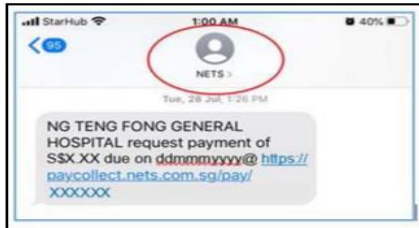


PayCollect via SMS

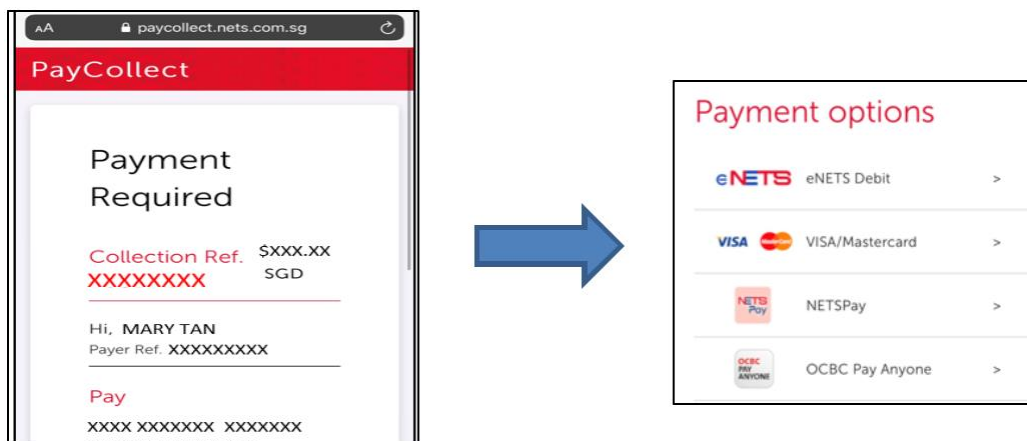
(Below are screenshots taken from an iPhone. The layout may differ for each mobile device)

Step by step guide

1. You will receive an SMS notification from **NETS**.

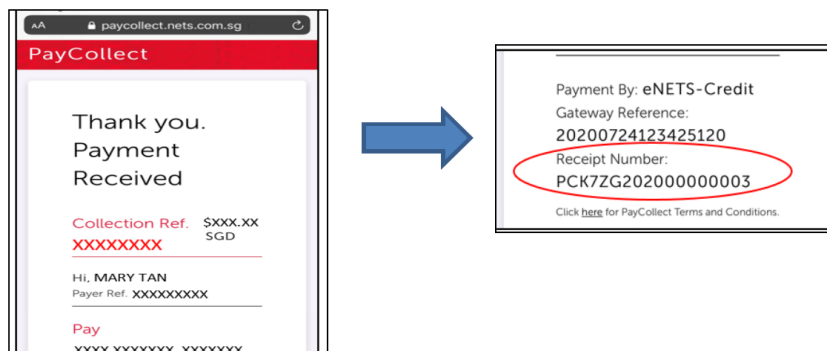


2. Click on the payment link. You will be directed to the Payment Page (as shown below). The Payment Page is hosted by "[https://PAYCOLLECT.nets.com.sg/...](https://PAYCOLLECT.nets.com.sg/)". Select your preferred payment option and proceed to make payment.



(Note: You may also forward the SMS notification to the person who will be making payment on your behalf.)

3. Once payment has been made, you will be directed to the Payment Received Page. You may click on the same link in your SMS to retrieve the PayCollect Receipt.
4. For enquiries, please quote the "Invoice Reference" or "Receipt Number" for our investigation. The receipt number as indicated in this example is "PCK7ZG20200000003".





PayCollect FAQs

Q) What is PayCollect?

A) PayCollect is an online payment collections platform from NETS. Hospitals within the National University Health System (NUHS) are currently using PayCollect to generate request for payment. For more details, please refer to <https://www.nets.com.sg/business/ecommerce-solutions/paycollect>

Q) What are the payment options available via PayCollect?

A) You may pay via credit/debit card, direct debit from your bank account, NETS QR or PayNow QR using the banks' mobile apps. Please refer to <https://www.nets.com.sg/business/ecommerce-solutions/paycollect> for the updated payment options.

Q) When will I receive the SMS notification from PayCollect?

A) An SMS notification will be sent from NETS within three working days from the date of your medical consultation/service.

Q) If my outstanding amount is below \$2, will I receive the SMS notification?

A) SMS notification will only be sent for bills with outstanding amount above \$2.

Q) If I receive the SMS notification, will I still receive the hard copy bill?

A) The SMS notification is a request for payment. Your outstanding bill will be sent to you at the same time.

Q) I have made the payment via PayCollect. Why am I still receiving the outstanding bill?

A) Your outstanding bill and the SMS notification will be sent out at the same time. Please ignore the notification if payment has been made.

Q) How do I request for a hardcopy receipt?

A) Upon successful payment through PayCollect, you will receive a PayCollect e-receipt with a payment reference number as proof of payment.

You may call our Billing and Payment Enquiries hotline at 6407 8138 (Mon – Fri : 8.30am to 5.30pm, Sat : 8.30am – 12.30pm) or email to payment@1fss.com.sg for the updated bill.

Q) How do I verify that the SMS/link/payment site is legitimate?

A) Please check that the SMS notification received is from NETS and the secured payment link will begin with "https://paycollect.nets.com.sg/..."