

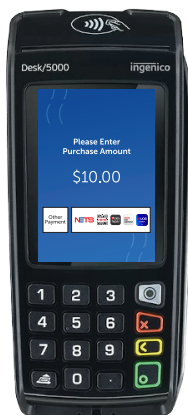
Malaysian Digital Payment Apps

Merchant Acceptance Guide



Accept Malaysian digital payments via NETS terminal

Let your customers pay with their **Malaysian digital payment apps** 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 their **Malaysian digital payment apps**

4

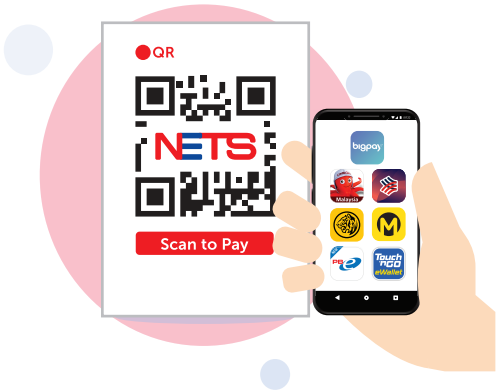
Payment is approved upon successful authentication

NOTE: Should the customer's app indicate a successful payment message but your terminal does not, we recommend merchants to not render any goods and services. Please advise the customer to complete the transaction via other payment methods.

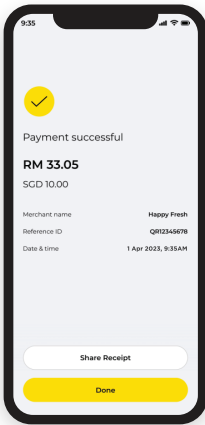
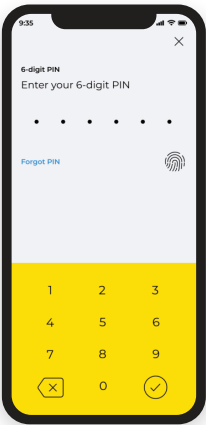
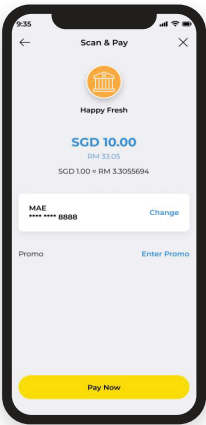
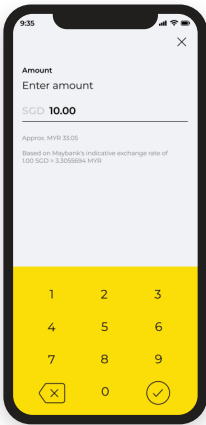
The above steps may vary depending on terminal model.

Accept Malaysian digital payments via SGQR

To make **QR payments** from **Malaysian digital payment apps**,
your customers simply need to:



1 Use Malaysian digital payment apps to scan SGQR label



2

Enter the amount in **SGD**. Payment in SGD is then converted to **MYR**

3

Verify and confirm payment details

4

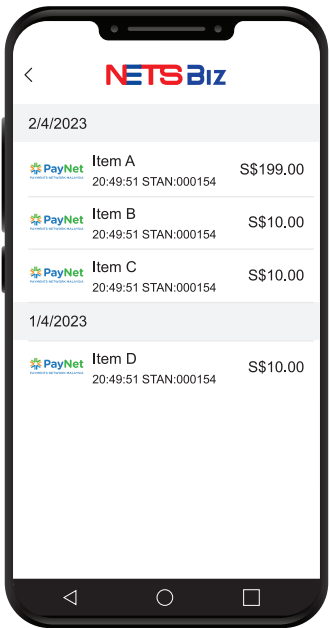
Enter **Malaysian digital payment apps** PIN

5

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

Accept Malaysian digital payments via SGQR

If the transaction is successful, you will receive a notification via the **NETSBiz app**.



Please proceed to render goods and services only upon receiving a successful transaction notification. If the **NETSBiz app** does not display a successful transaction notification while the customer's app does, please close and reopen the **NETSBiz app** to confirm.

The app can also be used to view your daily sales totals and transaction history for transactions initiated via the **SGQR label**.

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 directly with their bank.

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 **Malaysian digital payment apps** before 10.30pm. [T + 1]

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

Via SGQR label

Transaction Date	Account	RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	Settlement Date
1 Apr 2023, 10:14 PM	N2615	11187308000	87308001	EFTPOS	Purchase	QR Static	PayNet QR	\$ 15.55	● Normal	2 Apr 2023

Via NETS QR on Terminal

		RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	
2 Apr 2023, 10:45 PM	N2615	11187308000	87308001	EFTPOS	Purchase	QR Dynamic	PayNet QR	\$ 15.55	● Normal	3 Apr 2023
2 Apr 2023, 09:14 AM	N2615	11187308000	87308001	EFTPOS	Purchase	QR Dynamic	PayNet QR	\$ 8.80	● Normal	3 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 merchantraining@nets.com.sg



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



www.nets.com.sg



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