Manuals+ — User Manuals Simplified.

nets Vipps QR User Guide

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Contents

Vipps QR

Prerequisites

Nets payment terminals now allow transactions via Vipps QR. As a prerequisite, the terminal must have an up-to-date payment application (version 08.06) and an agreement must also be signed with Nets. Vipps QR will then be activated by Nets, and the user will then be able to activate the service in the terminal. To activate the service in the terminal, the user must only possess a standard redemption agreement for BankAxept.

For the cardholder to be able to use Vipps QR in the terminal, the cardholder's bank must support Vipps. As of today, not all banks support this.
However, Vipps is working with the banks to make the service available to all their customers.

Updating software in the terminal

We always recommend that the terminal is loaded with the latest version of software. If the software is older than version 08.06, an update is required.
To be able to support Vipps QR in the terminal, version 08.06 must be installed.

Software Update:

nets

Bedriftsmeny
6 Parameter
7 Kommunikasjon
8 Programvare

Programvare
1 Hent program

1. Drag the merchant card (with the magnetic stripe facing left).
2. Press [8] Software ("Programvare").
3. Press [OK] to start software update.

Download card agreements to the terminal

1. Drag the merchant card (with the magnetic stripe facing left).
2. Press [1] Card agreements ("Kortavtaler").
3. Press [1] Fetch agreements ("Hent avtaler").

Bedriftsmeny

1 **Kortavtaler**
2 Reserveløsning
3 Operatør admin

Kortavtaler

1 **Hent avtaler**
2 Skriv ut

Perform manual reconciliation

1. Press MENU.
2. Press [6] Reconciliation ("Avstemming").
3. The terminal then prints a reconciliation report.

Hovedmeny

4 Valgfri funk
5 Kopimeny
6 **Avstemming**

Utskrift venter

After downloading card agreements, a list of all active agreements in the terminal will appear in the display on the terminal. Please check that Vipps is visible in the list. If Vipps does not appear in the list, the agreement is not activated in the terminal. For assistance, please contact Nets Customer Service on +47 915 08989.

Printing card agreements

Perform the below steps to print the list of card agreements that are currently in the terminal. Then check to see whether Vipps is on the list.
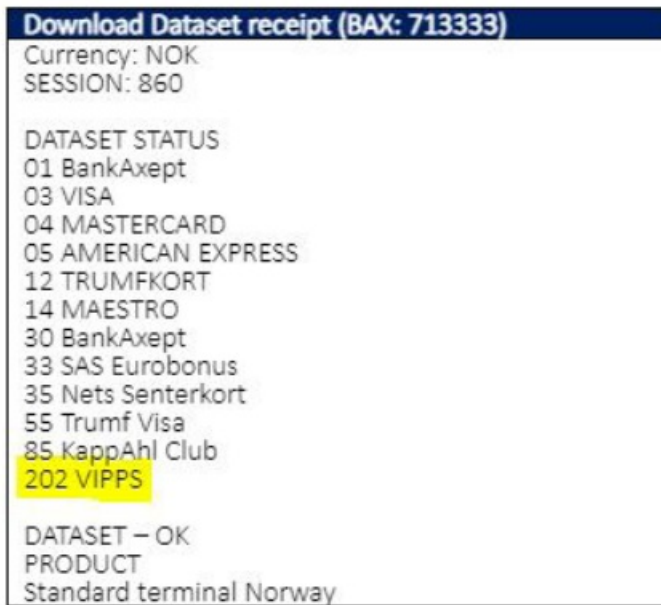

1. Drag the merchant card (with the magnetic stripe facing left).
2. Press [1] Card agreements ("Utstedere").
3. Press [2] Print ("Skriv ut").

   Then press OK.

See list of active agreements in the terminal

If the agreement for Vipps is activated and downloaded to the terminal, it will appear in the list of agreements on the terminal.

Download Dataset receipt (BAX: 713333)
Currency: NOK
SESSION: 860

DATASET STATUS
01 BankAxept
03 VISA
04 MASTERCARD
05 AMERICAN EXPRESS
12 TRUMFKORT
14 MAESTRO
30 BankAxept
33 SAS Eurobonus
35 Nets Senterkort
55 Trumf Visa
85 KappAhl Club
202 VIPPS

DATASET – OK
PRODUCT
Standard terminal Norway

If it is not listed, it has not been downloaded/activated. For assistance, please contact Nets Customer Service on +47 915 08989

Payment methods – Vipps QR

Vipps supports the following transactions:

1. **Purchase**
2. **Cancellation**

Vipps does not support the following transactions:

Refund
A refund cannot be carried out using the Vipps application, but instead is carried out in the conventional way (payment is returned to a payment card via the terminal).

Purchase with Vipps QR

1. The cashier initiates payment to the terminal by sending the transfer amount from the Electronic Cash Register (ECR), or (for standalone terminals) the amount is entered into the terminal manually.
2. The terminal will then show "Press 5 for Vipps" in the terminal display.

KJØP
12,00 NOK
Presenter kort

Trykk 5 for Vipps

3. To retrieve the QR code, the cardholder must press 5 on the terminal screen.

4. The QR code is displayed on the terminal screen.

5. The cardholder opens the Vipps application on their smartphone and scans the QR code.

6. Using the Vipps application, the cardholder approves the payment.

7. The terminal screen shows whether the transaction is approved or rejected.

8. The terminal prints the receipt. "Q" in the reference string (Ref.) indicates that the payment was completed via QR code.


```
Receipt of Purchase (BAX: 713333)
BAX: 71333333-713333
21/04/2021 09:22
BankAxept
Contactless
*******0372-0
AID: D5780000021010
TVR: 0000000000
Ref.: 186804 745631 QF1
Resp.: 00
Overf.:262
KJØP
NOK 33,00
GODKJENT
```

Cancellation

Cancellation is initiated in the conventional way on the terminal. The terminal prints a receipt with "Q" in the reference string (Ref.). This indicates that the payment has been made via QR code.


```
Receipt of Reversal (BAX: 713333)
BAX: 71333333-713333
21/04/2021 09:35
Annullering
BankAxept
Contactless
*******0372-0
AID: D5780000021010
TVR: 0000000000
Ref.: 187738 000000 QF1
Resp.: 00
Overf.:262
Annullert
NOK 33,00
GODKJENT
```

Refund

Refunds cannot be carried out using the Vipps application. They must be carried out via the terminal using the customer's payment card.

Reports and reconciliation

Vipps AS, which owns BankAxept, has designed Vipps QR as a service based on BankAxept. When the cardholder scans the QR code in the terminal and accepts the payment in the Vipps app, the transaction will be converted to a BankAxept transaction. The transaction is therefore carried out on the terminal in the same way that any contactless BankAxept transaction is performed. Vipps QR transactions are paid out together with other BankAxept transactions.

Reconciliation of the terminal transfers the transactions to the settlement account on the following business day.

As per today, Vipps QR transactions appear as a regular BankAxept transaction in the MyNets. We are looking into the possibilities of offering QR transaction information in the same portal later.

Customer service

For questions about the terminal, or for other terminal-related questions, please contact Nets Customer Service on +47 915 08 989.

Documents / Resources

nets Vipps QR [pdf] User Guide
Vipps QR, Vipps