

Factsheet

DIGITAL RESILIENCE BONUS FOR THE FOOD SERVICES AND RETAIL SECTORS

1. Businesses must transform and adapt, as digitalisation becomes inevitably more deeply entrenched in our lives in a post-COVID world. IMDA will help businesses to embrace the new normal and take their next step to digitalise, so that they are well-positioned for recovery.
2. The Digital Resilience Bonus (DRB) targets two sectors - food services and retail - as they are the most affected by COVID-19. There is therefore a greater urgency for these sectors to digitalise and adapt quickly due to the consumer-facing nature of their businesses.

Criteria for Bonus Payouts

3. The DRB is paid out on top of the enhanced digitalisation assistance provided under the SMEs Go Digital programme¹. Food services and retail enterprises that are incorporated on or before 26 May 2020, and have adopted pre-defined categories of digital solutions by 30 June 2021, are eligible for the bonus.
4. Eligible enterprises can receive payouts of up to \$10,000, if they:
 - a. Adopt PayNow Corporate and InvoiceNow; and
 - b. Adopt the digital solutions in the required categories.
5. The payout for Category 1 and 2 is \$2,500 per enterprise per category, while the payout for Category 3 is \$5,000 per enterprise. Enterprises that fulfil all categories will receive \$10,000. Digital solutions in each category are illustrated in the tables below.

¹ The SMEs Go Digital programme includes Start Digital Packs, pre-approved solutions supported by the Productivity Solutions Grant and Grow Digital e-commerce platforms for SMEs that are ready to sell overseas.

F&B	Solutions to adopt in addition to PayNow Corporate and InvoiceNow	Bonus Amount
Category 1	(i) Accounting, (ii) HR/Payroll and (iii) Digital Ordering (Dine in/Takeaway)	\$2,500
Category 2	Online food delivery (via food delivery platforms or own online shopfront) or e-Procurement	\$2,500
Category 3	Data mining and analytics	\$5,000

Retail	Solutions to adopt in addition to PayNow Corporate and InvoiceNow	Bonus Amount
Category 1	(i) Accounting, (ii) HR/Payroll and (iii) Inventory Management	\$2,500
Category 2	e-Commerce	\$2,500
Category 3	Data mining and analytics	\$5,000

6. There are more than 100 digital solutions available. These have been pre-approved under the SMEs Go Digital programme. The benefits of adopting these solutions include:
- a. Business process solutions (e.g. accounting, HR/payroll) enable enterprises to operate more efficiently and staff to work from home. They also reduce the need for physical contact.
 - b. E-commerce solutions enable enterprises to reach out to a wider network of customers in a scalable way.
 - c. Data analytics solutions enable enterprises to have the right information to target customers, improve sales and optimise business models.
7. Enterprises that adopt digital solutions not covered by any SMEs Go Digital or Enterprise Singapore's (ESG) grants will also be eligible for the DRB, as long as their solutions are pre-qualified by IMDA. Solutions providers can submit their solutions for pre-qualification from August 2020 to 19 April 2021.

Dates of Bonus Payouts

8. The first enterprises that adopted the pre-defined solutions received their first Bonus payouts in August 2020, while those that adopt later will receive their Bonus payouts in the later months. The last payout for the Bonus will be made in July 2021.

9. Enterprises do not need to apply for the DRB. IMDA works with the solutions and platform providers to assess enterprises' eligibility, based on usage information submitted by these providers.

10. Enterprises that need assistance in adopting the pre-defined solutions so that they can qualify for the DRB can approach any of their preferred local banks (DBS, OCBC and UOB), [SME Centres](#) or [SME Digital Tech Hub](#).

About Infocomm Media Development Authority (IMDA)

The Infocomm Media Development Authority (IMDA) leads Singapore's digital transformation with infocomm media. To do this, IMDA will develop a dynamic digital economy and a cohesive digital society, driven by an exceptional infocomm media (ICM) ecosystem – by developing talent, strengthening business capabilities, and enhancing Singapore's ICM infrastructure. IMDA also regulates the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment, and enhances Singapore's data protection regime through the Personal Data Protection Commission. For more news and information, visit www.imda.gov.sg or follow IMDA on Facebook [IMDAsg](#) and Twitter [@IMDAsg](#).

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