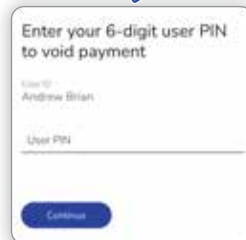
Alternatively, select the  button for quick access.



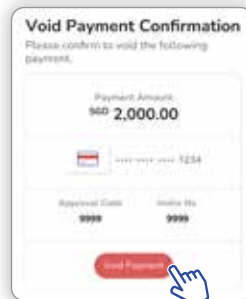
Select "Void Payment".



Select "Void Payment".

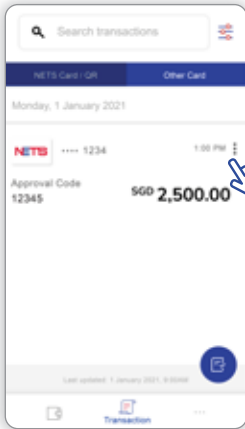


Enter User PIN.




Confirm by selecting "Void Payment".

Resend E-Receipt

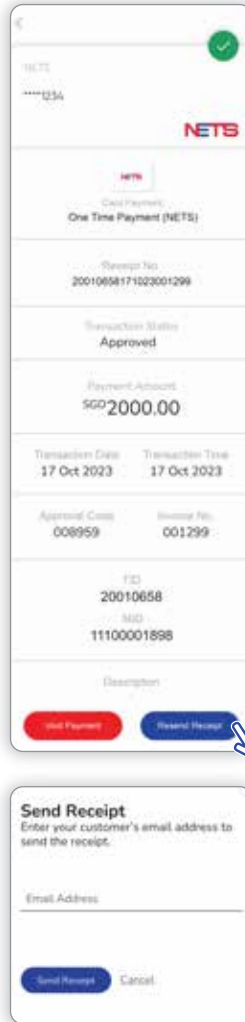


1 Browse through the list and select the transaction to be voided.

Alternatively, select the  button for quick access.



2 Select "Resend Receipt".



3 Select "Resend Receipt".

4 Enter customers email address.

Error Codes

Error Codes	Display Messages	Description
2002	Session is expired	Error session timeout.
3011	You have exceeded a maximum number of attempts. Please contact your Merchant System Administrator.	Mobile user account is blocked/suspended. User needs to reinstate the account via bank portal or merchant portal.
5010	Mobile user account is blocked/suspended. User needs to reinstate the account via bank portal or merchant portal.	Mobile user invalid login/does not exist.
5120	Unable to process payment. Please try again later. If the problem persists, please contact our Support Hotline.	The batch has failed, or is unsuccessful.
7005	An error has occurred. Please remove the card and try again.	Card cannot be detected.
7056	Transaction failed.	Transaction amount exceeded limit.
9001	Error detected while processing card.	Invalid card (ie. ATM, and other chip-based Smart Card)
9012	Unsupported card type.	Payment card type not supported.

Security



NETS SoftPOS deals with payments and transactions every day, hence security risk management and data protection require high level of security and regulatory compliance – we want to build a foundation of trust with our clients.

Our platform and products adhere to the highest level of global security standards. Our Solution is certified and regulated heavily by compliance.

We are certified by major card schemes, making our payment solution secured and recognised globally.

As such, merchants need to comply to security responsibilities such as refraining from any attempts to debug or alter the smart device's operating system in any way including rooting.