

# Frequently Asked Questions (FAQ) on Payment to SFA

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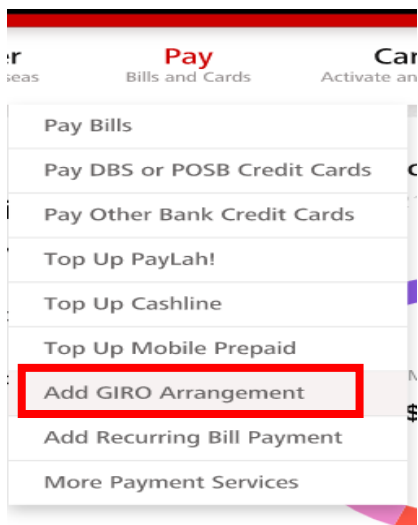
# Frequently Asked Questions (FAQ) on Payment to SFA

## Q1 How do I apply GIRO online?

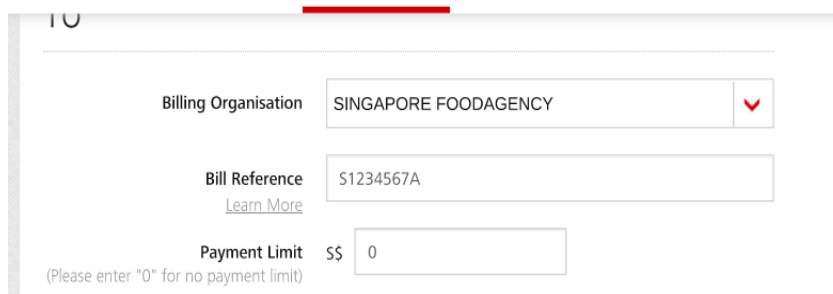
If you have an Internet banking account with DBS/POSB, you can submit the application online by accessing your [digibank Online](#) (Not applicable for Corporate bank account).

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

A screenshot of the GIRO application form. It contains three main input fields: 'Billing Organisation' with a dropdown menu showing 'SINGAPORE FOODAGENCY' and a red downward arrow; 'Bill Reference' with a text box containing 'S1234567A' and a 'Learn More' link below it; and 'Payment Limit' with a text box containing '0' and a note '(Please enter "0" for no payment limit)' below it.

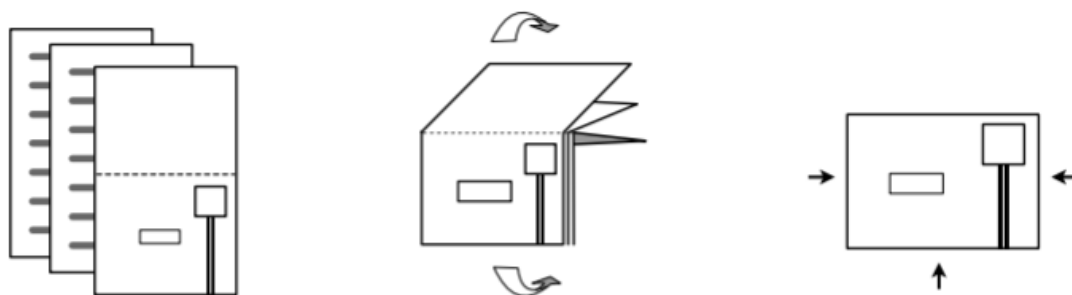
7. Select your Account that you wish to make payment from
8. Your GIRO application request has been completed

# Frequently Asked Questions (FAQ) on Payment to SFA

## 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 [Login | My Dashboard - GoBusiness](#) using your Singpass
2. Payment can be made by using your Debit/Credit Card or Paynow
3. Please contact GoBusiness helpdesk if you require assistance on online payment.

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

Inspection fees and lab applications can be paid through GIRO or AXS.

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

### AXS Station

You can pay using ATM cards or debit/creditcards

1. Select 'SFA'
2. Select 'Certificates/Licences/Other Services'
3. Select Manual entry if you do not have the invoice
4. Please enter your NRIC or UEN (as per your record with SFA) under 'Customer Number'
5. AXS will display all the outstanding invoices. Select the invoice(s) that you are paying
6. Select your preferred payment

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## 7. Complete the transaction

### 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.

1. Visit AXS [web](#) or AXS app and Select 'eServices'
2. Select "Government"
3. Select 'SFA'
4. Select 'Certificates/Licences/Other Services'
5. Enter your NRIC or UEN (as per your record with SFA) under 'Customer Number'
6. AXS will display all the outstanding invoices. Select the invoice(s) that you are paying
7. Click 'Confirm and Proceed to Payment' if details are correct
8. Select your preferred payment mode
9. Complete the transaction

### Q7 How do I pay my permit fee 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
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 via PayNow Corporate.


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

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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.

| Type of Transaction  | SFA's UEN            | QR code  |
|--|----------------------|--|
| <p>Rental fee and Conservancy charges, Stamp Fee (PPWC, JFP and MAC^)</p> <p>^ PPWC – Pasir Panjang Wholesale Centre<br/>JFP – Jurong Fishery Port<br/>MAC – Marine Aquaculture Centre</p> | <p>T18GB0002FRVE</p> |    |
| <p>Security deposit – Government Land Rental</p>   | <p>T18GB0002FGVT</p> |  |

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| Type of Transaction                                   | SFA's UEN     | QR code  |
|---|---------------|--|
| Tender Deposit and Security Deposit for SFA contracts | T18GB0002FDEP |  |

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

| Types of transactions                           | Billing Reference No.   | Email address   |
|---|---|---|
| Tenancy Renewals, Forklift fees at PPWC/JFP/MAC | Unit No./Branch ID followed by the Bill No.<br><br>Example:<br>[PPWC] 10_01_5023/PTXXXXXX PBXXXXXXX<br>[JFP] MLXX/JTXXXXXX JBXXXXXXX<br>[MAC] 11_01_01/MTXXXX MBXXXXXXX | PPWC:<br><a href="mailto:po3.ppwc@cbm.com.sg">po3.ppwc@cbm.com.sg</a><br><a href="mailto:admin.ppwc@cbm.com.sg">admin.ppwc@cbm.com.sg</a><br><br>JFP:<br><a href="mailto:tenancy_jfp@stie.com.sg">tenancy_jfp@stie.com.sg</a><br><br>MAC:<br><a href="mailto:sfa.mac@cyclelect.com">sfa.mac@cyclelect.com</a> |
| Stamp fees                                      | SF followed by PPWC/JFP/MAC and Unit no./Branch ID<br><br>Example:<br>a) SF PPWC 10_01_5023/PTXXXXXX<br>b) SF JFP MLXX/JTXXXXXX<br>c) SF MAC 11_01_01/MTXXXXXX          | PPWC:<br><a href="mailto:po3.ppwc@cbm.com.sg">po3.ppwc@cbm.com.sg</a><br><a href="mailto:admin.ppwc@cbm.com.sg">admin.ppwc@cbm.com.sg</a><br><br>JFP:<br><a href="mailto:tenancy_jfp@stie.com.sg">tenancy_jfp@stie.com.sg</a><br><br>MAC:<br><a href="mailto:sfa.mac@cyclelect.com">sfa.mac@cyclelect.com</a> |
| 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              | Tender Reference No. followed by PPWC/JFP/MAC and Unit no./Branch ID  | PPWC:   |

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|                               |  |  |
|-------------------------------|--|--|
| of Units at PPWC, JFP and MAC | Example:<br>[PPWC] SFA000R017205 PPWC<br>10_01_5023/PTXXXXXX<br>[JFP] SFA000R017205 JFP MLXX/JTXXXXX<br>[MAC] MAC 11_01_01/MTXXXXX | <a href="mailto:po3.ppwc.cbm.com.sg">po3.ppwc.cbm.com.sg</a><br><a href="mailto:admin.ppwc@cbm.com.sg">admin.ppwc@cbm.com.sg</a><br><br>JFP:<br><a href="mailto:tenancy_jfp@stie.com.sg">tenancy_jfp@stie.com.sg</a><br><br>MAC:<br><a href="mailto:sfa.mac@cyclelect.com">sfa.mac@cyclelect.com</a> |
|-------------------------------|--|--|

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

### For GoBusiness related issues:

Helpdesk Number: 6336 3373

Email Support: [AskGoBiz@crimsonlogic.com.sg](mailto:AskGoBiz@crimsonlogic.com.sg)

### For Other Payment issues:

Submit Feedback: <https://www.sfa.gov.sg/feedback>

Select Category: Other enquiries or feedback

## 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.

## 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://csp.sfa.gov.sg/feedback> (Select Category "Other enquiries or feedback") if you need further assistance in making payment.