

NETS



NETSBiz App User guide

***Accepting QR
payments just
got easier***

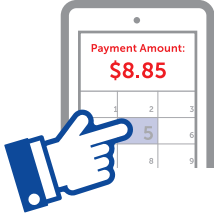
With SGQR, your customers can now easily make payments to you with just their mobile phone.

Simple to Pay

Customers simply make payment by scanning the QR code within the SGQR label with any of the payment apps listed on the label.



Step 1:
Scan SGQR label



Step 2:
Enter transaction amount and make payment



Step 3:
Receive a successful payment notification message

Simple to Collect

Once your customer has made payment, you can verify successful payment by:



Listening out for voice alert*

Viewing notification message

Transaction	Amount
Peter Wee 89156104-868390	1 min ago S\$2.50
Mary Lim 89156104-868389	25 mins ago S\$3.50

Validating transaction amount received

*Voice alert is not available for iOS.

NETSBiz App



The NETSBiz App sends notifications of successful transactions to your mobile device and allows you to view your transaction history.

Features

Receive Transaction Notifications

- Allows you to receive payment notifications, so you can collect payment without disrupting order fulfilment
- Configure notification settings

Manage Transactions

- View transaction history, easily track your sales on-the-go
- Easily view total daily sales amount

Manage Multiple Outlets

- Consolidated view across outlets
- Rename your Terminal IDs for easy reference

Manage Users

- Add and manage users
- Assign up to four levels of user rights (including business owner level)
- Restrict view to selected terminal IDs

Receive Money

- Use the Receive Money function to generate a NETS QR code on your phone, which customers can scan to pay

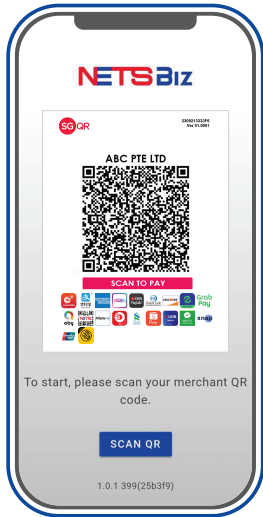
Refresh Transactions

- Allows you to retrieve the latest payment notification

Download the NETSBiz App



Login



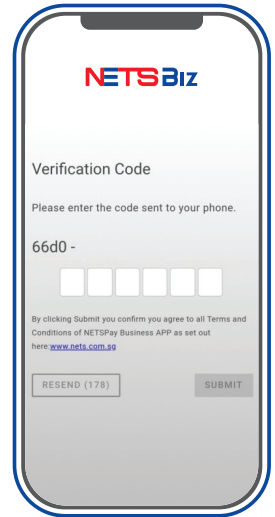
Step 1:

Download the app and scan your SGQR label



Step 2:

Enter the last 4 digits of your handphone number



Step 3:

Enter the verification code sent to your mobile number via SMS

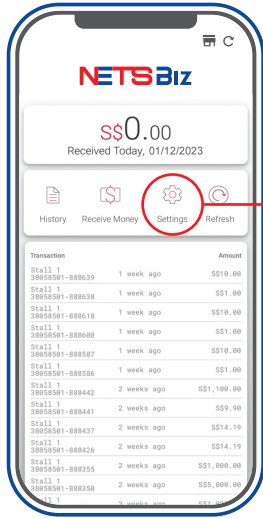
Business Owners

- Enter the last 4 digits of the mobile number registered with NETS during onboarding

Employees

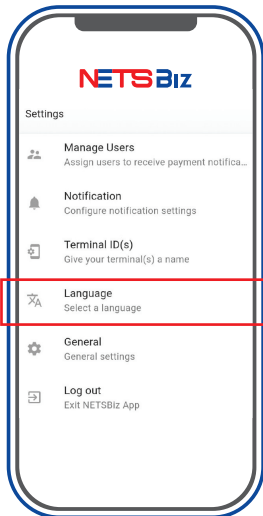
- Employers must first register their employee's details on their own app
- Once this is done, employees will receive an SMS confirmation with instructions to download the NETSBiz app. Thereafter, employees can follow steps 1, 2 and 3 to login.

Set Up



Get started by setting up the app to best meet your needs.

Step 1 : Set your preferred language



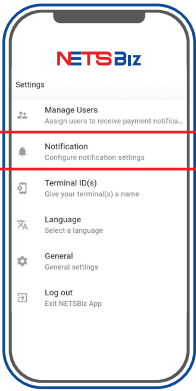
- Users can choose either English or Chinese language.
- This will change the text within the app, as well as the voice notification that plays when a successful transaction is made.



Set Up

Step 2: Select your preferred notification method

Depending on your preference, you may choose to receive a text notification, and/or voice alert when a successful payment is made.

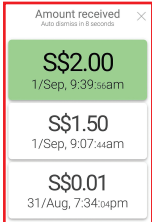


The screenshot shows the 'Settings' menu with 'Notification' selected. A red box highlights the 'Notification' option. A red circle highlights the 'Voice Alert' and 'Pop-up Notification' toggle switches, which are currently turned on. A red line connects the 'Voice Alert' toggle to the text 'Voice Alert*:'.

Voice Alert*:
Informs merchants of the transaction amount that has been received.

Toggle here to select notification method

Pop-up Notification:



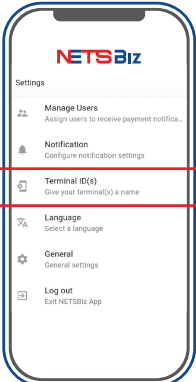
The screenshot shows a pop-up notification titled 'Amount received' with a close button. It lists three transactions: S\$2.00 (1/Sep, 9:39:36am), S\$1.50 (1/Sep, 9:07:44am), and S\$0.01 (31/Aug, 7:34:04pm). A red box highlights the entire pop-up notification.

**Voice alert is not available for iOS.*


Users can choose either English or Chinese language. This will change the text within the app, as well as for the voice alert notification when a successful transaction is made.

Step 3: Renaming of your terminal IDs

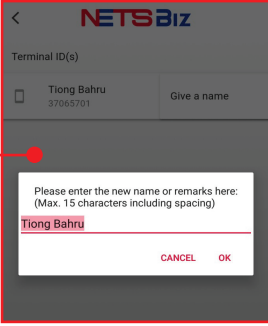
- To ensure ease of tracking, you can rename your Terminal IDs with your outlet name (e.g. Tiong Bahru)
- Please note that outlet names can be a maximum of 15 characters, including spacing.



The screenshot shows the 'Settings' menu with 'Terminal ID(s)' selected. A red box highlights the 'Terminal ID(s)' option. A red line connects the 'Terminal ID(s)' option to the 'Terminal ID(s)' screen.



The screenshot shows the 'Terminal ID(s)' screen with a list of terminal IDs. One entry is 'Tiong Bahru' with ID '37065701'. A red circle highlights the three-dot menu icon next to the entry.



The screenshot shows a dialog box for renaming a terminal ID. It contains the text 'Please enter the new name or remarks here: (Max. 15 characters including spacing)'. The name 'Tiong Bahru' is entered in the text field. There are 'CANCEL' and 'OK' buttons at the bottom.

Set Up

Step 4: Setting up of staff structure

There are four levels of users that can be set up within the app:



**Business
Owner**

- Has access to the payment notifications and transaction history of all outlets in the business
- Can add or remove owner, managers and workers as users

Note:

Each outlet's QR has to be scanned and logged-into once to start viewing transactions for the respective outlets. There can be only one user assigned to the Business Owner level.



Owner

- Has access to the payment notifications and transaction history of all outlets in the business
- Can add or remove managers and workers as users

Note:

There can only be one user assigned to the Owner level.



Manager

- Only has access to the payment notifications and transaction history of specific outlets assigned by the Business Owner/Owner
- Can add or remove workers as users

Note:

No limitation to the number of users assigned to Manager level



Worker

- Only has access to the payment notifications and transaction history of specific terminals assigned by the Business Owner/Owner/Managers
- Unable to add or remove users to the app

Note:

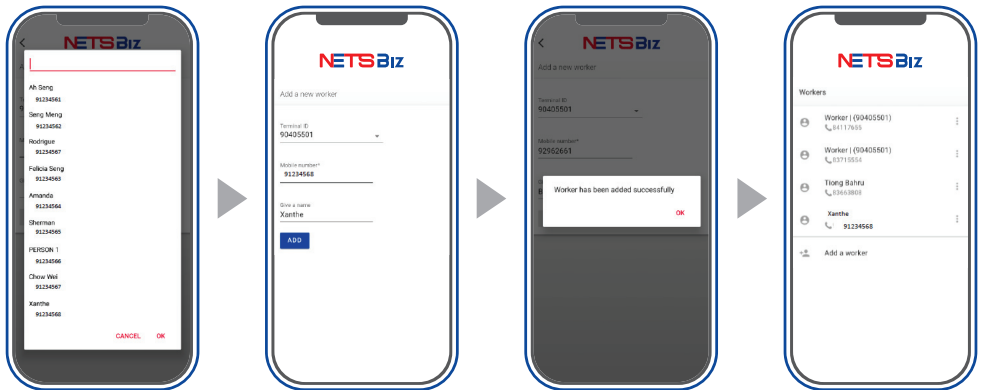
No limitation to the number of users assigned to the Worker level

Set Up

Step 4: Setting up of staff structure

Adding of staff (only accessible to business owners, owners and managers)

Contact book integration



NETSBiz app can sync with contact book to allow easy assignment of manager and worker

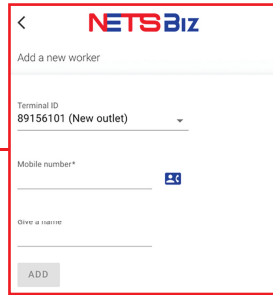
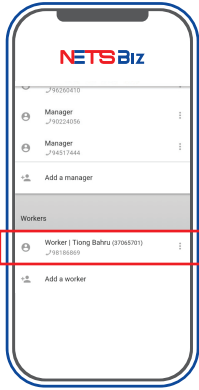
Add manager



Set Up

Step 4: Setting up of staff structure

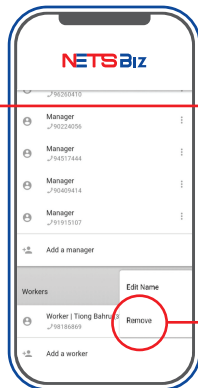
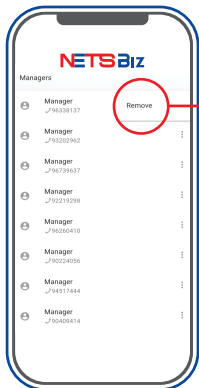
Add worker



When setting up a worker, select the relevant terminals that they can have access to here.

Remove manager and worker

- Business owners can remove owner, managers and workers
- Owners may remove managers and workers
- Managers may remove workers
- Workers do not have rights to remove users

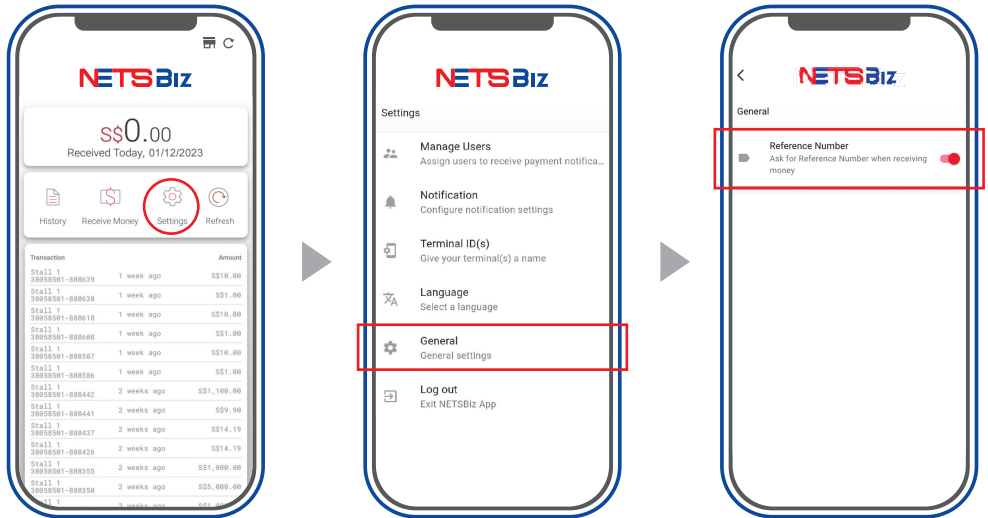


To remove staff click on the remove button on the right

Set Up

Step 5: Enable reference number

You can key in reference number when using 'Receive Money' function. Follow the steps below to enable 'Reference Number' option.



Managing Your Transactions

NETSBiz

11189179000
11189156100

Click to toggle between RIDs and view the transactions

ss\$0.00
Received Today, 01/12/2023

Total amount received for the day
(On 24 hour basis, resets to zero at midnight)

History Receive Money Settings Refresh

Transaction	Amount
3885801-88839	1 week ago \$S10.00
Stall 1	
3885801-88838	1 week ago \$S1.00
Stall 1	
3885801-88818	1 week ago \$S10.00
Stall 1	
3885801-88808	1 week ago \$S1.00
Stall 1	
3885801-88857	1 week ago \$S18.00
Stall 1	
3885801-88856	1 week ago \$S1.00
Stall 1	
3885801-88842	2 weeks ago \$S1,198.00
Stall 1	
3885801-88841	2 weeks ago \$99.98
Stall 1	
3885801-88847	2 weeks ago \$S14.19
Stall 1	
3885801-88846	2 weeks ago \$S14.19
Stall 1	
3885801-88835	2 weeks ago \$S1,000.00
Stall 1	
3885801-88838	2 weeks ago \$55,000.00
Stall 1	

View the most recent transactions on your home page

NETSBiz

27/11/2023

- Tiong Bahru** \$S0.05
18:05:36 STAN:000154
- Tiong Bahru** \$S2.22
18:05:13 STAN:000153
- Tiong Bahru** \$S0.01
11:37:59 STAN:682157

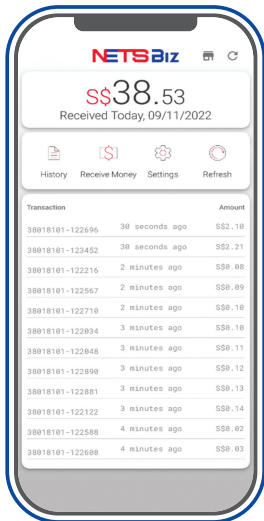
26/11/2023

- Tiong Bahru** \$S0.92
15:38:41 STAN:646850

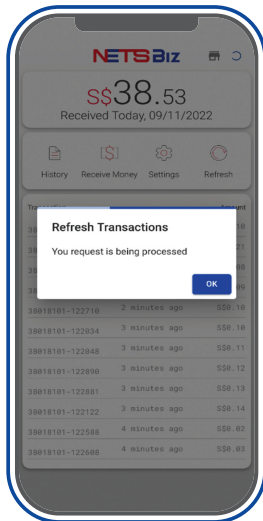
Tap on the history icon to view transaction details

Amount	\$S9.01
Time	27/11/2023, 11:37:59 AM
Merchant ID	11189179000
Terminal ID	89179601
STAN	682157
Payment Method	DBS PayLah!
Status	Successful

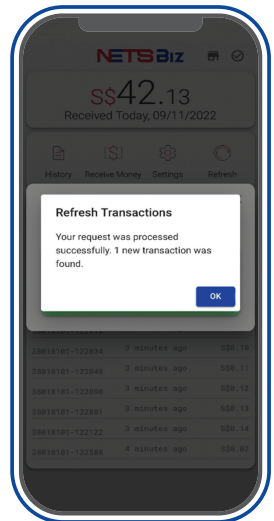
Refresh Your Transactions



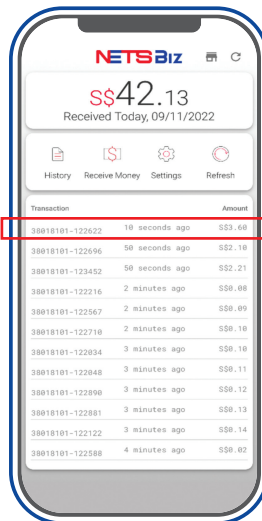
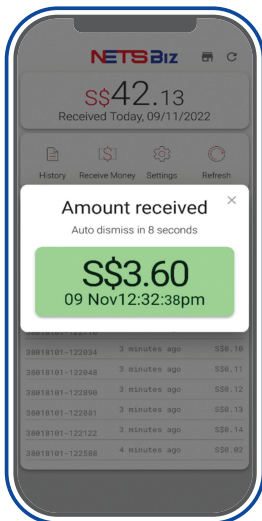
Click on Refresh button



Wait for loading to end



Click on OK



Refreshed transaction

Receive Money

Generate your own NETS QR Code

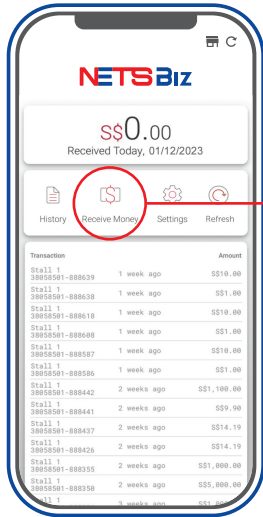


Generate a NETS QR code on your phones via the NETSBiz App

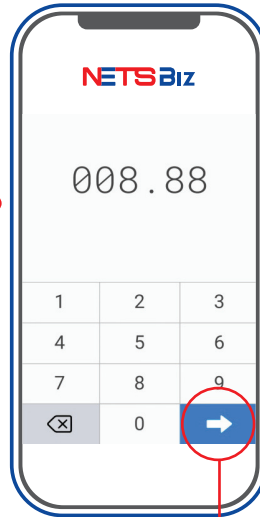
This function is perfect for businesses on-the-go:

- Deliveries
- Pop-up stores / mobile kiosks / events
- Restaurants or bars, giving staff the ability to bring phones over to customer's tables for payment
- Personal services merchants (such as handymen, personal trainers)

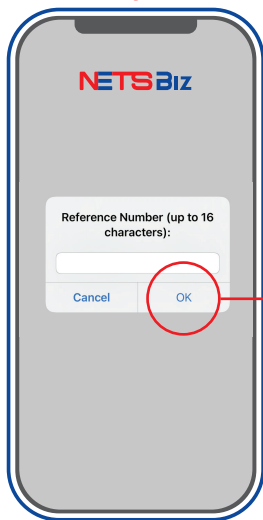
Receive Money



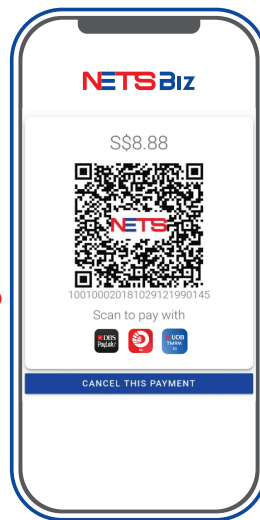
Select 'Receive Money'



Enter the transaction amount



Enter Reference Number



The NETS QR is generated. Your customers can then scan your mobile phone to make payment

Reporting

For merchants with terminals, you can differentiate QR transactions within MerchantConnect via:

All Purchase Cashback										
01 Nov 2020 - 30 Nov 20		All Accounts	All Outlets(RID)	All TIDs	Payment Modes - 3		Apply Filter	Refresh		
Transaction Date	Account	RID	TID	Product	Type	Channel	Payment Mode	Amount	Status	Settlement Date
11 Nov 2020, 02:33 PM	I04247	11136001300	36001301	EFTPOS	Purchase	QR Static	OCBC Digital	\$ 12.34	Normal	11 Nov 2020
11 Nov 2020, 02:32 PM	I04247	11136001300	36001301	EFTPOS	Purchase	QR Static	OCBC Digital	\$ 0.01	Normal	11 Nov 2020
11 Nov 2020, 02:28 PM	I04247	11136001300	36001301	EFTPOS	Purchase	QR Static	OCBC Digital	\$ 0.01	Normal	11 Nov 2020
11 Nov 2020, 02:23 PM	I04247	11136001300	36001301	EFTPOS	Purchase	QR Static	DBS PayLah	\$ 1.03	Normal	11 Nov 2020
11 Nov 2020, 01:09 PM	I04247	11136001300	36001301	EFTPOS	Purchase	QR Static	UOB TMRW	\$ 70.03	Normal	11 Nov 2020

Refer to
'QR Static'
transactions

Displays
payment app
used by
consumer

To find out more:

Please refer to the full list of FAQs on our website.



Request for training

To request for training, please contact us at merchantraining@nets.com.sg.

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NETS Sales & Customer Service

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