Claims Process for iSPRINT (Packaged Solutions)

Step-by-Step guide on claiming for iSPRINT (Packaged Solutions)

Before you purchase

1. Learn more about iSPRINT (Packaged Solutions).
2. Choose the Packaged Solution and ICT Solution Provider from the List of iSPRINT (Packaged Solutions).
   Note: IDA encourages businesses to make comparisons on different packages of the infocomm solutions before making a purchase and seek professional advice where appropriate or necessary.

Purchase of Solution

3. Using the Self-Declaration Form, obtained from the ICT Solution Provider, to declare that your company
   - is a SME; and
   - does not currently own/use any similar software or solution that you are planning to adopt.
4. Pay for the purchases (including any customisation, set up and training services) in the name of your company.
5. Keep proper financial records of the purchases and payments. E.g. invoices, receipts and bank statements showing the payment related to the solution.

Claiming for under support iSPRINT (Packaged Solutions)

6. Complete and submit iSPRINT (Packaged Solutions) Claims Form, obtained from listed ICT Solution Provider. Attach the following supporting documents:
   - Completed and signed copy of the Self-Declaration Form (to be obtained from listed ICT Solution Provider);
   - Latest ACRA business profile of Applicant Company, its corporate shareholders (applicable if corporate shareholders hold 20% or more of the total shareholding) and its subsidiary company (applicable if Applicant Company holds 50% or more of the total shareholding);
   - Quotations, invoices and receipts issued by the ICT Solution Provider to the Applicant Company for the packaged solution(s), including the one-time costs for customisation/ setup and training services;
   - Bank statement of Applicant Company (showing clearance of company cheques or payment transfers to the ICT Solution Provider);
   - Training certificate of attendance or evidence of completion of training, signed by both Applicant Company and ICT Solution Provider;
   - Completed and signed Direct Credit Authorisation form; and
   - Additional documents required (to be generated from the various solutions):

Accounting	Payroll	POS
a) Email the IRAS Audit File (IAF) to: - IRAS at gst@iras.gov.sg (for GST-registered SMEs) or	a) Generate and attach a monthly payroll report;	a) Generate and attach at least 1 consolidated monthly/ daily

- IDA at ida_ino@ida.gov.sg (for non-GST-registered SMEs); and b) Obtain and attach the acknowledgement email from the relevant government agency	and b) Capture screenshots of the payroll system upon implementation	report; and b) Capture screenshots of the Point-of-Sales system upon implementation

Important Notes:

For Off-the-Shelf packaged solutions, claims should be submitted and received by IDA <u>within 9 months from the date of purchase</u>.

For Pay-per-use packaged solutions, claims could be <u>submitted every 6 months, upon service consumption</u>.

7. Upon full submission of the completed Claims Form and required supporting documents, IDA will take about 4 - 6 weeks to process your claims and reimburse you.