

# Merchants' FAQ

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## About CDC Vouchers Scheme

- ☐ **What is the CDC Vouchers Scheme 2023?**

In January 2023, every Singaporean household can claim \$300 in CDC Vouchers. This is part of the enhanced support under the Assurance Package to help cushion the impact of additional Goods & Services Tax (GST) for Singaporean households and the \$1.5 billion Support Package announced in October 2022. The value of the vouchers will be allocated equally (i.e., \$150 each) to be spent at participating heartland merchants and hawkers, or at participating supermarkets. Singaporean Households have until 31 December 2023 to claim and spend their CDC Vouchers 2023.

- ☐ **What are the key benefits of signing up?**

With the roll-out of the CDC Vouchers Scheme, participating merchants and hawkers can expect the following:

1. Next-day payout\*
2. No Commissions or fees
3. No need to count physical vouchers

\*Merchant would need to ensure bank account/PayNow proxy (handphone, NRIC or UEN) provided to PA are accurate in order to achieve the reimbursement timeline.

To enable this, merchants will use the RedeemSG Merchant app to easily accept vouchers and tally transactions.

CDC Ambassadors will assist participating merchants and hawkers to successfully onboard the CDC Vouchers Scheme.

- ☐ **What are the steps to come onboard the scheme?**

There are two (2) key stages of participation:

1) Stage 1 - Register your interest with

a) the CDC Ambassadors, or

b) the Digital Ambassadors from the SG Digital Office, or

c) [register your interest with your CDC.](#)

2) Stage 2 - A CDC Ambassador will get in touch with you for the sign up and onboarding. Training will be provided during the onboarding process.

- ☐ **I was approached by individuals claiming to be Ambassadors for the CDC Vouchers Scheme. How can I verify that they are authorised personnel?**

To assist merchants in the registration of interests and onboarding process, IMDA's Digital Ambassadors and CDC Ambassadors are

deployed island-wide. The IMDA's Digital Ambassadors can be identified by the uniform and button badge that they will be wearing during deployment:



*Sample of Digital Ambassador's Uniform*

The CDC Ambassadors can be identified by the official lanyard and button badge during deployment as shown below:



*Sample of Button Badge worn by Digital Ambassador and CDC Ambassador*



*Sample of CDC Ambassador's lanyard*

- ☐ **How will customers know that they can use the vouchers at my place of business?**

All participating merchants and hawkers will be featured on [go.gov.sg/cdcvouchers](https://go.gov.sg/cdcvouchers) so residents can conveniently search for shops nearest to them. You are required to prominently display the CDC Voucher decal at their stall / shop front for visibility to customers.

- ☐ **How can I get more information about the CDC Vouchers Scheme?**

Please visit the CDC website <https://vouchers.cdc.gov.sg>

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## Registration for Interested Merchants

- ☐ **How can I register interest to participate in the CDC Vouchers Scheme?**

Please [register your interest with your CDC](#) using the respective CDC forms below. To find out which CDC your stall falls under, please key in your postal code using the [district locator](#). An officer will be in touch with you within 14 calendar days upon submission of the form on the status of your registration.

Central Singapore CDC	<a href="https://go.gov.sg/csmerchantreg">https://go.gov.sg/csmerchantreg</a>
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North East CDC	<a href="https://go.gov.sg/nemerchantreg">https://go.gov.sg/nemerchantreg</a>
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North West CDC	<a href="https://go.gov.sg/nwmerchantreg">https://go.gov.sg/nwmerchantreg</a>
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South East CDC	<a href="https://go.gov.sg/semerchantreg">https://go.gov.sg/semerchantreg</a>
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South West CDC	<a href="https://go.gov.sg/swmerchantreg">https://go.gov.sg/swmerchantreg</a>
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In case of enquiries, please contact our hotline at 6225 5322. The operating hours of our hotline are:

- 8am to 6pm, Mondays to Sundays, except Public Holidays (PH)
- 8.00 am to 1.00 pm on eve of the 3 public holidays, namely New Year, Chinese New Year and Christmas

- ☐ **How can I check my application status after I have submitted my interest to participate?**

If you have submitted your application and have not received a reply after 14 calendar days from the date of submission, please contact your respective CDCs to check on the status of your application. We seek

your patience as our Ambassadors are reaching out to a large number of merchants progressively in the next few months.

Central Singapore CDC	<a href="mailto:pa_central singapore@pa.gov.sg">pa_central singapore@pa.gov.sg</a>
North East CDC	<a href="mailto:northeast_cdc@pa.gov.sg">northeast_cdc@pa.gov.sg</a>
North West CDC	<a href="mailto:northwest_cdc@pa.gov.sg">northwest_cdc@pa.gov.sg</a>
South East CDC	<a href="mailto:southeast_cdc@pa.gov.sg">southeast_cdc@pa.gov.sg</a>
South West CDC	<a href="mailto:southwest_cdc@pa.gov.sg">southwest_cdc@pa.gov.sg</a>

- ☐ **I had previously participated as a merchant in CDC Vouchers 2022 under the digital scheme. Do I need to register again to join CDC Vouchers Scheme 2023?**

No, there is no need to register again to participate in CDC Vouchers 2022 if you have already been onboarded to the CDC Vouchers scheme launched in Dec 2021. Our CDC Ambassadors will reach out to you to update on the new scheme and provide the welcome letter.

- ☐ **What do I need to prepare to sign-up and onboard as a new participating heartland merchant/hawker?**

During the sign-up process, we will obtain your **business contact information** (such as bank account details, contact information and UEN used by your business). If you wish to provide other personal information to us (such as your NRIC No.), we may accept the information.

You will need to prepare supporting documents for your bank account or PayNow proxy (handphone, NRIC or UEN), depending on which mode of payment was chosen.

If you are an iPhone user, please also prepare your Apple ID and password on hand as you will need this to be able to download the RedeemSG Merchant app to accept the CDC Vouchers.

PayNow

TRANSFER RECIPIENTS **YOUR PROFILE**

YOUR REGISTERED MOBILE NO.

HUANG Nickname of PayNow  
Mobile XXXXXX2016  
POSB Passbook Savings Account

YOUR REGISTERED NRIC/FIN NO.

HB Nickname of PayNow  
NRIC/Fin [REDACTED]  
POSB Passbook Savings Account

**OCBC Bank**

Oversea-Chinese Banking Corporation Limited  
65 Chulia Street OCBC Centre Singapore 049513  
Co. Reg. No. 191200020W

4983N501A

**Merchant's Name and Address**  
[REDACTED]  
SINGAPORE [REDACTED]

**STATEMENT OF ACCOUNT**  
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For enquiries, please call  
Business Banking at 6538 1111  
OCBC Centre Branch

**BUSINESS GROWTH ACCOUNT**  
Account No. [REDACTED]

1 MAY 2021 TO 31 MAY 2021

**Information**  
As part of our efforts to be a more environmentally-friendly bank, all our account statements will now be printed on both sides of the page.

*Samples of supporting documents for merchant's PayNow (top) and*

*bank account details (bottom). Merchants may prepare either type of supporting document based on mode of payment chosen.*

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# Onboarding for Registered Merchants

- ☐ **How do I gain access to the app?**

You may download the app 'RedeemSG Merchant' on Apple App Store or Google Play Store. A CDC Ambassador will get in touch with you for the sign up and onboarding. Training will be provided during the onboarding process, and you will be provided with your unique shop code to access the app.

- ☐ **How do I get my shop code?**

You will receive your shop code from the CDC Ambassador during your onboarding session. It will also be sent to you via SMS to your registered mobile number.

- ☐ **Can I share my RedeemSG Merchant account with my staff? How do they login to the app?**

Your staff can download the RedeemSG Merchant app using their own device, and log-in using the same shop code that was issued to you by the CDC Ambassador or sent to you via SMS. Please get all your staff to download the app and login via your Shop Code to ensure that customers can redeem their vouchers with your staff even if you are not at the stall.



- ☐ **I currently have multiple shop branches. Am I able to track each of the shops' transactions individually and ensure only one branch's staff can see that branch's records?**

Yes, in order to enable this, you can sign-up each branch as a single shop account and that shop will be issued its own shop code. Staff will then only be able to see that particular shop's transactions.

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