

PAYMENTS FOR LICENSING MATTERS

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SECTION A - FREQUENTLY ASKED QUESTIONS

I. ELECTRONIC PAYMENT RELATED

Q1 What can I do if I am unable to proceed with e-payment by Sep 2021?

A In line with the Whole of Government Smart Nation initiative, MOH will be moving towards e-Payments to enhance productivity. With effect from 1 September 2021, cheque payment will not be accepted for all types of payment made including licensing applications. Licensees can only make payment to MOH via the following e-payment platforms:

- Credit Card/Debit Card/eNETS
- Bank Transfer/Internet Banking
- PayNow Corporate
- GIRO

Licensees are strongly encouraged to adopt any of the above-mentioned payment platforms.

- For assistance on how to make payment to MOH using the above-mentioned payment platforms, please refer to the step-by-step guide in [Section B](#).
- For further assistance on any of the e-Payment payment platforms, please contact our MOH officers at: eLis@moh.gov.sg and **include the acknowledgement and/or application numbers, and/or reference numbers** in the email.

Q2 Are the platforms for e-payment secure?

A Yes, the e-payment platforms listed on our MOH website comply with the PCI Data Security Standards (PCI DSS) to ensure a baseline level of protection for our payees.

Q3 What if I don't have an electronic device to proceed with e-payments?

A For licensee who may not have an electronic device to make payment at the time, the licensee may consider arranging for a bank transfer to MOH.

You may refer to the step-by-step guide under [Section B](#) of this FAQ on how to arrange a bank transfer to MOH.

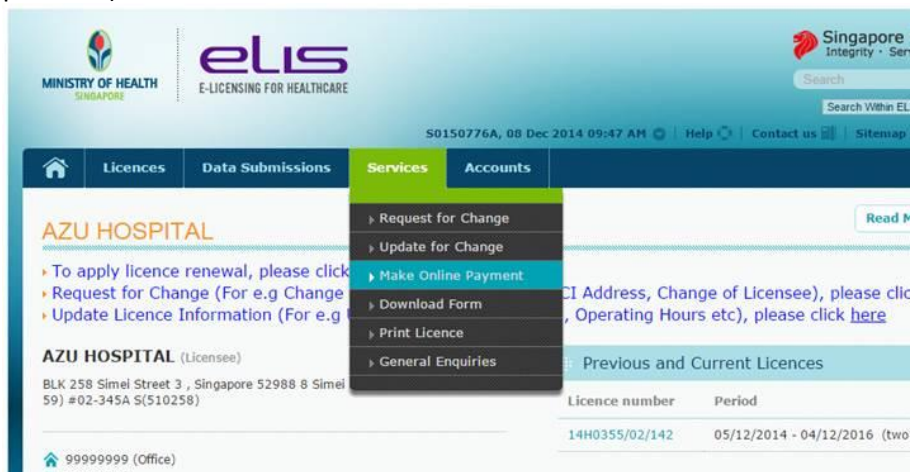
Q4 How do I complete an online payment after I am logged out from the system?

A Please follow the steps below if you would like to make an online payment after you are logged out from the system:

Step 1 Re-login into the eLis portal

Step 2 Select “Make Online Payment”

From the main menu, click on “Services >> Make Online Payment” (Refer to picture 2)



Picture 2 (Screenshot on selecting “Make Online Payment”)

Step 3 Selecting the payment record to make payment

Select the Acknowledgment No. of the payment record by clicking the radio button of your selection. After which, click on the “Online Payment” button at the bottom of the list to proceed with the online payment. (Refer to picture 3)



Picture 3 (Screenshot on selecting the payment record)

Q5 Will I receive a receipt for making payment using eNETS?

A There will not be any receipt issued immediately for making payment via eNets. Please print or take a screenshot of the transaction confirmation screen containing the transaction ID for your record.

A transaction confirmation will subsequently be sent to your email upon successful payment. It will also be stated in the approval letter once the licence is issued to you.

Q6 Why am I getting a “Transaction Incomplete” error when making payment?

A You may receive an error message as you may have entered an incorrect credit/debit card number, CVV or expiry date.

Please try again, or you may contact eLis IT helpdesk at 6219 3439 on Mondays to Fridays (excluding Public Holidays) from 8.30am to 6.30pm or email them at elishelpdesk@ncs.com.sg

Q7 How will refunds be processed for those who have paid using e-payment and those paid through cheques?

A You will receive an email from MOH to inform you of the refund amount as well as to verify the account holder’s details on where the refund will be made to.

Q8 Will the e-payment options be available when we transition into Healthcare Services Act (HCSA)??

A Yes, the same e-payment options will be available in our new system when we transition to HCSA.

Q9 If I choose to proceed with GIRO, will my records be kept in the system when we transit to HCSA?

A Yes, for existing licensees who have transacted with MOH using GIRO before HCSA, the GIRO details will be migrated to the new system under HCSA.

Q10 With a new IT system under HCSA, will the e-payment steps change?

A More information and the steps for making e-payment under the new system will be provided at a later time.

Q11 Who do I contact if I face technical issues while making payment?

A If you encountered any technical issues, you may contact eLis IT helpdesk at 6219 3439 on Mondays to Fridays (excluding Public Holidays) from 8.30am to 6.30pm or elishelpdesk@ncs.com.sg.

Q12 What if I have a query with regards to my payment?

A If you have any query, you may contact our MOH officers at: eLis@moh.gov.sg and **include the acknowledgement and/or reference numbers** in the email.

II. BROWSER RELATED

Q13 What are the minimum browser specifications required to make payment online via eNETS/ eNETS Mobile optimised page?

A

Table 1 below depicts the minimum browser version required for the various platform:

eNETS Browser Compatibility	BROWSER				
Operating System	IE11	Safari	Chrome	Firefox	Android Default
Win 7 Pro	✓		✓	✓	
Mac OS X Yosemite		✓	✓		
iOS 8.2 (iPad)		✓	✓		
iOS 8.2 (iPhone)		✓	✓		
Android 4.4.2			✓		✓

Table 1 (Minimum browser specifications)

Q14 How do I configure the Pop-up Blocker?

A

Your internet browser may have been configured with Pop-up blocker to automatically block access to specific websites.

Should you encounter inaccessibility due to your browser’s pop-up blocker, you may refer to the relevant internet browser below and refer to the steps to enable pop-ups on your internet browser:

Configuring Pop-up blocker based on your browser:

- [INTERNET EXPLORER](#)
- [GOOGLE CHROME](#)
- [SAFARI](#)
- [MOZILLA FIREFOX](#)

Configuring Pop-up Blocker on your INTERNET EXPLORER

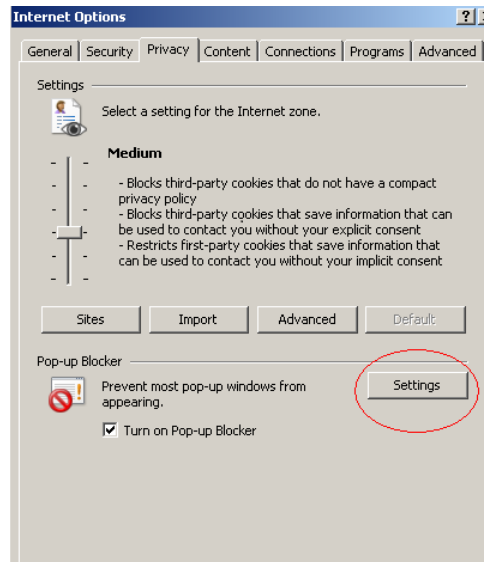
Step 1 Open Internet Explorer

Click Tools in the upper toolbar.

Click Internet Options.

Select the Privacy tab.

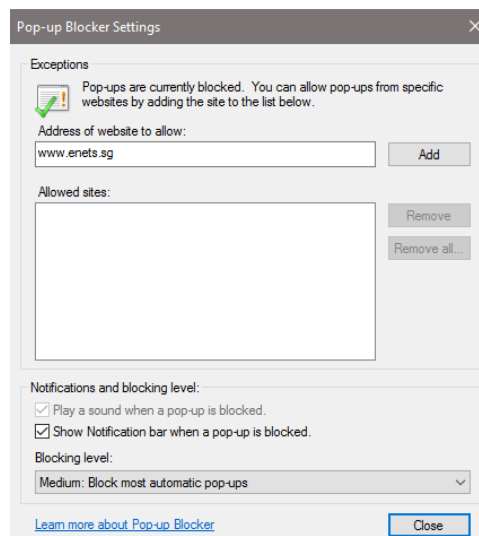
Click Settings under "Pop-up Blocker" (refer to picture 4).



Picture 4 (Screenshot on configuring the "Pop-up Blocker")

Step 2 Adding the website to the list of "Allowed websites"

In the input field for "Address for website to allow" indicate "www.enets.sg" and click "Add" button. The website will be displayed in "Allowed sites" box. (refer to picture 5)



Picture 5 (Screenshot on the "Allowed sites" box)

Important Note:


Please also add the relevant bank's sites (examples of website can be found below) to your list of allowed sites if you are using the DBS/POSB, OCBC, UOB, Citibank and/or Standard Chartered Bank Internet banking facilities to make your payment. Otherwise, the relevant transaction pages will not be displayed and the transaction request will not be processed.

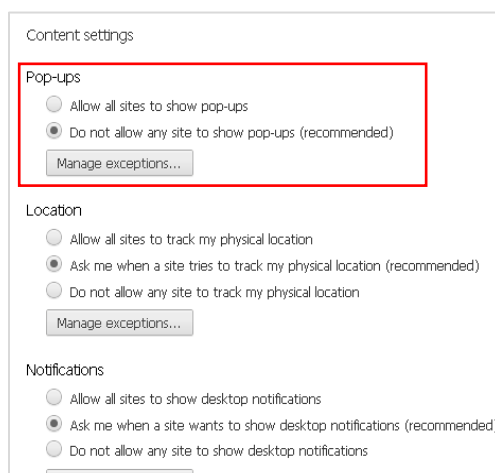
- ✓ <https://www.nets.com.sg/enets>
- ✓ <https://www.dbs.com.sg> (For DBS/POSB Account holders)
- ✓ <https://www.uobgroup.com> (For UOB Account holders)
- ✓ <https://www.citibank.com.sg> (For Citibank Account holders)
- ✓ <https://www.ocbc.com> (For OCBC Account holders)
- ✓ <https://plus.com.sg> (For Plus! Account holders)
- ✓ <https://www.sc.com> (For Standard Chartered Account holders)

Step 3 Click Close and OK to apply the new settings

Configuring Pop-up Blocker on your GOOGLE CHROME

Step 1 Open Google Chrome

- Click the menu button .
- Click Settings > Click Show Advanced Settings.
- Click Content settings under Privacy section.
- Scroll down to Pop-ups section > Click on Manage Exceptions (refer to picture 6)
- In the input field for “Pattern” indicate “www.enets.sg”, select click “Allow” under the Action dropdown list and click OK.



Picture 6 (Screenshot on allowing pop-ups)

Important Note:


Please also add the relevant bank's sites (examples of website can be found below) to your list of allowed sites if you are using the DBS/POSB, OCBC, UOB, Citibank and/or Standard Chartered Bank Internet banking facilities to make your payment. Otherwise, the relevant transaction pages will not be displayed and the transaction request will not be processed.

- ✓ <https://www.nets.com.sg/enets>
- ✓ <https://www.dbs.com.sg> (For DBS/POSB Account holders)
- ✓ <https://www.uobgroup.com> (For UOB Account holders)
- ✓ <https://www.citibank.com.sg> (For Citibank Account holders)
- ✓ <https://www.ocbc.com> (For OCBC Account holders)
- ✓ <https://plus.com.sg> (For Plus! Account holders)
- ✓ <https://www.sc.com> (For Standard Chartered Account holders)

Step 2 Click on Close buttons until you return to Chrome to apply the new settings.

Configuring Pop-up Blocker on your SAFARI

Step 1 Open Safari.

Step 2 Click Gear menu  and uncheck "Block Pop-Up Windows" (refer to picture below)



Picture 7 (Screenshot on how to uncheck "Block Pop-up Windows")

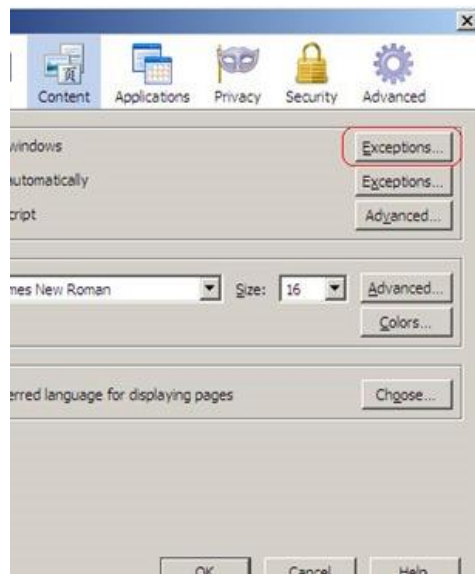
Important Note:

There is no way to selectively disable the pop-up blocker in Safari. Please check "Block Pop-Up Windows" again after you complete the payment.

Configuring Pop-up Blocker on you MOZILLA FIREFOX

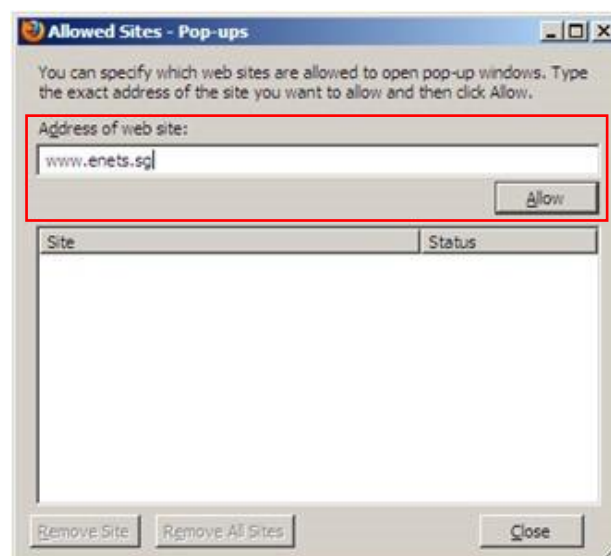
Step 1 Open Mozilla Firefox.

- Click Tools in the upper toolbar.
- Click Options.
- Select Content icon.
- Click Exceptions beside the “Block pop-up windows” checkbox (Refer to Picture 8 below)



Picture 8 (Screenshot on how to add exceptions)

- In the input field for “Address of web site” indicate “www.enets.sg” and click on the “Allow” button. The website will be displayed in dialog box. (Refer to Picture 9 below)



Picture 9 (Screenshot on adding website to the allow sites)

Important Note:

Please also add the relevant bank's sites (examples of website can be found below) to your list of allowed sites if you are using the DBS/POSB, OCBC, UOB, Citibank and/or Standard Chartered Bank Internet banking facilities to make your payment. Otherwise, the relevant transaction pages will not be displayed and the transaction request will not be processed.

- ✓ <https://www.nets.com.sg/enets>
- ✓ <https://www.dbs.com.sg> (For DBS/POSB Account holders)
- ✓ <https://www.uobgroup.com> (For UOB Account holders)
- ✓ <https://www.citibank.com.sg> (For Citibank Account holders)
- ✓ <https://www.ocbc.com> (For OCBC Account holders)
- ✓ <https://plus.com.sg> (For Plus! Account holders)
- ✓ <https://www.sc.com> (For Standard Chartered Account holders)

Step 2 Click **Close** and **OK** to apply the new settings.

SECTION B - STEP-BY-STEP GUIDE ON VARIOUS PAYMENT PLATFORMS

I. MAKING PAYMENT THROUGH CREDIT/DEBIT CARD/ENETS

Q1 How do I make payment through Credit/Debit Card and eNETS after I have completed my new or renewal application in eLis?



A At the end of the application/renewal, you may select VISA/Master Card Credit/Debit cards or eNETS for DBS/POSB, Citibank, OCBC or UOB under the payment mode.

For VISA/Master Card Credit/Debit cards, you may visit <https://www.cybersource.com> for more details.

For eNETS, you may visit <https://www.nets.com.sg>.

IF YOU ARE USING A POP-UP BLOCKER, please add "https://www.nets.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed.

Please proceed to payment by selecting payment mode:

Payment Mode	Payment Description	Total Payable
	For VISA/Master Card Credit and Debit cards	Amount Payable: S\$ 100.0
	For customers with Internet Banking account from DBS/POSB, Citibank, OCBC / Plus! Or UOB	

IMPORTANT:

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.
- DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- For more information on each payment method, click on the "More" hyperlink of the respective payment mode.
- For eNETS Debit, please include "www.nets.sg", "dbsd2pay.dbs.com (for DBS/POSB Account holders)", "uniservices1.uobgroup.com (for UOB Account holders)" and "www.citibank.com.sg (for Citibank Account holders)" to your list of allowed sites in the pop-up blocker settings as well.

Continue Cancel

Picture 1 (Screenshot from payment gateway)

II. MAKING PAYMENT THROUGH BANK TRANSFER/INTERNET BANKING

Q2 How do I make payment through Bank Transfer (or Internet Banking)?

A Bank transfer is a transfer of funds from the payer's bank account to MOH's bank account (up to payer's maximum daily transfer limit) via MOH's bank account number.

Please refer to the following details when arranging for the bank transfer (or internet banking):

A/c No.	001-052109-8
Account Name	Ministry of Health (HQ)/Accountant-General
Bank	DBS Bank Ltd
Bank Code	7171
Branch Code	001
Bank Branch	Marina Bay Financial Centre
Address	12 Marina Boulevard DBS Asia Central @ Marina Bay Financial Centre Tower 3 Singapore 018982
Swift Address (For foreign bank)	DBSSSGSG
Reference number	<i>Please provide the Acknowledgement number stated at the end of your application (i.e. at the acknowledgement page)</i>

Important Note:

- It is important that you key in the Acknowledgement number stated at the end of your application (i.e. at the Acknowledgement page) when you are transferring the funds to us.
- The acknowledgement number ties the payment to your application. If we are unable to match the payment to the respective application or if we receive insufficient amount, *your application will not be processed in a timely manner.*

III. MAKING PAYMENT THROUGH PAYNOW CORPORATE

Q3 How do I make payment through PayNow Corporate?

A PayNow Corporate is an electronic fund transfer service that allows a payer to transfer funds instantly (*up to SGD 200,000 or payer's maximum daily transfer limit*) via MOH's UEN or QR code.

To make payment using PayNow Corporate, please follow the steps below:

- Step 1** Download the mobile app of your banking institution and logon.
- Step 2** Select 'Scan & Pay' or 'PayNow' (Note: May differ from bank to bank)
- Step 3** Scan the QR code below or enter MOH's UEN no. T08GA0015H.
The name "Ministry of Health (HQ)/AG" should appear



- Step 4** Enter the **amount** to be transferred to MOH
(Note: The licence fee is stated at the acknowledgement page)
- Step 5** Enter the **Reference Number** or **Description**
(i.e. Please provide the **Acknowledgement number** stated at the acknowledgement page in this free-text field)
- Step 6** Press NEXT and confirm the payment to "Ministry of Health (HQ)/AG"

Important Note

- It is important that you key in the acknowledgement number stated at the end of your application (i.e. at the Acknowledgement page) when you are transferring the funds to us.
- The acknowledgement number ties the payment to your application. If we are unable to match the payment to the respective application or if we receive insufficient amount, *your application will not be processed timely.*

IV. MAKING PAYMENT THROUGH GIRO

Q4 How do I make payment through GIRO?**A** **GIRO Deduction is an electronic payment service where the amount will be deducted from the payer's bank account and credited to the Ministry of Health (MOH)'s bank account.****For *EXISTING* GIRO account**

If you already have an existing GIRO account with MOH, you need not submit a new GIRO application form. Please fill in the fields of the GIRO payment page with the bank account details. The licensing officer will refer to our records available and try to deduct from the GIRO account. We will contact you if the transaction is unsuccessful. Please ensure that there are sufficient funds in your GIRO account for the deduction. If we receive insufficient amount, please note that your application will not be processed in a timely manner.

For *NEW* GIRO account

Please fill up all fields in Part I of the GIRO application form and mail the original copy to MOH to the following address:



IB_Giro_Form.pdf

Attention to:

**Licensing, Application & Screening Branch
Regulatory Compliance & Enforcement Division
College of Medicine Building, 16 College Road,
Singapore 169854**

Important Note:

Please note that the GIRO application form will be processed by the respective banks and this may take several weeks before the licence fee is deducted from your GIRO account.

- END OF FAQ -