

PayCollect FAQ

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 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 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/..."

Q How can I pay by PayCollect?

A Please refer to the step-by-step guide:
https://www.nuh.com.sg/Documents/PayCollect_Outpatient_Leaflet.pdf.

Q Why did I receive a NETS PayCollect before my bill

A Your outstanding bill and the SMS notification will be sent out at the same time, hence you may receive the SMS notification before your physical bill.

Q Why I did not receive a NETS Paycollect sms?

- A** SMS notification will only be sent for bills :-
- With outstanding amount above \$2
 - To the patient's local mobile number (starting with "8"/ "9") registered in our system.
 - For consultations at NUH Specialist Outpatient Clinics or TeleConsult, and Medication Home Delivery services.