

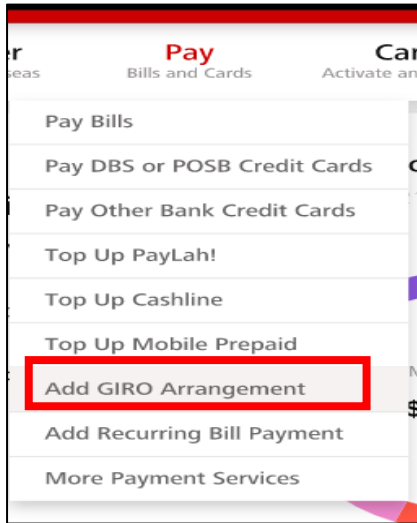
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Q1 How do I apply GIRO online?

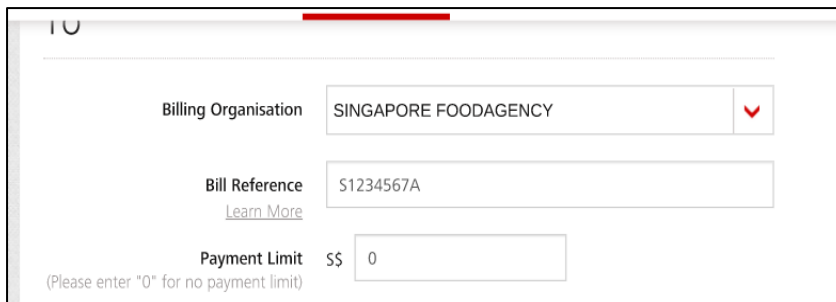
If you have an Internet banking account with DBS/POSB, you can submit the application online by assessing your [digibank Online](#) (Not applicable for Corporate bank account)

Your application will be verified by the Bank instantaneously. Meanwhile, continue to pay your bills via an alternative payment option until you have been notified by us that your GIRO application has been approved.

1. Log in to digibank Online with your User ID & PIN
2. Complete the Authentication process
3. Select 'Add GIRO arrangement'



4. Select 'Singapore Food Agency' from the Billing organisation
5. Enter either your UEN or NRIC as the billing reference (Please ensure that characters entered in the billing reference field are all in CAPS)
6. Set your Payment Limit (if any). Enter "0" for no payment limit

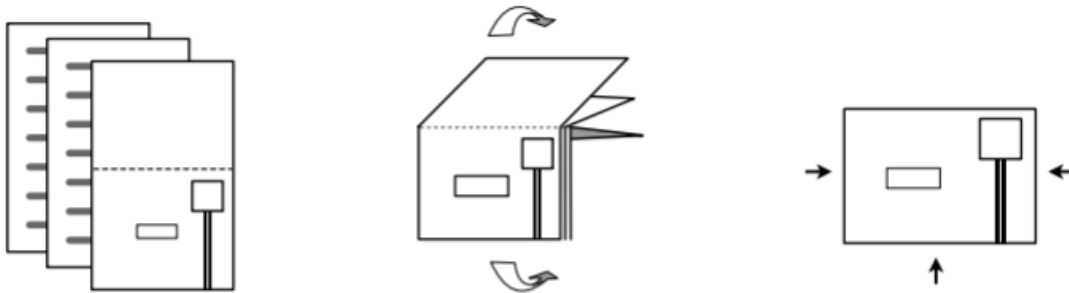


7. Select your Account that you wish to make payment from
8. Your GIRO application request has been completed.

Q2 How do I apply for GIRO arrangement using the hardcopy GIRO form?

1. Print the GIRO form on both sides of the paper
2. Fill up all fields in Part I of the form
3. Fold along the dotted lines and seal all sides with glue
4. Drop your sealed prepaid business reply form into your nearest post box.

How to use the Business Reply Envelope (BRE)

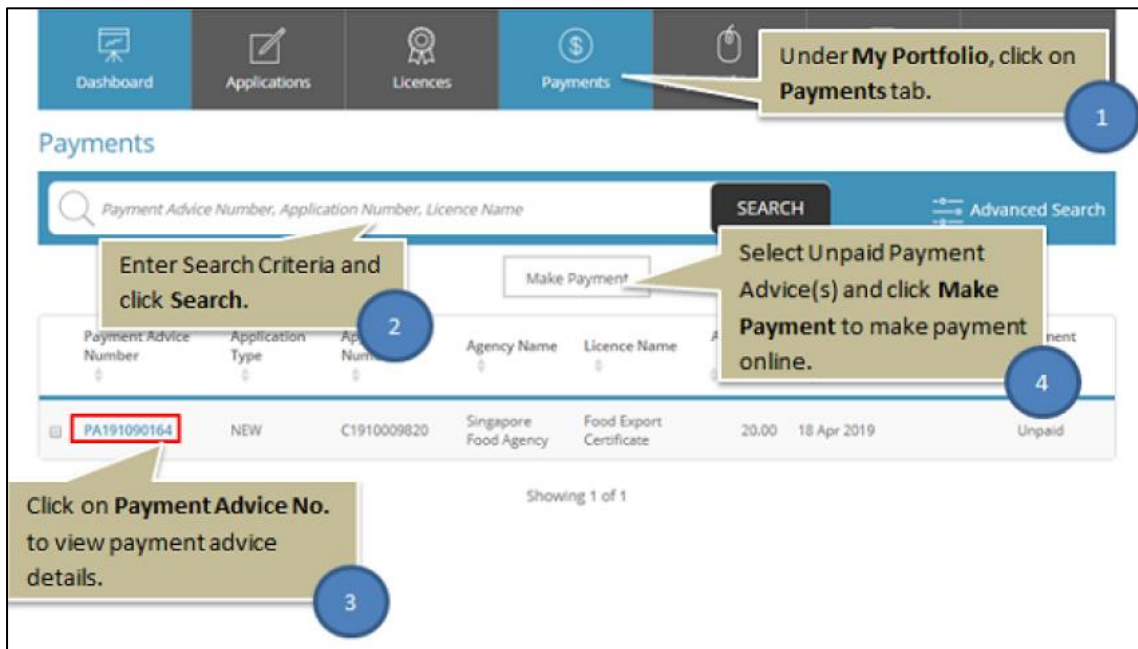


Q3 How do I check on my GIRO application status?

Please note that we do not provide any acknowledgement receipt for your GIRO application form. However, you will be notified on the outcome of your application via email or post 4-6 weeks from the receipt of GIRO form.

Q4 How do I make online payment for my licence fee?

1. Login to your [GoBusiness Licensing account](#) using your Singpass
2. Payment can be made by using your PayPal account or Debit/Credit Card



1 Under My Portfolio, click on Payments tab.

2 Enter Search Criteria and click Search.

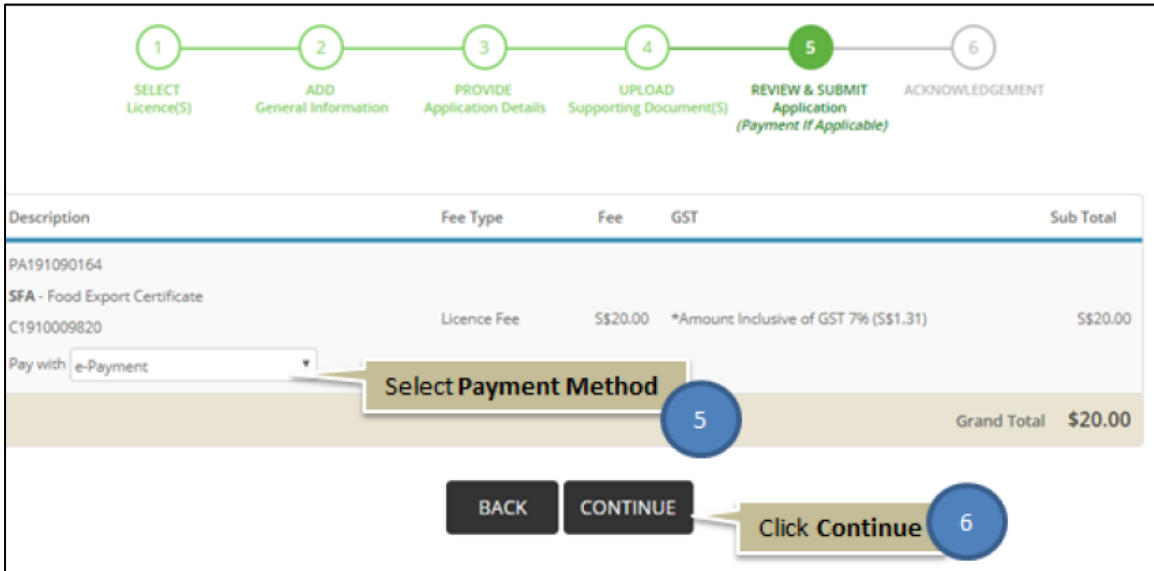
3 Click on Payment Advice No. to view payment advice details.

4 Select Unpaid Payment Advice(s) and click Make Payment to make payment online.

Payment Advice Number	Application Type	App. Num.	Agency Name	Licence Name	Amount	Due Date	Status
PA191090164	NEW	C1910009820	Singapore Food Agency	Food Export Certificate	20.00	18 Apr 2019	Unpaid

Showing 1 of 1

Frequently Asked Questions (FAQ) on Payment to SFA

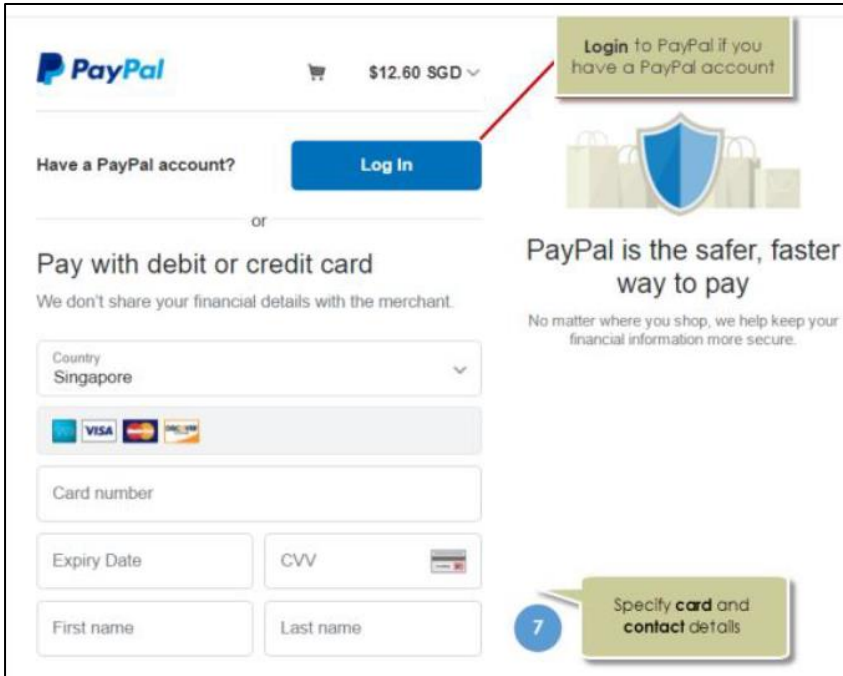


Progress bar steps: 1. SELECT Licence(S), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(S), 5. REVIEW & SUBMIT Application (Payment If Applicable), 6. ACKNOWLEDGEMENT

Description	Fee Type	Fee	GST	Sub Total
PA191090164 SFA - Food Export Certificate C1910009820	Licence Fee	\$520.00	*Amount Inclusive of GST 7% (\$51.31)	\$520.00
Pay with <input type="text" value="e-Payment"/>				
Select Payment Method				
				Grand Total \$20.00

Buttons: BACK, CONTINUE

Annotations: 5. Select Payment Method, 6. Click Continue



PayPal interface showing a total of \$12.60 SGD. Options: Log In, or Pay with debit or credit card.

Log In button: Login to PayPal if you have a PayPal account

Pay with debit or credit card: We don't share your financial details with the merchant.

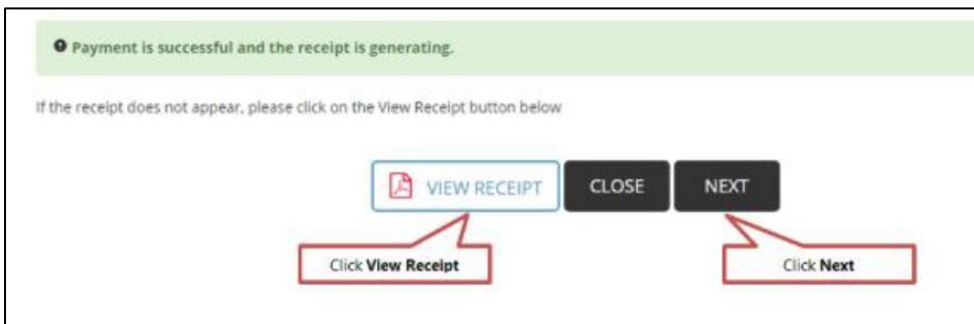
Country: Singapore

Payment methods: VISA, Mastercard, etc.

Form fields: Card number, Expiry Date, CVV, First name, Last name

Annotation: 7. Specify card and contact details

Text: PayPal is the safer, faster way to pay. No matter where you shop, we help keep your financial information more secure.



Payment is successful and the receipt is generating.

If the receipt does not appear, please click on the View Receipt button below

Buttons: VIEW RECEIPT, CLOSE, NEXT

Annotations: Click View Receipt, Click Next

Q5 How do I make online payment for my inspection fees and lab applications?

1. Please go to <https://ifast.sfa.gov.sg/eserviceweb/> to login

Frequently Asked Questions (FAQ) on Payment to SFA

Welcome to Inspection & Laboratory e-Services

<p>Login via</p> <p>For Individual Users</p> <p>Log in with Singpass</p>	<p>Login via</p> <p>For Business Users</p> <p>Log in with Singpass</p> <p> Setting up of roles.</p>	<p>Login via</p> <p>Account</p> <p><i>Format: NSxxxxxxx (e.g. NSABCD1234)</i></p> <p>Username <input style="width: 90%;" type="text"/></p> <p>Password <input style="width: 90%;" type="password"/></p> <p>Sign In</p>
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2. Select 'Make a Payment'



The screenshot shows the SFA website navigation menu. At the top right is the SFA logo. Below it is a blue header bar with the text "Welcome to Inspection & Laboratory". Underneath is a "HOME" link. The main menu is divided into two sections: "Online Application" and "My Applications". Under "Online Application", there are links for "Inspection Appointment Booking" and "Laboratory Services". Under "My Applications", there are links for "Resume Draft Lab Application", "Copy Lab Application", "Appointment Booking and Result Enquiry", "Inspection Result Enquiry (without Appointments)", "Make Payment", and "Lab Application Status".

3. Enter your Application Number

HOME >> My Applications >> Make Payment

Make Payment

Please enter the Application Number and click on Retrieve

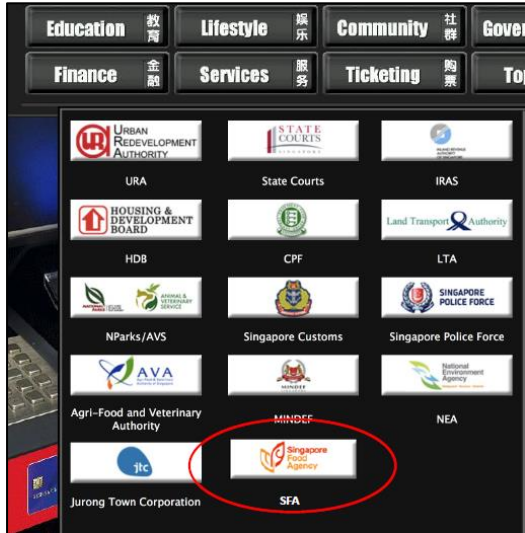
Application No. [Retrieve](#) e.g. XX99999999-9999
 AXX999999999999-9
 PXX999999999999-9
 V99999999999999-9

Q6 How do I pay my bill via AXS Station/e-Station/m-Station?

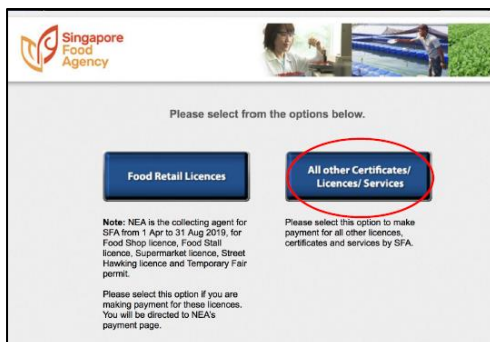
AXS Station

You can pay using ATM cards or DBS, CitiBank and Diners Club credit cards

1. Select 'SFA'



2. Select 'Certificates/Licences/Other Services'



3. Select Manual entry if you do not have the invoice

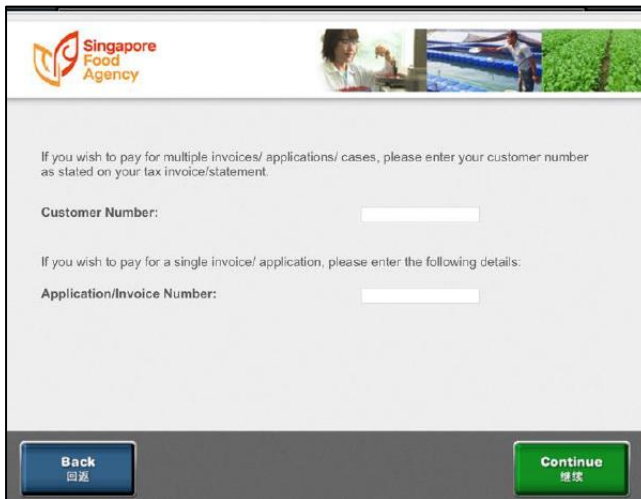
Frequently Asked Questions (FAQ) on Payment to SFA

Please select either 'Scan Barcode' or 'Manual Entry'.

Scan Barcode

Manual Entry

4. Please enter your NRIC or UEN (as per your record with SFA)



Singapore Food Agency

If you wish to pay for multiple invoices/ applications/ cases, please enter your customer number as stated on your tax invoice/statement.

Customer Number:

If you wish to pay for a single invoice/ application, please enter the following details:

Application/Invoice Number:

Back (回返) **Continue** (继续)

5. AXS will display all the outstanding invoices. Select the invoice(s) that you are paying

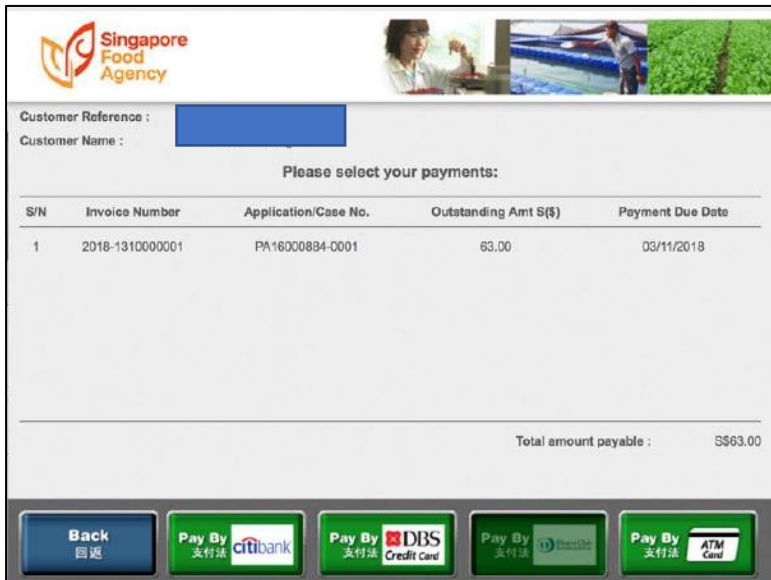
Customer Reference :

Customer Name :

Please select your payments:

S/N	Invoice Number	Application/Case No.	Outstanding Amt S(\$)	Payment Due Date	Select
1	2018-1310000001	PA16000884-0001	63.00	03/11/2018	<input type="checkbox"/>

- Select your preferred payment



Customer Reference : [Redacted]
 Customer Name : [Redacted]

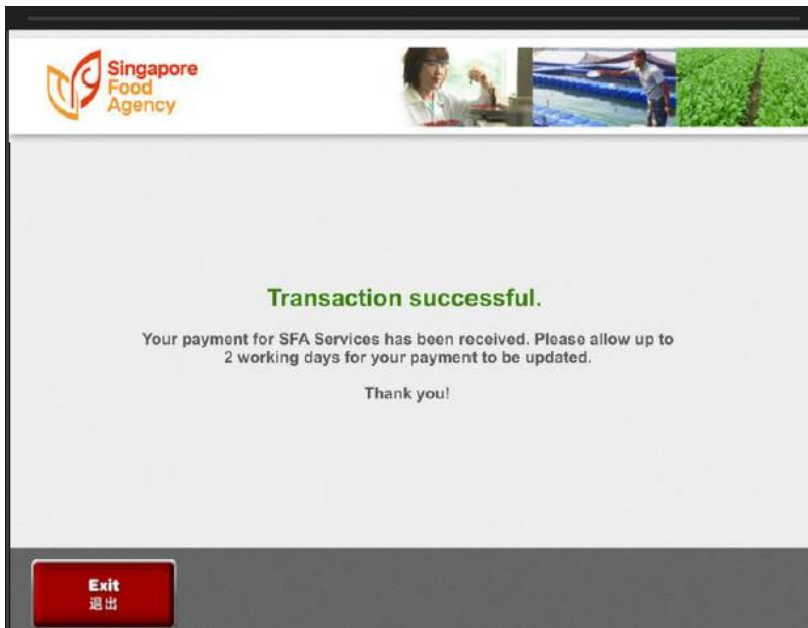
Please select your payments:

S/N	Invoice Number	Application/Case No.	Outstanding Amt S(\$)	Payment Due Date
1	2018-1310000001	PA16000894-0001	63.00	03/11/2018

Total amount payable : S\$63.00

Buttons: Back (回返), Pay By (支付宝) citibank, Pay By (支付宝) DBS Credit Card, Pay By (支付宝) iBanking, Pay By (支付宝) ATM Card

- Transaction completed



Transaction successful.

Your payment for SFA Services has been received. Please allow up to 2 working days for your payment to be updated.

Thank you!

Exit (退出)

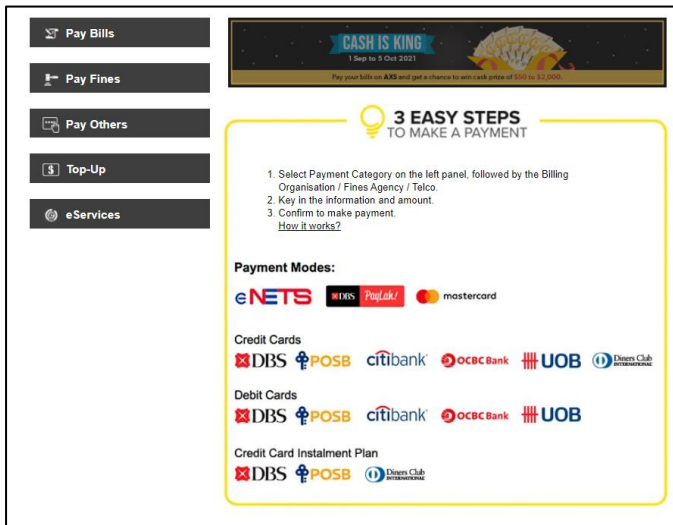
AXS e-Station/m-Station

You can pay using eNETS, DBS PayLah!, Credit/Debit Cards.

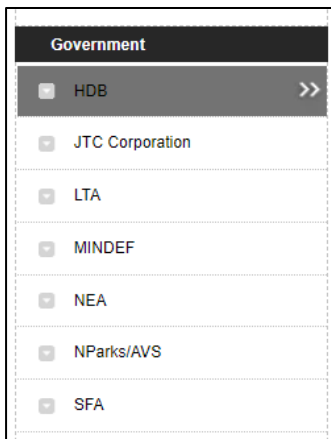
Please allow 2 working days before the payment record is updated into the system

- Select 'eServices'

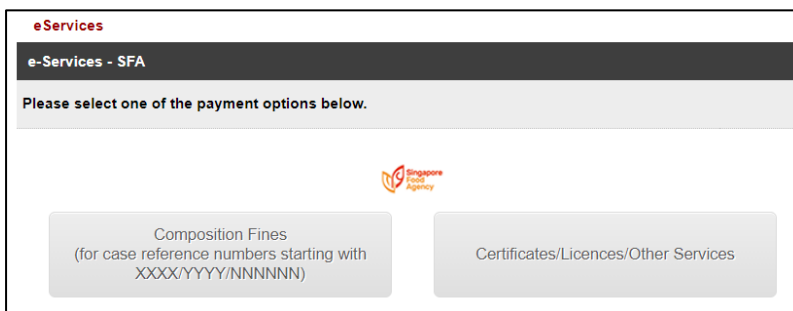
Frequently Asked Questions (FAQ) on Payment to SFA



2. Select 'SFA'




3. Select 'Certificates/Licences/Other Services'



Frequently Asked Questions (FAQ) on Payment to SFA

4. Enter your NRIC or UEN (as per your record with SFA)

Please enter your details.



If you wish to pay for multiple invoices/ applications/ cases, please enter your customer number as stated on your tax invoice/statement.

Customer Number :

If you wish to pay for a single invoice/ application, please enter the following details:

Application/Invoice Number :

5. AXS will display all the outstanding invoices. Select the invoice(s) that you are paying

eServices

e-Services - SFA

Please select your payment

Customer Reference :

Customer Name :

<input checked="" type="checkbox"/> Select All	S/N	Invoice No.	Application/ Case No.	Outstanding Amount (\$)	Payment Due Date
<input checked="" type="checkbox"/>	1	2019-1330000025	IS18000140-0003	76.00	14/05/2019


*Please make payment by the due date to avoid late payment charges.

Total Selected:	1	Total Selected Amount Payable:	\$ 76.00
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6. Click 'Confirm and Proceed to Payment' if details are correct

Frequently Asked Questions (FAQ) on Payment to SFA

Please check the following details and click 'Confirm and Proceed to Payment'



Customer Reference : [REDACTED]


Customer Name : [REDACTED]

S/N	Invoice No.	Application/ Case No.	Outstanding Amount (\$)	Payment Due Date
1	2019-1330000025	IS19000140-0003	76.00	14/05/2019
Total Selected:		1	Total Selected Amount Payable:	\$ 76.00

Back
Confirm and Proceed to Payment

7. Select your preferred payment mode

Payment Summary


B.O.	Account Number	Payment Amount (\$)
	2019-1421000059	400.00
No of Item(s) :		1
Total Amount Due :		\$ 400.00


Please ensure your pop-up blocker is turned off before proceeding with payment.


Email Address (optional):


Enter your email address to receive an e-receipt of your transaction.


I would like to receive Marketing updates on AXS products, services, promotions and new consent at anytime in accordance with [AXS Privacy Policy](#).

 eNETS

 DBS PayLah!

 Credit Cards

 Debit Cards

 Credit Card Instalment Plan

- Please select -

Back

8. Transaction is successful


Transaction Successful!

SGP Date/Time : 10/04/2019 14:30:03

Transaction Ref No. : 19041052203 - 37643523

Total Amount Paid : \$ 76.00

Payment mode : MasterCard

BO	Account Number	Amount (\$)
	2019-1330000025	76.00

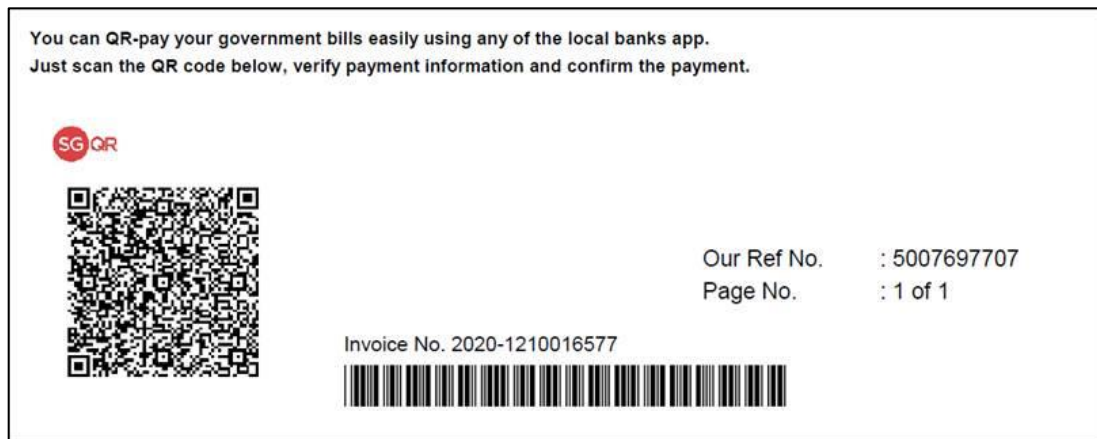
Enter your email address below if you wish to receive an e-receipt of your transaction.

Back to Main

Q7 How do I pay my permit fee and late payment charges via PayNow QR?

To make payment via PayNow QR, you need to sign up for PayNow with your banking institution.

1. Screenshot the generated QR code found at the bottom of your invoice (See sample below)
2. Log in to your preferred mobile banking application using your mobile phone
3. Upload the screenshot taken in Step 1, from your mobile phone
4. Approve the payment in your mobile phone




Q8 How do I pay via PayNow Corporate?

Please refer to Table below for the list of transactions that can be paid either by entering SFA's UEN - T18GB0002FXXX or scanning the QR code

1. Log in to your preferred mobile banking application using your mobile phone
2. Select 'Scan & Pay' or 'PayNow' (Note: May differ from bank to bank)
3. Scan the QR code below or enter the relevant SFA's UEN no. T18GB0002FXXX. The name "Singapore Food Agency" should appear
4. Enter the amount to be transferred to SFA
5. Enter the Reference Number or Description (Refer to FAQ/Q9)
6. Press NEXT and confirm the payment to SFA

You may refer to Q9 for the list of billing reference number to be used. If we are unable to match the payment to the respective application or if we receive insufficient amount, your application will not be processed timely.

Frequently Asked Questions (FAQ) on Payment to SFA

Type of Transaction	SFA's UEN	QR code
PPWC Rental fee and Conservancy charges, Stamp Fee	T18GB0002FRVE	
Security deposit – Government Land Rental	T18GB0002FGVT	
Tender Deposit and Security Deposit for SFA contracts	T18GB0002FDEP	

Frequently Asked Questions (FAQ) on Payment to SFA

Q9 What is the billing reference number I should indicate when using PayNow or Bank transfer?

Types of transactions	Billing Reference No.	Email address
Tenancy Renewals, Forklift fees at PPWC	Unit No followed by the Bill No. Example: PTXXXXX PBXXXXXXXX	PPWC: po3.ppwc@cbm.com.sg
Stamp fees	SF followed by PPWC/JFP/SFP and Unit no Example: a) SF PPWC PTXXXXXX b) SF JFP MLXXXXX	PPWC: po3.ppwc@cbm.com.sg JFP: sj-jfp_general@surbanajurong.com SFP: sj-sfp_general@surbanajurong.com
Tender/Security Deposit	Tender Reference No followed by Company's UEN or NRIC (Individual)	As stated on the Covering letter of your Tender document
Tender/Security Deposit for Rental of Units at PPWC, JFP & SFP	Tender Reference No followed by PPWC/JFP/SFP and Unit no Example: a) SFA000R017205 PPWC 10_01_5023 b) JFP/SFPXXXXXXXX OU777	PPWC: po3.ppwc@cbm.com.sg JFP: sj-jfp_general@surbanajurong.com SFP: sj-sfp_general@surbanajurong.com

Q10 Who do I contact if I face technical issues while making payment?

Please contact us at <https://www.sfa.gov.sg/feedback> (Select Category "Other enquiries or feedback") if you encounter issue while making payment.

Q11 Will I get a receipt if I pay via PayNow?

You will not receive a receipt from SFA on the payment made. However, you will receive notification (from your Bank) of the successful transaction.

Frequently Asked Questions (FAQ) on Payment to SFA

Q12 I do not feel safe making payment via PayNow? Can I mail you a cheque instead?

The end-to-end process of a PayNow transaction is secure and adopts the same security standards established by the banking industry in Singapore for funds transfer. Learn more about PayNow [here](#).

Q13 I do not have PayNow or Internet Banking account and can only issue cheque for payment.

Kindly refer to the [list of available payment modes](#) for SFA. Please contact us at <https://www.sfa.gov.sg/feedback> (Select Category “Other enquiries or feedback”) if you need further assistance in making payment.