

PayOnline Transaction



Dacon PayOnline System is a value-added service we provide to our customers as an alternative payment service. It's an easy, convenient and secure way of paying your purchases from Dacon using your credit card at the comfort of your office or home. All transactions are encrypted with the highest banking security standard to ensure your online data are valid, safe and protected.

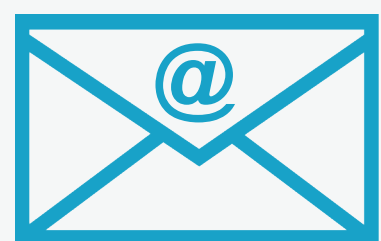
HOW TO MAKE A PAYMENT



CHECK EMAIL

Check your email from Dacon with the details of your purchase.

1



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VISIT WEBSITE

Visit www.dacon.com.sg - At the homepage locate "PayOnline"

ENTER PURCHASE DATA

- Enter purchase details:
1. Reference or Invoice No. (Enter once only)
 2. Amount (No "\$" sign needed)
 3. Name (max 20 charac)

3



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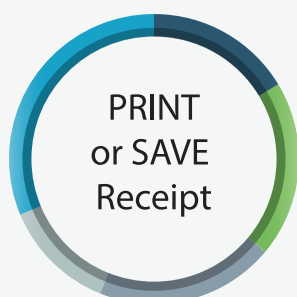
ENTER CARD DETAILS

Enter your credit card details on the system.

CHECK "OTP" ON MOBILE

Check your mobile and wait for the OTP (One-Time Password). Enter the OTP number on the form.
*(The OTP will be sent to the registered mobile on your credit card).

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PRINT RECEIPT

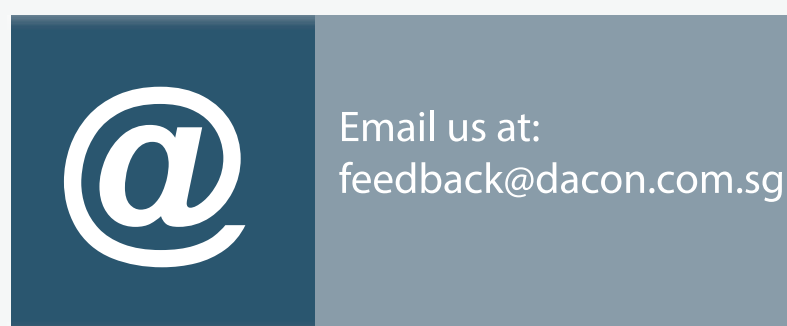
Once completed, you may PRINT or SAVE the receipt shown on the screen

NOTE

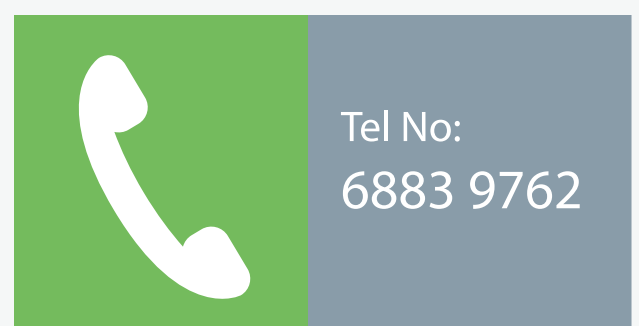
All transactions entered on the site are subject to respective bank's approval.

Other questions see attached - **FAQ**

NEED HELP?



OUR WAY OF SERVING YOU BETTER



PayOnline Transaction



FREQUENTLY ASKED QUESTIONS

● WHAT TYPE OF CREDIT CARD DO YOU ACCEPT?

Dacon PayOnline System accept VISA, MasterCard & American Express credit cards.

● WEBSITE BROWSER COMPATIBILITY

For best results in viewing the website, we recommend the use of the following browsers:

- Microsoft Internet Explorer version 8.0 or higher
- Mozilla Firefox version 35 or higher
- Google Chrome version 31 or higher
- Safari version 5.0 or higher

***Please ensure to enable cookies for Dacon website.**

● WHERE DO I FIND THE REFERENCE NUMBER?

Once the order has been confirmed, Dacon will send you an email with the Reference Number and the corresponding amount that you will need to pay. Enter the data to the PayOnline FORM that will show on the screen.

● THE SYSTEM IS REQUESTING FOR ME TO ENTER A ONE-TIME PASSWORD (OTP), WHERE DO I GET THE PASSWORD?

Your credit card bank will send you your One-Time Password via SMS to the mobile number you registered under your credit card account. Please ensure you have your mobile with you every time you make a payment thru our PayOnline system.

***Dacon ensures all your online transactions passes through the highest banking security standard to ensure your data are valid, safe and protected.**

● I DID NOT RECEIVE ANY SMS FROM MY PHONE, WHERE WILL I GET THE OTP?

Your local bank will normally send the OTP via SMS within 5 to 10 seconds. If you have not received an SMS, you may click the link "RESEND OTP" button shown on your computer screen, to prompt the bank to re-send your OTP. If after the second attempt you still have not received your OTP, we suggest for you to call your bank for verification.

***Please note, delay in transmittal of your OTP may also depend on your mobile network signal connection.**

● I RECEIVED AN ERROR STATUS AFTER COMPLETING THE TRANSACTION, WHAT DO I NEED TO DO?

Common error and causes that you may encounter during transaction:

TRANSACTION STATUS	ERROR CODE	PROBLEM	COURSE-OF-ACTION
FAILED	9506	Reference number already used	Call Dacon at 6883-9762 to request for New Reference Number
FAILED	9266	Invalid input of CVV number 1. Invalid input of CVV 2. Web or online purchasing is disabled on cardholder credit card.	Suggested Course-of-Action: 1. Call Dacon for New Reference Number then REPEAT the transaction. 2. Call your bank to request to enable online transaction or purchases on your credit card account.
FAILED	9213	Invalid or Incomplete data entered on the AMOUNT field or line.	Call Dacon for New Reference Number then REPEAT the transaction. - Do not use or enter "\$" or "comma" or any other characters other than a "period or decimal point (.)" - Make sure you enter a numeric value on the AMOUNT field or line.
FAILED	AUTF or AUTF_M	OTP problem 1. Invalid input of OTP 2. OTP authentication session timed out 3. Credit card brand not supported (esp for foreign issued credit card with no local affiliated bank).	Suggested Course-of-Action: For # 1 & 2 Call Dacon for New Reference Number then REPEAT the transaction. For #3 Call Dacon at 6883-9762

***For other transaction problems not mentioned above, please contact DACON for help.**