



**NANYANG TECHNOLOGICAL UNIVERSITY  
NETS FLASHPAY CARD  
Operations Manual**

**Version: 1.0**

## OBJECTIVE OVERVIEW

This document serves as an information guide to Cardholders as to what is the functionality of the NETS FlashPay card (NFP).

### 1. DEFINITION OF TERMS

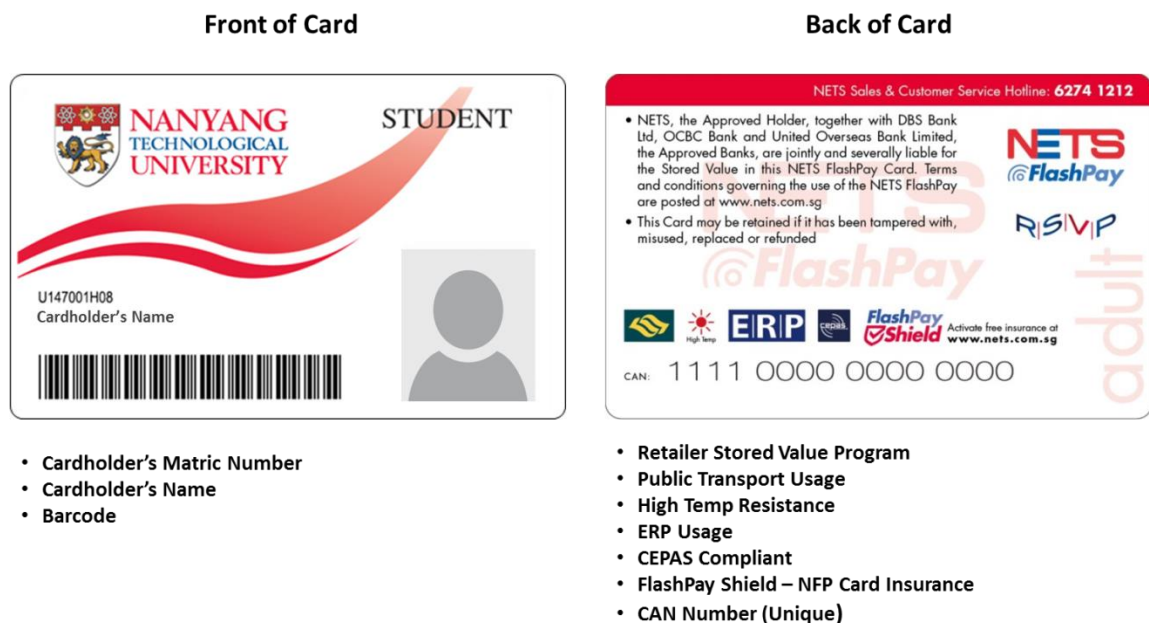
Term	Definition
Faulty Cards	<p>Cards which display any of the following behaviours:</p> <ul style="list-style-type: none"> <li>a. NFP stored value purse is unreadable by NETS terminals</li> <li>b. Cardholder information or controlled security access code that is encoded into Personal Data Storage System (PDSS) is unreadable by NETS PDSS readers</li> <li>c. Cardholder data that is encoded into PDSS is different from the cardholder data that was originally sent out by NTU/NIE</li> <li>d. Cardholder details that are printed on card deviated from the cardholder data that was originally sent out by NTU/NIE</li> </ul>
Damaged Cards	Cards that becomes unusable arising from physical wear and tear or otherwise. Unlike faulty cards, replacement for damaged cards is payable by NTU.
NETS	Network for Electronic Transfers (Singapore) Pte Ltd
NFP Card	NETS FlashPay Card
RC	Re Creations Pte Ltd
NTU	Nanyang Technological University
NIE	National Institute of Education Singapore
NTU/NIE Touchpoint	<ul style="list-style-type: none"> <li>a. NTU Touchpoint refers to One Stop @ SAC (North Spine NS3-01-03)</li> <li>b. NIE Touchpoint refers to NIE Student Services Centre (NIE Blk 3B, Student Hub, Level 1)</li> </ul>

## CARD FUNCTIONALITY

## 1. NETS FLASHPAY CARD

The NTU card is based on the NETS FlashPay Card platform, which is a stored value card based on the CEPAS standard. With a maximum stored value amount of \$500, NFP cards can be used for quick and easy contactless payments island wide.

### 1.1 Design of NTU NFP Cards



### 1.2 Usage of NFP cards

NFP cards are accepted at more than 91,000 acceptance points. NFP cards can be used for public transportation (MRT, LRT, public buses) and taxis including Comfort & CityCab and SMRT taxis. NFP cards are also accepted at retail stores, food courts, convenience stores, supermarkets and selected hawker centres. Vehicle owners can also use their NFP cards to pay for ERP and CEPAS-compliant car park charges.

### 1.3 Top up of NFP cards

Top ups of NFP cards can be made via cash, NETS Cards or credit cards via the various Top up points listed below.

Using NETS Card	Using Cash	Using Credit Card
<ul style="list-style-type: none"> <li>• Add Value Machine Plus (AVM+)</li> <li>• General Ticketing Machines (GTMs)</li> <li>• Top-Up Machines (TUMs)</li> <li>• Local bank ATMs (DBS/POSB, OCBC and UOB)</li> <li>• NETS Self-Service Top-Up Machines</li> <li>• NETS Customer Service Centre</li> </ul>	<ul style="list-style-type: none"> <li>• SMRT/SBST Passenger Service Centres</li> <li>• TransitLink Ticket Office<sup>1</sup></li> <li>• General Ticketing Machines (GTMs)</li> <li>• 7-Eleven stores<sup>2</sup> (except at Shell stations)*</li> <li>• Buzz Pods<sup>3</sup></li> <li>• Cheers<sup>4</sup>*</li> <li>• FairPrice Xpress*</li> </ul>	<ul style="list-style-type: none"> <li>• Selected TransitLink Ticket Office<sup>1</sup>*</li> <li>• NETS FlashPay Reader App*</li> <li>• General Ticketing Machines (GTMs)</li> </ul>

<sup>1</sup><https://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=107>

<sup>2</sup><http://www.7-eleven.com.sg/store-locator/>

<sup>3</sup><http://www.buzzpod.com.sg/whr.asp>

<sup>4</sup>[http://www.cheers.com.sg/web/store\\_location.jsp](http://www.cheers.com.sg/web/store_location.jsp)

\*A service fee may be chargeable

#### 1.4 Refund of NFP Cards

Immediate refunds for cards, which CEPAS wallet is readable, can be obtained from TransitLink Ticket offices (maximum refund amount of \$100) or any DBS, POSB, OCBC or UOB ATMs (select “More Services”).

There are no refunds for lost cards.

The amount of the cards’ remaining balance will be refunded in full. Also, it is important to note that once a card is refunded, the card’s CEPAS wallet is permanently deactivated and the card can no longer be topped up or used for any CEPAS payments.

#### 1.5 Checking of expiry date

You may check the expiry date of your NETS FlashPay Card (NFP) at NETS Top-Up Kiosk or via the NETS FlashPay Reader mobile application downloadable from the Google Play Store at

<https://play.google.com/store/apps/details?id=com.mls.nets.reader&hl=en>.

#### 1.6 View card transaction history

You may check and print the transaction history of your NETS FlashPay Card (NFP) at

- NTU’s Touchpoints (NTU to advice on Touchpoints locations) One Stop @ SAC (North Spine NS3-01-03)

- NIE Student Services Centre (NIE Blk 3B, Student Hub, Level 1)
- Any DBS/POSB, OCBC or UOB ATM (up to the last 10 transactions)\*
- NETS Self-Service Station (printing feature will be made available soon)
- NETS top-up Kiosks (up to the last 25 transactions)
- Add Value Machine (AVM)
- Top Up Machine (TUM)
- NETS Customer Service Centre
- NETS FlashPay Card (NFP) app from the Google Play store (checking of transactions only)

\*Please note that a fee of \$ 0.20 (GST inclusive) is chargeable for each statement print, AVM and TUM may display transit transactions only and not the transactions from retail, ERP, car park and top-up purchases.

### 1.7 Auto Top Up

Auto Top Up services can be enabled for NFP cards. Cardholders can choose to enable Auto Top Up services via credit/debit cards or GIRO via a one-time sign up. More information on the Auto Top Up service can be found at <https://www.nets.com.sg/support/faqs/faq-nets-flashpay>.

### 1.8 FlashPay Shield

NETS has tied up with American International Group (AIG) to offer a Complimentary One-Year Insurance Plan to all new and existing NETS FlashPay Card (NFP) cardholders.

- A one-time payment of up to \$15 for a replacement card when his/her NETS FlashPay Card (NFP) is stolen and up to \$150 when his/her wallet is stolen (WalletGuard).
- If the cardholder registers for Auto Top Up, he/she will receive a one-time payment of up to \$30 for a replacement NETS FlashPay Card (NFP) when his/her card is stolen and up to \$300 when his/her wallet is stolen (WalletGuard).

Card holders can register for FlashPay Shield at <http://www.aig.com.sg/nets-flashpay-shield>.

## **1.9 Retailer Stored Value Programme**

Retailer Stored Value Programme (RSVP) is a prepaid discount programme that is enabled in the NFP cards. Dependent on the participating merchant, RSVP can be in the form of Dollar(s) and/or Item(s). RSVP packages utilized directly at participating merchants.

### **1.9.1 How do I purchase/top up RSVP?**

RSVP packages can be purchased and topped up at participating merchants.

### **1.9.2 How many different RSVP packages can I load into my NFP card?**

You can purchase and load up to 20 different RSVP packages from participating merchants.

### **1.9.3 How do I check the RSVP balance on my NFP card?**

You may check your RSVP balance via the NETS FlashPay Card (NFP) Reader app (available on Google Play store) or at the respective participating merchant outlets.

### **1.9.4 Is the CEPAS wallet balance same as the RSVP balance?**

No, these are 2 different stored value purses found on the NFP card. The CEPAS wallet can be used at all NETS acceptance points while RSVP is only accepted at the respective participating merchant outlets.

### **1.9.5 Can I get a refund for my expired RSVP balance?**

Unfortunately, there is no refund for expired RSVP balances.

### **1.9.6 Can I continue to use the remaining RSVP balance in my card in the event my card's CEPAS wallet has expired, been blocked or has been refunded?**

Yes, you may continue to use the existing RSVP balance in your card. However, you will no longer be able to top up the RSVP balance.

## **1.10 More Information**

More information on NFP cards can be found at <https://www.nets.com.sg/support/faqs/faq-nets-flashpay>.

## 2 CONTACT INFORMATION

NETS Call Centre (Operating Hours: 24 hours)

Phone: 6274-1212

Email: [info@nets.com.sg](mailto:info@nets.com.sg).



**NETS FLASHPAY CARD (NFP) ADMIN FORM  
COMPLETED FORMAT**

### 3 NETS FlashPay Card Administrative Form

- 3.1 Cards which are sent back to NETS for refund would have to be accompanied by a NETS FlashPay Card Administrative Form. Upon 14 working days of receiving the surrendered cards and NFP Card Administrative Form, NETS will refund the card balance into the bank account listed in the form.

Information to be filled		
<b>Section 1</b>	Full Name	Cardholder's full name as per bank account's record
	ID Number	Cardholder's NRIC number / FIN number
	ID Type	Type of ID
	Contact Details	Cardholder's contact number & email address
	Address	Any postal correspondence, including cheques (if required) will sent to the listed address
<b>Section 2</b>	NETS FlashPay CAN number	NETS Flashpay CAN number can be found at the back of the card
	Remarks	To indicate if PDSS/CEPAS wallet faulty. Should RSVP be required to be refunded, to indicate "Refund RSVP"
<b>Section 3</b>	Bank Account Details	Refund of card balance will be credited into the listed bank account
	Account Number	Cardholder's crediting bank account number information. In the event when cardholder does not have a local bank account, kindly indicate "No Local bank account, kindly refund via Cheque"
	Cardholder's Signature	Cardholder to sign
	Date	Date in which form was submitted to NTU / NIE's touchpoint
<b>Section 4</b>	Location	Please indicate which touchpoint was this card & Administrative form was surrendered. Eg: NIE Touchpoint / NTU Touchpoint
	Date	Date in which the card and form was received by the NTU/NIE Touchpoint

**NETS Flashpay Administrative Refund Form**Serial N<sup>o</sup>. **000001****NETS FLASHPAY CARD ADMINISTRATIVE FORM**
 Card Refund       Card Replacement       Claims

SECTION 1: CARDHOLDER'S PARTICULARS																				
Full Name (as in ID): <b>John Smith</b>	ID Number: <b>S9312345H</b>																			
Salutation: <input checked="" type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Mdm	ID Type: <input checked="" type="checkbox"/> NRIC <input type="checkbox"/> Work Permit <input type="checkbox"/> Passport <input type="checkbox"/> Employment Pass <input type="checkbox"/> Others, please specify: _____																			
Contact Details: Mobile : <b>9123 4567</b> Home : _____ Office : _____ Email : <b>johnsmith@ntu.edu.sg</b>	Address: <b>Blk 21A, Jefferson East St 34, #03 -07, Singapore 265478</b>																			
SECTION 2: NETS FLASHPAY CARD DETAILS																				
NETS FlashPay Card CAN No. (16-digit no. printed on the back of the card):																				
<table style="border-collapse: collapse; margin: auto;"> <tr> <td style="border: 1px solid black; padding: 2px 5px;">1</td> <td style="border: 1px solid black; padding: 2px 5px;">1</td> <td style="border: 1px solid black; padding: 2px 5px;">1</td> <td style="border: 1px solid black; padding: 2px 5px;">1</td> <td style="border: 1px solid black; padding: 2px 5px;">-</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">-</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">-</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> <td style="border: 1px solid black; padding: 2px 5px;">0</td> </tr> </table>		1	1	1	1	-	0	0	0	0	-	0	0	0	0	-	0	0	0	0
1	1	1	1	-	0	0	0	0	-	0	0	0	0	-	0	0	0	0		
Remarks: <input type="checkbox"/> Corrupted <input type="checkbox"/> Others, please specify: <b>CEPAS &amp; PDSS faulty, Refund RSVP</b>																				
Estimated Remaining Balance:																				
SECTION 3: PAYMENT DETAILS																				
Bank Account Details: <input checked="" type="checkbox"/> DBS Bank <input type="checkbox"/> OCBC Bank <input type="checkbox"/> Other Bank, please specify: _____ <input type="checkbox"/> POSB Bank <input type="checkbox"/> UOB Bank																				
Account Number: <b>123-45-678-9</b>																				
Cardholder's Signature: <i>johnsmith</i>	Date: <b>01/06/2016</b>																			
SECTION 4: FOR OFFICIAL USE																				
Officer's Name: Date: • For Refund/Replacement request, please retain NETS FlashPay card. • For Claim request, please attach supporting receipt/statement.	Location: <input type="checkbox"/> TransitLink Ticket Office: _____ <input checked="" type="checkbox"/> Others, please specify: <b>NTU Touchpoint</b>																			
Replacement CAN No.:																				
TO BE COMPLETED BY NETS																				
System Entry Date/Processed By:	Remarks:																			
Processed By: _____ Date: _____																				

(Deferred Refund payment to your bank account will be processed within 14 working days. For NETS FlashPay card submitted for refund with this form, the card will be destroyed upon refund.)

For enquiries, please contact NETS Sales & Customer Service Hotline at: 6274 1212  
Operating Hours: 9.00am to 7.00pm (Mon-Sat), 10.00am to 7.00pm (Sun & PH)

• ORIGINAL-To be retained & submitted to NETS (White) • Service Provider's Copy (Yellow) • Customer's Copy (Blue) •

NETS/NTU/1-20080922