

# NETS



**Quick guide  
to process  
transactions on  
NETS terminal  
(Desk/Move 5000)**

[nets.com.sg](http://nets.com.sg)

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# Introduction to NETS products

## NETS

### NETS ATM / Debit card

The next generation NETS ATM / Debit card is contactless-enabled and allow cardholders to make payment with a tap on the terminal.

Below are some examples of debit cards and ATM cards with NETS contactless payment. No PIN is required for transactions below \$100.

#### Visa Debit Card



#### Mastercard Debit Card



#### ATM Card with NETS contactless feature



Look out for on your ATM card.

Maybank Debit card will require a PIN for all NETS purchases.

Standard Chartered Debit card currently does not support NETS contactless payment and PIN will be required for all NETS purchases.

# Introduction to NETS products

## NETS

### NETS QR

NETS QR code can be found displayed on NETS terminal, SGQR Label or online. User can scan and pay with NETS QR using DBS PayLah!, OCBC Digital, UOB TMRW and/or other overseas wallets.



### NETS Prepaid Card

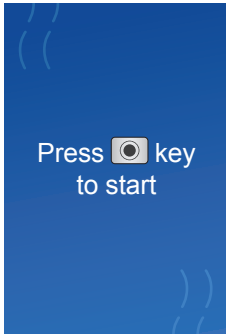
NETS Prepaid Card is the latest stored value card with contactless function. Cardholders can simply tap to pay at all NETS retail points, as well as for their rides on public buses and trains.



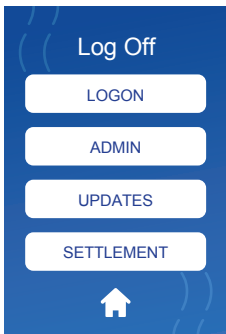
Icons displayed on payment terminal screens will be progressively refreshed.

# Logon / NETS settlement

## Logon



1. Select  to access terminal start - up screen

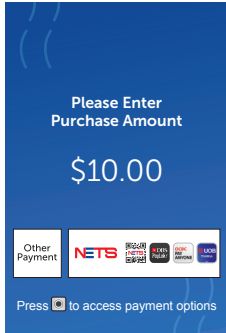


2. Select

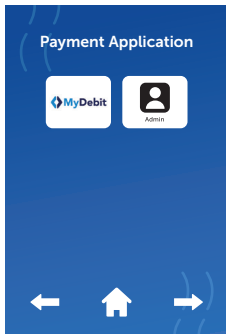


# Logon / NETS settlement

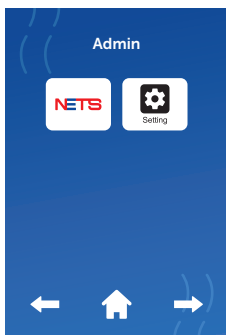
## Settlement



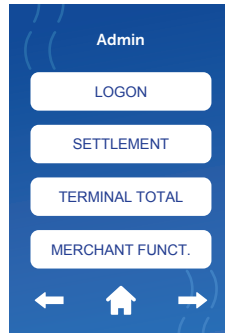
1. Select



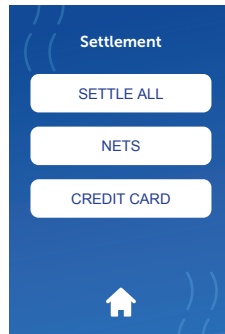
2. Toggle through the screen and select



3. Select



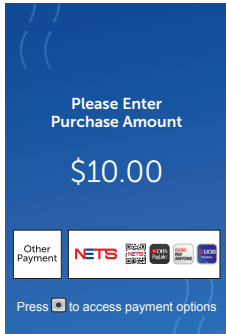
4. Select



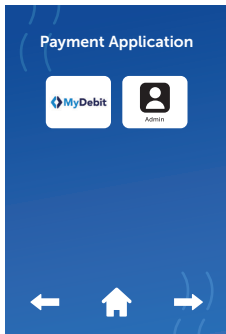
5. Select the type of settlement required


# Logon / NETS settlement

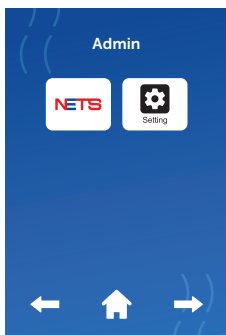
## Reprint settlement receipt



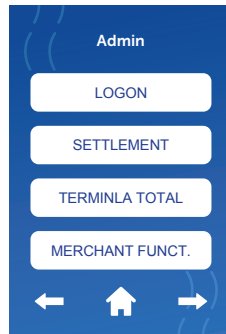
1. Select 



2. Toggle through the screen and select 



3. Select 



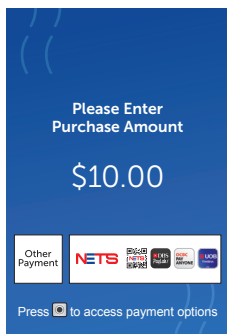
4. Select 



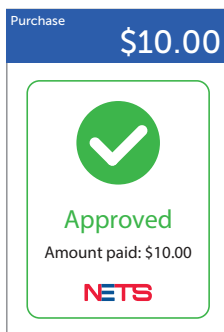
5. Toggle through the screen and select Duplicate Settlement

# NETS ATM / Debit card NETS Prepaid Card

## Purchase transaction



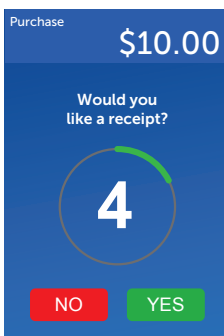
1. Enter **purchase amount** on the terminal
2. Select **payment mode**



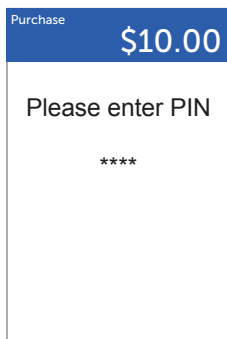
5. Wait for APPROVED notification as confirmation of payment



3. To make payment, ask customer to **tap card on terminal**, or insert card into the terminal slot



6. Select **No** to skip print duplicate receipt



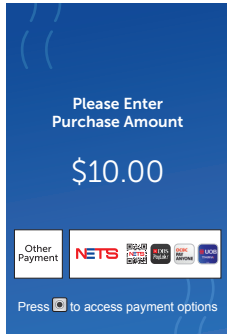
4. If terminal prompts for PIN, ask customer to **enter PIN** on the terminal and press



# Other card payment

(MyDebit, BCA, RuPay)\*

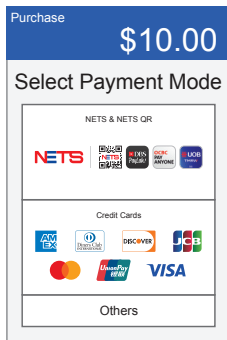
## Purchase transaction



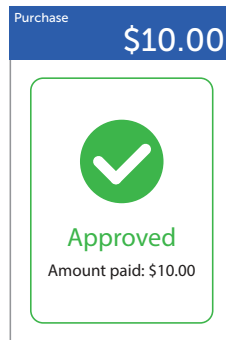
1. Enter **purchase amount** on the terminal
2. Select **Other Payment**



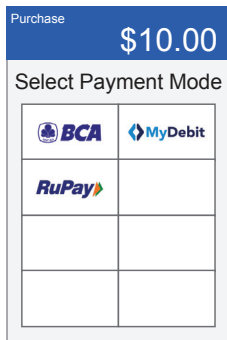
5. To make payment, ask customer to **tap card/ smartphone on terminal**, or insert card into the terminal slot



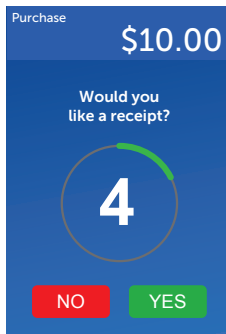
3. Select **Others**



6. Wait for **APPROVED** notification as confirmation of payment



4. Select the payment mode

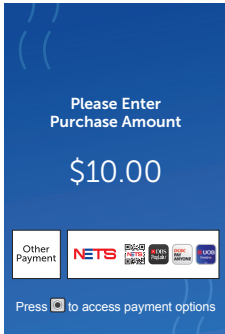


7. Select **No** to skip print duplicate receipt

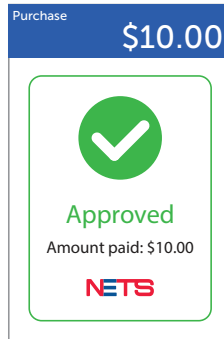
\*These are examples of Overseas Card schemes. Highlighted schemes are non-exhaustive. Only applicable to merchants accepting Overseas Card schemes. Contactless payment only available on MyDebit Card.

# NETS QR

## Purchase transaction



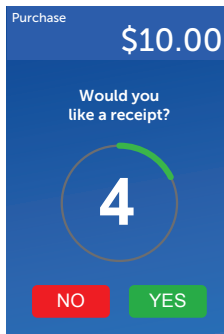
1. Enter **purchase amount** on the terminal
2. Select **payment mode**



6. Wait for APPROVED notification as confirmation of payment



3. Click on "Select to pay by NETS QR"
4. Wait for NETS QR code to be displayed on the terminal screen



7. Select **No** to skip print duplicate receipt



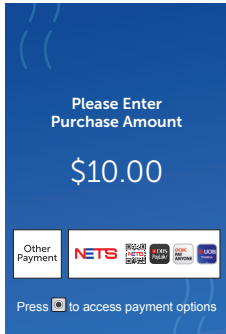
5. Ask customer to scan NETS QR code

Note: Acceptable mobile banking apps and other overseas wallets may vary for different merchants.

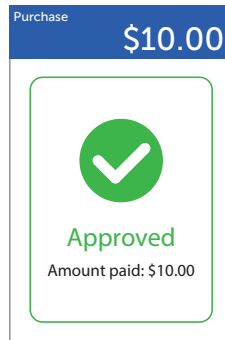
# Credit card

(Visa, Mastercard, UnionPay, American Express, JCB, Diners, Discover)\*

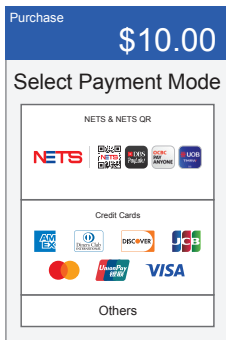
## Purchase transaction



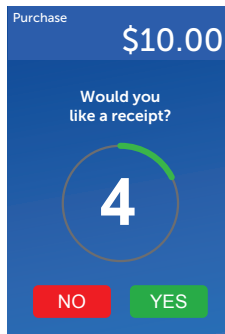
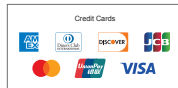
1. Enter **purchase amount** on the terminal
2. Select **Other Payment**



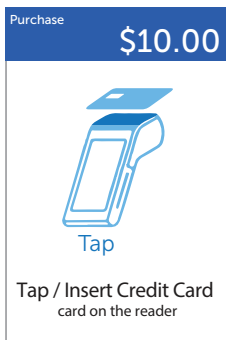
5. Wait for **APPROVED** notification as confirmation of payment



3. Select payment scheme



6. Select **No** to skip print duplicate receipt



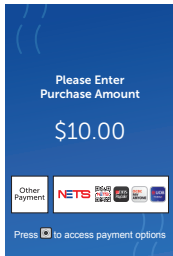
4. To make payment, ask customer to **tap card/ smartphone on terminal**, or insert card into the terminal slot
- Note: >\$200, customer's signature is required to complete the transaction

\*These are examples of Credit Card schemes. Highlighted schemes are non-exhaustive. Only applicable to merchants accepting Credit Card schemes

# Credit card

(Visa, Mastercard, UnionPay, American Express, JCB, Diners, Discover)\*

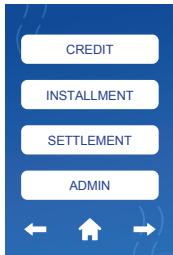
## Void transaction



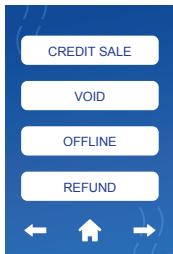
1. Select 



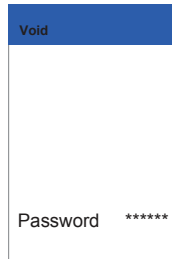
2. Select 



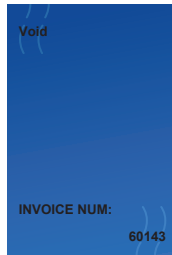
3. Select 




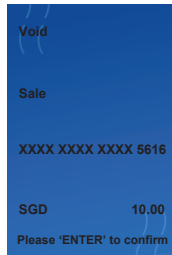
4. Select 



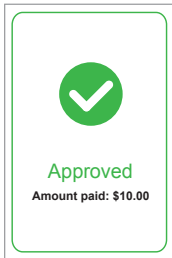
5. Enter Password and press 



6. Enter Invoice number and press 



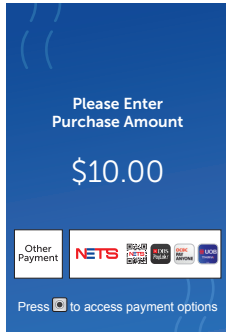
7. Press  to void transaction



8. Wait for APPROVED screen to confirm void transaction

# Credit card settlement / report

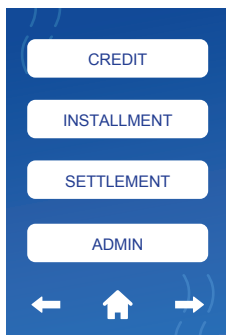
## Settlement



1. Select 



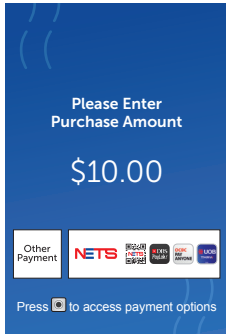
2. Select



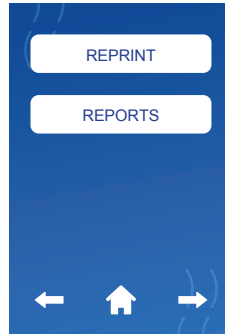
3. Select 

# Credit card settlement / report

## Detail/Summary report



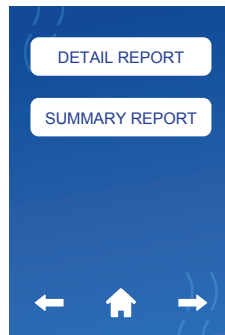
1. Select 




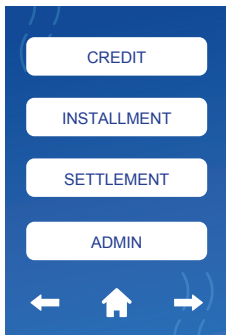
4. Select 



2. Select 



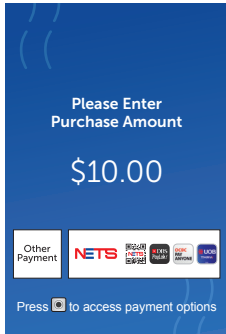
5. Select   
OR  




3. Select 

# Credit card settlement / report

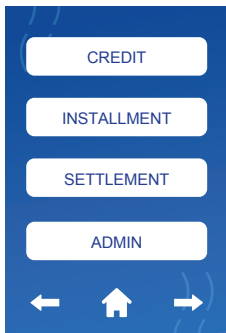
## Reprint last settlement or receipt



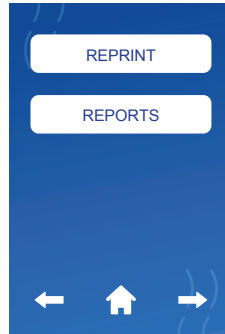
1. Select 



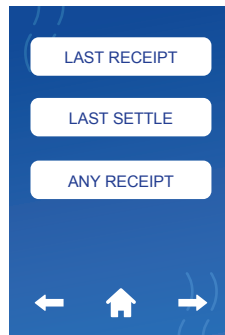
2. Select 






3. Select 



4. Select 



5. Select   
OR   
OR 

Video guide on accepting payments



Video guide on troubleshooting



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