

Claims Process for Enhanced iSPRINT (Packaged Solutions)

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

Before you purchase

1. Learn more about Enhanced iSPRINT (Packaged Solutions).
2. Choose the Packaged Solution and ICT Solution Provider from the List of iSPRINT (Packaged Solutions).

Note: IMDA 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;
 - does not currently own/use any similar software or solution that you are planning to adopt; and
 - understand and agree on the terms and conditions.
4. Complete and submit Enhanced iSPRINT (Packaged Solutions) Self-Declaration Form to ICT Solution Provider or IMDA. Attach the following supporting documents:
 - Latest ACRA business profile of Applicant Company, its corporate shareholders (applicable if corporate shareholders hold 50% or more of the total shareholding) and its subsidiary company (applicable if Applicant Company holds 50% or more of the total shareholding);
 - Quotations 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;
5. Pay for the purchases (including any customisation, set up and training services) in the name of your company.
6. 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 Enhanced iSPRINT (Packaged Solutions)

7. Complete and submit Enhanced iSPRINT (Packaged Solutions) Claims Form, obtained from listed ICT Solution Provider. Attach the following supporting documents:

- Invoices 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;
- Receipts issued by the ICT Solution Provider OR company cheques of Applicant Company (showing payment to the ICT Solution Provider);
- 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
- Completed and signed Direct Credit Authorisation form
- Additional documents required (to be generated from the various solutions):

Accounting (Off-the-Shelf)	<ul style="list-style-type: none"> a) Generate General Ledger for prescribed accounting period of 3 months; and b) Capture screen shots of the Accounting system upon implementation (reflecting software name, version number and/or licenses number)
Payroll (Off-the-Shelf)	<ul style="list-style-type: none"> a) Generate and attach a monthly payroll report; and b) Capture screen shots of the Payroll system upon implementation (reflecting software name, version number and/or licenses number)
Standalone Point-Of-Sales (Off-the-Shelf)	<ul style="list-style-type: none"> a) Generate and attach at least 1 consolidated report; and b) Capture screen shots of the Point-of-Sales system upon implementation (reflecting software name, version number and/or licenses number)
Software-as-a-Service (Pay-per-use)	<ul style="list-style-type: none"> a) Generate and attach consolidated report for each month of claim period (e.g. 6 reports for 6-month claim period); and b) Capture screen shots of system/ modules upon implementation (reflecting software name, version number and/or licenses number)
Other solutions	<ul style="list-style-type: none"> a) Generate and attach at least 1 consolidated report; and

	b) Capture screen shots of system/ modules upon implementation (reflecting software name, version number and/or licenses number)
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Important Notes:

- For Off-the-Shelf packaged solutions, claims should be submitted and received by IMDA within 9 months from the date of purchase.
- For Pay-per-use packaged solutions, claims could be submitted every 6 months, upon service consumption.
- Upon full submission of the completed Claims Form and required supporting documents, IMDA will take about 12 – 16 weeks to process your claims and reimburse you.