Claims Step-by-Step Guide

Business Adaptation Grant (BizAdapt) projects are supported on a reimbursement basis. Claims should be submitted when all project deliverables have been achieved. Claims must reach Enterprise Singapore no later than the Claims Submission Due Date as per the Letter of Offer/Addendum*.

*Refer to project Letter of Offer/Addendum for details on project deliverable and project qualifying period.

1. GETTING STARTED	**Refer to Letter of Offer for details on project qualifying period:** Project should have been completed within the specified qualifying period, and all project deliverables should have been achieved.
2. WHAT TO PREPARE	**Prepare for audit and submission via BGP** Prepare the following documentation required for claims submission • Project deliverables report as stated within LOF • Audit documents upon conclusion of audit by our Panel of Auditors (POA) Set up mode of disbursement • PayNow Corporate (preferred) • GIRO (submit details here) For more details, please refer to step 9 of our webpage
3. WHAT TO SUBMIT	**Submit Claims on Business Grants Portal** Log on to the Business Grant Portal (BGP) and select “My Grants” followed by “Claims”. Refer to BGP Step by Step guide for more information.
4. CLAIMS SUBMITTED	**Verification of documents submitted** An Enterprise Singapore officer will verify that the project deliverables have been met and may contact you for further information, if required.
5. CLAIMS VERIFIED	**Grant Disbursement** Please ensure that step 2 above has been duly completed. In the event that no PayNow Corporate or GIRO has been set up, we are unable to disburse the claim. The approved claim amount will be disbursed via PayNow/GIRO to your designated bank account after successful verification of project deliverables and expenses. With PayNow Corporate, grant applicants can receive their grants quicker, within 14 days after approval of claims. Alternatively, you may also receive the claim via GIRO. Do note that disbursement via GIRO may take up to eight weeks after approval of claims. You will be informed via email when the grant has been approved and disbursed.

Audit Checklist

Please follow the checklist below for audit engagement. Submissions should be in English, documents in other languages should be clearly labelled in English.

For audit submission	Checklist
1) Select auditor Select an auditor from Enterprise Singapore's Pre-Qualified Panel to verify your claim submission. Documents and information as specified in the following steps will need to be provided to the auditor for review in order for the issuance of Auditor's Report. ***Note:*** *The original or certified true copy(s) may be requested for verification when necessary.*	☐
2) Copy of the Contractual Agreement(s) from the Third-Party Consultancy Firm/Vendor(s) ***Note:*** *Please ensure that the contractual agreement(s) is/are duly signed and dated.*	☐
3) Copy of the Invoice(s) listed in the Statement of Claim. ***Note:*** *Please ensure that the invoice(s) is/are duly addressed to the applicant company.*	☐
4) Copy of Bank Statement(s) of the applicant company reflecting the specific payment(s) made for each of the eligible expenses. If several payments are made for one eligible expense, please indicate to us which are the ones for reconciliation purposes. If only one payment is made for several eligible expenses, please provide a breakdown of eligible expenses being paid for. ***Note:*** *If foreign currency is involved, please attach the bank advice which states the exchange rate used. If no bank advice is furnished, the claim amount will be based on the website www.oanda.com to convert the rate to Singapore Dollars. The date of conversion is based on the payment date of the foreign currency.*	☐

5) Additional proof of payments includes but not limited to:	
• For credit card payments, the applicant company's corporate card bank statement(s) reflecting the specific payment(s) made to the Third-Party Consultancy Firm/Vendor(s). For payments made through an individual's credit card, reimbursement must be made by the applicant company,	☐
• Receipts(s) issued by the Third-Party Consultancy Firm/Vendor(s) or Payee Company reflecting the specific payment received.	☐
• For telegraphic transfer(s), the instructed bank's transfer advice slip(s) containing the name of the payor, reflecting the specific payment(s) made to the Third-Party Consultancy Firm/Vendor(s).	☐
• For transfer payments like PayNow or GooglePay, transaction record(s) reflecting applicant's account name/account number and the specific payment made to the vendor including account name/number	☐
• Cash payment has limited audit trial and is **not** encouraged. In the event that there is need for payment to be in cash, applicant company to provide the following: - a) explanation on why payment must be made in cash; b) articulate and show proof of the cash flow from the applicant company's bank account to the payment of Third-Party Consultancy Firm/Vendor(s), stating the parties involved in the arrangement; c) the currency of the withdrawn cash and delivered cash; and d) all necessary documentary evidence (e.g. payment voucher, money changer's exchange slip, etc.) to substantiate the arrangement.	☐

After the completion of the audit, you will receive the following documents:

- Statement of Claim (Annex 1)
- Auditor's Report

Please submit these two documents via the Business Grants Portal during claims submission.

Enterprise Singapore

BizAdapt Claims Submission Checklist

For submission of claims, please submit the relevant supporting documents via the Business Grants Portal. Submissions should be in English, documents in other languages should be clearly labelled in English.

<table>
<tr><th colspan="2">For all claims</th><th>Checklist</th></tr>
<tr><td colspan="2">1) Audit documents
Please ensure that the Auditor’s Report and Statement of Claim (Annex 1) are both submitted at claim stage via BGP.
Note: Please note that for the audited claim, the original or certified true copy(s) of the furnished documents and/or additional documents and information may be requested by Enterprise Singapore for sample check and verification.</td><td>☐</td></tr>
<tr><td colspan="3">2) Proof of completion may include but is not limited to:</td></tr>
<tr><td>FTA and Trade Compliance</td><td>• Detailed report on company's current situation, FTA benefits, and recommendations for trade compliance optimisation
• Copies of customised manual, guidelines, and Standard Operational Procedures (SOP) developed for FTA utilisation and trade compliance processes
• Copies of any official rulings, determinations, or correspondence received from trade authorities
• Documentation of FTA eligibility assessments and compliance gap analysis conducted for target
• Records of any regulatory submissions, applications, or correspondence with trade authorities regarding FTA
• Others if any</td><td>☐</td></tr>
<tr><td>Legal and Contractual Advisory</td><td>• Detailed report of amendments to contracts and/or dispute resolution strategies implemented during the advisory period
• Detailed report on legal risk assessments and compliance recommendations provided to the company
• Legal documentation including drafted contracts and agreements, mediation/arbitration submissions, and legal opinions provided
• Records of contractual negotiations and correspondence with counterparties regarding contract modifications or disputes
• Documentation of dispute resolution proceedings including settlement agreements, arbitration awards, or mediation outcomes
• Others if any</td><td>☐</td></tr>
<tr><td>Supply chain optimisation and/or market diversification</td><td>• Detailed report of impact analysis assessing current supply chain performance and/or market diversification opportunities
• Detailed report of market-specific assessment evaluating diversification targets and supply chain requirements for new markets
• Detailed report of supply chain optimisation/market diversification strategy roadmap with implementation timelines and milestone
• Documentation of risk response plan outlining mitigation strategies for supply chain disruptions and market concentration risks
• Documentation of value chain analysis identifying key processes, cost drivers, and optimisation potential across the supply network
• Documentation of distribution channel mapping showing current and proposed logistics networks and delivery pathways
• Financial modelling spreadsheets/scenario analysis demonstrating projected outcomes and investment requirements
• Shortlist of potential partners/clients identified through market research and due diligence processes
• Partnership model recommendations/agreement templates developed for collaborations and supplier relationships
• Others if any</td><td>☐</td></tr>
</table>

Reconfiguration	• Documentation of delivery orders, installation reports, and implementation documentation of software systems supporting reconfiguration activities • Documentation of transportation and shipping invoices evidencing movement of inventory, equipment, or materials during reconfiguration process • Copies of warehouse contracts and service agreements for new or modified storage and distribution facilities • Documentation showing implementation of inventory management systems including system configuration, testing, and go-live projects • Others if any	☐

Updated: 25 September 2025

Annex 1 – Statement of Claim

Company Name: **UEN:**	**LOF Ref ID:** **Support Period:**

S/N	Invoice #	Date of Invoice	Date of Payment	Description of Eligible Expense(s)	Name of Vendor / BD Staff	(A) Qualifying Cost* (Foreign Currency)	(B) Exchange Rate (to SGD)	(C) = (A) x (B) Qualifying Cost (SGD)	(D) Support level (%)	(E) = (C) x (D) Estimate Amount Claimable (SGD)
									Total Estimate Amount Claimable:	$

Qualifying costs refer to costs that are eligible to be covered by this grant. Refer to the Letter of Offer for more details on qualifying costs for this grant.

For Company's use:

Name & Designation: ______________________

Signature & Company Stamp: ______________________

Date: ______________________

Contact Number: ______________________

Email address: ______________________

For Auditor's use:

Name of the Auditor's Firm: ______________________

Authorised Signature & Stamp: ______________________

Date: ______________________

Final Recommended Amount: $ ______________________
(Reason for discrepancy with original amount in (E))

Comment(s): No finding / Please refer to checklist (Please delete as applicable)