

# **NETS SoftPOS**

Merchant Acceptance Guide



### **Getting Started**

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



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

Supported Payment Methods





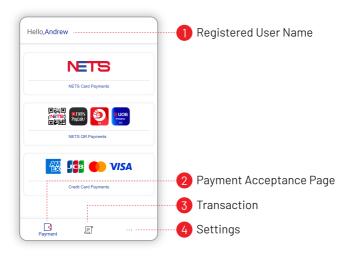




\*Non-Jail broken Android device with OS8 and above that support Near Field Communication (NFC) is required.

### Getting To Know NETS SoftPOS - Home

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



### First Time Activation







.....

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.



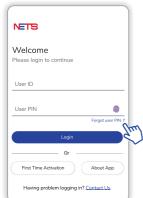
3

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









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**



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

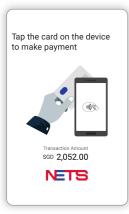


2

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:

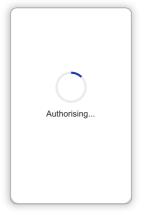
Every smartphone has a different NFC detection area



Should the amount exceed SGD200.00, 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







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



Enter the sales amount.

Optional: Insert sales description by selecting the icon.



Allow customer to scan the QR code.

## View Sales History



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



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





Enter User PIN.



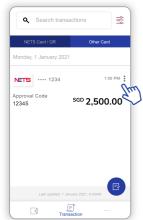


Confirm and settle by selecting "Settle Credit".

#### 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.

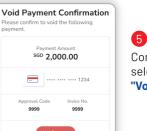








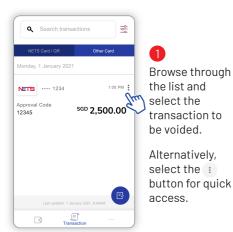






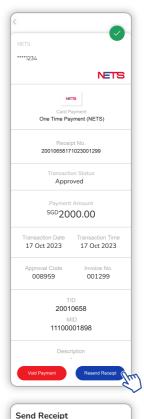


## Resend E-Receipt









Enter your customer's email address to

Cancel

send the receipt.

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.	Mobile user account is blocked/suspended.
	Please contact your Merchant System Administrator.	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.