

FAQs for Consumers

Features and Benefits

- 1. What type of online services does eNETS provide?**
eNETS provides merchants a service to allow their customers to make payments online using their credit cards and/or direct debit via internet banking.
- 2. What are the Credit Cards that eNETS currently support?**
American Express; JCB Credit Cards; MasterCard; Visa.



- 3. What is the difference between a Credit Card and a Debit Card?**
A Credit Card allows a consumer to access funds in a credit line set aside for that user. A Debit Card is a payment card whose funds are withdrawn directly from the cardholder's banking account.
- 4. What details would I need to provide to use Internet banking direct debit services?**
You would need to provide an Internet Banking UserID and PIN issued by Citibank, DBS/POSB, OCBC, Standard Chartered Bank or UOB.



Payment Page

- 1. What are the minimum browser specifications required to make payments online via eNETS / eNETS Mobile Optimised Pages?**

eNETS Browsers Compatibility	Browser Versions							
	IE8	IE9	IE10	IE11	Safari	Chrome 33	Firefox 28	Android Default
Operating System								
Win XP Pro SP3	✓					✓	✓	
Win 7		✓	✓	✓		✓	✓	
Mac OS X Mavericks					✓	✓		
iOS 7.1 (iPad)					✓	✓		
iOS 7.1 (iPhone)					✓	✓		
Android 4.4.2						✓		✓
Android 4.3						✓	✓	

- 2. Why am I getting Transaction Incomplete error during payment?**
You may have entered incorrect credit card number, CVV or Expiry Date details.
- 3. What is a settled payment?**
A settled payment is a payment that has been settled to the merchant by the acquirer.

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Disabling of Pop-up Blocker

1. How to selectively disable pop-up blocker software?

Most pop-up blockers allow you to either selectively allow pop-ups from some sites or temporarily disable their function altogether. We recommend that you selectively allow pop-ups from the following sites (domain).

- www.enets.sg
- dbsd2pay.dbs.com (for DBS/POSB Account holders)
- uniservices1.uobgroup.com (for UOB Account holders)
- www.citibank.com.sg (for Citibank Account holders)
- www.ocbc.com (For OCBC Account holders)
- www.plus.com.sg (For Plus! Account holders)

Instructions for configuring the most common pop-up blockers are provided below. However, with virtually hundreds of pop-up blockers on the market today it is impossible to provide an all-inclusive manual. For instructions on other pop-up blockers, please refer to your pop-up blocker manufacturer's manual:

Notes:

- In many cases there is more than one pop-up blocker installed on your computer. This being the case, you'll need to configure all of them.
- Other examples of pop-up blockers may be named "Ad Blocker" or "Window Killer", etc.
- Sometimes a blocker may be installed even without your knowledge (this is called "Spam").

2. Configuring the Internet Explorer Pop-up Blocker

- a. Open Internet Explorer
- b. Click Tools in the upper toolbar.
- c. Click Internet Options.
- d. Select the Privacy tab.
- e. Click Settings under "Pop-up Blocker".



- f. In the input field for "Address for website to allow" indicate "www.enets.sg" and click Add button. The website will be displayed in "Allowed sites" box.

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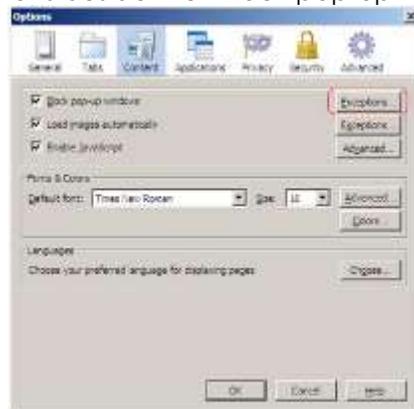
Please also add the relevant bank's sites to your list of allowed sites if you are using the DBS/POSB, OCBC, UOB, Citibank and/or Standard Chartered Bank Internet banking facilities to make your payment. Otherwise, the relevant transaction pages will not be displayed and the transaction request will not be processed.

- dbsd2pay.dbs.com (for DBS/POSB Account holders)
- uniservices1.uobgroup.com (for UOB Account holders)
- www.citibank.com.sg (for Citibank Account holders)
- www.ocbc.com (For OCBC Account holders)
- www.plus.com.sg (For Plus! Account holders)

g. Click Close and OK to apply the new settings.

3. Configuring the Firefox Pop-up Blocker

- Open Firefox.
- Click Tools in the upper toolbar.
- Click Options.
- Select Content icon.
- Click Exceptions beside the "Block pop-up windows" checkbox.



- In the input field for "Address of web site" indicate "www.enets.sg" and click Allow button. The website will be displayed in dialog box.

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Please also add the relevant bank's sites to your list of allowed sites if you are using the DBS/POSB, OCBC, UOB, Citibank and/or Standard Chartered Bank Internet banking facilities to make your payment. Otherwise, the relevant transaction pages will not be displayed and the transaction request will not be processed.

- dbsd2pay.dbs.com (for DBS/POSB Account holders)
- uniservices1.uobgroup.com (for UOB Account holders)
- www.citibank.com.sg (for Citibank Account holders)
- www.ocbc.com (For OCBC Account holders)
- www.plus.com.sg (For Plus! Account holders)

g. Click Close and OK to apply the new settings.

4. Configuring the Chrome Pop-up Blocker

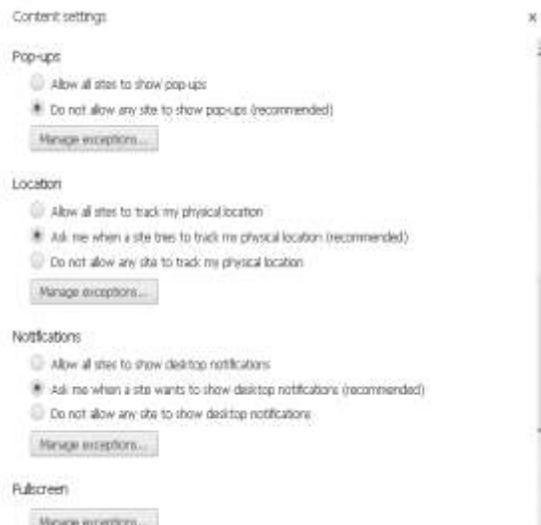
a. Open Chrome.

b. Click the menu button .

c. Click Settings > Click Show Advanced Settings.

d. Click Content settings under Privacy section.

e. Scroll down to Pop-ups section > Click on Manage Exceptions.



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- f. In the input field for "Pattern" indicate "www.enets.sg", select click "Allow" under the Action dropdown list and click OK.



Please also add the relevant bank's sites to your list of allowed sites if you are using the DBS/POSB, OCBC, UOB, Citibank and/or Standard Chartered Bank Internet banking facilities to make your payment. Otherwise, the relevant transaction pages will not be displayed and the transaction request will not be processed.

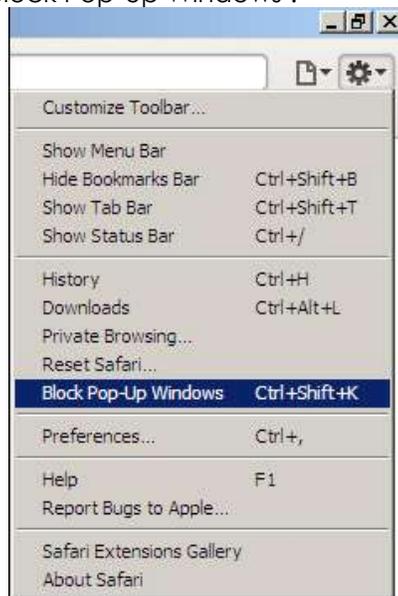
- dbsd2pay.dbs.com (for DBS/POSB Account holders)
 - uniservices1.uobgroup.com (for UOB Account holders)
 - www.citibank.com.sg (for Citibank Account holders)
 - www.ocbc.com (For OCBC Account holders)
 - www.plus.com.sg (For Plus! Account holders)
- g. Click on Close buttons until you return to Chrome to apply the new settings.

5. Configuring the Safari Pop-up Blocker

- a. Open Safari.



- b. Click Gear menu.
- c. Uncheck "Block Pop-Up Windows".



Note: There is no way to selectively disable the pop-up blocker in Safari. Please check "Block Pop-Up Windows" again after you complete the payment.

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6. Configuring the Google Toolbar Pop-up Blocker

- a. Click on Google Toolbar's Pop-up Blocker button  while at www.enets.sg website and check "Always allow pop-ups from www.enets.sg".



Please also add the relevant bank's sites to your list of allowed sites if you are using the DBS/POSB, OCBC, UOB, Standard Chartered and/or Citibank Internet banking facilities to make your payment. Otherwise, the relevant transaction pages will not be displayed and the transaction request will not be processed.

- dbsd2pay.dbs.com (for DBS/POSB Account holders)
- uniservices1.uobgroup.com (for UOB Account holders)
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- www.ocbc.com (For OCBC Account holders)
- www.plus.com.sg (For Plus! Account holders)

7. Configuring the Yahoo! Toolbar Pop-up Blocker

If Yahoo toolbar Pop-Up Blocker is blocking something you want to see, there are three ways to override it:

- a. Turn off Pop-Up Blocker by clicking the Pop-Up Blocker menu and uncheck Enable Pop-Up Blocker.



- b. Press and hold the CTRL key while clicking a link to override Pop-Up Blocker and allow any pop-up windows resulting from the click.
- c. Add the source of the pop-up window to your Allowed List by clicking the Pop-Up Blocker menu and selecting Always Allow Pop-Ups From.... Then select the site from the Sources of Recently Blocked Pop-Ups list and click Allow.

If you are making payment by eNETS and using the DBS/POSB, OCBC, UOB, Standard Chartered and/or Citibank Internet banking facilities, please add the following sites to your list of allowed sites. Otherwise, the relevant transaction pages cannot be displayed, and your transaction request cannot be processed.

- www.enets.sg
- dbsd2pay.dbs.com (for DBS/POSB Account holders)
- uniservices1.uobgroup.com (for UOB Account holders)
- www.citibank.com.sg (for Citibank Account holders)
- www.ocbc.com (For OCBC Account holders)
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8. Configuring the Safari browser Pop-up Blocker on Iphone 4S, version IOS 5.1.

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If Safari Pop-Up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

a. Go into settings of iPhone 4S and tap on Safari.



b. Scroll down and turn OFF the Block Pop-Ups option.

9. **Configuring the Google Chrome Pop-up Blocker on Iphone 4S, version IOS 5.1.1**

If the Pop-Up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

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- a. Go into Google Chrome of iPhone 4S, select the menu button and choose Settings.



- b. In the Settings, select Content Settings.



- c. In the Content Settings, turn Off Block Pop-ups.



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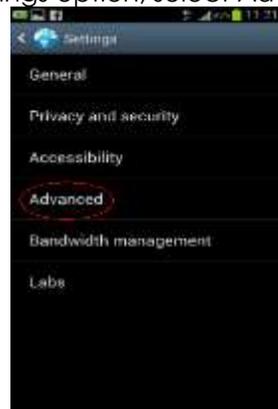
10. Configuring the Internet browser Pop-up Blocker on Samsung Galaxy S3, Samsung default Internet browser

If the Pop-Up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

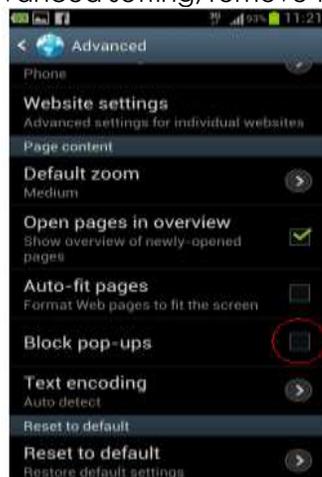
- a. Open Internet browser of Samsung Galaxy S3.
- b. Click on the menu button of the phone.
- c. Scroll down to select Settings.



- d. In the Settings option, select Advanced.



- e. In the Advanced setting, remove tick in Block Pop-ups option.



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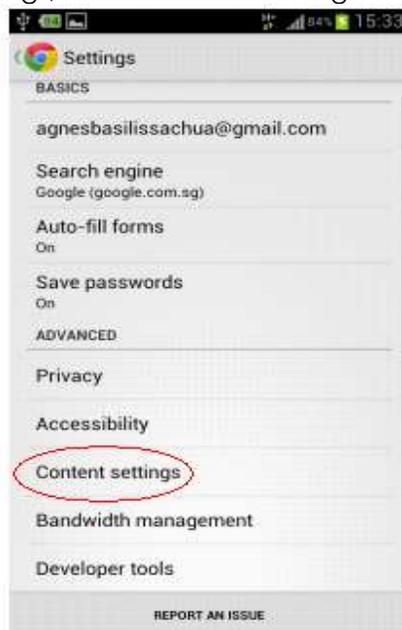
11. Configuring the Google Chrome Pop-up Blocker in Samsung Galaxy S3,

If the Pop-Up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

- a. Open Google Chrome of Samsung Galaxy S3, press the menu button of the phone.
- b. Click the Settings option in the menu.

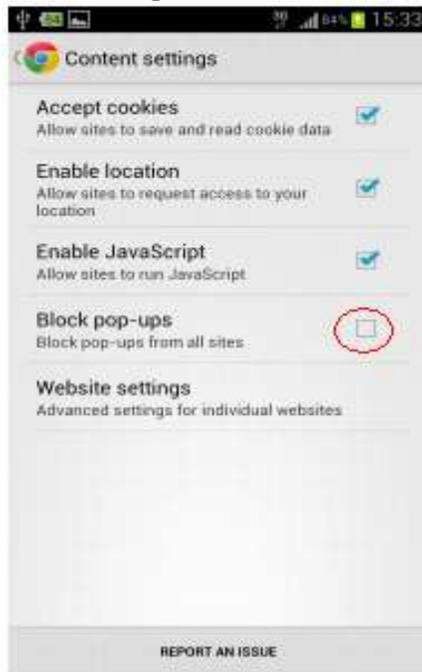


- c. In The Settings, select Content Settings.



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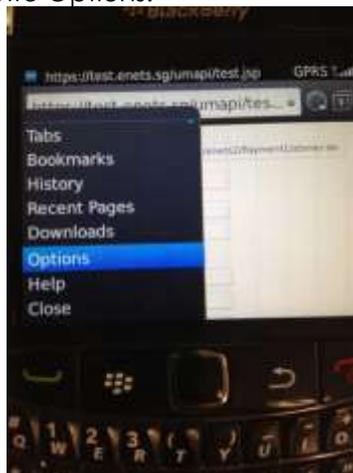
- d. In the Content Settings, remove tick of Block Pop-ups option.



12. Configuring the web browser Pop-up Blocker on BlackBerry

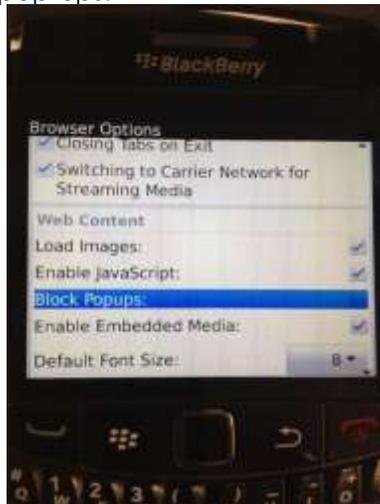
If the Pop-Up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

- a. Go into the internet in BlackBerry, tap on the menu button of the BlackBerry and go into Options.



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- b. In the Browser Options, scroll down and remove tick of Block Popups option to disable pop-ups.



13. Configuring the web browser Pop-up Blocker in IPAD, if the Pop-Up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

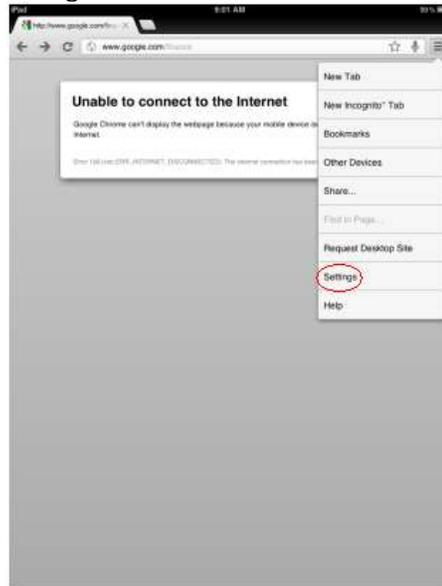
- a. Go to Setting → Safari → switch the Block Pop-Ups option to OFF.



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14. Configuring the web browser Pop-up Blocker in IPAD Google Chrome, if the Pop-up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

- a. Tap on the Google Chrome menu button then go into Settings.



- b. In the Settings, go into Content Settings.



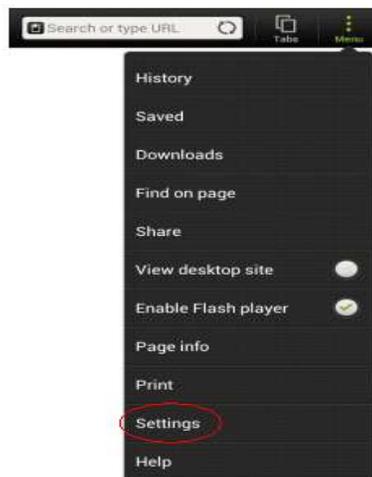
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- c. In the Content Settings, choose to OFF Block Pop-ups.



15. Configuring the web browser Pop-up Blocker in HTC Desire HD, Dophin browser, if the Pop-Up Blocker is blocking something you want to see, there is an option which you can disable the Pop-Up.

- a. Go into the Menu of Internet browser of HTC Desire HD phone and select Settings.



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- b. In the Settings, scroll down and select Advanced.



- c. In the Advanced page, scroll down and remove tick of Block pop-ups.



Mobile transaction

1. **If I made a payment for a wrong product, will I be able to make an exchange or obtain a refund?**

If you have made a payment for a wrong product, you have to contact the company which you have bought the product from.

2. **How do I know if my payment is successful?**

Upon confirmation, you will see a transaction notice page, which states "TRANSACTION COMPLETE" and "SUCCESSFUL" all the details of your transaction. Alternatively, you may contact our Call Centre (+65 6274 1212) to check the status of your booking.

3. **Will I be notified if transaction is successful?**

An email will be sent to your email address if you have opted for it. Alternatively, you may contact the NETS Call Centre (+65 6274 1212) for further enquiries.

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4. Do NETS charge any fee on my transaction?

When you are making a transaction, NETS does not charge any fee on your transaction.

5. I will be out of the country but still want to purchase products through eNETS on my mobile. Can I still make transaction?

You may make any transaction wherever you have the connection to the internet and the company's provision of the product is available to the overseas country.

6. How will I find out if there is a problem with the transaction?

An email will be sent to your email address if the transaction is successful and you will be led to a page, which shows "Transaction Successful." You may encounter problem with the transaction if you do not see this page. You may contact Call Centre (+65 6274 1212) for further enquiries.

7. Can my personal details be saved so that they can be automatically populated every time I make a transaction?

When you are making a transaction, there are required fields for you to fill. They cannot be automatically populated every time you make a transaction because of security reasons that the rightful individual should make the transaction.

8. How can I check my transaction history?

You may check your transaction history through ibanking or ATM for Citibank, DBS/POSB, OCBC, Standard Chartered Bank or UOB.