

Productivity Solutions Grant (PSG) for Environmental Services (ES) Industry

Frequently Asked Questions (FAQs)

(Updated as at 16 Aug 2023)

Claims submission on Business Grants Portal (BGP)

1. Where can I submit my claim?

- You can submit your claim by logging into the BGP.
- Please refer to the BGP webpage (<https://www.businessgrants.gov.sg/>) for the steps.

2. How many claims can a company submit per application?

- There can only be one claim per approved application.
- For claims submission, company needs to ensure the below is completed within the qualifying period:
 - I. Claimant has purchased/subscribed to the solution by the vendor/supplier as approved in the application; and
 - II. Claimant has paid for the solution in full; and
 - III. The solution has been completely installed and Claimant has used the solution; and
 - IV. Claimant has submitted all relevant claim documentation in BGP before the claim expiry date (refer to S/N 15).
- Disbursements will only be made after the claims have been approved.

3. What are the supporting documents required to submit my claim in the BGP?

- Please note that the following supporting documents are required for your ES PSG claim:
- Invoice
- Signed and dated Delivery Order
- Payment proof:
 - I. GIRO advice or scanned cheque image
 - II. Bank statement of account showing the solution payment from the applicant to the approved vendor (the bank statement must reflect your company name and account number)
 - III. Payment voucher for the solution
- Receipt voucher from vendor/supplier, showing that the solution payment is received by vendor/supplier.
- Signed and Dated Order Confirmation proof, either:
 - I. Quotation; or
 - II. Confirmed sales order/agreement; or
 - III. Purchase Order; or
 - IV. Past written correspondence with vendor/supplier showing when the order was confirmed
- Clear pictures of:
 - I. The solution deployed
 - II. The solution serial number and model
 - III. Signboard/ directory/ signage showing the declared deployment location where the solution is used
- The service agreement at the deployment location (valid for more than 1 year)
- The latest relevant valid licenses (e.g. cleaning, waste management licenses).
- Any actual expenses paid and input into the BGP, should exclude GST.

**Note: In addition to the required documentation listed above, NEA reserves the right to request for additional supporting documents and clarifications when reviewing your claim submission.*

4. How long will it take for my claim to be approved?

- There are necessary verifications of submitted documentation as part of the good governance of the grants.
- Each claim submission is assessed on a case-by-case basis and the processing time will differ.
- The BGP will send a system generated email once the claim is approved.

5. How can I receive my approved claim disbursement?

- Please set up a GIRO account with NEA once your claim is approved by filling in the following form (<https://www.nea.gov.sg/docs/default-source/default-document-library/nea-giro-form-2021-v3-0.pdf>):
 - Part 2 if you are using our local banks (DBS, POSB, UOB, OCBC) and send NEA the soft copy.
 - Part 2 and Part 3 if you are using foreign banks. Please send NEA the soft copy and mail the hard copy to Accountant-General's Department (AGD).
- Alternatively, you can set up your company's record in Vendors@Gov. Please refer to the user manuals at Vendors@Gov on how to set up your company's record.

6. Can the claim due date be extended for my application?

- A request for a one-time claim due date extension can be submitted via the BGP one month before the claim is due:
 - I. Login to the BGP.
 - II. Navigate to 'My Applications' to view all your applications.
 - III. Select the 'Completed' tab.
 - IV. Click on your project title.
 - V. Click on the 'Extend Due Date' button.

7. What happens if I miss the claim due date?

- If you miss the claim due date, the grant offer will lapse. The corresponding application will be terminated in the BGP. Claim submission related to the application will not be accepted.

Assistance for issues encountered on BGP

8. I am encountering issues when using the Business Grants Portal (BGP), where can I obtain assistance?

- Please refer to the following weblink for the BGP FAQ: <https://www.gobusiness.gov.sg/business-grants-portal-faq/>.
- Alternatively you may wish to contact the BGP Helpdesk at the following weblink: <https://www.businessgrants.gov.sg/contact>.