

Tap into the fast-growing  
Chinese tourist segment with

# NETS QR



## WeChat Pay Merchant Acceptance Guide

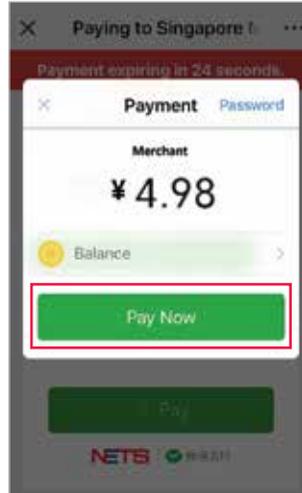
WeChat Pay via  
**Terminal**

# WeChat Pay via Terminal

## Consumer Flow - Payment



**Step 1:**  
Scan NETS  
QR on  
terminal

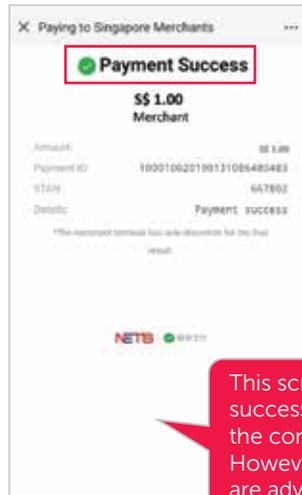


**Step 2:**  
The amount  
will be  
converted and  
displayed in  
RMB. Click  
'Pay Now' to  
proceed with  
payment



**Step 3:**  
Click on  
'Done' to  
complete the  
transaction

At this point, the payment  
is not complete yet



**Step 4:**  
The  
transaction is  
complete

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 consumer to initiate a refund process with WeChat directly.

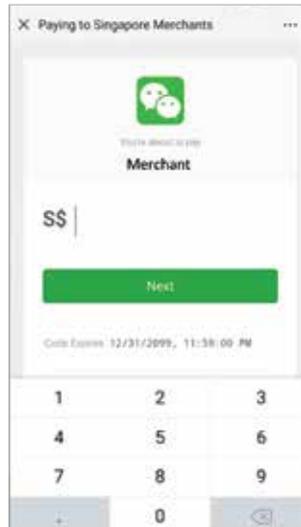
WeChat Pay via  
**SGQR Sticker**

# 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.

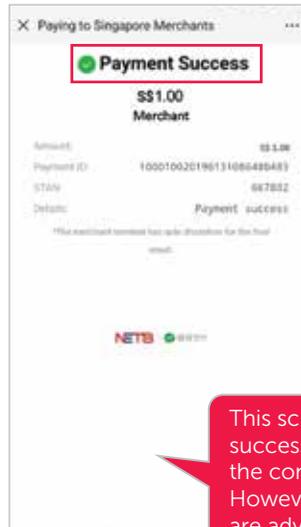
# WeChat Pay via SGQR Sticker

## Consumer Flow - Payment



**Step 4:**  
Click on 'Done' to complete the transaction

At this point, the payment is not complete yet



**Step 5:**  
The transaction is complete

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 advise 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

RO	TID	Amount	Trn Date	Cutover Date	Cashbk Amt.	Merchant Fee	Ref No.	Batch No.	SOF	Channel	Status	Product Type
11136001200	36001201	1.00	2019-01-18 10:38:17	2019-02-18	0.00	-	-	-	WECHAT	TERMINAL	NORMAL	EFTPOS PURCHASE

The transacted amount will be displayed and settled in SGD

## Via SGQR Sticker

RO	TID	Amount	Trn Date	Cutover Date	Cashbk Amt.	Merchant Fee	Ref No.	Batch No.	SOF	Channel	Status	Product Type
11136001200	36001201	1.00	2019-01-18 10:38:17	2019-02-18	0.00	-	-	-	WECHAT	STATIC QR	NORMAL	EFTPOS PURCHASE

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 [merchantraining@nets.com.sg](mailto:merchantraining@nets.com.sg).

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