



SMS Sender ID Registry

smsregistry@sgnic.sg

USER GUIDE

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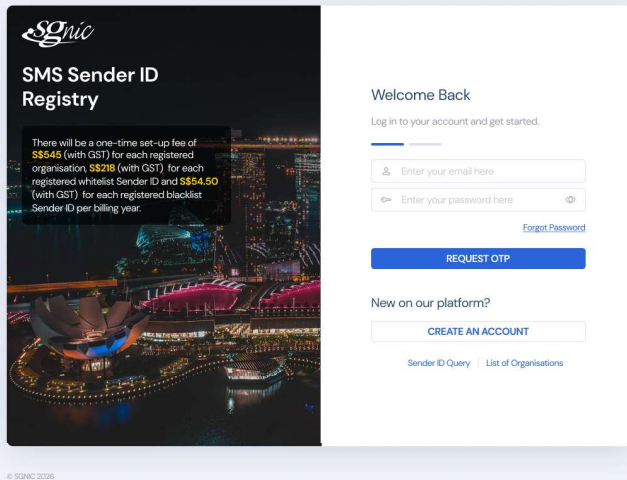
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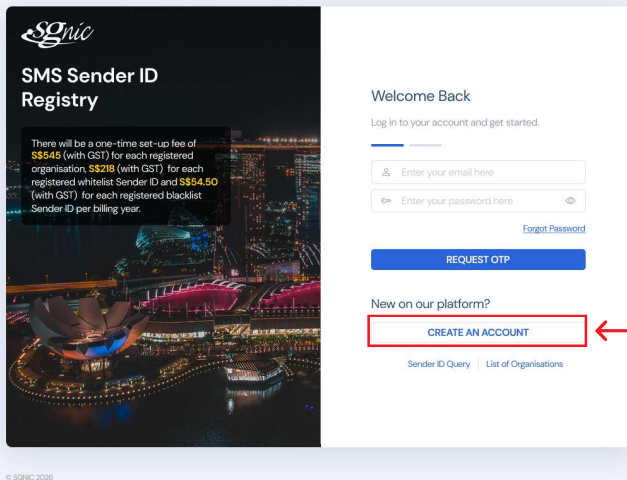
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ACCOUNT REGISTRATION

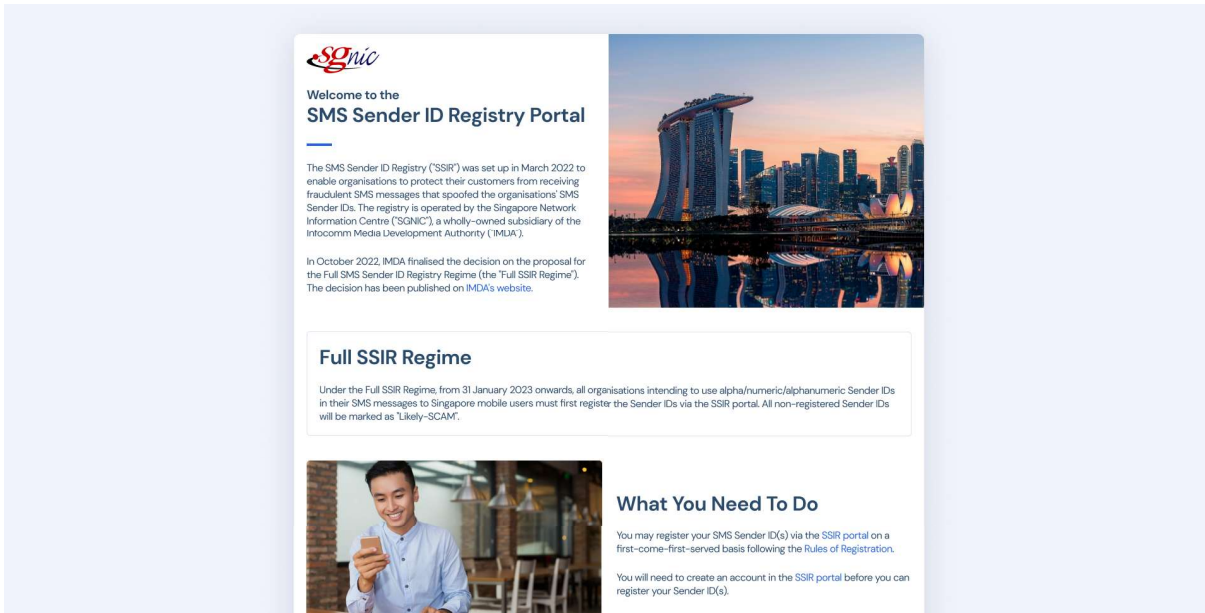
Registration



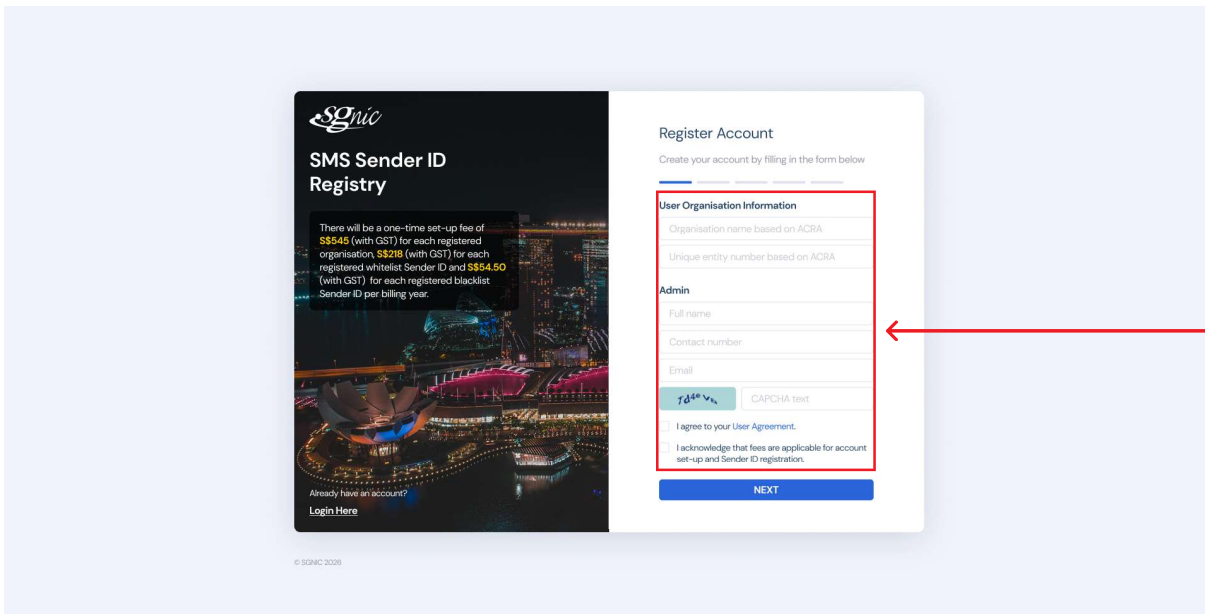
Key in URL - <https://smsregistry.sg/web/login> to login.



Click on **Create An Account** to proceed with the account creation process.



You will land on the information page, please read through the information before **proceeding to create an account.**



Registration details.

NOTE! Please ensure that the User Organisation name and UEN are the same as shown in Accounting and Corporate Regulatory Authority (ACRA) record.

Please read and accept the SSIR User Agreement and acknowledge the Fees to register with SSIR.

Register Account
Create your account by filling in the form below

User Organisation Information

Organisation name based on ACRA
Unique entity number based on ACRA

Admin

Full name
Contact number
Email

Please review the User Agreement before proceeding.

I agree to your User Agreement

I acknowledge that fees are applicable for account set-up and Sender ID registrations

NEXT

Click on the **User Agreement** to review before proceeding to the next step.

User Agreement

This Agreement is entered into by and between SINGAPORE NETWORK INFORMATION CENTRE (SGNIC) PRIVATE LIMITED (Company Registration No. 199704146E), a company incorporated in the Republic of Singapore and having its place of business at 10 Pasir Panjang Road, #03-01 Mapletree Business City, Singapore 117438 ("SGNIC"), and the entity whose name and details have been entered into the SSIR System by you ("User").

By clicking on the 'Accept' button, you are confirming that you have read, understood, and agree to all the terms and conditions in this Agreement, and that you have full legal authority to bind the User to all the terms and conditions in this Agreement.

1. DEFINITIONS

11. In this Agreement:

111. "Agreement" means this User Agreement entered into between the Parties, which comprises this document as well as the Registry Terms and Conditions and the Rules of Registration, as may be amended, modified, varied, or supplemented from time to time in accordance with the terms hereof;

112. "Annex" means any annex to this Agreement, if any;

113. "Blacklist" means the list of Sender IDs in the Registry that are supposed to be blocked by mobile network operators and/or SMS aggregators from being sent onward to other mobile network operators, SMS aggregators and/or mobile subscribers, and a "Blacklisted Sender ID" means any Sender ID in the Blacklist;

114. "Business Day" means a day, other than a Saturday, Sunday or public holiday in Singapore;

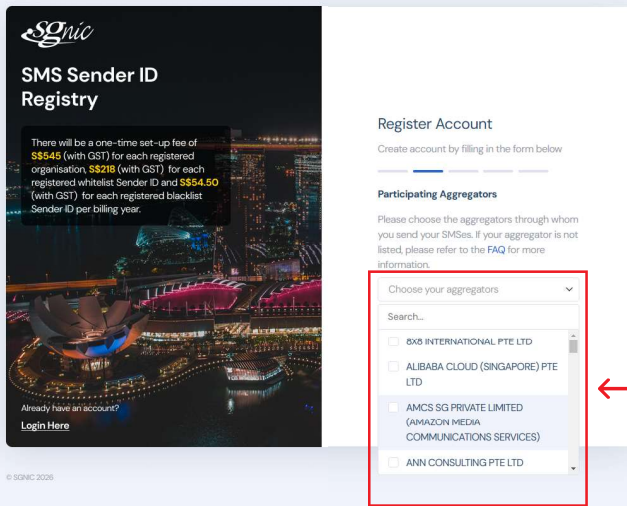
115. "Commencement Date" means the date on which the User's account in the SSIR System is approved by SGNIC;

116. "Confidential Information" means any information disclosed by one Party to the other or obtained in connection with the Agreement, that is sensitive or proprietary or relates to the customers, operations, financials, affairs, suppliers, trade secrets, or business affairs of the other Party, that is reasonably understood to be confidential given the nature of the information and circumstances in which the information was obtained or disclosed to be confidential.

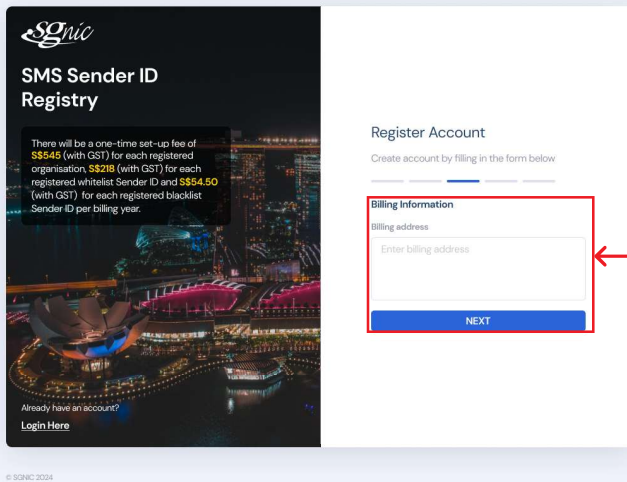
Cancel Continue

Review the **User Agreement** and click on the **Continue** button to proceed to the next step.

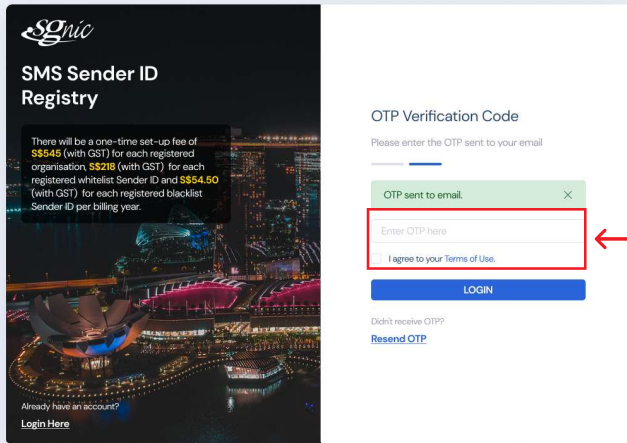
NOTE! Please scroll till the end of the User Agreement before clicking "Continue".



Select the Participating Aggregator(s) you are working with.

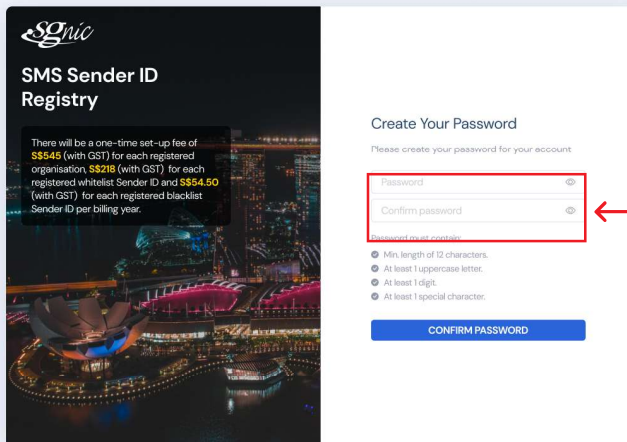


Complete the additional information: billing address.



Enter the OTP code that is sent to your email and accept the Terms of Use to proceed.

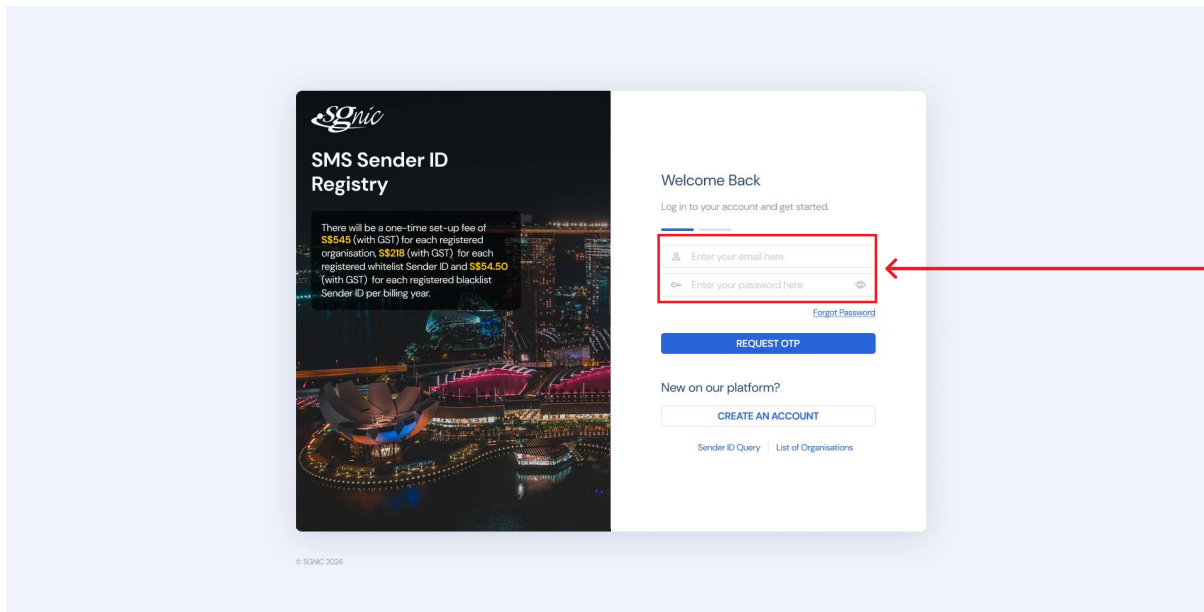
NOTE! Click on Terms of Use to view the details.



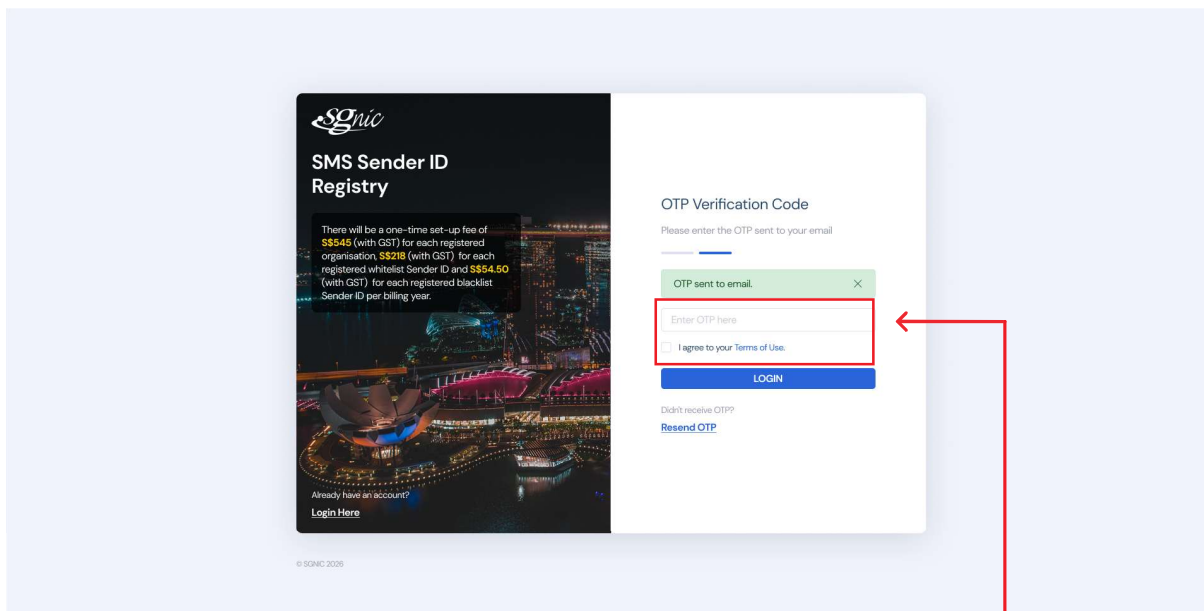
Create a secure password for your account. Once this is done, you will receive an email for the next steps.

ACCOUNT LOGIN

Login



Enter your login credentials and request an OTP code.



Enter the OTP code to log in.

NOTE! The OTP will be sent to the email registered in your account.

Account pending / accepted

Profile

Applicable Fees

There will be a one-time set-up fee of S\$545 for each registered organisation, S\$218 for each registered whitelist Sender ID and S\$54.50 for each registered blacklist Sender ID per validity period. Prices are inclusive of Goods & Services Tax.

STEP 1 Account Registration — STEP 2 Pending Acceptance — STEP 3 Pending Payment

User Organisation Information PENDING ← Additional Information

User Organisation: ABC PTE LTD
Unique entity number: I2342I23IQ
Applied on: 12 Dec 2025
Accepted on: -
Remarks: -
Aggregators: XYZ PTE LTD, LOREM IPSUM PTE LTD
Please ensure this list is updated.

Users

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	ADMIN John Cena +65 2323 4321 djnu226+232@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	<input checked="" type="checkbox"/>

Account Registration Tab: While the Registry reviews your account application, the status will be shown as **Pending**.

Profile

STEP 1 Account Registration — STEP 2 Pending Acceptance — STEP 3 Pending Payment

Invoice Details

Please confirm your Billing Address and Purchase Order to be reflected on the Proforma and Tax Invoice. No changes can be made once the Tax Invoice is generated.

Billing address: 10 Bayfront Avenue Singapore 018956

Purchase Order number (optional, only where required): Enter Purchase Order number

Pending Payment

SGNIC only accepts payment via Visa, Mastercard, or PayNow (Dynamic QR Code). Other payment methods are not accepted. Proforma Invoice

SSIR Account Set-Up Fee: S\$500

Sub total: S\$500
Goods & Services Tax (9%): S\$45
Total payable by **19 Dec 2025**: **S\$545**

The account will be deemed unsuccessful if payment is not received by 19 Dec 2025. **Make Payment**

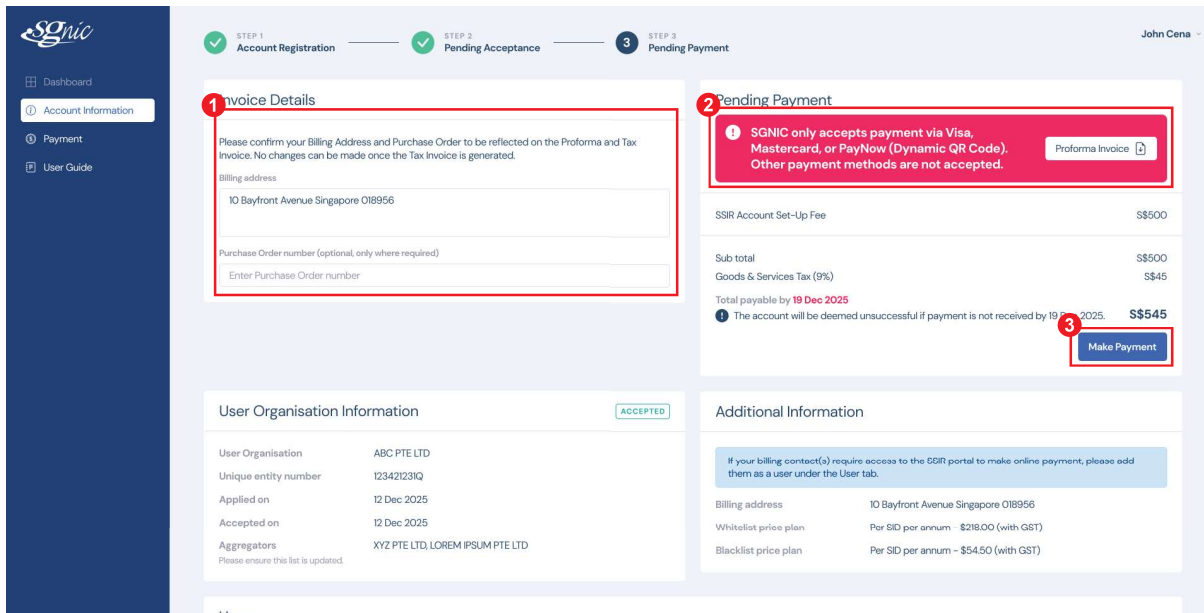
User Organisation Information ACCEPTED ← Additional Information

User Organisation: ABC PTE LTD
Unique entity number: I2342I23IQ
Applied on: 12 Dec 2025
Accepted on: 12 Dec 2025
Aggregators: XYZ PTE LTD, LOREM IPSUM PTE LTD
Please ensure this list is updated.

Billing address: 10 Bayfront Avenue Singapore 018956
Whitelist price plan: Per SID per annum - \$218 (with GST)
Blacklist price plan: Per SID per annum - \$54.50 (with GST)

Pending Acceptance Tab: After the Registry accepts your account application, the status will be updated to **Accepted**.

Pending Payment Tab: Please proceed to make payment to activate your account.



- 1 You can edit your **Billing Address** and **Purchase Order Number** to update the Proforma invoice (optional, if required).

NOTE! Please ensure the information is correct, as they will be duplicated in your tax invoice receipt. No changes can be made to the invoice once it is generated.

- 2 To view the **Proforma invoice**, click on the button to download.

NOTE! If Proforma invoice is required by your organisation for processing payment.

- 3 Click **Make Payment** button and proceed to payment gateway page.

NOTE! Upon acceptance of your account registration, you will have 30 calendar days to complete payment via Visa/Mastercard/Paynow (Dynamic QR code).

Please ensure payment is made before the deadline. If payment is not received by the deadline, your account registration will be removed and you will be required to re-register via the SSIR portal.

Payment for Account Set-Up

Total SGD 545.00

Customer Details

Select Payment Method

Card QR and e-Wallet

Please ensure all payment details are accurate.

PayNow

By continuing, you have read and agree to the [Terms of Service](#) & [Privacy Policy](#).

Cancel Pay SGD 545.00

Your transaction is secured with SSL encryption

Once you click on **Make Payment**, you will be directed to Payment Gateway page. Select the payment method you prefer, either **Card** or **PayNow (QR and e-Wallet)**.

We accept

VISA

Total SGD 545.00

Add new card

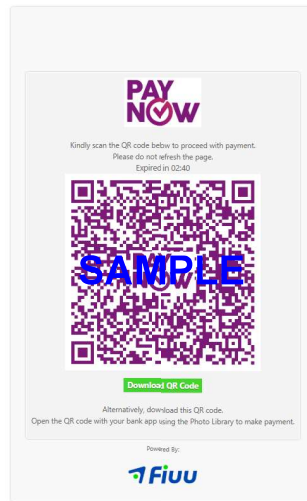
Card Number
1234 5678 9123 4567 891

Expiry Date CVV
MM / YY

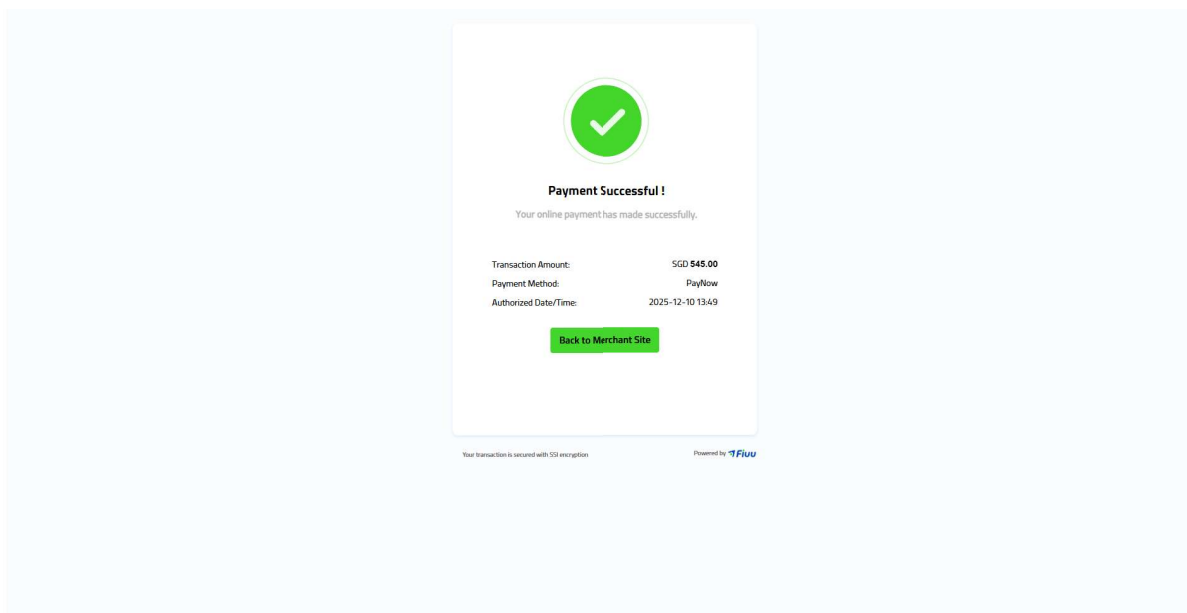
Pay SGD 545.00

Powered by Fluu

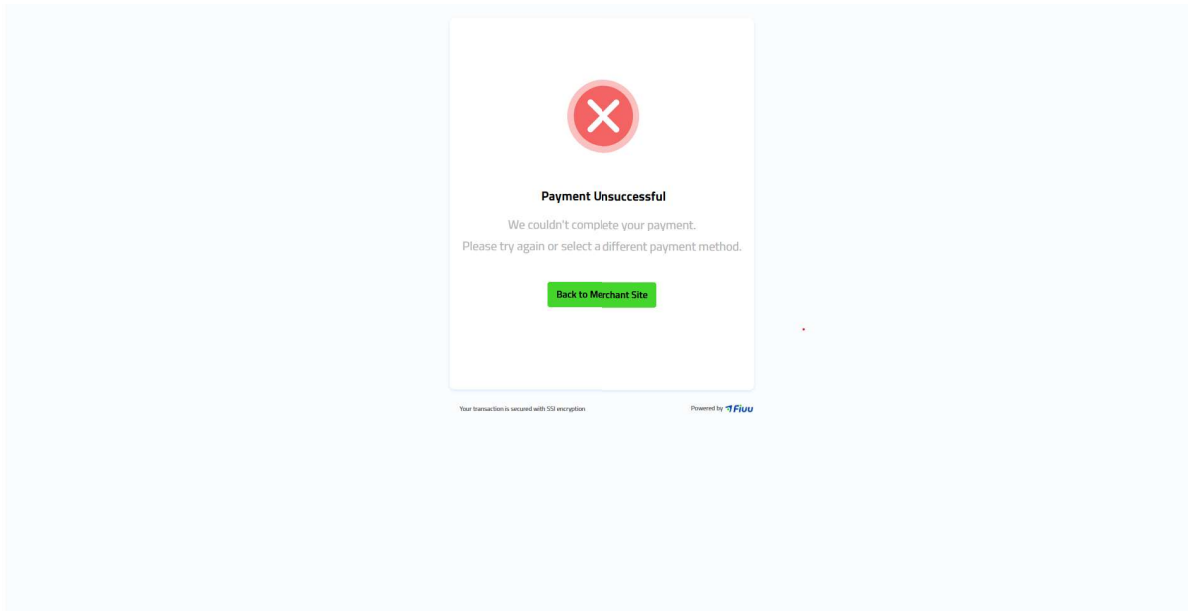
For **Card** as your payment choice: enter your card information and click on the green button to proceed.



For **PayNow** as your payment choice: scan the QR code on your bank app or e-wallet to proceed.



Once payment is successful, a **Payment Successful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal, or you will be automatically redirected to the SSIR portal after 3 seconds.



If payment is unsuccessful, a **Payment Unsuccessful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal and click Make Payment to make a new payment.

NOTE! If you are having trouble making payment via PayNow QR code, please reach out to your bank for assistance.

APPROVED ← Additional Information

If your billing contact(s) require access to the SSIR portal to make online payment, please add them as a user under the User tab.

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	John Cena +65 2323 4321 dinu226+232@gmail.com	02 Nov 2023	02 Nov 2023	John Cena	APPROVED
189	Dinu szedinu+02@gmail.com	02 Nov 2023	02 Nov 2023	John Cena	PENDING

After the payment is made successfully for Account Set-Up, the status will be updated to **Approved**.

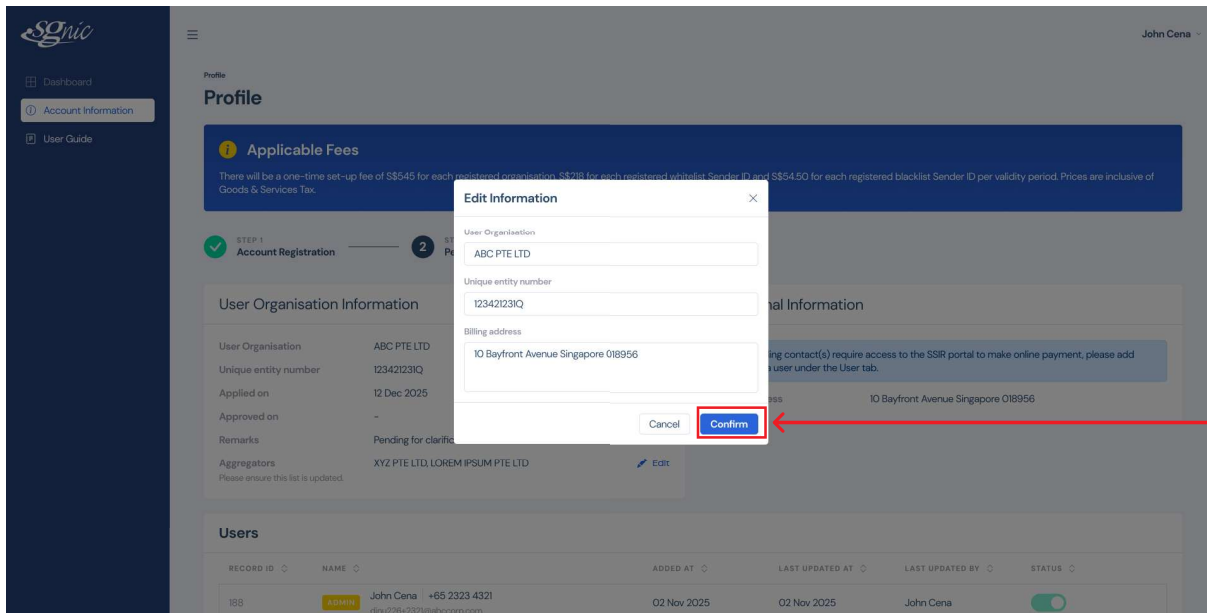
You can proceed to register and make payment for Sender ID.

Request for more information

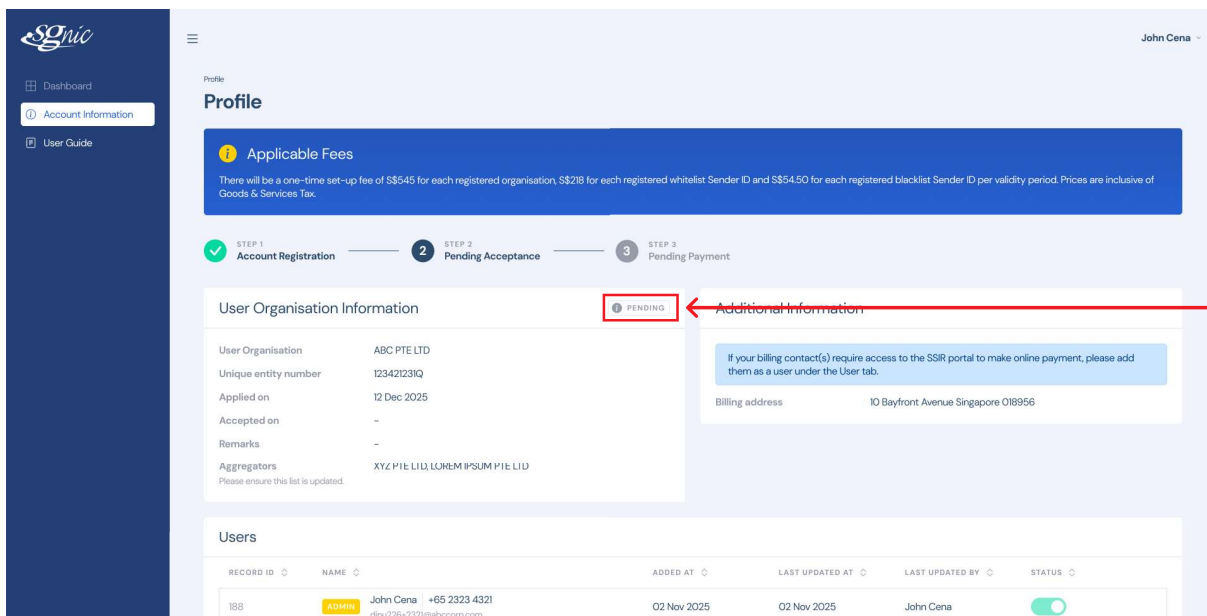
The screenshot displays the SGNIC Profile page. The left sidebar contains navigation links for Dashboard, Account Information, and User Guide. The main content area is titled 'Profile' and includes a section for 'Applicable Fees' with a note about registration fees. Below this is a progress bar with three steps: 'STEP 1 Account Registration' (completed), 'STEP 2 Pending Acceptance' (current), and 'STEP 3 Pending Payment'. The 'User Organisation Information' section shows details for 'ABC PTE LTD' and includes a 'REQUEST INFO' button (1), an 'Edit' button (3), and a 'Remarks' field containing 'Pending for clarifications.' (2). The 'Additional Information' section shows a billing address. At the bottom, a 'Users' table lists a user named 'John Cena' with a status toggle.

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	John Cena +65 2323 4321 dnu226-232@abccomp.com	02 Nov 2025	02 Nov 2025	John Cena	<input checked="" type="checkbox"/>

- 1 While the Registry reviews your account application, the status will be marked as **Request Info** if more information is required from you.
- 2 The Registry's comments will be shown in the **Remarks** section.
- 3 To update the data, click on the **Edit** button in the relevant section.



Edit the details accordingly and click on **Confirm** button to submit the information for review.



The status will be reverted to **Pending**.

USER MANAGEMENT

Create new Admin / Users

Profile

Applicable Fees

There will be a one-time set-up fee of S\$545 for each registered organisation, S\$218 for each registered whitelist Sender ID and S\$5450 for each registered blacklist Sender ID per validity period. Prices are inclusive of Goods & Services Tax.

User Organisation Information APPROVED

User Organisation: ABC PTE LTD
Unique entity number: 1234212310
Applied on: 12 Dec 2025
Accepted on: 12 Dec 2025
Aggregators: XYZ PTE LTD, LOREM IPSUM PTE LTD Edit
Please ensure this list is updated.

Additional Information

If your billing contact(s) require access to the SSIR portal to make online payment, please add them as a user under the User tab.

Billing address: 10 Bayfront Avenue Singapore 018956
Whitelist price plan: Per SID per annum - \$218 (with GST)
Blacklist price plan: Per SID per annum - \$54.50 (with GST)

Users

Search users

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	ADMIN John Cena +65 2323 4321 dnu226+2321@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	<input checked="" type="checkbox"/>
189	Dinu +65 9023 4109 szedinu+102@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	<input type="checkbox"/> Edit Delete

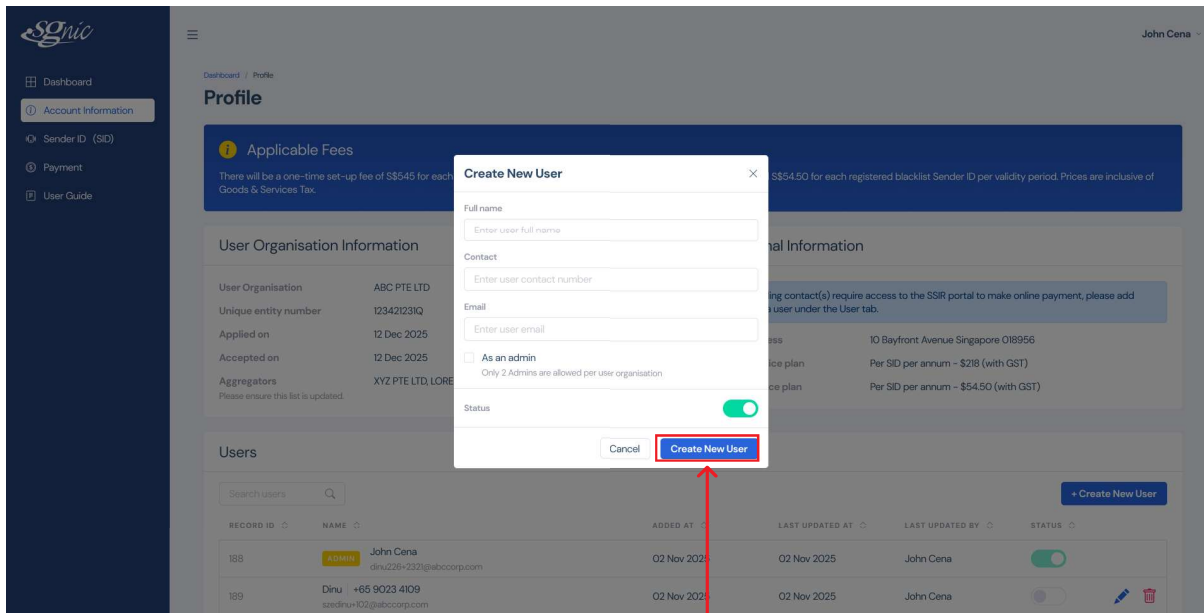
Show 50 < 1 > Showing 2 records

© SGNIC 2026

Click on the **Account Information** tab on the left menu. The **Users** section is located at the bottom of the page.

NOTE! Only 2 admins are allowed per account.
Only admins are allow to create users. User will not be able to see the Users panel.

1 To **create a new** user, click on the **Create New User** button at the right corner in the Users panel.



Enter the user account details, to assign the user as an Admin, select the **As an Admin** checkbox, and click **Create New User**.

To create a non-Admin user, click **Create New User**, **DO NOT** select the As an Admin checkbox.

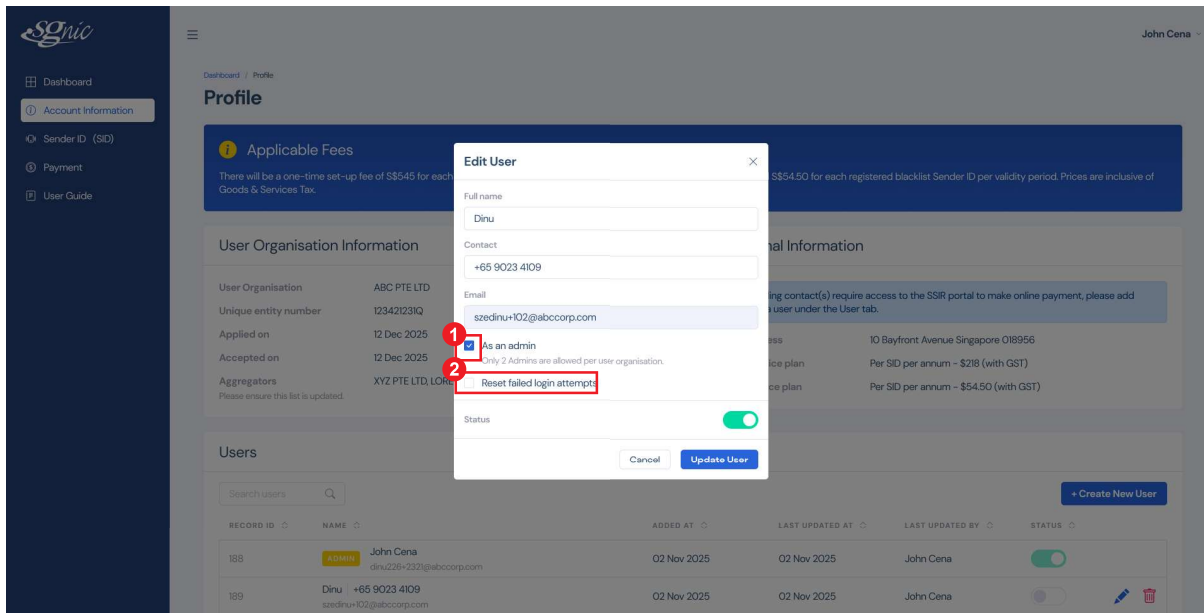
NOTE! The user will receive an email to set up their account password. The Admin can add multiple users. A maximum of two Admins is allowed per account.

The screenshot displays the 'Profile' page in the SGNIC system. It features a sidebar with navigation options: Dashboard, Account Information, Sender ID (SID), Payment, and User Guide. The main content area is divided into several sections:

- Applicable Fees:** A blue banner with an information icon stating: "There will be a one-time set-up fee of S\$545 for each registered organisation, S\$218 for each registered whitelist Sender ID and S\$5450 for each registered blacklist Sender ID per validity period. Prices are inclusive of Goods & Services Tax."
- User Organisation Information:** A section with a green 'APPROVED' badge. It lists details for 'ABC PTE LTD', including a unique entity number, application date (12 Dec 2025), and a list of aggregators. An 'Edit' button is present.
- Additional Information:** A section with a blue note: "If your billing contact(s) require access to the SSR portal to make online payment, please add them as a user under the User tab." It lists billing address, whitelisted price plan, and blacklisted price plan.
- Users:** A table with columns for Record ID, Name, Added At, Last Updated At, Last Updated By, and Status. Two users are listed: John Cena (ADMIN) and Dinu. The Status column for John Cena has a toggle switch (1), and the Dinu row has edit (2) and delete (3) icons.

At the bottom of the page, there is a footer with the text "© SGNIC 2026".

- 1 Admins can toggle the button to temporarily **disable or enable** user accounts, but cannot disable or delete their own Admin account.
- 2 Admins can click **Edit** to modify user details.
- 3 Admins can click **Delete** to remove a user account.



- 1** To change a user from Admin to non-Admin, the Admins can uncheck the **As an Admin** checkbox.
NOTE! Only admin user has the rights to make this change.
- 2** Admins can check the **Reset failed login attempts** checkbox to reset a user's failed login attempts.

Create password for new user

SGNIC
SMS Sender ID Registry

There will be a one-time set-up fee of **S\$545** (with GST) for each registered organisation, **S\$218** (with GST) for each registered whitelist Sender ID and **S\$54.50** (with GST) for each registered blacklist Sender ID per billing year.

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Create Your Password

Please create your password for your account

Password

Confirm password

password must contain:

- Min. length of 12 characters.
- At least 1 uppercase letter.
- At least 1 digit.
- At least 1 special character.

CONFIRM PASSWORD

When a new user is created, an email will be sent to the new user's email address.

The user can click on the link in the email to create a password.

SGNIC
SMS Sender ID Registry

There will be a one-time set-up fee of **S\$545** (with GST) for each registered organisation, **S\$218** (with GST) for each registered whitelist Sender ID and **S\$54.50** (with GST) for each registered blacklist Sender ID per billing year.

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OTP Verification Code

Please enter the OTP sent to your email

OTP sent to email. X

Enter OTP here

I agree to your Terms of Use.

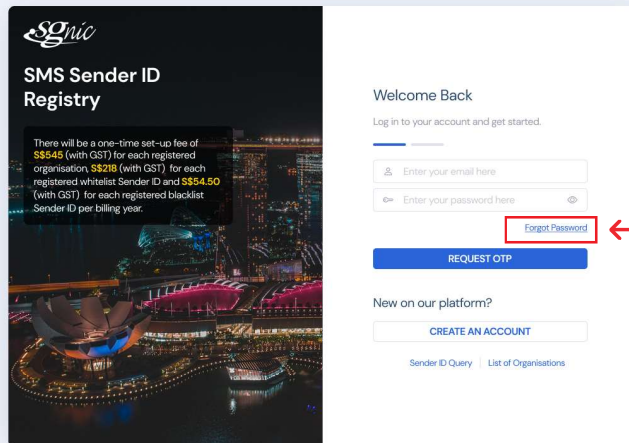
LOGIN

Didn't receive OTP?
[Resend OTP](#)

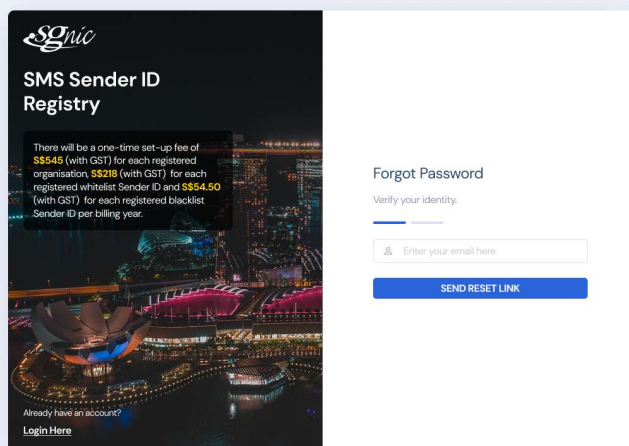
Already have an account?
[Login Here](#)

After entering the password, key in the OTP code and accept the Terms of Use to login to the portal.

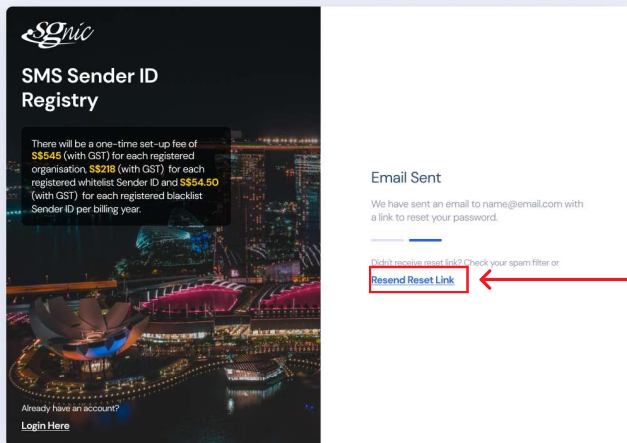
Forgotten password



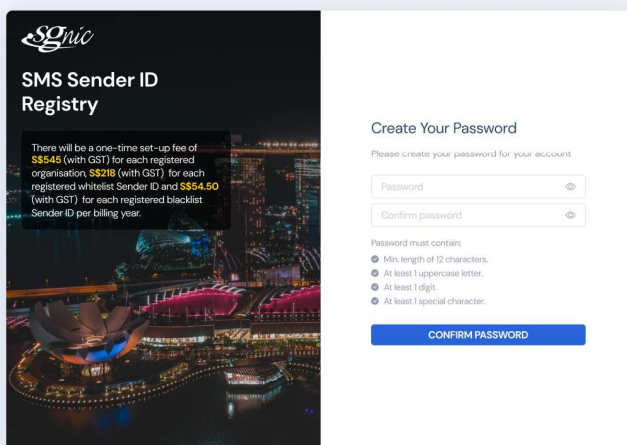
If forgotten password, you can click on **Forgot Password** to reset your account's password.



Enter the email address that you have used to register an account in the portal.



An email will be sent to you with a link to reset your password. If you did not receive it, check your spam inbox or click on **Resend Reset Link** to resend the email.



After clicking the link in the email, enter your new password to reset your account password.

ACCOUNT INFORMATION MANAGEMENT

Participating Aggregators Record

Profile

Applicable Fees

There will be a one-time set-up fee of S\$545 for each registered organisation, S\$218 for each registered whitelist Sender ID and S\$54.50 for each registered blacklist Sender ID per validity period. Prices are inclusive of Goods & Services Tax.

User Organisation Information APPROVED

User Organisation: ABC PTE LTD
Unique entity number: T23421231Q
Applied on: T2 Dec 2025
Accepted on: T2 Dec 2025
Aggregators: XYZ PTE LTD, LOREM IPSUM PTE LTD

Additional Information

If your billing contact(s) require access to the SSIR portal to make online payment, please add them as a user under the User tab.

Billing address: 10 Bayfront Avenue Singapore 018956
Whitelist price plan: Per SID per annum - \$218 (with GST)
Blacklist price plan: Per SID per annum - \$54.50 (with GST)

Users

Search Users + Create New User

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	John Cena +65 2323 4321 dinu226+232@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	<input checked="" type="checkbox"/>
189	Dinu +65 9023 4109 szedinu+102@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	<input type="checkbox"/>

Showing 2 records

Click on the **Account Information** tab on the left menu.

1 To update the **Aggregators** record, click on the **Edit** button at the right side of the Aggregators field.

Edit Aggregators

Participating aggregators
8 options selected

Search...

- AMAZON WEB SERVICES SINGAPORE PRIVATE LIMITED
- ANN CONSULTING PTE LTD
- MESSAGEBIRD PTE. LTD.
- MOCEAN PTE LTD
- PACIFIC SYNERGY PTE LTD
- SINCH SINGAPORE PTE LTD

Cancel Update Aggregators

Click on the **Aggregators** field and select the Aggregator from the dropdown list. Thereafter click on **Update Aggregators** button.

SENDER ID MANAGEMENT

Dashboard

The dashboard features a dark blue sidebar with the SGNIC logo and navigation links: Dashboard, Account Information, Sender ID (SID), Payment, and User Guide. The main content area is light blue and includes a user profile 'John Cena' in the top right. A 'Welcome back, John Cena' message is followed by a sub-header 'Here is the latest update of the portal today.' Below this are three key cards: 1. 'Applicable Fees' (blue) with an information icon and text: 'There will be a one-time set-up fee of S\$545 for each registered organisation, S\$218 for each registered whitelist Sender ID and S\$54.50 for each registered blacklist Sender ID per validity period. Prices are inclusive of Goods & Services Tax.' 2. 'SID Pending Payment' (yellow) with a document icon, the number '4', and a right arrow. 3. Two summary cards: 'Total Sender ID' (dark blue) showing '14' with '+8 Add' and '-2 Delete' options; and 'Total Users' (light blue) showing '2' with '1 User' and '+ Add User' options. A copyright notice '© SGNIC 2018' is at the bottom left.

Dashboard shows an overview of your Organisation's Sender IDs, including those pending for payments, and Sender ID count.

Registration of Sender ID

The screenshot displays the SGNIC portal's Sender ID management interface. On the left, a navigation menu includes 'Dashboard', 'Account Information', 'Sender ID (SID)', 'Payment', and 'User Guide'. The main header shows the user 'John Cena' and navigation options like '+ Bulk Request New' and '+ Request New'. The 'Sender ID' section features tabs for 'PENDING', 'ACCEPTED', 'APPROVED', 'SENT', 'UNSUCCESSFUL / UNPAID', and 'HISTORY'. A 'Sender ID registration flow' diagram shows the stages: Pending (Sender ID pending Registry's Acceptance), Accepted (Accepted by Registry, pending payment), Approved (Payment received, pending for listing in the whitelist / blacklist), Sent (Sender ID is registered in the whitelist / blacklist), and Unsuccessful / Unpaid. Below the flow is a search bar for 'Sender IDs' and a 'Bulk Actions' menu with a 'Delete' option. A table lists four Sender ID requests with their respective details and outcomes.

REQUEST ID	SENDER ID	CREATED AT	ACTION	OUTCOME	REMARKS
145772	79999X	01 Nov 2025	ADD	WHITELIST	Lorem ipsum dolor sit amet, consectetur adipiscing elit.
145771	zoom	01 Nov 2025	ADD	WHITELIST	-
145764	A e i o u	01 Nov 2025	DELETE	WHITELIST	Consectetur adipiscing elit.
145763	a eiou	01 Nov 2025	ADD	BLACKLIST	Consectetur adipiscing elit.

1 To access Sender ID page, click on the **Sender ID (SID)** tab in the left menu.

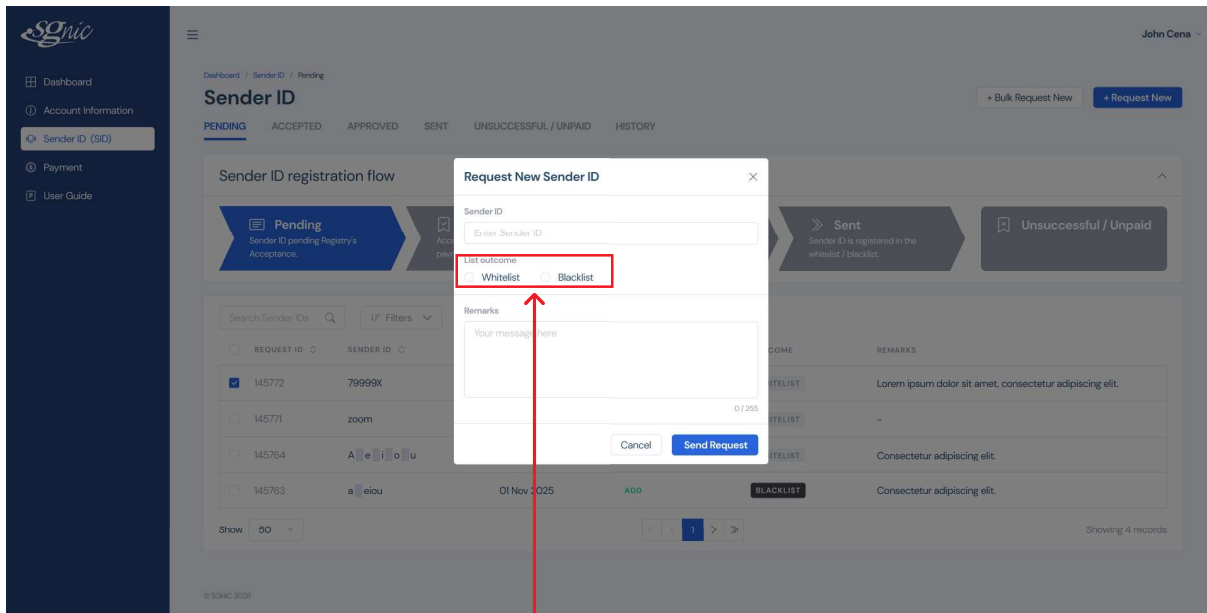
2 All of the Sender IDs will be shown in the respective tabs.

3 To submit a Sender ID request, click **Request New**.
To submit multiple Sender ID request at once, click **Bulk Request New**.

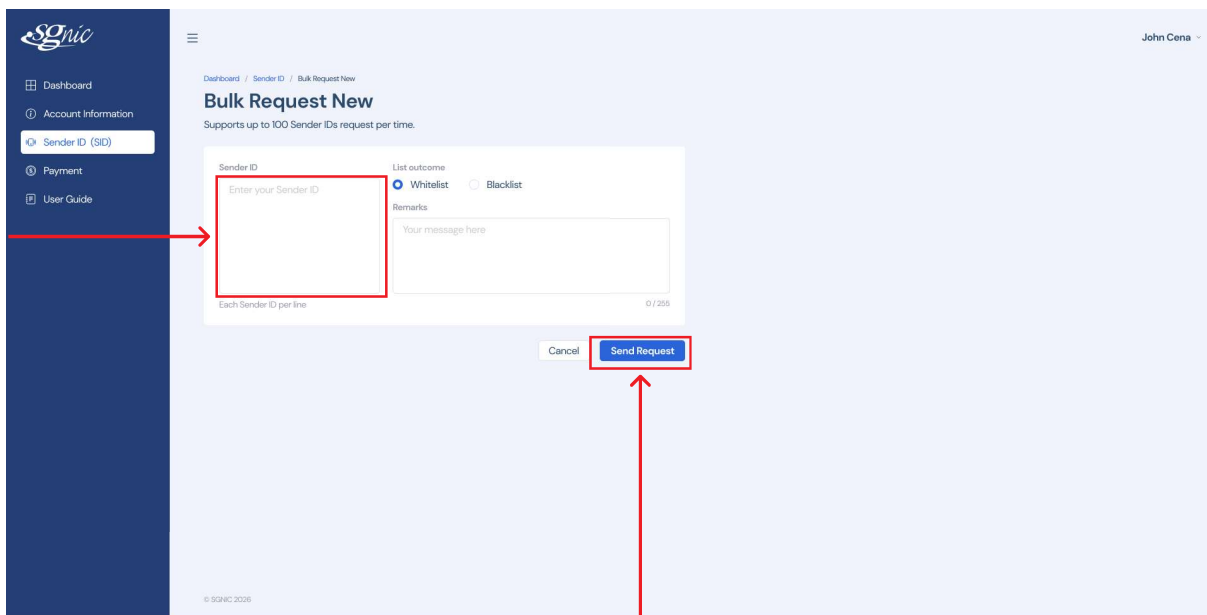
NOTE! Upon acceptance of your Sender ID registration, you will have 30 calendar days to complete payment via Visa/Mastercard/Paynow (Dynamic QR code).

Please ensure payment is made before the deadline. If payment is not received by the deadline, your Sender ID registration will be removed and you will be required to re-register via the SSIR portal.

4 To delete a pending Sender ID request, select the Sender ID and click the **Delete** button.

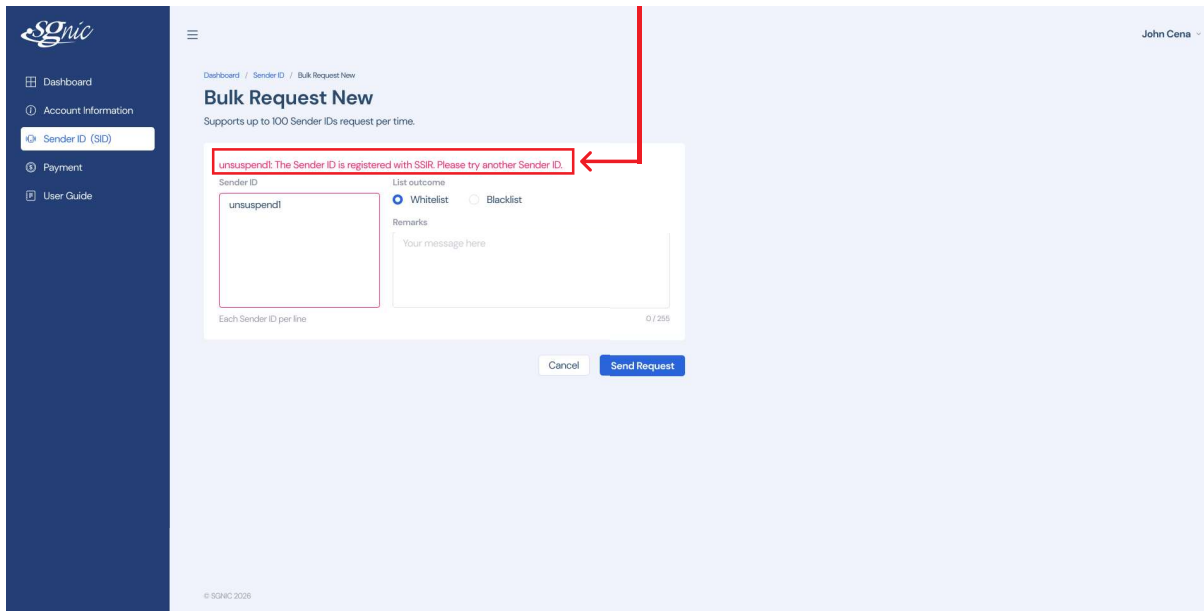


Select Whitelist or Blacklist for the type of Sender ID you wish to register. Enter the Sender ID and remarks, then click **Send Request** to submit the request.



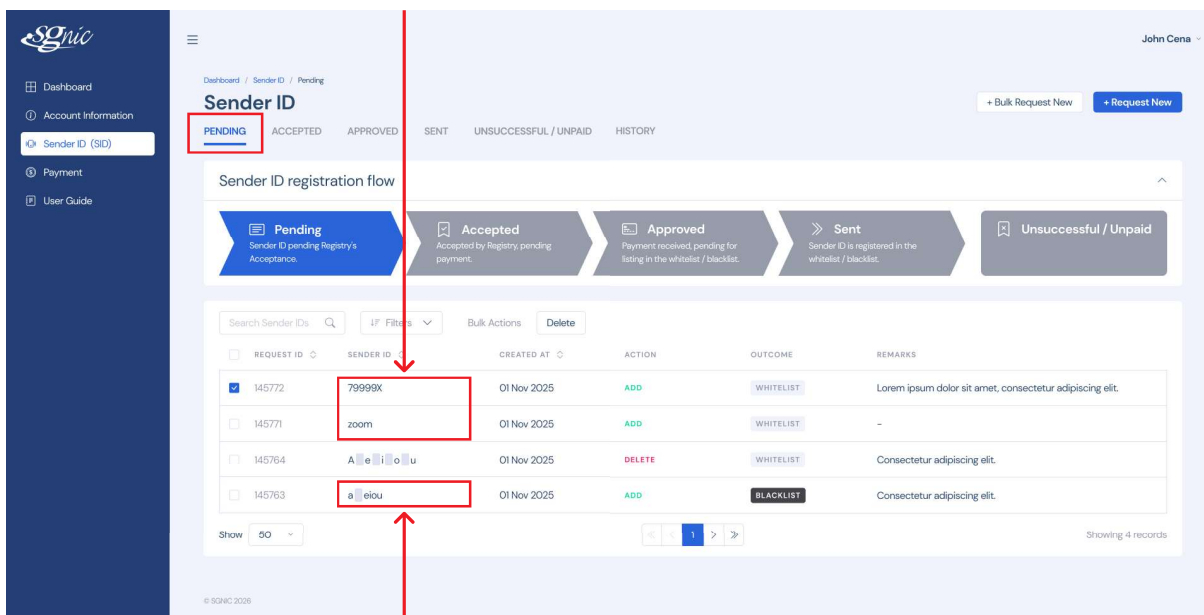
For bulk Sender ID registration, enter each Sender ID on a separate line.

Click on **Send Request** button to proceed.



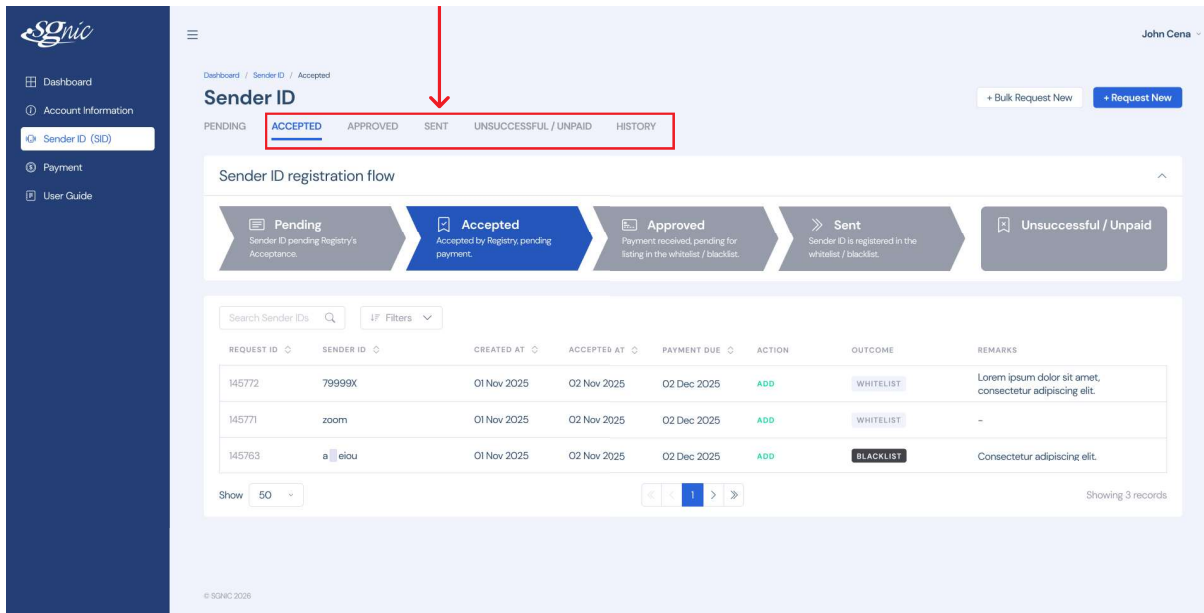
If there are Sender ID registrations that are not accepted, the system will show the remarks in red.

NOTE! All Sender ID registrations that are not accepted must be removed before proceeding with the bulk registration of Sender IDs.



Pending Tab: Shows the Sender ID(s) submitted for registration.

NOTE! If whitespaces (spaces) are included in the Sender ID, it will appear as a **grey box**.



Accepted Tab: Shows the list of Sender IDs accepted by the Registry pending for payment.

Approved Tab: Shows the list of Sender IDs that are paid and awaiting to be sent to the Participating Aggregators.

Sent Tab: Shows the list of Sender IDs that are sent to the Participating Aggregators.

Unsuccessful / Unpaid Tab: Shows the list of Sender IDs that are not paid or not accepted by Registry.

History Tab: Shows the activities history for all Sender IDs.

The screenshot displays the SGNIC Sender ID registration flow. The 'ACCEPTED' tab is highlighted with a red box and a red arrow. The flow diagram shows the following stages: Pending (Sender ID pending Registry's Acceptance), Accepted (Accepted by Registry, pending payment), Approved (Payment received, pending for listing in the whitelist / blacklist), Sent (Sender ID is registered in the whitelist / blacklist), and Unsuccessful / Unpaid. Below the flow diagram is a table with the following data:

REQUEST ID	SENDER ID	CREATED AT	ACCEPTER AT	PAYMENT DUE	ACTION	OUTCOME	REMARKS
145772	79999X	01 Nov 2025	02 Nov 2025	02 Dec 2025	ADD	WHITELIST	Lorem ipsum dolor sit amet, consectetur adipiscing elit.
145771	zoom	01 Nov 2025	02 Nov 2025	02 Dec 2025	ADD	WHITELIST	-
145763	a eiou	01 Nov 2025	02 Nov 2025	02 Dec 2025	ADD	BLACKLIST	Consectetur adipiscing elit.

Once a Sender ID has been accepted by Registry Admin, it will be shown in the **Accepted** tab. You may make payment at the **Payment** page.

Please refer to **Proceed to payment** (page 33) for the new Sender ID section payment workflow.

NOTE! Upon acceptance of your Sender ID registration, you will have 30 calendar days to complete payment via Visa/Mastercard/Paynow (Dynamic QR code).

Please ensure payment is made before the deadline. If payment is not received by the deadline, your Sender ID registration will be removed and you will be required to re-register via the SSIR portal.

The screenshot shows the SGNIC Sender ID management interface. The 'APPROVED' tab is selected, displaying a registration flow diagram and a table of Sender IDs. The table has the following columns: REQUEST ID, SENDER ID, PAID ON, VALIDITY DATE, ESTIMATED EFFECTIVE BY, ACTION, OUTCOME, and REMARKS. Three columns are highlighted with red boxes and numbered 1, 2, and 3: 'PAID ON', 'VALIDITY DATE', and 'ESTIMATED EFFECTIVE BY'.

REQUEST ID	SENDER ID	PAID ON	VALIDITY DATE	ESTIMATED EFFECTIVE BY	ACTION	OUTCOME	REMARKS
145772	79999X	03 Nov 2025	3 Nov 2025 - 2 Nov 2026	07 Nov 2025 10:00	ADD	WHITELIST	Lorem ipsum dolor sit amet, consectetur adipiscing elit.
145771	zoom	03 Nov 2025	3 Nov 2025 - 2 Nov 2026	07 Nov 2025 10:00	ADD	BLACKLIST	-
145764	A e i i o u	03 Nov 2025	-	07 Nov 2025 10:00	DELETE	WHITELIST	System auto delete due to non-renewal.
145763	loremipsum189	03 Nov 2025	-	07 Nov 2025 10:00	DELETE	WHITELIST	System auto delete due to non-renewal.

The **Approved** tab shows the list of Sender IDs that are paid and awaiting to be sent to the Participating Aggregators.

- 1 The **Paid On** column indicates the payment date.
- 2 The **Validity Date** column indicates the validity date of each Sender ID.
- 3 The **Estimated Effective By** column indicates the estimated date that the Sender ID will be live.

Dashboard / Sender ID / Registered / Unpaid

Sender ID

PENDING ACCEPTED APPROVED SENT **UNSUCCESSFUL / UNPAID** HISTORY

Sender ID registration flow

Pending: Sender ID pending Registry's Acceptance.

Accepted: Accepted by Registry, pending payment.

Approved: Payment received, pending for listing in the whitelist / blacklist.

Sent: Sender ID is registered in the whitelist / blacklist.

Unsuccessful / Unpaid

REQUEST ID	SENDER ID	CREATED AT	ACTION	OUTCOME	LATEST STATUS	REMARKS
145772	79999X	01 Nov 2025	ADD	WHITELIST	Unsuccessful	Lorem ipsum dolor sit amet, consectetur adipiscing elit.
145771	zoom	01 Nov 2025	ADD	WHITELIST	Unpaid	-
145763	a eiou	01 Nov 2025	ADD	BLACKLIST	Unsuccessful	Consectetur adipiscing elit.

1 A Sender ID registration that is not accepted by the Registry will be shown in the **Unsuccessful / Unpaid** Tab with the status set as **Unsuccessful**. Please submit a new Sender ID registration.

2 A Sender ID registration that is unpaid will be shown in the **Unsuccessful / Unpaid** tab with the status set as **Unpaid**. Please submit a new Sender ID registration and pay by the payment due date.

Dashboard / Sender ID / Sent

Sender ID

PENDING ACCEPTED APPROVED **SENT** UNSUCCESSFUL / UNPAID HISTORY

Sender ID registration flow

Pending: Sender ID pending Registry's Acceptance.

Accepted: Accepted by Registry, pending payment.

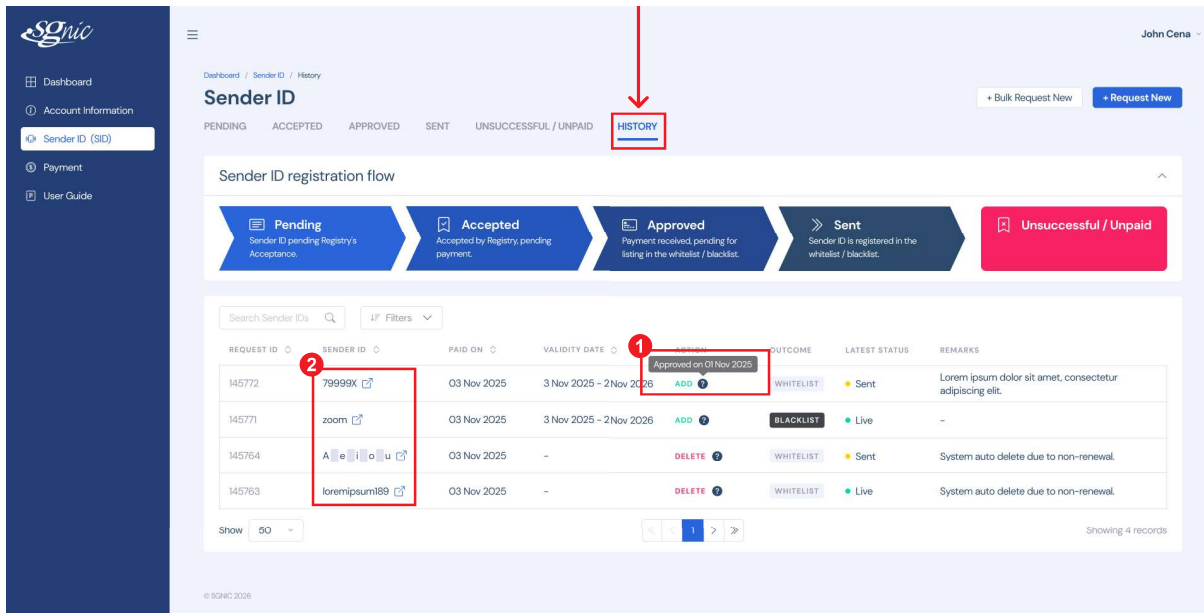
Approved: Payment received, pending for listing in the whitelist / blacklist.

Sent: Sender ID is registered in the whitelist / blacklist.

Unsuccessful / Unpaid

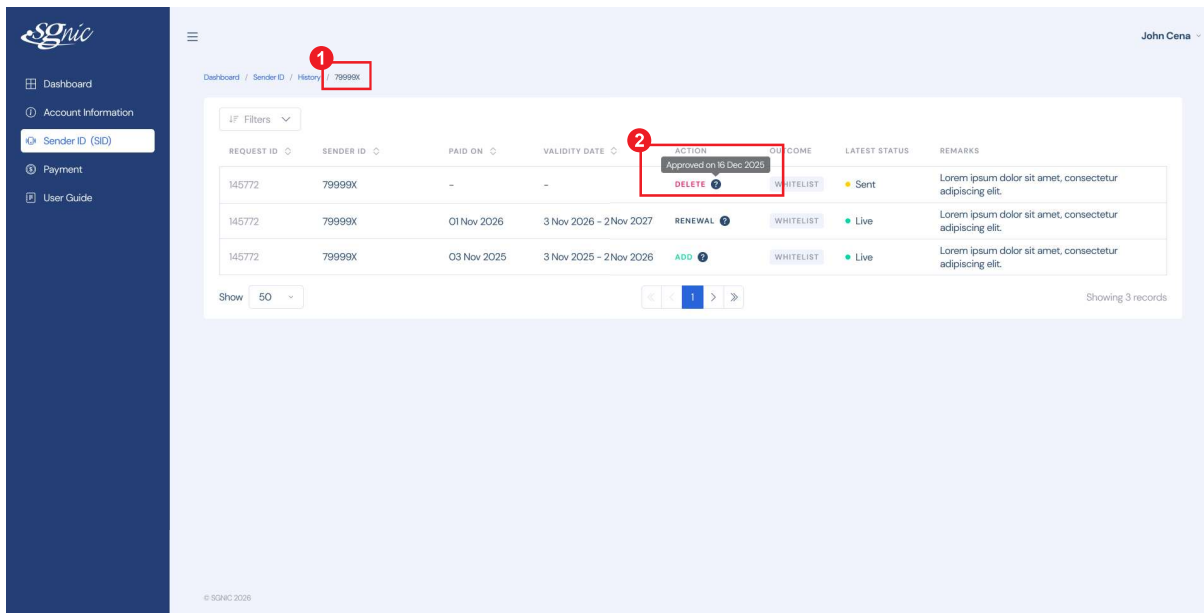
RECORD ID	SENDER ID	PAID ON	VALIDITY DATE	ACTION	OUTCOME	LATEST STATUS	SENT AT	EFFECTIVE BY
145772	79999X	05 Nov 2025	6 Nov 2025 - 5 Nov 2026	ADD	WHITELIST	Sent	07 Nov 2025	-
145771	zoom	02 Nov 2025	3 Nov 2025 - 2 Nov 2026	ADD	BLACKLIST	Live	07 Nov 2025	07 Nov 2025 10:00
145764	A i i e o u	02 Nov 2025	-	ADD	WHITELIST	Sent	07 Nov 2025	-
145761	loremipsum189	05 Jun 2024	-	ADD	WHITELIST	Live	01 Jan 2025	07 Jan 2025 10:00

Click the **Sent** tab to check your existing live Sender ID and corresponding validity date.



Click the **History** tab to check the activities for all the Sender IDs.

- 1 Mouse over the ? icon to view the details.
- 2 Click on the Sender ID to view the history of the selected Sender ID.



- 1 The new tab will show the history of the selected Sender ID.
- 2 Mouse over the ? icon to view the details.

Payment for new Sender ID

Dashboard / Payment / Payment For New Sender ID

Payment

Payment reminder

Sender IDs (SIDs) will be deleted if payment is not made within **30 calendar days** of acceptance (for new SIDs) or upon expiry of the SID validity period (for renewals). You will need to submit new Sender ID registration(s) via the SSR Portal.

NEW SID

All Sender ID selections will be cleared if you leave this page without completing the payment.

1 PAYMENT FOR NEW SENDER ID PAYMENT FOR RENEWAL SENDER ID TRANSACTION HISTORY

2 [Proceed To Pay](#)

4 [Select all \(3\)](#)

New Whitelist

<input type="checkbox"/>	REQUEST ID	SENDER ID	ACCEPTED AT	PAYMENT DUE	VALIDITY PERIOD
<input checked="" type="checkbox"/>	145772	79999X	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
<input checked="" type="checkbox"/>	145771	zoom	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
<input type="checkbox"/>	145756	loremipsum189	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026

Show 50 Showing 3 out of 3 records

New Blacklist

<input type="checkbox"/>	REQUEST ID	SENDER ID	ACCEPTED AT	PAYMENT DUE	VALIDITY PERIOD
<input checked="" type="checkbox"/>	145772	79999X	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
<input checked="" type="checkbox"/>	145771	zoom	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
<input type="checkbox"/>	145756	loremipsum189	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026

Show 50 Showing 3 out of 3 records

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Click on the **Payment** tab on the left menu.

1 The **Payment For New Sender ID** tab refers to new Sender ID that is accepted by Registry.

2 Select Whitelist Sender ID(s) and/or Blacklist Sender ID(s) you wish to pay for by checking the box. Click **Proceed to Pay** to continue.

NOTE! All Sender ID selections will be cleared if you leave this page without completing the payment.

3 The Sender ID validity period will start from the successful payment date.

4 Select this checkbox to make payment for all the Sender ID(s).

Payment for renewal Sender ID

Payment reminder
Sender IDs (SIDs) will be deleted if payment is not made within **30 calendar days** of acceptance (for new SIDs) or upon expiry of the SID validity period (for renewals). You will need to submit new Sender ID registration(s) via the SSR Portal.

SID RENEWAL

All Sender ID selections will be cleared if you leave this page without completing the payment.

PAYMENT FOR NEW SENDER ID **PAYMENT FOR RENEWAL SENDER ID** TRANSACTION HISTORY [Proceed To Pay](#)

REQUEST ID	SENDER ID	EXISTING VALIDITY PERIOD	PAYMENT DUE	VALIDITY PERIOD
145772	79999K	4 Nov 2024 - 3 Nov 2025	03 Nov 2025	1 year 4 Nov 2025 - 3 Nov 2026
145771	zoom	30 Dec 2024 - 29 Dec 2025	29 Dec 2025	1 year 30 Dec 2025 - 29 Dec 2026
145770	bllids	3 Nov 2025 - 2 Nov 2026	02 Nov 2026	-

Showing 3 records

REQUEST ID	SENDER ID	EXISTING VALIDITY PERIOD	PAYMENT DUE	VALIDITY PERIOD
145767	birlds	4 Nov 2024 - 3 Nov 2025	03 Nov 2025	-
145765	AEkou	3 Nov 2024 - 2 Nov 2025	02 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026

Showing 2 records

- 1** The **Payment For Renewal Sender ID** displays existing Whitelist and Blacklist Sender IDs that are due for renewal. You may select either or both Whitelist and Blacklist Sender ID(s) to make payment for renewal.
- 2** You may make payment at any time during the year to renew your Sender ID(s). Whitelist and Blacklist SIDs can be paid together despite different validity periods, provided the payment is completed before the end of validity date of the selected Sender ID(s). For example, a Whitelist Sender ID is due for renewal in September, and a Blacklist Sender ID is due for renewal in October, you should pay to renew both Sender IDs any time before September.

Proceed to payment

SSIR Portal Dashboard / Payment / Payment For New Sender ID

Payment

Payment reminder NEW SID

Sender IDs (SIDs) will be deleted if payment is not made within **30 calendar days** of acceptance (for new SIDs) or upon expiry of the SID validity period (for renewals). You will need to submit new Sender ID registration(s) via the SSIR Portal.

All Sender ID selections will be cleared if you leave this page without completing the payment.

PAYMENT FOR NEW SENDER ID | PAYMENT FOR RENEWAL SENDER ID | TRANSACTION HISTORY

[Proceed To Pay](#)

New Whitelist

Select all (1000)

<input type="checkbox"/>	REQUEST ID	SENDER ID	ACCEPTED AT	PAYMENT DUE	VALIDITY PERIOD
<input checked="" type="checkbox"/>	145772	79999X	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
<input checked="" type="checkbox"/>	145771	zoom	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
<input type="checkbox"/>	145756	loremipsum189	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026

Show 50 | Showing 3 out of 3 records

New Blacklist

Select all (1000)

<input type="checkbox"/>	REQUEST ID	SENDER ID	ACCEPTED AT	PAYMENT DUE	VALIDITY PERIOD
--------------------------	------------	-----------	-------------	-------------	-----------------

Select and check the Sender ID you wish to make payment. Click on **Proceed To Pay** button to proceed.

NOTE! You can pay for both new and renewal Sender IDs at the same time. Select the Sender IDs from their respective tabs before proceeding to payment.

Dashboard / Payment / Proceed To Pay

Proceed To Pay Summary

SGNIC only accepts payment via Visa, Mastercard, or PayNow (Dynamic QR Code). Other payment methods are not accepted. [Proforma Invoice](#)

Billing Information [Edit](#)

Please confirm your Billing Address and Purchase Order to be reflected on the Proforma and Tax Invoice. No changes can be made once the Tax Invoice is generated.

Billing address: 10 Bayfront Avenue Singapore 018956

Purchase Order number: O18956
Optional, only where required

Total Sender IDs Count

Whitelist: 1
Blacklist: 1

#	SENDER ID	OUTCOME	TYPE	VALIDITY PERIOD	PRICE PLAN	AMOUNT (INCL GST)
1	79999X	WHITELIST	New	3 Nov 2025 - 2 Nov 2026	Per SID per annum - \$218 (with GST)	\$218.00
2	zoo_m	BLACKLIST	New	3 Nov 2025 - 2 Nov 2026	Per SID per annum - \$54.50 (with GST)	\$54.50

Sub total: \$250.00
Goods & Services Tax (9%): \$22.50
Total payable: **\$272.50** [Make Payment](#)

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Review and re-check the list of Sender IDs carefully before making payment.

1 To update invoice details (Billing Address or Purchase Order Number), click **Edit** to make changes. When you confirmed the information is correct, click **Make Payment** to proceed. Please note that no changes to the invoice details (billing information) can be made after payment is completed.

2 Click on the **Proforma invoice** to download a copy if required.

NOTE! Your organisation may require a Proforma invoice for payment processing, but it is not mandatory.

Total SGD 272.50

Customer Details

Select Payment Method

Card QR and e-Wallet

Please ensure all payment details are accurate.

Payflow

By continuing, you have read and agree to the [Terms of Service](#) & [Privacy Policy](#).

Cancel Pay SGD 436.00

Your transaction is secured with SSL encryption

Once you click on **Make Payment**, you will be directed to Payment Gateway page. Select the payment method you prefer, either **Card** or **PayNow (QR and e-Wallet)**.

We accept

VISA

Total SGD 272.50

Add new card

Card Number

1234 5678 9123 4567 891

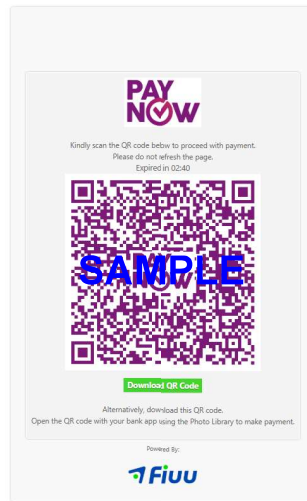
Expiry Date MM / YY

CVV

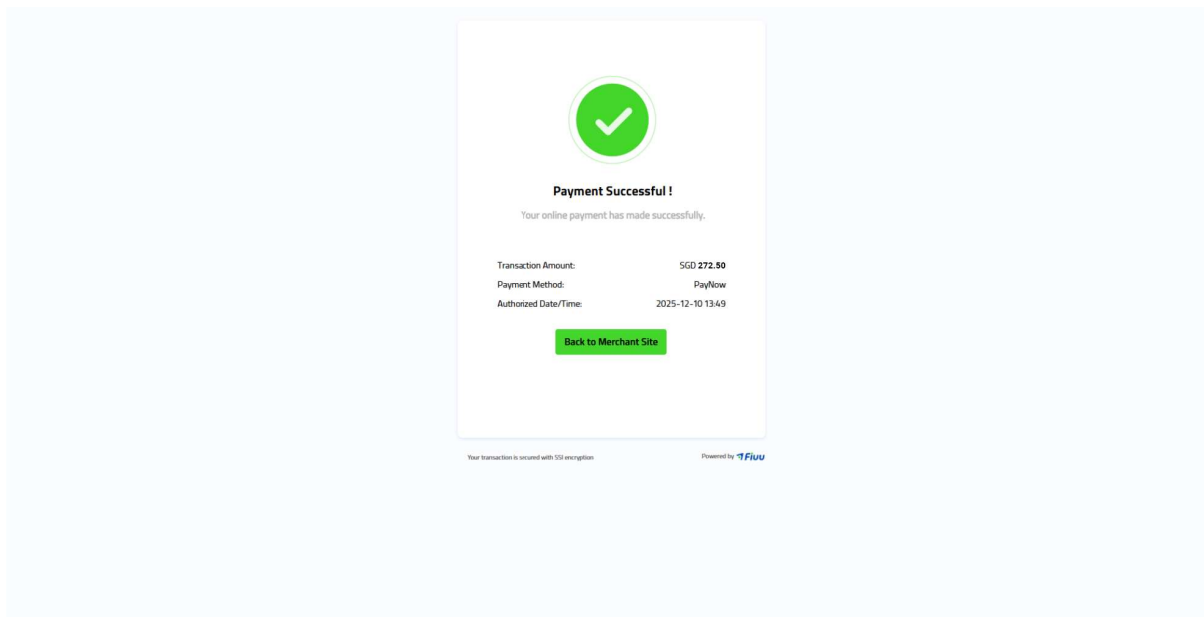
Pay SGD 436.00

Powered by **Fiuu**

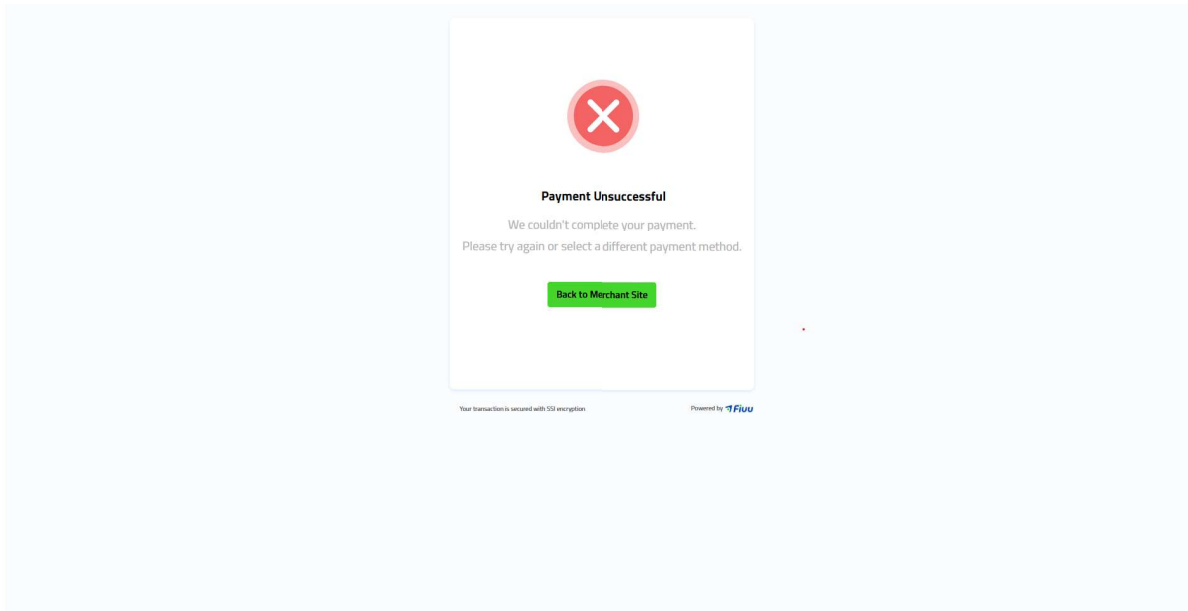
For **Card** as your payment choice: enter your card information and click on the green button to proceed.



For **PayNow** as your payment choice: scan the QR code on your bank app or e-wallet to proceed.



Once payment is successful, a **Payment Successful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal, or you will be automatically redirected to the SSIR portal after 3 seconds.



If payment is unsuccessful, a **Payment Unsuccessful** notification will be shown. Click the **Back to Merchant Site** button to return to the SSIR portal and click Make Payment to make a new payment.

NOTE! If you are having trouble making payment via PayNow QR code, please reach out to your bank for assistance.

Transaction history

Dashboard / Payment / Transaction History

Payment

PAYMENT FOR NEW SENDER ID PAYMENT FOR RENEWAL SENDER ID **TRANSACTION HISTORY**

Successful Transaction

Search invoice

RECORD ID	INVOICE NO.	PAID ON	PAYMENT MADE BY	SUB TOTAL	AMOUNT (INCL GST)
145772	C250770000024	02 Nov 2025	Dinu szedinu+102@gmail.com	S\$450.00	S\$490.50
145771	C250770000023	02 Nov 2025	Dinu szedinu+102@gmail.com	S\$450.00	S\$490.50

Show 50 Showing 2 records

Failed Transaction

RECORD ID	ATTEMPTED PAYMENT DATE	PAYMENT MADE BY	SUB TOTAL	AMOUNT (INCL GST)
145764	02 Nov 2023	Dinu szedinu+102@gmail.com	S\$800.00	S\$872.00

Show 50 Showing 1 record

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- 1 The **Transaction History** tab refers to the payment transactions record.
- 2 There are two sections on this page: successful and failed transactions.
- 3 Click on the Invoice number to download the tax invoice for successful transaction.
- 4 Click on view details for failed transaction.

Deletion of existing Sender ID

The screenshot shows the 'Sender ID' management interface. The 'SENT' tab is selected. A red arrow points to the 'Delete' button in the 'Bulk Actions' menu. Another red arrow points to the checkbox next to the first Sender ID (145772) in the table.

RECORD ID	SENDER ID	PAID ON	VALIDITY DATE	ACTION	OUTCOME	LATEST STATUS	SENT AT	EFFECTIVE BY	
<input checked="" type="checkbox"/>	145772	79999X	05 Nov 2025	6 Nov 2025 - 5 Nov 2026	ADD	WHITELIST	Sent	07 Nov 2025	-
<input type="checkbox"/>	145771	zoom	02 Nov 2025	3 Nov 2025 - 2 Nov 2026	ADD	BLACKLIST	Live	07 Nov 2025	07 Nov 2025 10:00
<input type="checkbox"/>	145764	A i i e o o u	02 Nov 2025	-	ADD	WHITELIST	Sent	07 Nov 2025	-
<input type="checkbox"/>	145761	loremipsum189	05 Jun 2024	-	ADD	WHITELIST	Live	01 Jan 2025	07 Jan 2025 10:00

To delete a Sender ID, click on the **Sent** tab, check the box beside the Sender ID, and click **Delete**.

The screenshot shows the 'Sender ID' management interface with a 'Delete Sender ID' dialog box open. The dialog box contains the text: 'Are you sure you want to request deletion for the selected Sender IDs?' and a 'Remarks' field with the placeholder text 'Your message here'. The 'Yes, send request' button is highlighted in red.

Fill in the remarks for the reason of Sender ID deletion and click the **Yes, send request** button.