Tap into the fast-growing Chinese tourist segment with **NETS QR**

**WeChat Pay**

Merchant Acceptance Guide
WeChat Pay via Terminal
WeChat Pay via Terminal

Consumer Flow - Payment

Step 1: Scan NETS QR on terminal

Step 2: The amount will be converted and displayed in RMB. Click ‘Pay Now’ to proceed with payment.

Step 3: Click on ‘Done’ to complete the transaction

Step 4: The transaction is complete

At this point, the payment is not complete yet

This screen signifies successful payment on the consumer’s app. However, merchants are advised to take the terminal approval as validation of successful payment.
WeChat Pay via Terminal

Merchant Flow

When transaction is successful, approval message will display and receipt will be printed.

Transaction amount will be displayed in SGD on the printed receipt.

Merchants should always deem the response notification from the terminal as the final transaction response.

If the consumer app displays a successful payment message but the terminal does not, we recommend that merchants do not render the good and services.

If transaction was unsuccessful, you can advise the customer to complete the transaction via other means. If funds were deducted from the consumer's wallet but you did not receive approval, please advise the customer to initiate a refund process with WeChat directly.
WeChat Pay via
SGQR Sticker
WeChat Pay via SGQR Sticker

Consumer Flow - Payment

**Step 1:**
Scan SGQR Sticker

**Step 2:**
Key in the amount to be paid in SGD

**Step 3:**
The amount will be converted and displayed in RMB. Key in your pin to proceed.
WeChat Pay via SGQR Sticker

Consumer Flow - Payment

Step 4: Click on ‘Done’ to complete the transaction

Step 5: The transaction is complete

At this point, the payment is not complete yet

This screen signifies successful payment on the consumer’s app. However, merchants are advised to take the NETSBiz notification as validation of successful payment.
WeChat Pay via SGQR Sticker

Merchant Flow

1. If the transaction is successful, you will receive a notification via the NETSBiz App.

2. Please proceed to render goods and services only upon receiving a success notification. If the NETSBiz app does not display a success notification while the consumer app does, please close and reopen the NETSBiz app to confirm.

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

4. Refer to the NETSBiz guide for more information.

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 consumers wallet but you did not receive notification, please advice the consumer to initiate a refund process with WeChat directly.
WeChat Pay Consumer Receipt

Consumer Flow

Step 1: Receipt will appear as a chat notification from WeChat.

Step 2: Select the desired transaction.

Step 3: The transacted amount will be shown in both SGD and RMB.
Settlement/ Reporting

mConnect

The payments will be credited to your account in SGD.

For a consolidated view of your transactions, log in to mConnect. Transaction records for WeChat Pay can be identified as follows:

**Via NETS QR on Terminal**

The transacted amount will be displayed and settled in SGD

**Via SGQR Sticker**

The transacted amount will be displayed and settled in SGD
Training

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 merchanttraining@nets.com.sg.