




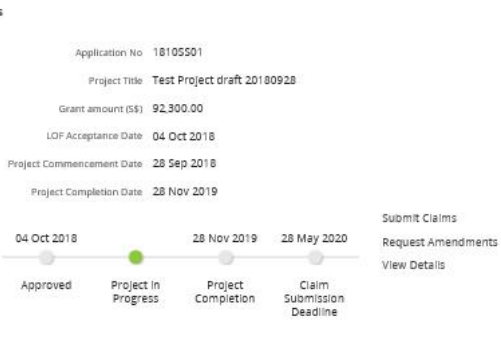
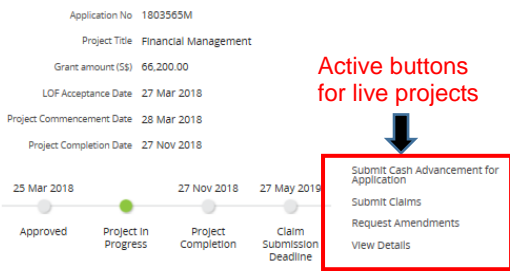


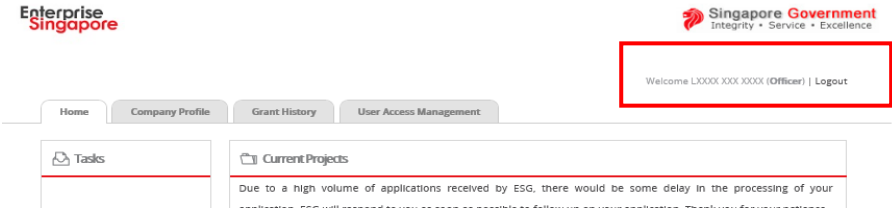
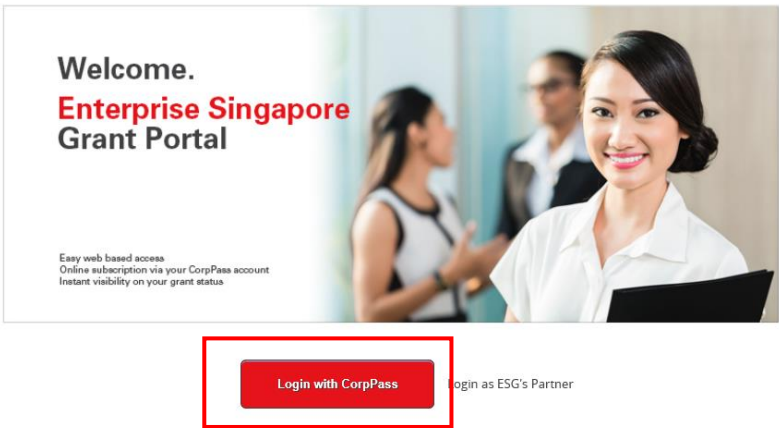
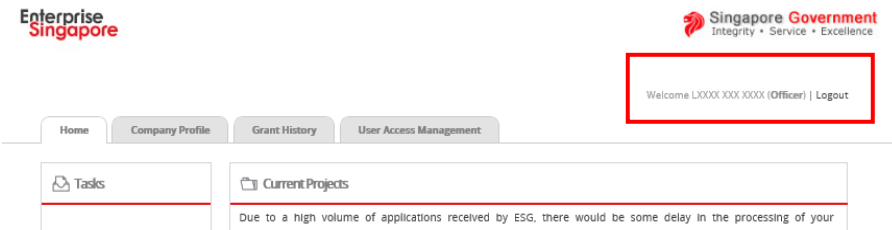
Frequently Asked Questions on Enterprise Singapore Grant Portal (“ESGP”) October 2018

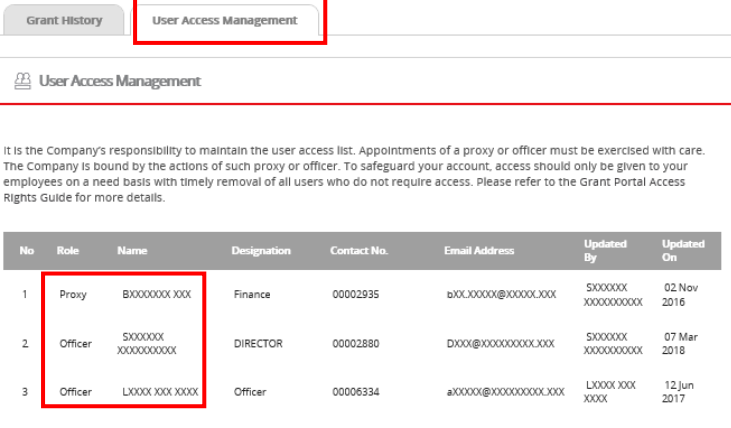
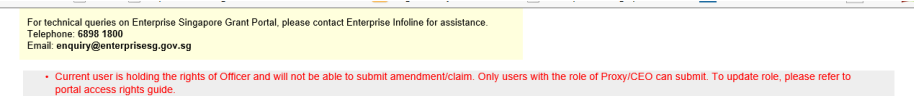
I. General queries on ESGP

S/N	FAQ	Solution
1	I have queries on CorpPass and BGP. Who can I contact?	<p>For BGP and CorpPass, you can contact the following:</p> <p> BGP helpdesk: +65 6708 7288 Monday to Friday: 8.30 am to 5.30 pm</p> <p> Email: bgp_helpdesk@enterprisesg.gov.sg</p> <p> CorpPass helpdesk: +65 6643 0577 Monday to Friday: 8.00 am to 8.00 pm Saturday: 8.00 am to 2.00 pm Sundays: Closed</p> <p> Email: support@corppass.gov.sg</p>
2	What if my company is facing technical queries on ESGP, who should I contact?	<p>For technical queries on ESGP, you can contact Enterprise Infoline for assistance.</p> <p>Telephone: 68981800 Email: enquiry@enterprisesg.gov.sg</p>
3	Applications for Capability Development Grant (CDG) has ended on 24 Oct 2018.	Enterprise Development Grant (EDG) will replace Capability Development Grant (CDG) from 25 Oct 2018 to support companies in the upgrading of business capabilities, innovation and internationalisation.
4	Where can I apply for EDG?	<p>Companies can apply for EDG via the Business Grant Portal (BGP Portal) at https://www.businessgrants.gov.sg/.</p> <p>EDG amendments and claims can be submitted via the Enterprise Singapore Grant Portal (ESGP portal) at https://grantportal.enterprisesg.gov.sg/spring/pages/login.aspx.</p>
5	Can I continue to submit my CDG amendment and claims?	Companies can continue to submit their CDG amendments and claims via Enterprise Singapore Grant Portal (ESGP portal) at https://grantportal.enterprisesg.gov.sg/spring/pages/login.aspx to submit your CDG amendment or claim.
6	Are there available resources for me to self-help on ESGP?	Portal Access rights and Step-by-Step guides are available on the left side of the menu under “Others” for self-help.



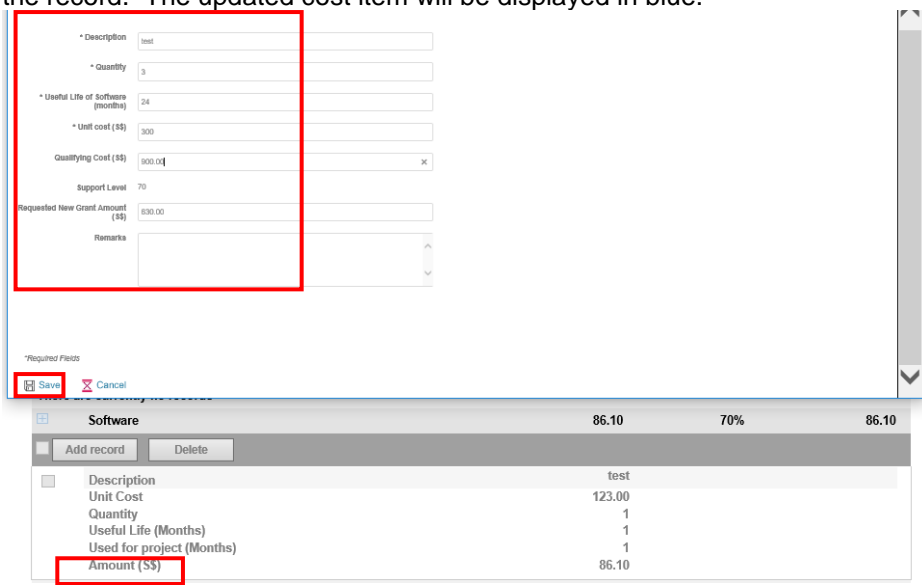
S/N	FAQ	Solution
		<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Tasks</p> <hr/> <p>Shortcuts</p> <p>Application</p> <ul style="list-style-type: none"> Apply For EDG Apply For PI-Land Information on EDG Project Proposal Guide <p>Claims</p> <ul style="list-style-type: none"> GIRO form EDG Claims Checklist CDG Claims Checklist Pre-qualified Panel of Auditors <p>Others</p> <ul style="list-style-type: none"> Portal FAQs Portal Access Rights Guide EDG Portal Step by Step Guide CDG Portal Step by Step Guide </div> <div style="width: 50%;"> <p>Current Projects</p> <p>Due to a high volume of applications received by Enterprise Singapore, there would be some delay in the processing of your application. Enterprise Singapore will respond to you as soon as possible to follow up on your application. Thank you for your patience.</p>  <p>With effect from 1 January 2017, SMEs applying for EDG support for consultancy-related costs will have to engage management consultants with Enterprise Singapore-recognised certification. Click here for more information on the Enterprise Singapore-recognised certification and to access lists of certified management consultants. To apply for Land Productivity Grant, please click here.</p> <p>Project In Progress</p> <p>Application No: 18105501 Project Title: Test Project draft 20180928 Grant amount (S\$): 92,300.00 LOF Acceptance Date: 04 Oct 2018 Project Commencement Date: 28 Sep 2018 Project Completion Date: 28 Nov 2019</p>  </div> </div>
7	How do I submit my amendment or claim in ESGP?	<p>After logging into ESGP, you will be able to see all action buttons for your active project.</p> <p>Once your project has lapsed, the buttons will no longer be visible. You will need to contact the ESG officer for assistance.</p> <p>Action buttons will be shown at right side of your current project</p> <ol style="list-style-type: none"> i. To submit amendment, please click on “Request Amendments” ii. To submit claim, please click on “Submit Claims” iii. Details of the project can be viewed under “View Details” <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="width: 45%;"> <p>Claims</p> <ul style="list-style-type: none"> GIRO form Claims Checklist Project Proposal Guide Pre-qualified Panel of Auditors <p>Others</p> <ul style="list-style-type: none"> Portal FAQs Portal Access Rights Guide </div> <div style="width: 50%;"> <p>Application No: 1803565M Project Title: Financial Management Grant amount (S\$): 66,200.00 LOF Acceptance Date: 27 Mar 2018 Project Commencement Date: 28 Mar 2018 Project Completion Date: 27 Nov 2018</p>  </div> </div>

II. Access rights for ESGP

S/N	FAQ	Solution
1	<p>I am a registered CorpPass user but I am unable to see the “Submit” button in ESGP.</p>	<p>Currently, CorpPass users accessing ESGP are defaulted to the role of “Officer”. You can check for your role at the top hand right corner after logging into ESGP.</p>  <p>Users with “Officer” role can create/edit claims and amendments but cannot submit. Hence, the “Submit button” is missing. Your company’s <u>appointed CorpPass administrator</u> would need to log into CorpPass to update your role to “Proxy” in order for you to submit the claims and amendments.</p> <p>Please refer to attached Portal Access Rights guide to update the roles upon logging into ESGP.</p> <p>For further assistance, you may visit CorpPass or contact CorpPass team at support@corpPASS.gov.sg or call +65 66430577</p>
2	<p>What happens after I have updated my CorpPass role via CorpPass?</p>	<p>Proceed to Enterprise Singapore Grant Portal. Click on Login with CorpPass. Once this is done, the CEO/Proxy role will be updated in ESGP.</p> <p>Portal access rights guide on updating CorpPass roles is also available at login and after login in Company’s dashboard.</p>  <p>Starting from 1 March 2018, users to ESG Grant Portal will need to use CorpPass accounts to login to submit your CDG amendments and claims. Please access CorpPass Portal to register for a CorpPass account and add ESG Grant Portal as one of the e-services if you have not done so. Please see attached guide for further assistance.</p>
3	<p>Can I check on my CorpPass role in ESGP?</p>	<p>Yes, you can. Upon logging in, you can see your CorpPass role at the top right hand corner.</p> 

S/N	FAQ	Solution																																
		<p>You can also view the CorpPass roles via “User Access Management” when you login to ESGP.</p>  <p>Grant History User Access Management</p> <p>User Access Management</p> <p>It is the Company's responsibility to maintain the user access list. Appointments of a proxy or officer must be exercised with care. The Company is bound by the actions of such proxy or officer. To safeguard your account, access should only be given to your employees on a need basis with timely removal of all users who do not require access. Please refer to the Grant Portal Access Rights Guide for more details.</p> <table border="1"> <thead> <tr> <th>No</th> <th>Role</th> <th>Name</th> <th>Designation</th> <th>Contact No.</th> <th>Email Address</th> <th>Updated By</th> <th>Updated On</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Proxy</td> <td>BXXXXXXXX XXX</td> <td>Finance</td> <td>00002935</td> <td>bxxjxxxx@xxxxjxxx</td> <td>SXXXXX XXXXXXXXXX</td> <td>02 Nov 2016</td> </tr> <tr> <td>2</td> <td>Officer</td> <td>SXXXXXX XXXXXXXXXXXX</td> <td>DIRECTOR</td> <td>00002880</td> <td>Dxxx@xxxxxxxxxxx</td> <td>SXXXXX XXXXXXXXXX</td> <td>07 Mar 2018</td> </tr> <tr> <td>3</td> <td>Officer</td> <td>LXXXX XXX XXXX</td> <td>Officer</td> <td>00006334</td> <td>aXXXX@XXXXXXXXXX</td> <td>LXXXX XXX XXXX</td> <td>12 Jun 2017</td> </tr> </tbody> </table>	No	Role	Name	Designation	Contact No.	Email Address	Updated By	Updated On	1	Proxy	BXXXXXXXX XXX	Finance	00002935	bxxjxxxx@xxxxjxxx	SXXXXX XXXXXXXXXX	02 Nov 2016	2	Officer	SXXXXXX XXXXXXXXXXXX	DIRECTOR	00002880	Dxxx@xxxxxxxxxxx	SXXXXX XXXXXXXXXX	07 Mar 2018	3	Officer	LXXXX XXX XXXX	Officer	00006334	aXXXX@XXXXXXXXXX	LXXXX XXX XXXX	12 Jun 2017
No	Role	Name	Designation	Contact No.	Email Address	Updated By	Updated On																											
1	Proxy	BXXXXXXXX XXX	Finance	00002935	bxxjxxxx@xxxxjxxx	SXXXXX XXXXXXXXXX	02 Nov 2016																											
2	Officer	SXXXXXX XXXXXXXXXXXX	DIRECTOR	00002880	Dxxx@xxxxxxxxxxx	SXXXXX XXXXXXXXXX	07 Mar 2018																											
3	Officer	LXXXX XXX XXXX	Officer	00006334	aXXXX@XXXXXXXXXX	LXXXX XXX XXXX	12 Jun 2017																											
4	<p>You will be prompted to update role to Proxy/CEO if your current role is “Officer”. The prompt can be viewed at the top of amendment/claim page</p>	<p>Message at the top:</p>  <p>For technical queries on Enterprise Singapore Grant Portal, please contact Enterprise Infoline for assistance. Telephone: 6898 1800 Email: enquiry@enterprisesg.gov.sg</p> <p>• Current user is holding the rights of Officer and will not be able to submit amendment/claim. Only users with the role of Proxy/CEO can submit. To update role, please refer to portal access rights guide.</p>																																

III. Queries on submission of amendments in ESGP

S/N	FAQ	Solution																																								
1	Why am I not able to view the "Request for Amendment" link?	<p>There are 3 possibilities if there is no amendment link:</p> <ol style="list-style-type: none"> There is an existing draft amendment/claim created. ESGP currently does not allow concurrent submissions of amendments. You will see the current project status at the right side such as "Withdraw Amendment", "Edit Amendment Draft", "Edit Claim Draft", etc.  <ol style="list-style-type: none"> The CDG/EDG project has lapsed and you would need to contact ESG officer to extend the amendment link so that you can submit an amendment. You will receive email notifications from ESGP informing that the project has lapsed. You can also make reference to the "Project Timeline" to find out if the claim submission deadline has lapsed 																																								
2	How do I add in a new cost item?	<p>Please click on "Amount (\$\$)" to update the cost items. Click "Save" to save the record. The updated cost item will be displayed in blue.</p>  <table border="1" data-bbox="558 1859 1452 2038"> <thead> <tr> <th colspan="2">Software</th> <th>86.10</th> <th>70%</th> <th>86.10</th> </tr> </thead> <tbody> <tr> <td colspan="5">Add record Delete</td> </tr> <tr> <td>Description</td> <td>test</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Unit Cost</td> <td>123.00</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Quantity</td> <td>1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Useful Life (Months)</td> <td>1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Used for project (Months)</td> <td>1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Amount (\$\$)</td> <td>86.10</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Software		86.10	70%	86.10	Add record Delete					Description	test				Unit Cost	123.00				Quantity	1				Useful Life (Months)	1				Used for project (Months)	1				Amount (\$\$)	86.10			
Software		86.10	70%	86.10																																						
Add record Delete																																										
Description	test																																									
Unit Cost	123.00																																									
Quantity	1																																									
Useful Life (Months)	1																																									
Used for project (Months)	1																																									
Amount (\$\$)	86.10																																									

		Software	86.10	70%	630.00
		Add record	Delete		
	Description	test			test
	Unit Cost	123.00			300.00
	Quantity	1			3
	Useful Life (Months)	1			24
	Used for project (Months)	1			1
	Amount (\$\$)	86.10			630.00

3 How do I delete a draft amendment?

In your company's dashboard after logging in:

Step 1: Click on **“Edit Draft Amendment”**.

Step 2: Click on **“Edit”**



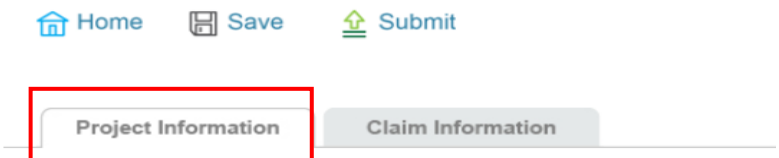
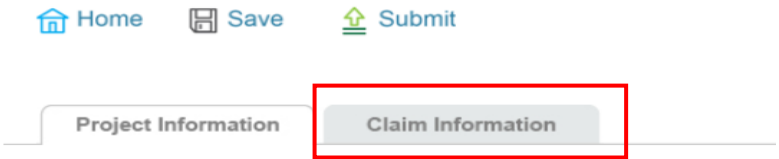
Company Information		Project Information				
Project History		No	Reference No	Type	Status	Status Date
		1	18063BLD	Application	Approved	28 Jun 2018

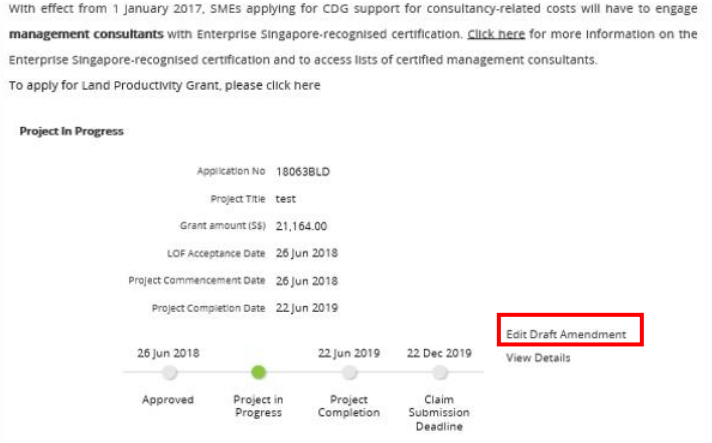


Step 3: Click on **“Delete”** to delete the draft
Or Click on **“Submit”** to submit the amendment

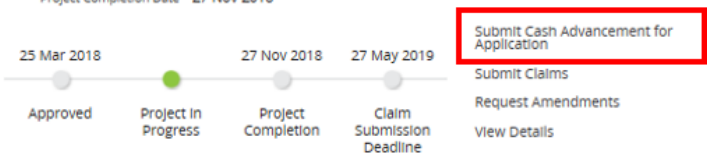



Company Information		Project Information			
---------------------	--	---------------------	--	--	--

IV. Queries on submission of claims in ESGP


S/N	FAQ	Solution						
1	I am not able to amend my cost items when ESG officer reworks the case.	<p>i. Only 'Project Information' tab is editable when ESG officer evaluator reworks the claim</p>  <p>ii. 'Claim Information' (cost items) tab is editable when ESG's auditor reworks back the claim to your company</p> 						
2	I am getting errors on feedback on consultant section of the claim form.	<p>Both questions in 'Feedback on consultant' are mandatory. Your company is required to answer both questions.</p> <p>Error Messages will be triggered if Questions 1 and 2 are left blank.</p> <p>“Please fill in feedback on consultant Question 1 Table” “Please fill in feedback on consultant Question 2”</p> <p>For Question 1, you will be required to provide rating on consultants by clicking on Consultancy Name. A pop up window will pop to fill in the rating.</p> <p>Question 1: Overall, to what extend did the service of Consultant 1 match your expectations?</p> <p> <input type="radio"/> Far Below Expectations <input type="radio"/> Below Expectations <input checked="" type="radio"/> Met Expectations <input type="radio"/> Above Expectations <input type="radio"/> Exceeded Expectations </p> <p>Question 2 is to provide comments on the performance of the consultant.</p> <p>Total Grant Claimed (\$\$) 29,500.00 Total Interim Claim Disbursed (\$\$) 8,850.00</p> <p>Feedback on Consultant</p> <p>* Question 1:</p> <table border="1" data-bbox="774 1702 1492 1758"> <thead> <tr> <th>S/N</th> <th>Consultant Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Consultancy1</td> </tr> <tr> <td>2</td> <td>Consultancy2</td> </tr> </tbody> </table> <p>* Question 2: Please provide the reason(s) for your rating of consultant(s). The reason(s) may be published by Enterprise Singapore on our website. Please specify the consultant(s) which the feedback relates to.</p> <p>test</p> <p><small>*Required Fields</small></p> <p>Once Questions 1 and 2 are completed, you will be able to submit the claim.</p>	S/N	Consultant Name	1	Consultancy1	2	Consultancy2
S/N	Consultant Name							
1	Consultancy1							
2	Consultancy2							

S/N	FAQ	Solution
4	How do I delete a draft claim?	<p>In your company's dashboard after logging in:</p> <p>Step 1: Click on “Edit Claim Draft”</p> <p>With effect from 1 January 2017, SMEs applying for CDG support for consultancy-related costs will have to engage management consultants with Enterprise Singapore-recognised certification. Click here for more information on the Enterprise Singapore-recognised certification and to access lists of certified management consultants.</p> <p>To apply for Land Productivity Grant, please click here</p> <p>Project In Progress</p> <p>Application No 18063BLD Project Title test Grant amount (S\$) 21,164.00 LOF Acceptance Date 26 Jun 2018 Project Commencement Date 26 Jun 2018 Project Completion Date 22 Jun 2019</p>  <p>Step 2: Click on “Edit” button</p>  <p>Step 3: Click on “Delete” to delete the draft Or Click on “Submit” to submit the claim (remember to input all actual expenses before you submit)</p> 
5	I am not able to submit cash advancement	<ol style="list-style-type: none"> i. Cash advancement is submitted in ESGP and not BGP. ii. If you are unable to see “Submit Cash Advancement” link, this could be due to a claim being created. If yes, please delete the claim draft. You can follow the steps under No. 4 to delete the draft claim iii. Note that the personnel submitting the cash advancement must have the role of proxy or CEO to do the submission

S/N	FAQ	Solution																														
		<p>Project In Progress</p> <p>Application No 1803565M Project Title Financial Management Grant amount (\$\$) 66,200.00 LOF Acceptance Date 27 Mar 2018 Project Commencement Date 28 Mar 2018 Project Completion Date 27 Nov 2018</p>  <p>Submit Cash Advancement for Application Submit Claims Request Amendments View Details</p>																														
6	How can I modify cost items when auditor has already submitted the claim and it was reworked back to me by an ESG officer?	<p>As auditor had already submitted the claim, you will not be able to modify the cost items.</p> <p>Please follow the steps if you need to modify costs items:</p> <ol style="list-style-type: none"> Inform the ESG officer that you wish to modify the cost items and re-submit claim back to him/her ESG officer will rework the claim back to Auditor Auditor will rework the claim back to your company You can proceed to modify the cost item 																														
7	I am unable to amend industry-specific productivity indicators in the table.	<p>At claim stage, you will not be able to amend the Industry-specific Productivity Indicator(s); i.e. “Before implementation” and “Projected After implementation” numbers in the table.</p> <table border="1" data-bbox="762 1099 1497 1234"> <thead> <tr> <th>Productivity Indicator(s)</th> <th>Before Implementation</th> <th>Projected After implementation</th> <th>Actual After Implementation</th> <th>Projected % Improvement</th> <th>Actual % Improvement</th> </tr> </thead> <tbody> <tr> <td>Volume (ton) per year</td> <td>33</td> <td>100</td> <td>100</td> <td>203</td> <td>203</td> </tr> <tr> <td>EBIT Margin</td> <td>11</td> <td>12</td> <td>12</td> <td>9</td> <td>9</td> </tr> <tr> <td>Yield (Finished goods / Raw material)</td> <td>33</td> <td>100</td> <td>100</td> <td>203</td> <td>203</td> </tr> <tr> <td>Others</td> <td></td> <td></td> <td></td> <td>0</td> <td></td> </tr> </tbody> </table> <p>If your company wants to amend the indicators, an amendment request needs to be submitted.</p>	Productivity Indicator(s)	Before Implementation	Projected After implementation	Actual After Implementation	Projected % Improvement	Actual % Improvement	Volume (ton) per year	33	100	100	203	203	EBIT Margin	11	12	12	9	9	Yield (Finished goods / Raw material)	33	100	100	203	203	Others				0	
Productivity Indicator(s)	Before Implementation	Projected After implementation	Actual After Implementation	Projected % Improvement	Actual % Improvement																											
Volume (ton) per year	33	100	100	203	203																											
EBIT Margin	11	12	12	9	9																											
Yield (Finished goods / Raw material)	33	100	100	203	203																											
Others				0																												
8	I have selected the wrong panel of auditor. How can I change the auditor?	<p>As the auditor has been chosen, your company will need to withdraw the claim and a re-submission will be required.</p> <p>Step 1: To log into ESGP grant portal</p> <p>Step 2: Click “Withdraw Claim”</p> <p>Project In Progress</p> <p>Application No 1804TRR6 Project Title Threading Art Jewell Grant amount (\$\$) 608,700.00 LOF Acceptance Date 04 Apr 2018 Project Commencement Date 18 Jun 2018 Project Completion Date 27 Jul 2020</p>  <p>Withdraw Claim View Details</p> <p>Step 3: Search for application number</p>																														

S/N	FAQ	Solution																																				
		<p>Withdraw Claims</p> <p>Warning: Please note that this claim will be deleted once it is withdrawn. - If you wish to re-submit the claim, you will have to create another entry. - To make changes to your claim, you may instead contact your officer-in-charge to rework the entry back to you.</p> <p>Please select specific Claim Reference No on dropdown.</p> <p>* Development Area</p> <p>* Reference No <input type="text" value="--Please select a value--"/> <input type="button" value="Find"/></p> <p>Project Title</p> <p>Remarks <input type="text"/></p> <p>Step 4: Once case number is found → click “Submit”</p>																																				
9	I am not able to select auditors when creating interim claim.	For projects that are eligible for interim claims, ESG officer will verify the project deliverables achieved to-date. Selection of auditors is only required at the final claim.																																				
10	I am not able to edit my cost item within the cost table	<p>To edit the cost item:</p> <p>Click on the specific cost item to be amended and <u>not the generic overall cost categories.</u></p> <p>* Claim Summary</p> <table border="1"> <thead> <tr> <th>Cost Item</th> <th>Approved Grant Amount (\$\$)</th> <th>Grant Amount Available (\$\$)</th> <th>Actual Expenses Paid (\$\$)</th> <th>Level of Support (%)</th> <th>Claim Amount (\$\$)</th> </tr> </thead> <tbody> <tr> <td>Others</td> <td>11,060.00</td> <td>11,060.00</td> <td>0.00</td> <td>70%</td> <td>0.00</td> </tr> <tr> <td>Description Amount (\$\$)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Legal fees</td> <td>11,060.00</td> <td>11,060.00</td> <td>0.00</td> <td>70%</td> <td>0.00</td> </tr> <tr> <td>Audit Fee</td> <td>1,800.00</td> <td>1,800.00</td> <td>0.00</td> <td>70%</td> <td>0.00</td> </tr> <tr> <td>Total</td> <td>12,860.00</td> <td>12,860.00</td> <td>0.00</td> <td>%</td> <td>0.00</td> </tr> </tbody> </table> <p><i>Click this part</i></p> <p>Description Legal fees</p> <p>Approved Grant Amount (\$\$) 11,060.00</p> <p>Cumulative Grant Disbursed (\$\$) 0.00</p> <p>Grant Amount Available (\$\$) 11,060.00</p> <p>Actual Expenses Paid (\$\$) <input type="text" value="0.00"/></p> <p>Level of Support (%) 70</p> <p>Claim Amount (\$\$) 0.00</p> <p>*Required Fields</p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	Cost Item	Approved Grant Amount (\$\$)	Grant Amount Available (\$\$)	Actual Expenses Paid (\$\$)	Level of Support (%)	Claim Amount (\$\$)	Others	11,060.00	11,060.00	0.00	70%	0.00	Description Amount (\$\$)						Legal fees	11,060.00	11,060.00	0.00	70%	0.00	Audit Fee	1,800.00	1,800.00	0.00	70%	0.00	Total	12,860.00	12,860.00	0.00	%	0.00
Cost Item	Approved Grant Amount (\$\$)	Grant Amount Available (\$\$)	Actual Expenses Paid (\$\$)	Level of Support (%)	Claim Amount (\$\$)																																	
Others	11,060.00	11,060.00	0.00	70%	0.00																																	
Description Amount (\$\$)																																						
Legal fees	11,060.00	11,060.00	0.00	70%	0.00																																	
Audit Fee	1,800.00	1,800.00	0.00	70%	0.00																																	
Total	12,860.00	12,860.00	0.00	%	0.00																																	

V. Queries on aborting a project in ESGP

S/N	FAQ	Solution
1	I would like to abort my approved CDG/EDG project.	<p>“Abort Request” is available in company’s dashboard. Click on “View Details” next to the project timeline to get to the below view. There should not be any pending amendment/claims entries</p> <div style="text-align: center;"> <p>Development Area Technology Innovation</p> <p>Application No 180652JW</p> <p>Grant Amount (S\$) 87,281.00</p> <p>LOF Acceptance Date 07 Jun 2018</p> <p>Project Commencement Date 08 Jun 2018</p> <p>Project Completion Date 22 Jan 2020</p> <p>Latest Contact Person test</p> <p>Latest Contact Person No. 91110000</p> <p>Latest Contact Person E-mail test@email.com</p> <p>Officer in Charge Aileen Seah</p> <p>Officer's Contact No 62793890</p> <p>Officer's Email Address aileen_seah@enterprisesg.gov.sg</p> </div>  <p style="text-align: right;"> Submit Claims Request Amendments Return to My Current Projects Abort Request </p> <p>Please input the reason under “Reasons for Abort” and click “Submit”. ESG officer will evaluate your request. Your company may be required to refund ESG for any disbursements made earlier.</p>