

FAQ for CorpPass KYC on SMP

1. **How can I create a participant using the CorpPass KYC process?**

For step by step guide to create and activate a new participant using the CorpPass KYC process, please refer to the user guide in Microsoft Teams.

2. **When do I need to cut over to CorpPass registration for my existing registered participants?**

The current rollout of CorpPass KYC process will apply for new participants registration only. For existing registered participants, more information will be provided at a later date.

3. **Must all new participants be registered using the CorpPass KYC process?**

All Singapore registered companies with valid UEN are required to go through the CorpPass KYC process. PDF option will be available for SGUXN (for suffix registration subject to IMDA's prior approval), SGTST (for test account) and CDUID (for foreign company) registrations.

4. **Where can I find the SMP API specifications for registration of new companies?**

The SMP API specifications can be found at the following URL: <https://www.galaxygw.com/support/smp-manager-api-2/>

5. **What is required to use the SMP APIs for registration and management of participants?**

To be able to use the APIs, you need an SMP user account. Using your SMP user account you can log in and create an API- token which will be used for authentication. Select the token type that fits you best, either the regular token or the HMAC. To generate the token, follow the steps below:

- Login to your Galaxy Gateway user account or SGNIC SMP user account
- Click "My Settings"
- Click "Show" and then "Create" in section "API Tokens"
- Use the generated API-token for your API requests

The generated API- token should be added to all API- requests in an HTTP header named "Token".

6. **Where can I find out more information on CorpPass/SingPass?**

You can visit the CorpPass/SingPass website → <https://www.corppass.gov.sg>

7. **Can I continue with the registration if I do not have the CorpPass user account?**

For SGUEN registration, a CorpPass ID will be required to complete the registration process. If the Company doesn't have the CorpPass ID, they should apply for one at the following website: <https://www.corppass.gov.sg>

8. How can I find out the CorpPass user for my company?

Normally the CorpPass Admin for the company would be the Founder or Directors of the company. The CorpPass Admin will be able to delegate certain CorpPass privileges to their employees as required and it is best for the business representative of the company to find this out and provide it to the AP during the registration process.

9. Is there a time limit for my customer to complete the CorpPass KYC registration process?

From the time that your customer receives the first email on the CorpPass KYC registration, they will have 28 days to complete the registration. They will be reminded every 7 days if the registration is not completed.

10. What will happen if my customer doesn't complete the CorpPass KYC registration within 28 days?

If your customer does not complete the CorpPass KYC registration process during this period, the participant record will be removed from the SMP. A new registration process needs to be initiated if the user still wants to be registered for a Peppol ID.

11. Can I change the Business Representative email address after the CorpPass KYC process has been initiated?

Yes, you can cancel the current CorpPass KYC process and reinitiate the process with the updated email address.

12. How come I am unable to register my customer in the SMP?

There are instances when the customer has already been registered in the SMP and this will prevent you from registering the customers. Please check whether the customer is listed on SG Peppol directory: <https://peppoldirectory.sg>.

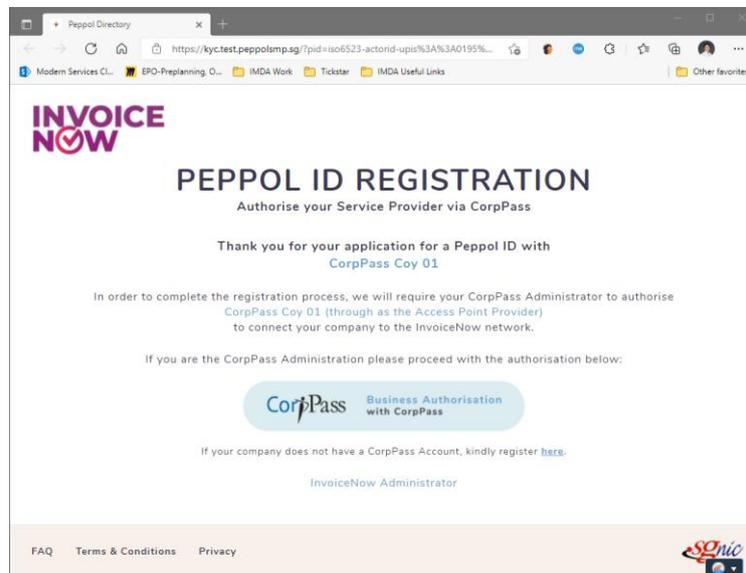
- If the customer is listed on the directory, please advise the customer that they have already been registered with another Access Point. If they want to register with you instead, please ask them to contact their existing Access Point to deregister them from the SMP.
- If the customer is not listed on the directory, it could be due to the customer going through the CorpPass KYC registration process with another Access Point. If they want to register with you instead, please ask them to contact their existing Access Point to cancel the CorpPass KYC registration process.

13. My customer did not receive the CorpPass registration email.

It could be due to the following reasons:

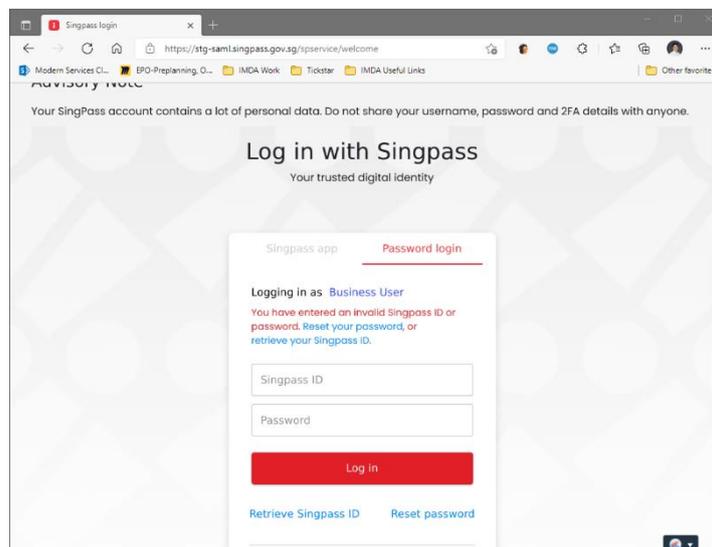
1. The email was in the Junk or Spam folder. Please ask your customer to check their Junk or Spam email folder for the email.
2. Wrong email address was provided. Please check that you have received the correct email address from the customer. If the email address is incorrect, cancel the current CorpPass registration process and re-enter the correct email to reinitiate the registration.

The next few FAQs are pertaining to CorpPass authentication errors arise from wrong credential or wrong UEN being authorised. Your customer will receive an email with CorpPass registration page as the picture below.



14. My customers are getting error while attempting to log in with their SingPass account

It is likely that you customer has forgotten their user ID and password. Please advise your user to use the correct ID for logging in or they might have to reset their password before trying again.



15. My customer received the error message “Reason: Authenticated user is only allowed to authorize on behalf of ‘Company A’, while it was required to authorize ‘Company B’ and that they were not authorised to authenticate using CorpPass (see screen capture below)

The error message below has two companies and their UENs:

Company A is '180092230K' (incorrect company that has been selected)
Company B is '180028581Z' (company that registered for a Peppol ID)



CORPPASS AUTHORISATION UNSUCCESSFUL

Please retry

Your attempt to authorise

CorpPass Coy 01
(through as the Access Point Provider)

was unsuccessful.

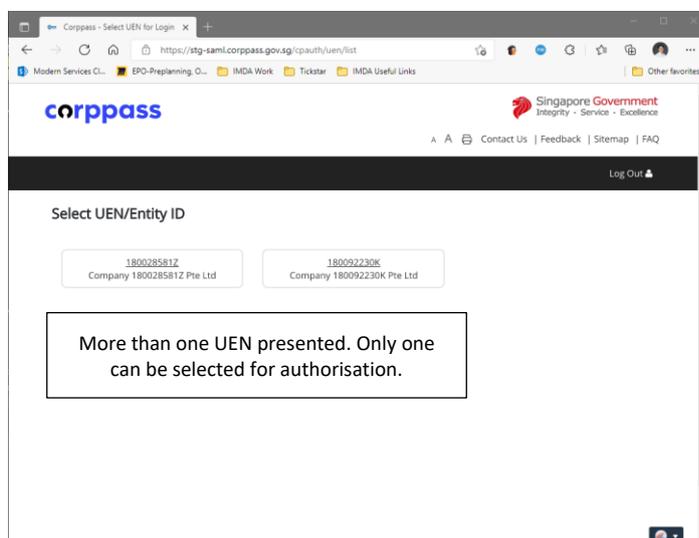
(Reason: Authenticated user is only allowed to authorize on behalf of '180092230K', while it was requested to authorize '180028581Z')

Please check that your CorpPass credentials are correct before you retry:



Your customer has logged into CorpPass successfully but the error message is encountered. Below are some of the possible reasons:

1. They have provided the wrong UEN number for registration. Please ask the customer to recheck the UEN that has been provided for registration matches the UEN presented by CorpPass.
2. They have selected the wrong UEN in the CorpPass page. Please ask the customer to select the correct UEN that is being registered when their CorpPass account may be tagged to more than one company.



3. They have used a CorpPass user account with the wrong of another UEN to authenticate. Please ask your customer to have the correct CorpPass digital service access granted for authorising the company for a Peppol ID.

Please visit <https://www.corppass.gov.sg> for more details.