SGQR

Frequently Asked Questions for Corporates

Question	Response
About SGQR	
1. What is SGQR?	SGQR (Singapore Quick Response code) is a national unified QR label which combines multiple QR e-payment schemes under a common standard.
2. What are the benefits of SGQR?	As SGQR combines multiple payment QR codes into a single SGQR label, businesses do not need to generate and display a separate PayNow QR code to collect payments via PayNow. With PayNow incorporated into SGQR, you will receive funds instantly to your PayNow-linked SGD Current Account.
3. Who will SGQR be useful for?	• Merchants with retail store fronts, • Service Providers or Billers that issue QR invoices.
4. How do end-consumers make PayNow payments via SGQR?	The consumer should look out for the PayNow logo in the SGQR label when making payments to confirm that PayNow has been incorporated into the business' SGQR. They can then use any PayNow participating bank's mobile banking app (e.g. UOB Mighty) to scan-and-pay and complete the transaction.
5. What is the cost of registering for SGQR?	There is no cost to register for SGQR. There will be costs associated with the printing of the SGQR label which is required in order to start using the SGQR code. UOB will waive the first label print request, and subsequent labels (in a set of 4) will cost $2.50 per set.
6. Are there transaction costs associated with SGQR and PayNow?	Each scan-and-pay transaction results in a FAST inward credit transfer to your SGQR and PayNow-linked SGD Current Account. Inward PayNow transfers will be free until 31 December 2021. Standard pricing for inward PayNow transfer is S$0.20. Terms & conditions apply. Customers will enjoy a promotional pricing of S$0.50 per transaction, when they make outgoing payments with UOB PayNow via FAST, from now till 30 June 2020. Standard pricing for outward PayNow transfer is S$0.70. Terms & conditions apply.
7. Is there a maximum amount for PayNow Scan-and-Pay?	For individuals who use PayNow to make payments to companies, their existing funds transfer limits apply. Transfers up to a cumulative daily limit of S$1,000 can be performed without having to add the recipient as a payee using your internet banking token. For corporates, the limits will be according to the company's authoriser limits.

	For more details, please visit https://www.abs.org.sg/consumer-banking/pay-now.
SGQR Registration	
8. What is the pre-requisite to register for SGQR?	Corporates are required to register PayNow Corporate with UOB. The registered PayNow Corporate proxy is tied to their UOB SGD account number. Each SGQR code is tied to the Merchant or Biller's PayNow proxy, which is their UEN or UEN+Suffix.
9. How do I register for PayNow and/or SGQR?	Corporates can register for SGQR at any UOB Branch. Once the Bank has successfully registered you for PayNow Corporate and SGQR, the Bank will mail 4 free SGQR labels to your registered business address within the next two weeks.
10. Can I amend my company's information that will be printed on the SGQR label?	Yes, corporates may amend their company's information that will be printed on the SGQR label at any UOB branch. Additional cost may incur for new SGQR label print request.
11. How do I deregister from PayNow Corporate?	Corporates are required to give the bank 30 days' prior notice if they wish to deregister PayNow from their SGQR label. They are to submit the SGQR deregistration form to the bank. SGQR PayNow will cease to work if you deregister the PayNow proxy that is associated with the SGQR.
12. Can I print the SGQR label on my own?	UOB will print the SGQR label on your behalf if you register SGQR with UOB, which is tied to your UOB PayNow proxy. There are standard specifications acceptable by the SGQR scheme, inclusive of specific material that label is printed on, and to standardise all the labels, the Bank will provide you with the printed labels upon successful SGQR registration. All labels must be printed in full colour and high-resolution image (recommended 300 DPI) on vinyl code, matt surface water resistant sticker in A6 dimension.

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13. If I have an existing SGQR ID with other payment schemes, how do I add on PayNow as the new payment scheme into SGQR?	Corporates are required to provide the existing SGQR ID to the Bank in order to register and include PayNow as the newly added payment scheme into their SGQR label. After successful registration, corporates will receive a newly printed SGQR label which will include the new payment scheme within two weeks. Corporates are required to replace the existing SGQR label immediately once they receive the new SGQR label.
14. Who should I contact if I do not receive my SGQR label?	If you did not receive the SGQR labels for more than three weeks after submitting your application, please contact our Corporate Call Centre at 1800 226 6121 (Monday to Friday, 9.00am to 6.30pm, excluding public holidays) to enquire on the status.
15. I have received multiple SGQR labels from various e-payment providers. Which SGQR label should I display?	Corporates are required to display the latest SGQR label.
16. How can I consolidate my new UOB PayNow with my existing SGQR-enabled payment scheme (e.g. GrabPay, FavePay, etc)?	Corporates can add UOB PayNow to their existing SGQR ID by submitting SGQR and PayNow Registration form available at UOB branch.
17. Am I able to continue to use the existing QR code generated from PayNow Corporate?	Our B2C facing clients should present only SGQR label at their storefront. This is in line with the industry initiative to combine multiple QR payment solutions into a single SGQR label. Exclusions: • Billers generating B2B invoices • Website/Apps with dynamic QR generation
18. Are physical receipts required to be issued for payments scanned at the SGQR?	There is no change to the customers BAU invoice or receipts handling at point-of-sale.
19. Will the government or a central party have an overview of all SGQR transactions? Can I call any party for the information?	Corporates will need to refer to their respective payment provider to obtain information on their transactions. For more information about payment schemes on SGQR, please refer to MAS website (https://www.mas.gov.sg/development/e-payments/sgqr).
SGQR Display	
20. What do I display my SGQR label?	Please follow the guideline by MAS on how you should display your SGQR label, • Display your SGQR label using only plain frame at your store front. • Display only one SGQR label per point-of-sale. • Display only SGQR label for your customer to make payment with a PayNow participating bank mobile app (other non-SGQR labels should not be displayed). For more informationon how to use SGQR, please refer to MAS website (https://www.mas.gov.sg/development/e-payments/sgqr/for-merchants).

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21. What can't I do with my SGQR label?	Please note that the guideline by MAS also states that the following are not allowed, • Do not display non-SGQR labels, for example, PayNow QR labels registered under your corporate account, or proprietary QR labels. • Do not display multiple SGQR labels with same SGQR ID* or registered under the same UEN, at a single point-of-sale. *The SGQR ID is located at the top-right corner of the SGQR label.* • Do not surround the SGQR label with any additional frames or marketing materials. For more informationon how to use SGQR, please refer to MAS website (https://www.mas.gov.sg/development/e-payments/sgqr/for-merchants).

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