

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?	<ul style="list-style-type: none"> • 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?	<p>There is no cost to register for SGQR.</p> <p>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.</p>
6. Are there transaction costs associated with SGQR and PayNow?	<p>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.</p> <p>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.</p>
7. Is there a maximum amount for PayNow Scan-and-Pay?	<p>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.</p> <p>For corporates, the limits will be according to the company's authoriser limits.</p>

	<p>For more details, please visit https://www.abs.org.sg/consumer-banking/pay-now.</p>
<p>SGQR Registration</p>	
<p>8. What is the pre-requisite to register for SGQR?</p>	<p>Corporates are required to register PayNow Corporate with UOB. The registered PayNow Corporate proxy is tied to their UOB SGD account number.</p> <p>Each SGQR code is tied to the Merchant or Biller's PayNow proxy, which is their UEN or UEN+Suffix.</p>
<p>9. How do I register for PayNow and/or SGQR?</p>	<p>Corporates may register for PayNow Corporate and/or SGQR via an e-form (https://forms.uob.com.sg/signup/sgqr-pre-registration-e-form.html). Upon submission, the Bank will call you within the next three working days to confirm your intention to sign up.</p> <p>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. You may start using the SGQR labels from 11 November 2019 onwards.</p>
<p>10. Can I amend my company's information that will be printed on the SGQR label?</p>	<p>Yes, corporates may amend their company's information that will be printed on the SGQR label using e-form during the registration using e-form (https://forms.uob.com.sg/signup/sgqr-pre-registration-e-form.html) or SGQR amendment form from uob.com.sg/sgqr after 11 November 2019.</p> <p>Alternatively, you may obtain the physical form from any UOB branch.</p> <p>Additional cost may incur for new SGQR label print request.</p>
<p>11. How do I deregister from PayNow Corporate?</p>	<p>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.</p> <p>SGQR PayNow will cease to work if you deregister the PayNow proxy that is associated with the SGQR.</p>
<p>12. Can I print the SGQR label on my own?</p>	<p>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.</p> <p>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.</p>

<p>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?</p>	<p>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.</p> <p>Corporates are required to replace the existing SGQR label immediately once they receive the new SGQR label.</p>
<p>14. Who should I contact if I do not receive my SGQR label?</p>	<p>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.</p>
<p>15. I need assistance to generate SGQR/PayNow QR labels for temporary use (e.g. invoices / roadshows).</p>	<p>The bank will provide you the SGQR and PayNow QR specifications for self-generation.</p> <p>If you require assistance on SGQR generation, we will refer you to a vendor for Toolkit support. Additional fee may incur for external vendor toolkit.</p>
<p>16. I have received multiple SGQR labels from various e-payment providers. Which SGQR label should I display?</p>	<p>Corporates are required to display the latest SGQR label.</p>
<p>17. How can I consolidate my new UOB PayNow with my existing SGQR-enabled payment scheme (e.g. GrabPay, FavePay, etc)?</p>	<p>Corporates can add UOB PayNow to their existing SGQR ID by submitting either of the following:</p> <ol style="list-style-type: none"> Hard copy – All-in-one SGQR and PayNow Registration form available at UOB branch. Soft copy – All-in-one eForm at uob.com.sg/sgqrform2.
<p>18. Am I able to continue to use the existing QR code generated from PayNow Corporate?</p>	<p>We strongly encourage our B2C facing clients to present the SGQR label at their storefront and invoices. This is in line with the industry initiative to combine multiple QR payment solutions into a single SGQR label. Exclusions:</p> <ul style="list-style-type: none"> Billers generating B2B invoices Website/Apps with dynamic QR generation
<p>19. Are physical receipts required to be issued for payments scanned at the SGQR?</p>	<p>There is no change to the customers BAU invoice or receipts handling at point-of-sale.</p>
<p>20. Will the government or a central party have an overview of all SGQR transactions? Can I call any party for the information?</p>	<p>Corporates will need to refer to their respective payment provider to obtain information on their transactions.</p> <p>For more information about payment schemes on SGQR, please refer to MAS website (https://www.mas.gov.sg/development/e-payments/sgqr).</p>