NETS mPOS Merchant User Guide

Version 1.9
Contents

CHAPTER 1: LOGGING INTO THE NETS MPOS MERCHANT PORTAL 5
First time Login 5
Next time Login 5
Forgot your password? 6

CHAPTER 2: MERCHANT PORTAL HOME 7

CHAPTER 3: COMPANY 8
Configure Receipt 9

CHAPTER 4: USER REGISTRATION 10
Add a User 11

CHAPTER 5: READERS 14

CHAPTER 6: TRANSACTION DETAILS AND EXPORTING DATA 15
Accessing Transaction Details 15
Exporting Data 17
NETS mPOS Merchant User Guide

CHAPTER 7: SETTINGS

Change Password

CHAPTER 8: NETS MPOS CARD READER

Features and Functionality

Operating the NETS mPOS Reader

CHAPTER 9: DOWNLOADING THE NETS MPOS APP

CHAPTER 10: NETS MPOS APP LOGIN

First-time Login

Forgotten your PIN?

CHAPTER 11: SETTINGS MENU

CHAPTER 12: SETTING UP

Setting up your Signature Verification PIN

Setting up your default card entry (for M10 Card Readers Only)

Confirm Amount

Auto Log Out Duration
CHAPTER 13: TAKING PAYMENTS

Completing a New Sale

Confirming Payment

Tap, Insert or Swipe Card

Transaction Approved

Issuing a Customer Receipt

Reissue a Receipt

CHAPTER 14: VOIDING A TRANSACTION (NOT APPLICABLE TO NETS TRANSACTIONS)

Reissue a Void Receipt

CHAPTER 15: TRANSACTION HISTORY

CHAPTER 16: PAYMENT NOTIFICATIONS AND ERRORS

APPENDIX A – SECURITY GUIDELINES
Chapter 1: Logging into the NETS mPOS Merchant portal

The NETS mPOS Merchant portal is used to manage all aspects of the NETS mPOS facility. It is located at https://mposmerchant.nets.com.sg/auth/login

You can manage users and NETS mPOS readers, view transactions and export historical information all from one site.

First time Login

1. Find the email we sent to you with your Username and Temporary PIN.
2. Go to the link provided in the email.
3. Enter your Username and Temporary Password.
4. You will soon receive an SMS with an activation code. Enter the code into the relevant field and click Submit.
5. You will be prompted to select a new password. Enter and confirm your new password and click Submit.

Next time Login

Go to https://mposmerchant.nets.com.sg/auth/login

Enter your Username and new password.

Click the Submit button.
Forgot your password?

Go to https://mposmerchant.nets.com.sg/auth/login

- Click Forgot Password.
- Enter your User ID.
- Click the Submit button.
- We will send you an email containing your User ID, and temporary password.
- Go to the NETS mPOS Merchant Portal and login with your User ID and temporary password. You will receive an SMS with an activation code which you will on the next screen.
- Enter the activation code and, when prompted, enter your new password.
Chapter 2: Merchant Portal Home

After successfully logging in, you will come to the Home screen. It displays a snapshot of the day’s transactions as well as links to manage users, readers and view transactions & settlements. There is also a link to change settings.

The graph shows your daily transaction snapshot of: sales, voids and declines.

The following will take you to relevant screens:

1) Dashboard showing various statistics
2) Details related to your company
3) View and add Users on your NETS mPOS facility
4) View and modify Readers attached to your NETS mPOS facility
5) View, refine and export all your Transactions
6) View, refine and export all your Daily Summaries
7) View and change Settings such as Receipt Configuration
Chapter 3: Company
Clicking on the Company Tab causes your company details to be displayed.

From the Company Detail screen you can choose to view Users, Readers, Transactions, Daily Summary or Status History.
Configure Receipt

Clicking on Configure Receipt from the Company tab allows you to set what details will be displayed on transaction receipts.

The Business Name and address line 1 or city should be present on the receipt.

You can optionally include up to two lines of free text to your customers. These can be used to notify customer of any upcoming changes or promotional campaigns.
Chapter 4: User Registration

Before you can use the NETS mPOS App, you will need to register Users, including yourself.

1. Login into the NETS mPOS Merchant portal
2. Select the Users tab
3. Select Add a User from Quick links menu
Add a User

Complete the User Details including Email Address, Name & Mobile Number.

You can set necessary authorizations for each User:

- **Merchant Portal Access**
  The User will be able to use the merchant portal

- **Create / Modify Users**
  The User will be able to create and modify other Users from the merchant portal

- **Mobile App Access**
  The User will be able to use the NETS mPOS mobile app and accept payment transactions

- **View all transactions**
  The User will be able to view all transactions processed by all of your Users. If you do not check this, they can only view transactions that they have processed.

- **Void Payments**
  - Only on their purchase transactions
    The User will be able to void payments they have processed (**not applicable to NETS transactions**).
  - On all purchase transactions
    The User will be able to void payments initiated by all other Users.

Click **Submit**.
Review & Confirm
Confirm the user details making sure their email, mobile number and permissions are correct.

To change details, click Back.

Click Confirm to proceed.
**Complete**

You have now set up a User to use NETS mPOS.

If the User has permission to use the Mobile App, they will receive an:
- Email containing their User ID and a Temporary PIN
- SMS including a new User Activation Code

If the User has permission to use the Merchant Portal, they will receive an:
- Email containing their User ID and a Temporary Password
- SMS including a new User Activation Code

The User is now able to login to the NETS mPOS App using their PIN, and the NETS mPOS Merchant Portal using their Password, depending on authorizations.

To set up additional users, click “Add User” and repeat the process.
Chapter 5: Readers

The Readers screen allows you to search, view and manage all readers that you have been allocated.

The following will take you to relevant screens:

1. Search for a reader by the serial number (found on the reader).
2. Search for a reader by status (active, suspended or closed), device type (M10) or date.
3. Clicking on the reader will show reader details and allow you to suspend or close the reader:
   - Reader details – allows you to see the serial number, device type, and status.
   - Suspend Reader – allows you to temporarily suspend any reader so it cannot be used.
   - Close Reader – allows you to close the reader so it cannot be used. Note: You will not be able to reopen the reader if you select this option. You will need to contact us at info@nets.com.sg.
4. Export reader data, allowing you to see information such as: serial numbers, device type, activation date and current status.
Chapter 6: Transaction Details and Exporting Data

Accessing Transaction Details

You can view and search for daily and historical transactions.

1. Login into the NETS mPOS Merchant portal.
2. Select the Transactions tab.

Note: You can also click on the View Details button.
You can search for transactions by:

**Transaction Reference**
This can be found on the transaction receipt.

**TID**
The Terminal ID.

**Primary Account Number (PAN)**
The last 4 numbers of the card used.

**Status**
Can be viewed by: Approved, Declined, Settled, Pending Signature, Reversed or Processing Error.

**Date range / Amount Range**
Dates cannot be future dated.

When you have entered the relevant filters, click **Search**.
Transactions based on your filters will be displayed. The list will be displayed from the **most recent to the oldest** transactions.

Transactions that are in **Red** are voids that have been processed.

For more information on a transaction click anywhere on the line for that transaction.

This will display: Card, Merchant and Receipt Details.

**Exporting Data**

You can download historical data that will allow you to store, analyse and reconcile transaction information.
1. Login into the NETS mPOS Merchant portal
2. Select the Manage Transactions tab
3. Apply filters as explained in Accessing Transaction History above
4. Click on Export to CSV
   A prompt will appear and you can save the file
Find and open the file that was saved.

Depending on your data application, the file may look like this:

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1.1E+15</td>
<td>13290855</td>
<td>jeffrey47</td>
<td>10000301</td>
<td>NETS Test</td>
<td>3-Jan-17</td>
<td>11:41:57</td>
<td>2</td>
<td>SGD</td>
<td>4.95E+11</td>
<td>Reversed</td>
<td>No</td>
<td>Purchase</td>
<td>CARD/TEI Visa Credit</td>
<td>****3997</td>
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<td>L1E+11</td>
<td>453409</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>CREDIT</td>
<td>None</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
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<td>9.6E+11</td>
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<td>**</td>
<td>2</td>
<td>0</td>
<td>CREDIT</td>
<td>None</td>
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</tr>
</tbody>
</table>

With the *.csv file, you could potentially:

- Manipulate the data using an application like Microsoft Excel
- Import the data into accounting software like MYOB
- Reconcile your sales with software like Quickbooks
Chapter 7: Settings

The Settings tab gives you the ability to control certain NETS mPOS settings.

Change Password

Use this to change the password you use to login to the merchant portal.

Enter your current password, followed by the new password. Retype the new password and click Submit to save your new password.
Chapter 8: NETS mPOS Card Reader
Features and Functionality

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Swipe Card Slot</td>
<td>Reads magnetic stripe cards</td>
</tr>
<tr>
<td>2. LED Display</td>
<td>Displays instructions for user</td>
</tr>
<tr>
<td>3. Power Button</td>
<td>Used to power the terminal on and off and enter sleep mode</td>
</tr>
<tr>
<td>4. Revive™ Button</td>
<td>Pin-hole reset button used to activate the Revive feature</td>
</tr>
<tr>
<td>5. Enter Key</td>
<td>Confirms actions including PIN entry</td>
</tr>
<tr>
<td>6. Cancel Key</td>
<td>Cancels actions including PIN entry</td>
</tr>
<tr>
<td>7. Clear Key</td>
<td>Removes the last PIN digit entered</td>
</tr>
<tr>
<td>8. Smart Card Slot</td>
<td>Reads chip embedded in Integrated Circuit Card (ICC)</td>
</tr>
<tr>
<td>9. Charging LED</td>
<td>Red LED above Micro-USB connector, indicates unit is charging</td>
</tr>
<tr>
<td>10. USB connector</td>
<td>USB Micro-B receptacle used for charging</td>
</tr>
<tr>
<td>11. Contactless LEDs</td>
<td>Green LEDs indicate different stages of a contactless card transaction</td>
</tr>
<tr>
<td>12. Function Key</td>
<td>Reserved for future use</td>
</tr>
</tbody>
</table>
Operating the NETS mPOS Reader

1. Activating the NETS mPOS Reader

Press the power button
or
Plug the NETS mPOS Reader into a USB power source.

The NETS mPOS card Reader will power up and the display will show:

![mintmpos]

Ready Indicator

When the NETS mPOS Reader is ready, the Bluetooth icon & the Battery status indicator will flash.
Charging your NETS mPOS Reader

Connect the USB cable from your NETS mPOS Reader to your computers' USB port on or an external USB wall adapter.

**Note:** A USB wall adapter is not supplied, but any USB adapter can be used.

The charging icon (회색) is displayed in the top right hand corner of the display when the unit is charging and running normally.

The battery full icon (배터리 가득) means that the battery is fully charged and while plugged into a power source.

**Note:** You will need to charge the battery for at least 3 hours when using your NETS mPOS card Reader for the first time or if the battery is completely drained.
2. Bluetooth Pairing

First-time pairing

Note: Ensure Bluetooth is enabled on your smartphone / tablet.

Your brand new NETS mPOS Reader will be in a Ready to Pair mode when you switch it on for the first time.

- In Ready to Pair mode, the Bluetooth icon will flash on the NETS mPOS device as shown below:

To pair your smartphone / tablet:

- Select the NETS mPOS Reader from the list of discoverable devices. It will display as NETS mPOS and the last 3 digits of the device serial number. This number can be found on the back of the NETS mPOS Reader.

iOS

Android

On selecting the device, both your NETS mPOS Reader and your smartphone / tablet will display the same 6-digit passkey. For example:
Confirm the 6-digit passkey on your NETS mPOS Reader by pressing the Enter (✔) key and on your smartphone / tablet by pressing OK / Pair.

When your NETS mPOS Reader is successfully paired to your smartphone / tablet, the Bluetooth icon will stop flashing.

Note: You should only have one NETS mPOS Reader paired at any time. Ensure you unpair / forget all other NETS mPOS Readers from your smartphone / tablet. This can be done by accessing Settings / Bluetooth on your mobile device.

Next-time Pairing

If you had previously paired your NETS mPOS Reader with your smartphone / tablet you will not need to pair them again. Make sure you have Bluetooth enabled on your smartphone / tablet and turn the NETS mPOS Reader on and it will start in Ready to Connect mode.

In Ready to Connect mode, the Bluetooth icon will stay solid on the NETS mPOS Reader display as shown below.
Option 1:
In *Ready to Connect* mode, your NETS mPOS reader is not discoverable by any other smartphone / tablet but will connect with a previously paired device that has Bluetooth enabled.

Option 2:
If you last paired with a different smartphone / tablet, your NETS mPOS will need to go back to *Ready to Pair* mode. To activate *Ready to Pair* mode, press and hold the Enter (✔) key until the Bluetooth icon starts to flash. Once the pairing process is completed, the old pairing will be removed automatically.

2.1. **Sleep Mode**
To place your NETS mPOS Reader in Sleep Mode, tap the power button until the display turns off.

Note:
- To preserve battery power your NETS mPOS Reader will automatically enter Sleep Mode after one minute of inactivity.
- In Sleep Mode, Bluetooth will automatically switch off.

2.2. **Wake Up**
To wake up the NETS mPOS Reader:
- Press ANY key
- Insert a Smart-Card
- Swipe with a Magnetic Stripe Card
- Insert the USB charge cable

2.3. **Low Battery**
- When the battery charge falls below 15%, the Low Battery warning will be displayed in the top right hand of the display.

⚠️ ⚠️
- **Note:** Below 5% battery charge, the NETS mPOS Reader will enter Sleep Mode to conserve power.

3. **Turning the NETS mPOS Reader OFF**
Press and hold the power button until the display shows *Shutting Down* and the display turns off.
Note: Once off, the NETS mPOS Reader will not respond to any key presses, except the Power button and the Revive™ switch.

Chapter 9: Downloading the NETS mPOS App

Before you are able to start taking payments, you need to download the free NETS mPOS App.

For iOS users follow these instructions:

1. Visit the App Store.
2. Search for ‘NETS mPOS’.
3. Download the free NETS mPOS App onto your iPhone or iPad.

For Android users follow these instructions:

2. Search for ‘NETS mPOS’.
3. Download the free NETS mPOS App on your Android smartphone / tablet.
Chapter 10: NETS mPOS App Login

First-time Login

Before you start, make sure you have your ‘New User email’ advising your User ID and temporary PIN.

Note: If you cannot locate or didn’t receive these details, please call us on (65) 6274 1212.

Open the NETS mPOS App and tap Log In.

1. Enter your User ID and temporary PIN and select Sign In. You will receive an SMS with an activation code.
2. Review the NETS mPOS Terms of Use. To continue select Agree.
3. Enter the activation code and tap Continue.
4. Choose a New User PIN and Confirm New PIN then tap the Continue button.

You are now ready to take your first payment with NETS mPOS!
Forgotten your PIN?

1. Open the NETS mPOS App and tap the Log In button
2. Tap Forgot PIN?
3. Enter your User ID and tap Send Email.
   We will send you an email containing a new temporary PIN along with instructions on how to reset your password. You will receive an SMS with an activation code, which you’ll need to continue the password reset process.
4. Open the NETS mPOS App, enter your User ID and the temporary PIN that was sent. Follow the instructions that appear on screen to finalise the password reset process.
Chapter 11: Settings Menu

To access the Settings menu, tap the Menu icon at the top left of the App screen or swipe right anywhere in the NETS mPOS App.

The Settings menu includes:

- **New Sale**: Process a new payment.
- **Refund**: Refund a transaction using an Invoice number.
- **Transaction History**: View all transactions processed by Users registered to the NETS mPOS facility.
- **App Settings**: Change the Signature Verification PIN and change the default card entry mode (if supported).
- **Support**: View NETS mPOS contact details and Online Support information.
- **About**: View the NETS mPOS application version and card reader information i.e. Reader serial number, device model and battery level. This screen can also be used to check for app updates.
- **Logout**: Exit the NETS mPOS app.

**Hint**: To check if the card reader is connected to the app, select About. If the app is connected, the screens will look like:
Chapter 12: Setting Up

Setting up your Signature Verification PIN

The Signature Verification PIN allows you to check the customer’s signature & authorize the transaction.

Note: This is not the customer’s card PIN.

The Signature Verification Code is preset to ‘0000’. You do not need to enter an existing Verification Code in order to set a new one.

How to set/change your Signature Verification PIN

1. Access the Settings menu by swiping right or pressing the Menu icon in the top left of the screen.
2. Tap App Settings.
3. Check Signature Verification is set to On. Select PIN.
4. Enter a new 4-digit PIN

Using the NETS mPOS App from another device
You can use the NETS mPOS App with another smartphone/tablet by logging in with your user ID and PIN. All functionality and access will be the same, but the **Signature Verification PIN** is specific to the smartphone/tablet that you are using, so this may not be the same if you are using a different smartphone/tablet.

If another user accesses the NETS mPOS App with their user ID and PIN, they may choose to change the **Signature Verification PIN** again.

### Setting up your default card entry (for M10 Card Readers Only)

Your M010 card reader can accept contactless cards, chip and magnetic stripe cards.

The NETS mPOS app will allow you to select a default card entry method as either Tap (for contactless cards) or Insert/Swipe (for chip or magnetic stripe cards).

You will still have the ability to change how to accept a card during the transaction (for more information, see [Chapter 13: Taking Payments](#)) and you can change the default card entry mode at any time from the **App Settings** menu.
Confirm Amount
You can choose to confirm each transaction amount entered by setting the Confirm Amount toggle to “On”. Or you can bypass this step by setting the Confirm Amount toggle to “Off”.

Auto Log Out Duration
You can choose how long your NETS mPOS app can remain idle before you are automatically logged out.
Chapter 13: Taking Payments

Before you start, ensure that:

- The NETS mPOS Reader is switched On.
- The NETS mPOS Reader is paired to your smartphone / tablet.
- You have Signed In to the NETS mPOS App.

Completing a New Sale

1. From the New Sale screen, enter the Purchase Amount ignoring the decimal point. e.g. If item 1 is $3.50, enter 350.

2. Add next Item (Optional)
   Use “+” to add to the total amount. e.g. If you wanted to add another item worth $5.00, enter 500 then press .

3. Add Note (Optional)
   Pressing the Add Note field, allows you to enter any information relating to the transaction. You can search using the entered note to easily locate a specific transaction.

Note: The New Sales Entry screen will appear once you have Signed in to the NETS mPOS App.

You can use “C” to clear the total & restart the transaction.

Press Pay in the top right hand of the screen to continue.
Confirming Payment

The confirmation screen allows you to confirm the total transaction amount that shall be debited from your customer, including any surcharges (for more information, go to Chapter 11: Settings Menu).

The confirmation screen will appear if you have set the Confirm Amount toggle switch to On in your App Settings screen.

Check the payment amount is correct before you continue.

Tap Cancel to change the amount.

Tap OK to confirm the payment amount.
Tap, Insert or Swipe Card

You may be prompted to select card entry mode: Tap or Insert / Swipe. The app will automatically select your preferred method based on the default card entry mode that has been set in the App Settings.

The card entry mode can be changed from Tap to Insert / Swipe depending on your customer’s preference. Simply select which entry type they prefer.

If Tap is selected:

- The card reader will display the contactless symbol: 
- Tap the card on the reader screen, the lights on the device will light up when the card is detected;
- The reader may ask the customer to enter a PIN, or insert / swipe the card to process the transaction.
If Insert/Swipe is selected:

- With the chip facing up, insert the card into the slot at the bottom of your NETS mPOS Reader;
- The card can be swiped through the slot located at the top of your NETS mPOS Reader. You can swipe the card either left to right, or right to left.
Account Selection

1. Ask the customer to select an account on the NETS mPOS Reader;
2. Press 1 for NETS, 2 for NETS SELECT ACC or 3 for CREDIT CARD

If [2] NETS SELECT ACC is selected, the NETS mPOS Reader will then present the customer with the following options:
Transaction Verification by PIN

1. Ask the customer to enter their PIN, then press the Enter (✔) button on the reader.
2. If the PIN is correct, the Transaction Approved screen will display (For more information, see Transaction Approved instructions below).
Transaction Verification by Signature

1. Obtain the customers signature by getting them to sign on the screen using their finger.

2. Verify the signature against the one shown on the card.

3. Tap Verified if the signatures match.

4. Enter your four digit Signature Verification PIN to confirm the signature.

Use the Clear Signature button to clear the screen if the customer makes a mistake.

At this point it is safe to remove the card from your NETS mPOS Reader.

Tap Void to cancel the transaction if the signature does not appear correct and you are concerned about the validity of the card.

Note: The Signature Verification PIN is defaulted to 0000.
**Transaction Approved**

Once the transaction is approved, both the NETS mPOS app and the NETS mPOS Reader will show the Transaction Approved screens.

**NETS mPOS App Display**

**NETS mPOS Reader Display**
Issuing a Customer Receipt
You can email transaction receipts, from the Transaction Approved screen by selecting Issue Receipt.
If no receipt is required, select No Thanks.
You can reissue receipts; see Reissuing Receipts for more information.

Email Receipt
If your customer wishes to receive an email receipt, enter their email address in the Email receipt field, then press Send.
Reissue a Receipt

Access the Settings menu in the top left hand of the app and select the Transaction History option.

Locate the transaction by:

- Using the System Trace Audit Number (STAN)
- or
- Scrolling through the records to find the original transaction.

Select the relevant transaction, complete the SMS or email details and press Send.
Chapter 14: Voiding a transaction (not applicable to NETS transactions)
You can void a credit card transaction through the NETS mPOS app by two ways.

Note: To process a void, the customer must present the same card and on the same day that was used to process the original transaction.

Entering a Receipt Invoice Number
1. Select Void from the Settings menu.
2. Enter the Invoice Number shown on the receipt.
3. Tap Void in the Transaction Details screen and enter the void amount.
   - You can only void the original transaction amount. Notes can be added which will appear on the void entry.

By Locating Transaction in Transaction History
1. Access the Settings menu and press Transaction History.
2. Locate the original transaction by:
   - Using the System Trace Audit Number (STAN)
     or
   - Scrolling through the records to find the original transaction.
     Note: The most recent transactions are displayed first. You can view older transactions by loading 10 more records each time.
3. Select the transaction to view the Transaction Details.
4 Tap **Void** in the **Transaction Details** screen.

You can only void the original transaction amount. Notes can be added which will appear on the void entry.

**Note:** There is no time limit on processing voids.

**Note:** You can only process Void in the NETS mPOS app if you are authorized to do so. You can set yourself up to do this in the NETS mPOS Merchant Portal (see **Chapter 12: User Registration** for more information).
The void process is similar to taking a payment:

**Tap**
If the customer wishes to use contactless as an entry mode, select **Tap**.
The lights on the device will light up when the contactless card is detected.

**Insert**
If the customer wishes to use a Chip orSwipe card as an entry mode, select **Insert / Swipe**.
Insert or swipe the card and follow the prompts.
**Void Approved**

Once the void is approved, both the NETS mPOS app and the NETS mPOS Reader will show the Transaction Approved screens.

**Reissue a Void Receipt**

Access the **Settings** menu and press the **Transaction History** option.

Locate the **Void** by:

- Using the **System Trace Audit Number (STAN)** which can be found on the transaction details
- Scrolling through the records to find the original transaction.

*Note:* Voided transactions will be displayed in a different colour and include the words **VOIDED** next to the transaction.

Select the transaction, complete the SMS or email details and press **Send**.
Chapter 15: Transaction History

Transaction history allows you to view previous transactions through the NETS mPOS App, as well as void or reissue receipts for previous transactions.

Select Transaction History from the Settings menu.

You can browse previous transactions or Search for specific transaction using a System Trace Audit Number (STAN). This number can be found by selecting the transaction and bringing up the transaction details.

Using Refine, you can search for transactions using any of the following details:

a. Card Holder Name
b. Card number last four digits
c. System Trace Audit Number (STAN)
d. Sales Note
e. Date and Time Range

Press Search when you have completed the relevant fields.
The results will show you the total value by your search filter in the top left of the screen.

Select the transaction from the results to view **Transaction Details**.

You can also **Reissue Receipts** or **Void** transactions from this screen.
Chapter 16: Payment Notifications and Errors

Transaction Declined Message

Why does the Transaction Declined message display on the NETS mPOS Reader and app?

This may happen because:

- The customer does not have sufficient funds to complete the payment
- Other reasons can include card security issues, card validity or system errors

We suggest trying a different card. If the problem continues, please email info@nets.com.sg or call 6274 1212.
Transaction Cancelled Message

Why does the Transaction Cancelled message displayed on the NETS mPOS Reader and app?

The may happen because the transaction:

- Process has been interrupted by a phone call or there may have been connection issue;
- Is voided at Signature Verification Screen;
- Has been cancelled by pressing the Cancel (X) key during the PIN entry screen on the NETS mPOS Reader.

We suggest trying a different card. If the problem continues, please email info@nets.com.sg or call 6274 1212.

Appendix A – Security Guidelines

NETS mPOS Reader Security Guidelines

Your Reader is tamper-proof to ensure that card details and PINs are processed securely.
Please inspect your Reader and ensure that you follow these security guidelines so that no illegal activities can be undertaken with your NETS mPOS Reader.

1. Your card Reader will be dispatched in a tamper proof bag. Please ensure the packaging is intact and unopened when you receive it.
2. Record the serial number found on the back of the Reader.
3. Visually inspect your Reader regularly to ensure the device has not been tampered with.
4. Ensure your Reader is only used by trusted staff and not left unattended. Lock away Readers that are not in use.
5. Only use secure PINs or passwords to access the NETS mPOS App and Merchant Portal.
6. Encourage all people who use NETS mPOS to read and follow these guidelines.
7. Never try to repair or open up a faulty Reader. Return it to us for inspection. Email info@nets.com.sg or call 6274 1212 to inform us about your faulty device.
8. If the Reader is tampered with during usage, the Reader will immediately abort any transaction in progress and display **SYSTEM TAMPERED** on the device. It cannot be reset or fixed once this occurs, please email info@nets.com.sg or call 6274 1212.
9. The Reader will automatically perform a security check every 24 hours. If the Reader is suspected of being tampered with it should be returned to us for investigation.
10. If your device shows any evidence of tampering, including any unusual behavior such as a high number of read failures or card declines, email info@nets.com.sg or call 6274 1212. We will provide you with a tamper-evident return envelope and shipping label.
Additional Security Measures

We recommend all Users of your NETS mPOS Reader take the following actions:

- Log out of the NETS mPOS App when not in use.
- As an additional security measure, place a security PIN/password on any smartphone/tablet used with the NETS mPOS Reader. This will add an additional layer of protection in the event both items are stolen.

*Note:* No customer information or card details are held on the NETS mPOS App or on the Reader.

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If you lose your NETS mPOS Reader

- You should report any lost or stolen NETS mPOS Readers by calling us on 6274 1212. We can disable your NETS mPOS Reader for you.
- You can close your NETS mPOS Reader through the NETS mPOS Merchant Portal (See Chapter 5: Readers for more information).
- If you have closed your NETS mPOS Reader or we have done this for you, you must contact us to have it re-enabled.