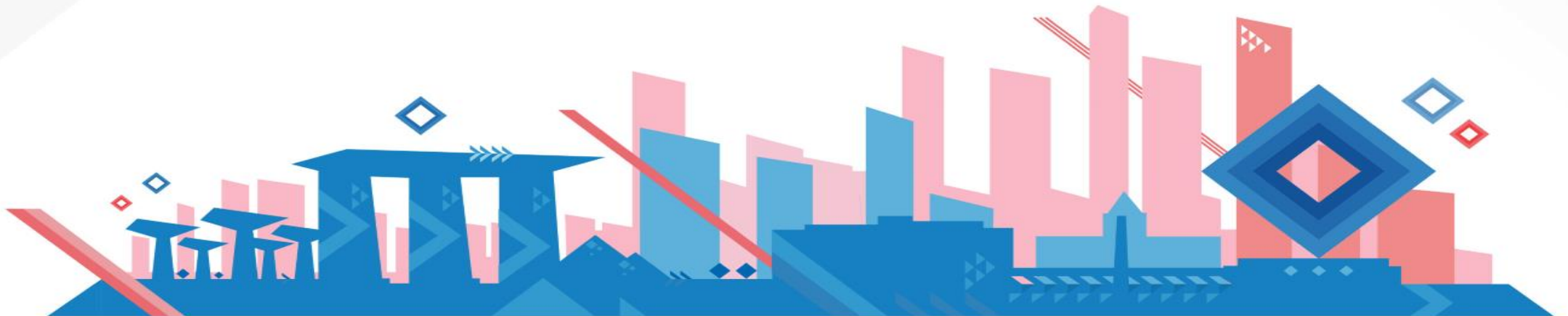


MerchantConnect

Frequently Asked Questions



General - About

What is the new MerchantConnect portal about?

NETS' MerchantConnect will take on a fresh new look to improve the overall experience when you navigate through the merchant portal.

You will continue to be able to access existing functions such as viewing of transactions, settlement, invoices and reports.

Login security has been enhanced through the use of a Second Factor Authentication (2FA) SMS notification to all merchants.

The screenshot displays the NETS MerchantConnect Dashboard. On the left is a navigation menu with the NETS logo at the top, followed by the merchant ID 'HCIF0001'. The menu items are: Dashboard (highlighted), Settlements, Transactions, Invoices, Reports, Administration, and Support. The main content area is titled 'Dashboard' and includes a 'User Name | Log Out' link in the top right. It features two primary sections: 'Latest Invoices' and 'Latest Report'. The 'Latest Invoices' section contains a table with four rows of Dunning Letters, each with a 'Download' button. The 'Latest Report' section contains a table with four rows of reports, each with a 'Download' button.

Latest Invoices	
Dunning Letter - I200000000 Apr 2020	Download
Dunning Letter - I100000000 Apr 2020	Download
Dunning Letter - I400000000 Apr 2020	Download
Dunning Letter - I300000000 Apr 2020	Download

Latest Report	
Standard Report (User Readable Version... 07 Jun 2020	Download
Standard Report - I400000000 07 Jun 2020	Download
Daily RID Transaction Report - I400000... 07 Jun 2020	Download
Daily RID Transaction Report - I400000... 07 Jun 2020	Download

What are the key features and benefits?

- 24/7 access to your transaction reports and invoices.
 - View up to three months of your transactions and settlement records from the date of transaction.
 - Check daily and monthly transactions and settlements by Retailer ID and Terminal ID.
 - View up to six months of your monthly invoices.
 - Automatically receive daily and monthly transaction reports and monthly invoices via email (Password encrypted).
- Consolidates data from all payment modes, transaction types and sales channels. It enables you to track buyers across multiple channels and spending patterns.
- Create customised reports and generate them within seconds.
- Enhanced security for your account with two-factor authentication (2FA) – user credentials and OTP via SMS.

Are there any fees or charges for signing up & how do I sign up?

Charges

The first **two** NETS MerchantConnect User ID, which are tied to the bill account, will be free. Merchants who wish to sign up for additional User IDs will be charged a monthly subscription fee of S\$3.00 for each subsequent User ID, tied to the bill account.

The subscription fee for the additional User IDs is billed to you monthly and debited as part of NETS monthly invoice from you.

To sign up:

For new merchants, you may sign up by completing our form together with your application for NETS Services or NETS Terminals and SGQR Stickers. Visit our [website](#).

For existing customers, to apply for additional users by completing the [MerchantConnect request form](#).

Which internet browsers are supported?

A) Supported Browsers for PCs/desktops:

- Google Chrome
- Microsoft Edge
- Internet Explorer
- Firefox
- Safari

B) Browsers for Android mobile phones:

- Google Chrome
- Firefox
- Samsung Internet

C) Browsers for iOS mobile phones:

- Google Chrome
- Safari

Account / Login FAQ

I am using a non-Singapore mobile number. Can I still use the Second Factor Authentication (2FA)?

The MerchantConnect portal currently only supports Singapore-registered mobile numbers.

I have lost my mobile device / My mobile device has been stolen. What should I do?

If there is any change to your mobile phone number, please fill in the [form](#) to update mobile number tied to the account.

Why do I need to provide my mobile number? Is it mandatory?

In accordance to MAS regulation, 2FA is a mandatory requirement as part of NETS' cybersecurity measures to mitigate potential risks of cyber-attacks.

I have changed my mobile number. What should I do?

Log into the portal and change the mobile number in the 'Update Particulars' function. To access 'Update Particulars', click on your name from the top panel. You will be prompted to enter a new mobile number upon your next login.

I am unable to provide a mobile number as a number of us are accessing this account. What should I do?

In accordance to MAS regulation, 2FA is a mandatory requirements as part of NETS' cybersecurity measures to mitigate potential risks of cyber-attacks. Please consider including additional authorised users to facilitate your access. Note: First 2 UserIDs per Billing Account is free. A charge of \$3 applies for the third and subsequent users per account.

Contact Information

How do I use the MerchantConnect Portal?

You can refer to our user guide @ <https://merchantconnect.nets.com.sg/content/MConnect-UserGuide.pdf>



Who can I contact if I encounter difficulty when logging into the MerchantConnect Portal?

If you have any issues with the MerchantConnect Portal, you can contact our NETS Customer Service hotline at 6274 1212.