Do Not Call Registry User Guide for Organisation

Version 2.1

Table of content

List of Diagram

1. Introduction

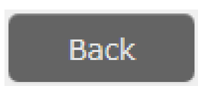
1.1. Purpose

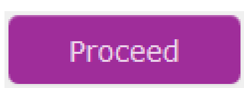
The purpose of this user guide is to provide information to organisations and individuals on how to use the Do Not Call (DNC) Registry.

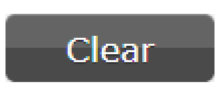
1.2. Audience

The intended readers of this document are the organisations or individuals who needs to check the DNC Registry before they conduct telemarketing.

1.3. General

a. The website is best viewed in IE 9.0 and above, Firefox and Chrome.
b. All the mandatory fields denoted by an *.
c. The error message will be displayed below the data entry field if the entry is invalid.
d. Your login session will expire if it has been inactive for 20 minutes.
e. Click on the 

button to go back to the previous page.
f. Click on the 

button to next page.
g. Click on the 

button to clear the values that you have entered.
h. Click on the delete icon  to remove the entry.
i. Click on the edit icon  to make changes to the entry.
j. Click on 

button to exit the system.

2. Overview of DNC Registry

The DNC Registry has the following functions:

a. Apply for a DNC account (only needs to be done once)
b. Checking Registry
c. View results
d. Manage credits
e. Manage sub accounts
f. Manage On Behalf list
g. My account

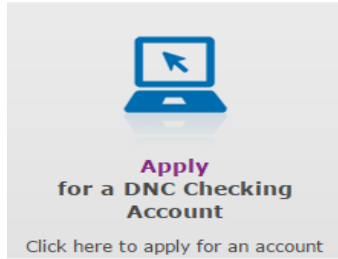
You need to apply for a DNC Registry account before you can log in to use any functions.

3. Apply for a DNC account

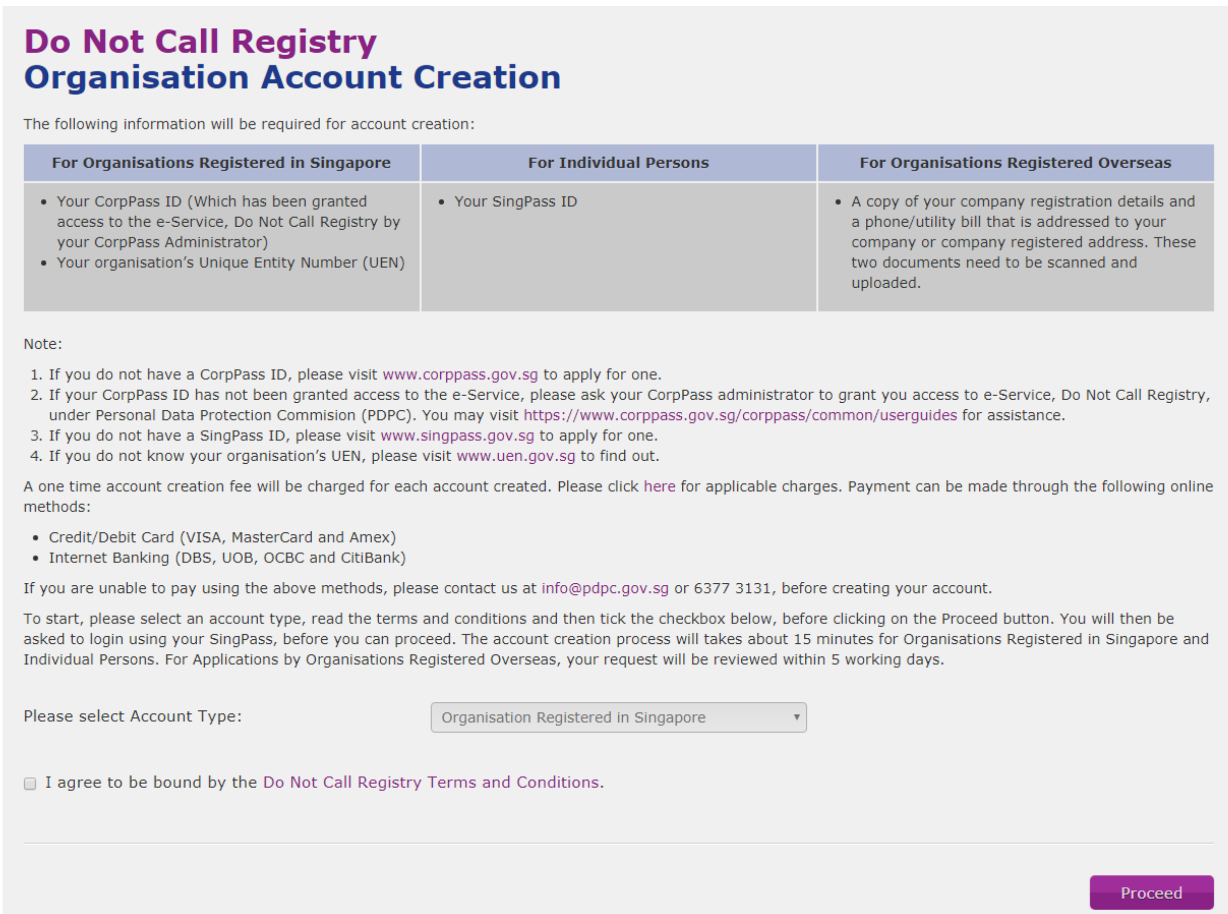
Step 1: Access the website – http://www.dnc.gov.sg via any browser.

Note: Announcement(s) if any will be shown at the top of the page.

Figure 3-1 DNC Home Page

Step 2: To apply for an account, click on 

icon under the Organisation box. You will be directed to the Organisation Account Creation information page below.



Do Not Call Registry
Organisation Account Creation

The following information will be required for account creation:

For Organisations Registered in Singapore	For Individual Persons	For Organisations Registered Overseas
• Your CorpPass ID (Which has been granted access to the e-Service, Do Not Call Registry by your CorpPass Administrator) • Your organisation's Unique Entity Number (UEN)	• Your SingPass ID	• A copy of your company registration details and a phone/utility bill that is addressed to your company or company registered address. These two documents need to be scanned and uploaded.

Note:

1. If you do not have a CorpPass ID, please visit www.corppass.gov.sg to apply for one.
2. If your CorpPass ID has not been granted access to the e-Service, please ask your CorpPass administrator to grant you access to e-Service, Do Not Call Registry, under Personal Data Protection Commision (PDPC). You may visit https://www.corppass.gov.sg/corppass/common/userguides for assistance.
3. If you do not have a SingPass ID, please visit www.singpass.gov.sg to apply for one.
4. If you do not know your organisation's UEN, please visit www.uen.gov.sg to find out.

A one time account creation fee will be charged for each account created. Please click here for applicable charges. Payment can be made through the following online methods:

- Credit/Debit Card (VISA, MasterCard and Amex)
- Internet Banking (DBS, UOB, OCBC and CitiBank)

If you are unable to pay using the above methods, please contact us at info@pdpc.gov.sg or 6377 3131, before creating your account.

To start, please select an account type, read the terms and conditions and then tick the checkbox below, before clicking on the Proceed button. You will then be asked to login using your SingPass, before you can proceed. The account creation process will takes about 15 minutes for Organisations Registered in Singapore and Individual Persons. For Applications by Organisations Registered Overseas, your request will be reviewed within 5 working days.

Please select Account Type: Organisation Registered in Singapore

I agree to be bound by the Do Not Call Registry Terms and Conditions.

Proceed

Figure 3-2 Organisation Registration Page – Account Type

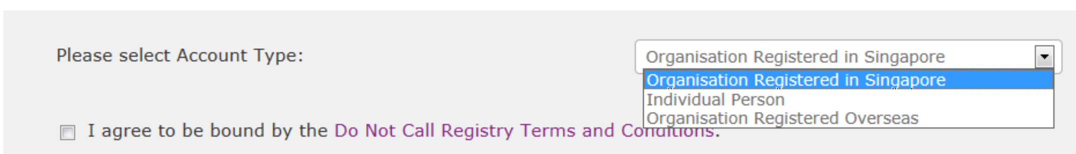
Step 2a: There are **3 types of account**:

Types of account	For	Authentication

a) Organisations Registered in Singapore	For organisations with a Unique Entity Number ('UEN') issued by ACRA	Singpass
b) Individual person (e.g. freelancers, agents etc.)	For individuals who wish to check the DNC Registry	Singpass
c) Organisations Registered Overseas	For organisations with no presence in Singapore and without a UEN	Issued DNC User ID and password.

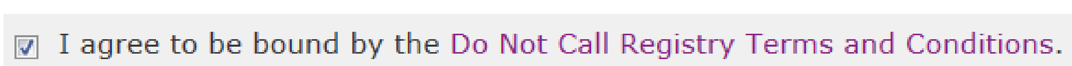
i. Click on the drop-down box to select the type of account that you want to apply for.

Note: Each Singpass can only apply for one type of account. For example, the same Singpass cannot be used to create an account for 'Organisation registered in Singapore' and 'Individual Person'.



Step 2b: Tick on the checkbox after reading the Terms and Conditions and click on the 

button.



Step 3a: If you select the account type as "Organisations Registered in Singapore", you will be redirected to Singpass login page. Upon successful login, you will be routed to the DNC details page. Refer to Section 3.1 for more information.

Step 3b: If you select the account type as "Individual Person", you will be redirected to Singpass login page. Upon successful login, you will be routed to the DNC details page. Your Singpass password will **NOT** be stored in DNC Registry. Refer to Section 3.2 for more information.

Step 3c: If you have selected account type as "Organisation Registered Overseas", you will bypass the Singpass login page and will directed to the DNC Registry details page to enter your organisation information. Refer to Section 3.3 for details.

3.1. Account type - Organisation Registered in Singapore

Step 1: Fill in organisation details

Fill in the details shown in the page below.

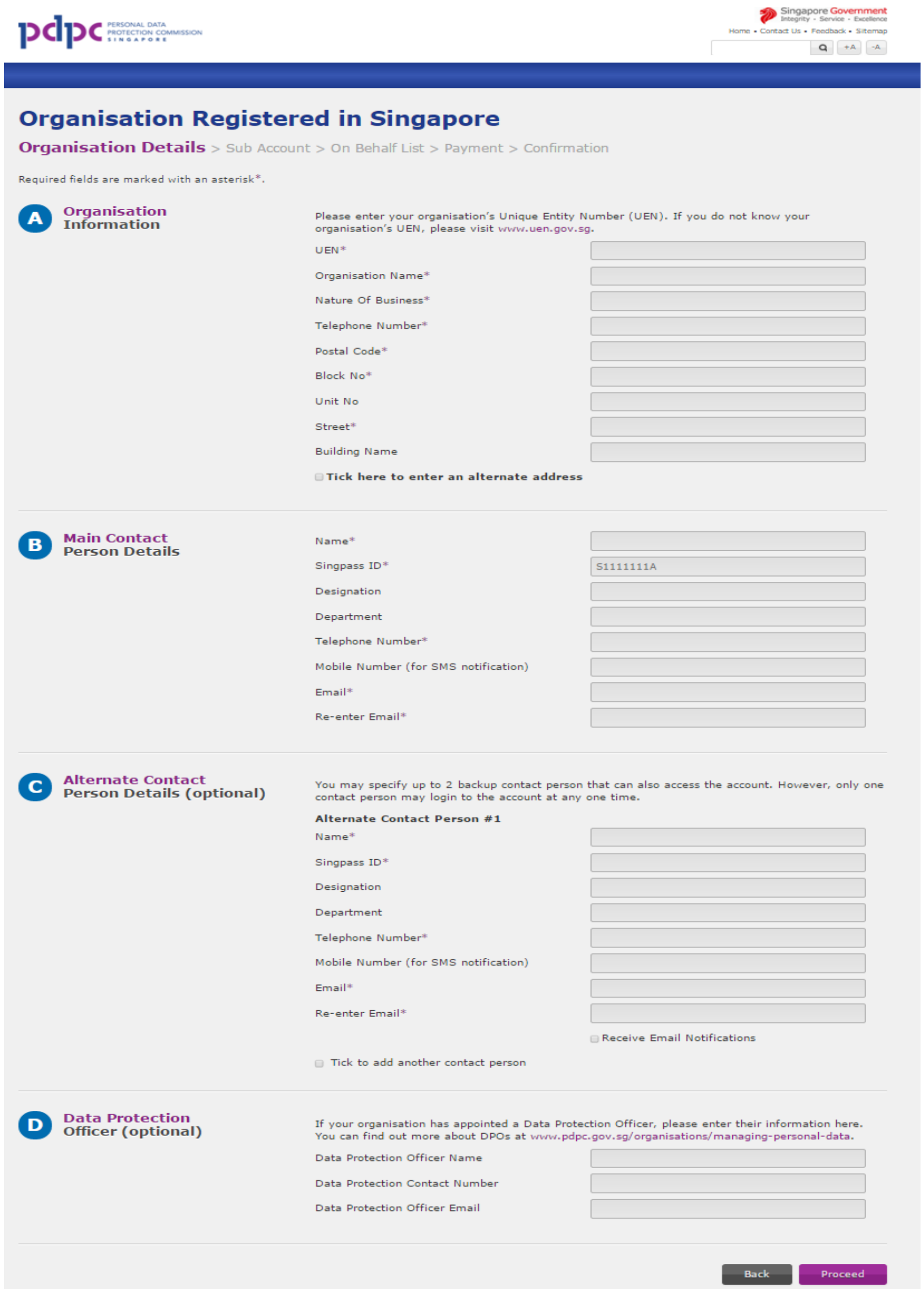


Figure 3.1-1 Details Page

<u>Alternate contact (optional)</u>

1. Each main account can add up to 2 alternate contact persons. If you wish to add in an alternate contact person (i.e backup/covering officer), you will require his/her Singpass ID (**<u>password</u>** from alternate person **<u>NOT</u>** required).

2. All of them have the same access rights but cannot login concurrently. This is to allow cases where one of the contact persons goes on leave and the others can take over.

3. Email addresses must be unique between the main contact and the alternate contact.

Note: If any of the 3 contact persons leave the organisation, the remaining contact person can remove the details and replace with the details of the new contact person.

Step 1: After filling in the details, click on the Proceed button to go Step 2: Sub Account page.

Step 2: Fill in Sub Account details (optional)

Sub accounts are for organisations that requires more than one account to access the DNC Registry such as distributed telemarketing functions for different departments within the organisation. If you need sub accounts, fill in the information shown in the page below. If you do not have any sub account(s) to create, you can skip this page by clicking the Skip button to go to Step 3: On Behalf List Page. You can also create sub accounts any time after your main account has been created.

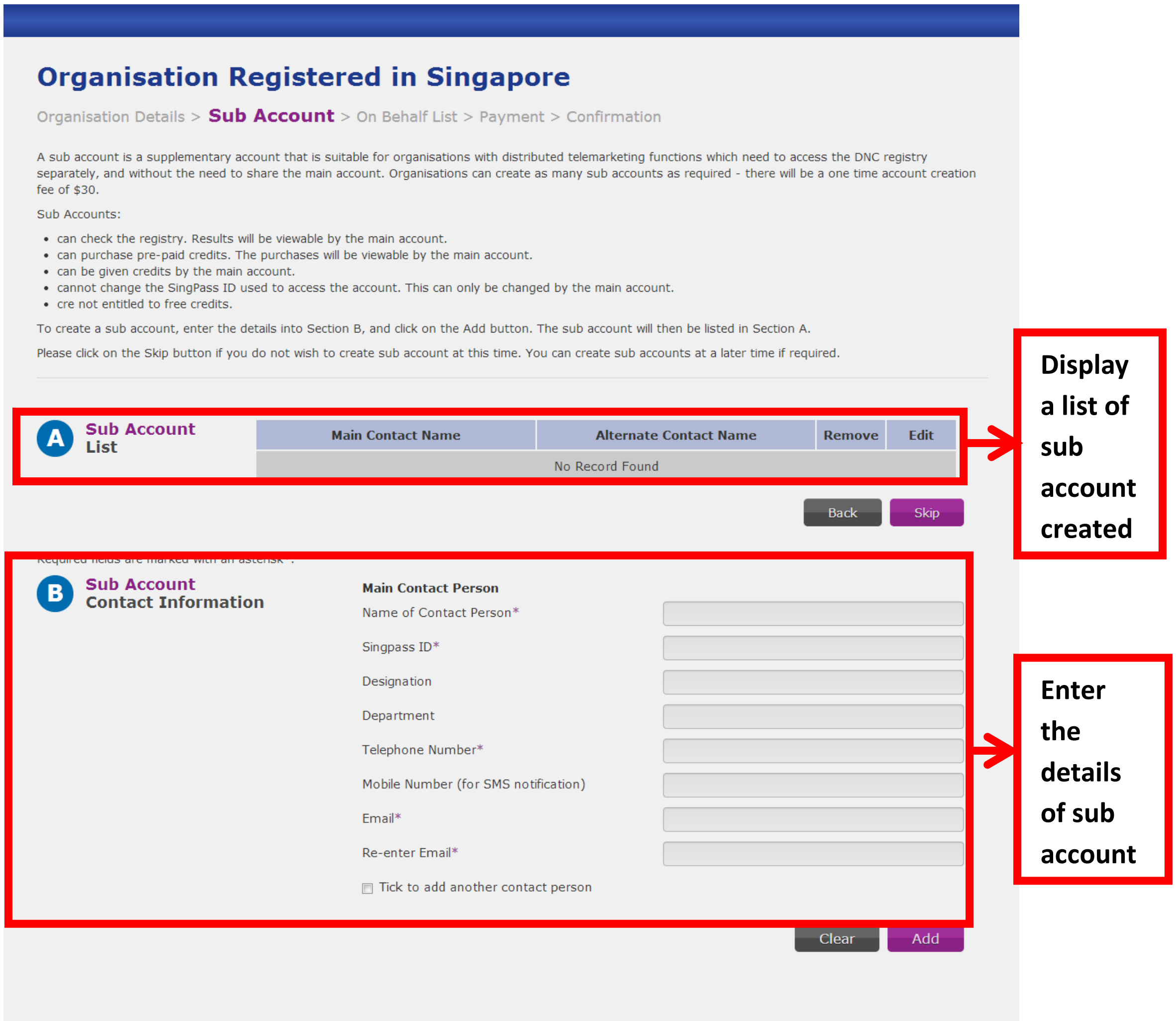


Figure 3.1-2 Sub Account Page

<u>Alternate contact for sub account (optional)</u>

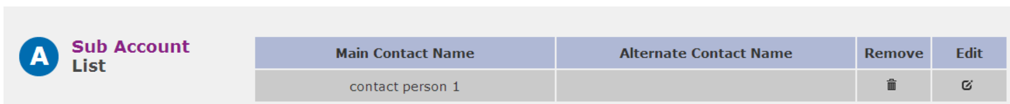
1. Each sub account can add up to 1 alternate contact persons. If you wish to add in an alternate contact person (i.e backup/covering officer), you will require his/her Singpass ID (**<u>password</u>** from alternate person **<u>NOT</u>** required).

2. Both of them have the same access rights but cannot login concurrently. This is to allow cases where one of the contact person goes on leave and the others can take over.

3. Email addresses must be unique between the main contact and the alternate contact.

Note: If any of the contact persons leave the organisation, the main account can update the details of the leaving contact person to the new person.

Step 2a: Click on the Save button after you have entered the information. The record will be added to the sub account list shown below. To edit or remove, click on the icon next to the record.



A Sub Account List

Main Contact Name	Alternate Contact Name	Remove	Edit
contact person 1			

Step 3: Fill in On Behalf List (Optional)

If you are checking on behalf of other organisations, you will need to fill in the names of organisations that you are checking on behalf of in the page shown below. If you do not have any on behalf list to create, you can skip this page by clicking the Skip button to go to the Account Creation Summary Page. Refer to Section 3.4 for details. You can also add in the names of the organisations any time after your main account has been created.

To add, enter the names in the box and click <Add>. To edit or remove, click on the icon next to the record.

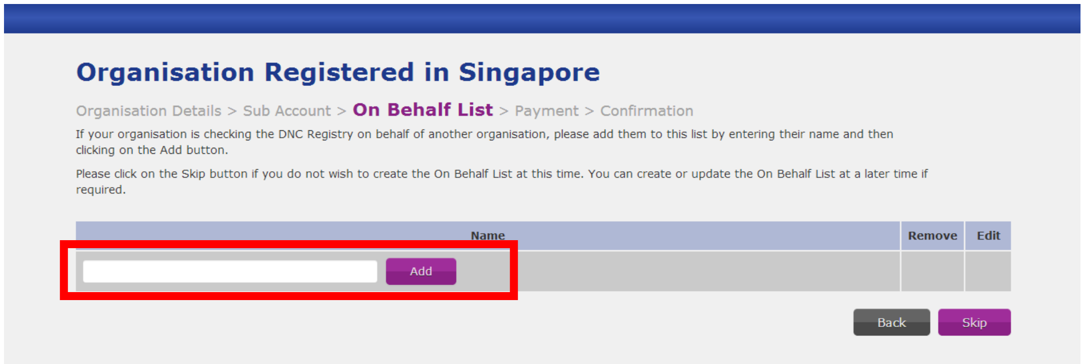


Figure 3.1-3 On Behalf List Page

You will be directed to the Payment page once you click <SKIP> or <PROCEED>. Refer to Section 3.4 to continue.

3.2. Account Type - Individual Person

Step 1: Fill in the individuals details as shown below.

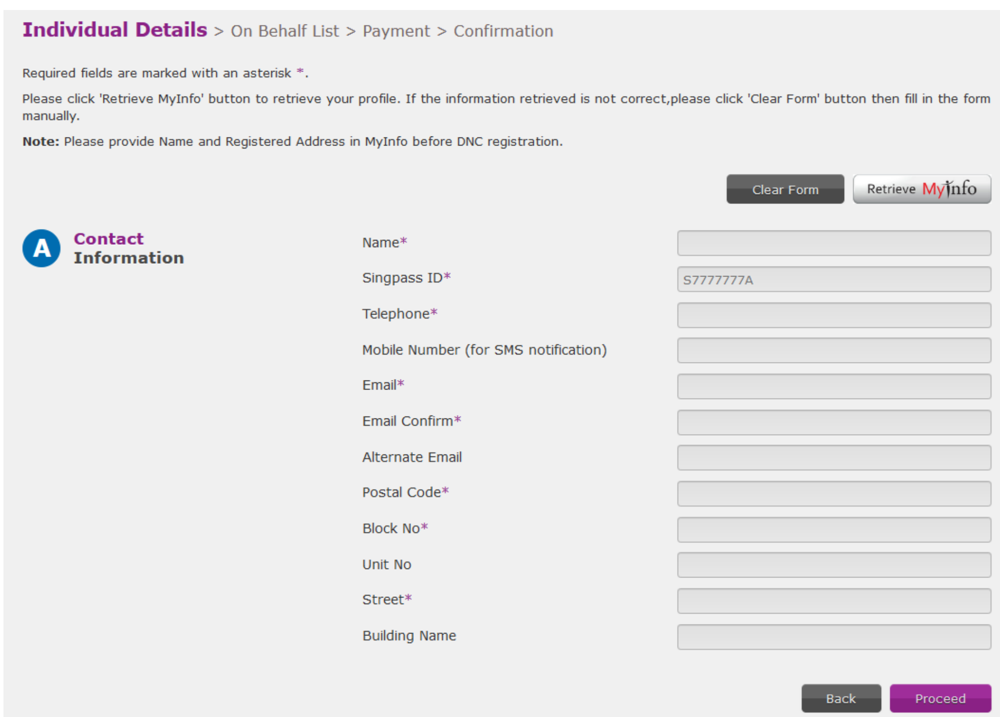


Figure 3.2-1 Detail Page

Note: The system will automatically retrieve the address when you enter the postal code. You only need to enter the unit number.

Step 2: Fill in On Behalf List (Optional)

If you are checking on behalf of other organisations, you need to fill in the names of organisations that you are checking on behalf of in the page shown below. If you do not have any on behalf list to create, you can skip this page by clicking the 

button to go to the Account Creation Summary Page. Refer to Section 3.4 for details. You can also add in the names of the organisations any time after your account has been created.

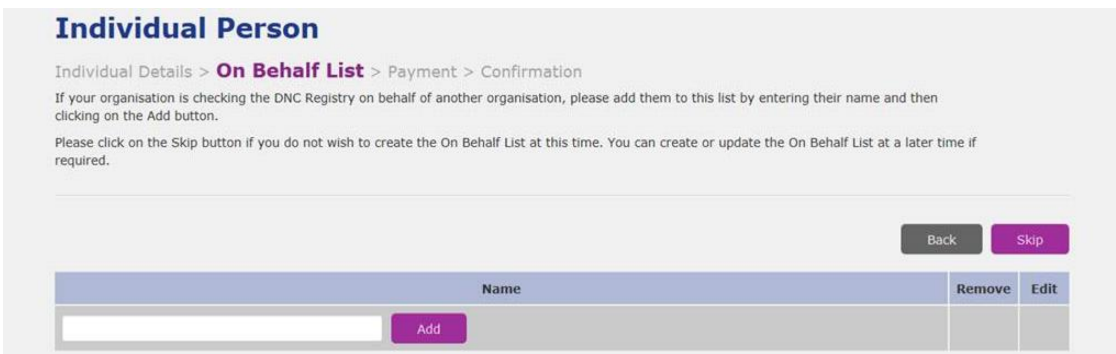


Figure 3.2-2 On Behalf List Page

You will be directed to the Payment page once you click SKIP or PROCEED. Refer to Section 3.4 to continue.

3.3. Account Type - Organisation Registered Overseas

Step 1: Fill in the organisation details as shown below.

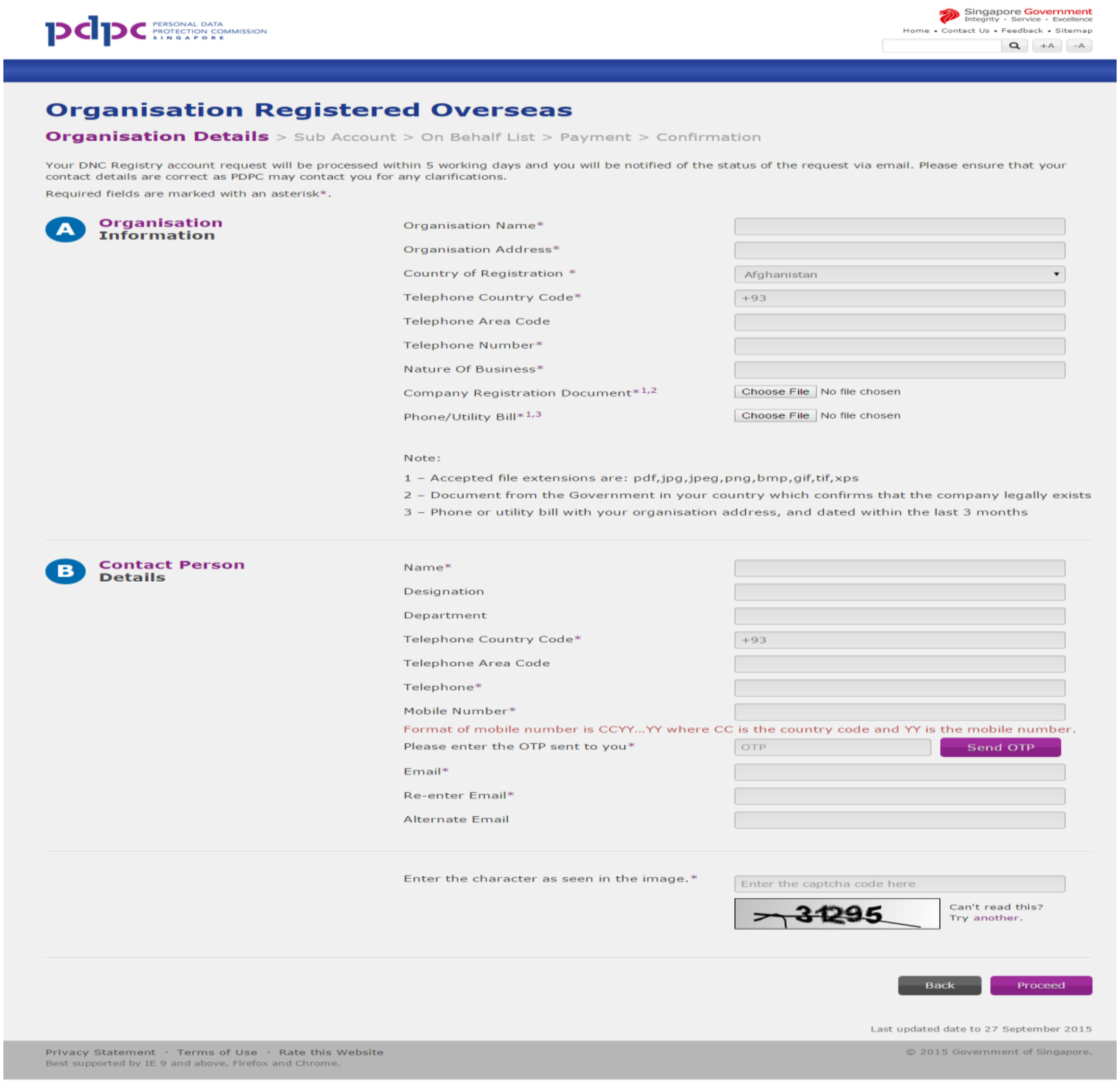


Figure 3.3-1 Detail Page

Note:

1. You will need to upload supporting documents that contain your organisation's address such as a phone bill or utilities bill (dated within the last 3 months) and your respective country's organisation registration certification for verification.
2. Foreign organisation user will also need to input SMS OTP for verification.

Step 1b: Click on the 

button to go to Step 2: Sub Account page.

Step 2: Fill in Sub Account details (optional)

If there is a need for more accounts to access the DNC Registry within the organisation such as telemarketing is conducted by different departments, sub accounts can be created. If you need sub accounts, fill in the information as shown in the page below. If you do not have any sub account(s) to create, you can skip this page by clicking the 

button to go to Step 3: On Behalf List Page. You can also create sub accounts any time after your main account has been created.

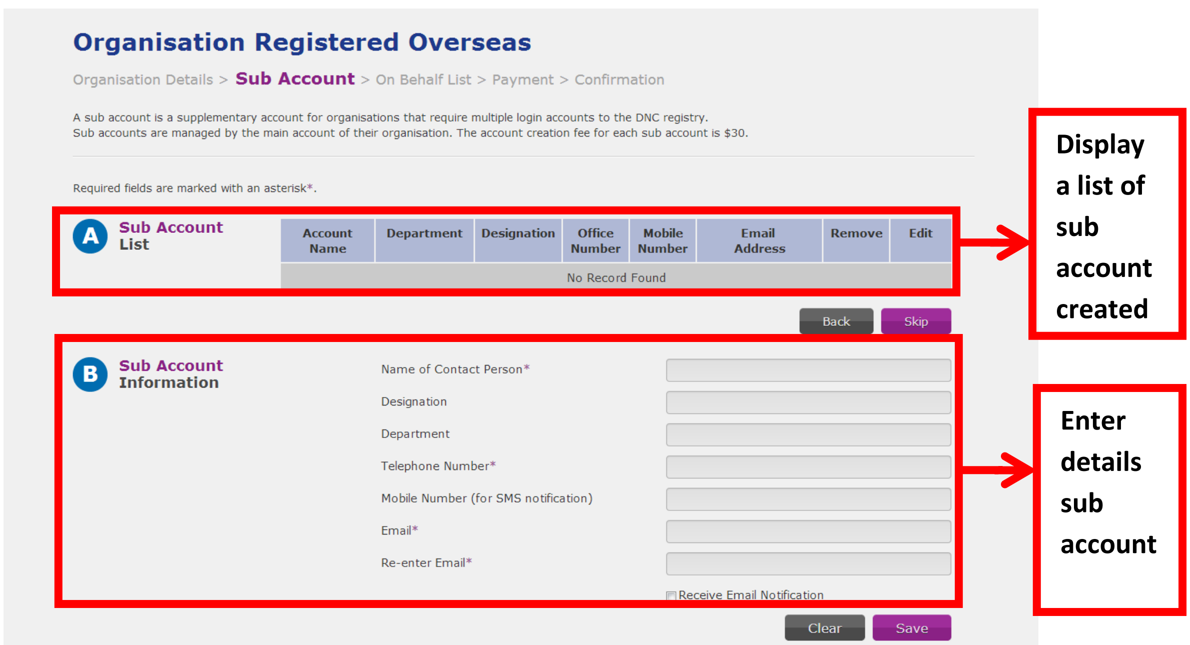
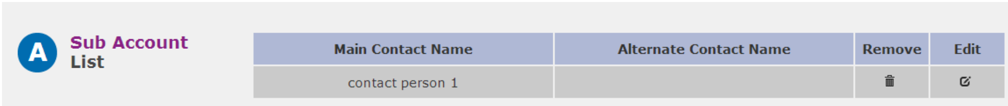


Figure 3.3-2 Sub Account Page

Step 2a: Click on the 

button after you have entered the information. The record will be added to the sub account list shown below. To edit or remove, click on the icon next to the record.



Step 3: Fill in On Behalf List (Optional)

If you are checking on behalf of other organisations, you need to fill in the names of the organisations that you are checking on behalf of in the page shown below. If you do not have any on behalf list to create, you can skip this page by clicking the 

button to go to the Account Creation Summary Page. Refer to Section 3.4 for details. You can also add in the names of the organisations any time after your main account has been created.

To add, enter the names in the box and click Add. To edit or remove, click on the icon next to the record.

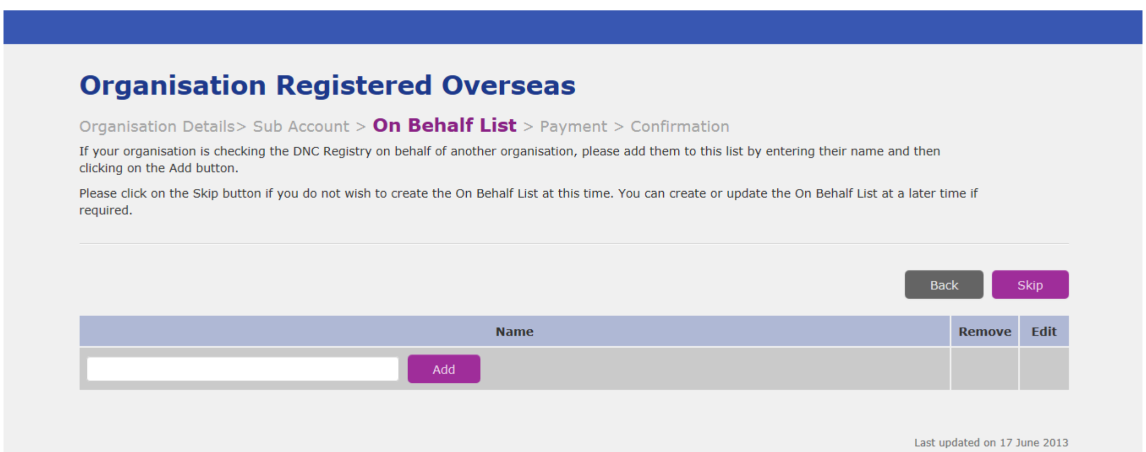


Figure 3.3-3 On Behalf List Page

Step 4: Your request for an account will be submitted to the DNC Registry for approval.

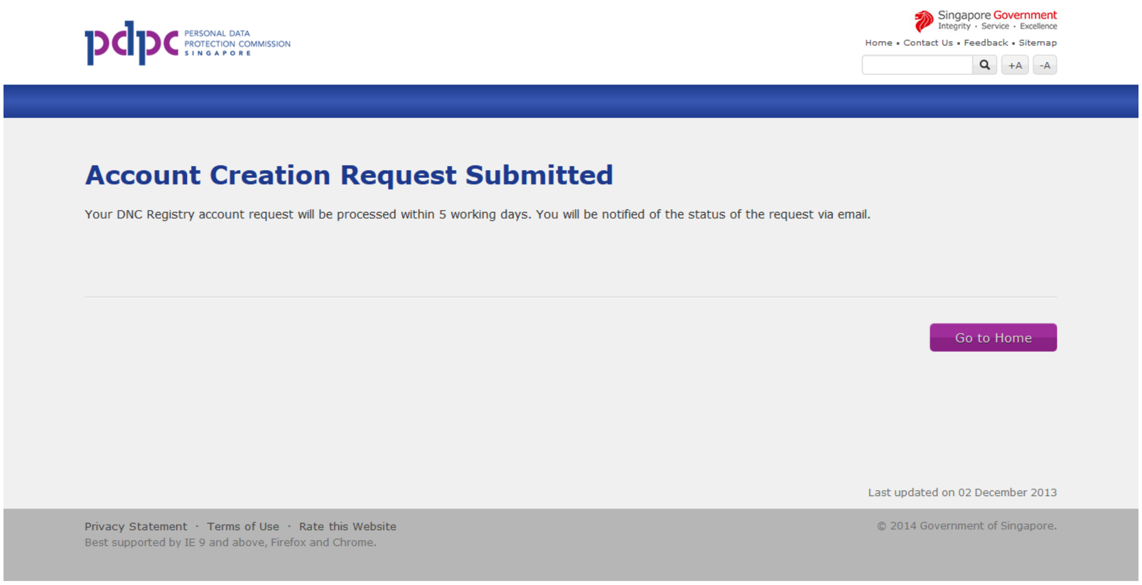


Figure 3.3-4 Registration Successful Page

Step 5: If your application is successful, you will receive an email (as shown below) containing the payment link. Once the payment is made, the password will be sent to you. Your email address will be used as the user ID.

Thank you for applying to the Do No Call Registry. Your application has been approved by our reviewer.

Please click below link to proceed with the payment.
http://uat.dnc.gov.sg/organisation/register/payment/39eb44650fd08bd8998af8348db85db0

If clicking the link above does not work, please copy and paste the URL in a new browser window instead.

If you did not apply for a DNC Registry account, please contact us at info@pdpc.gov.sg or 6377 3131.

DNC Operations
PDPC

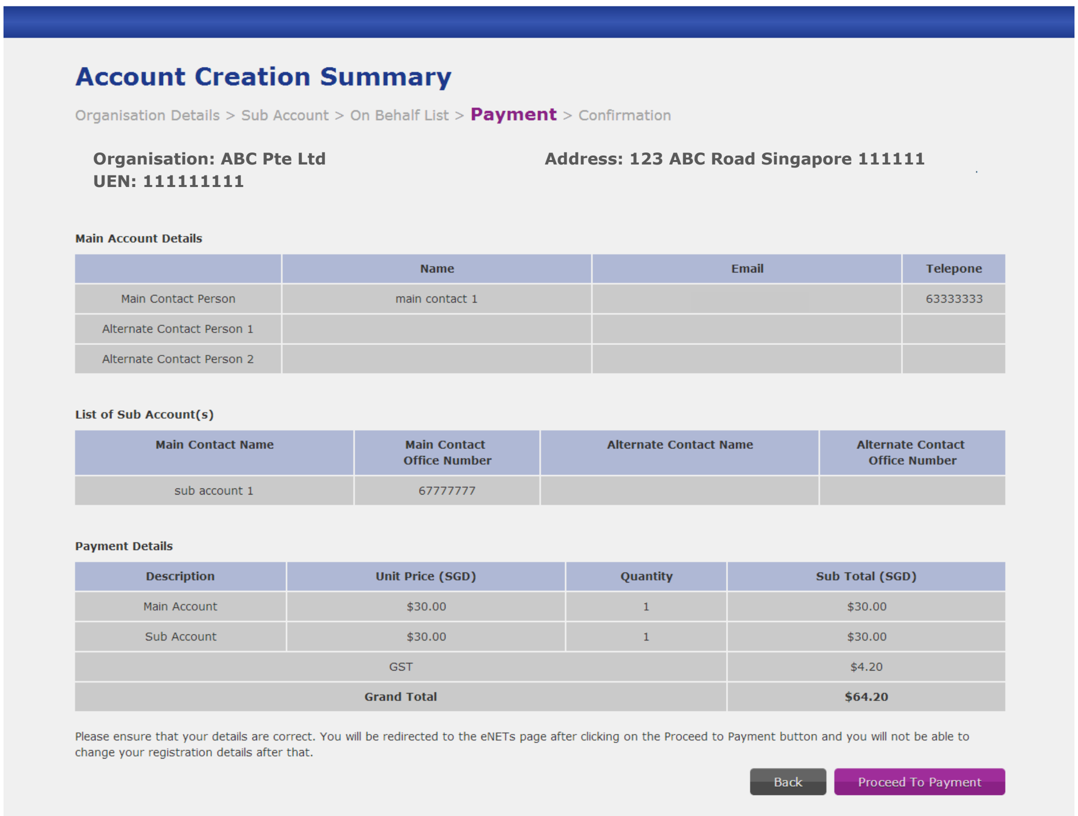
Note: This email address cannot accept replies. For assistance, please visit http://www.dnc.gov.sg/organisation

Figure 3.3-5 Payment link Email

3.4. Account Creation summary

Step 1: The Account Creation Summary Page below shows the details that you have entered. Check the details and click on the

button to go to Select Payment Mode page. If there are any amendments, please click on <Back> to amend the details.



Account Creation Summary

Organisation Details > Sub Account > On Behalf List > **Payment** > Confirmation

Organisation: ABC Pte Ltd
UEN: 111111111
Address: 123 ABC Road Singapore 111111

Main Account Details

	Name	Email	Telepone
Main Contact Person	main contact 1		63333333
Alternate Contact Person 1			
Alternate Contact Person 2			

List of Sub Account(s)

Main Contact Name	Main Contact Office Number	Alternate Contact Name	Alternate Contact Office Number
sub account 1	67777777		

Payment Details

Description	Unit Price (SGD)	Quantity	Sub Total (SGD)
Main Account	$30.00	1	$30.00
Sub Account	$30.00	1	$30.00
GST			$4.20
Grand Total			**$64.20**

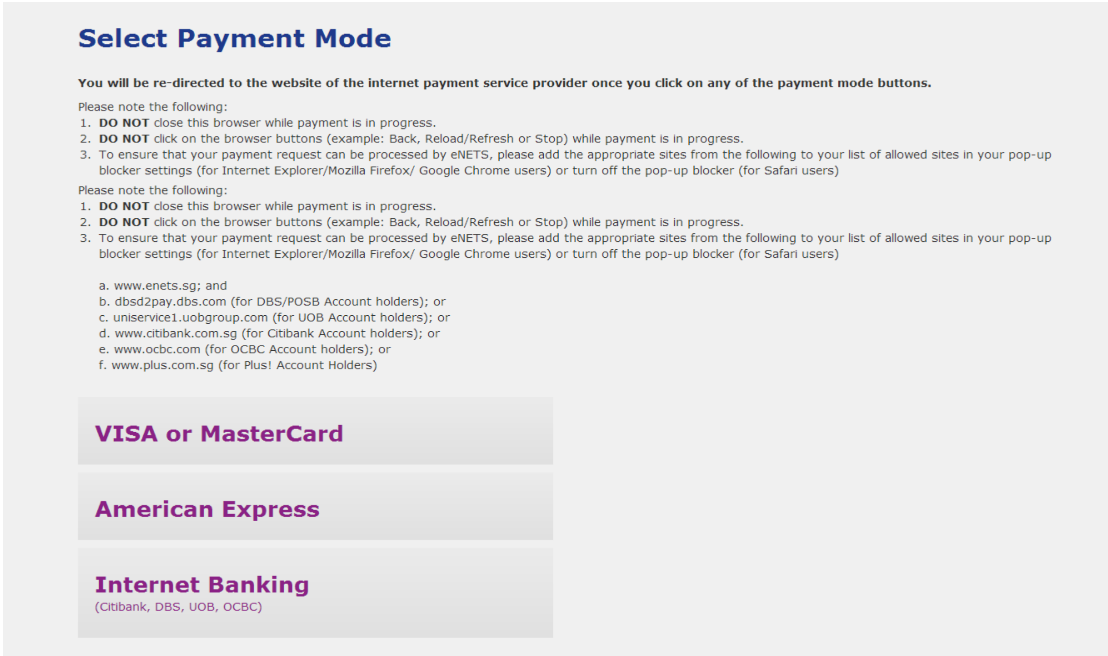
Please ensure that your details are correct. You will be redirected to the eNETs page after clicking on the Proceed to Payment button and you will not be able to change your registration details after that.

Back Proceed To Payment

Figure 3.4-1 Account Creation Summary Page

3.5. Payment

Step 1: In the Select Payment Mode Page shown below, click on your preferred payment mode. You can either click on VISA, MasterCard, American Express, or Internet Banking.



Select Payment Mode

You will be re-directed to the website of the internet payment service provider once you click on any of the payment mode buttons.

Please note the following:
1. **DO NOT** close this browser while payment is in progress.
2. **DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
3. To ensure that your payment request can be processed by eNETS, please add the appropriate sites from the following to your list of allowed sites in your pop-up blocker settings (for Internet Explorer/Mozilla Firefox/ Google Chrome users) or turn off the pop-up blocker (for Safari users)

Please note the following:
1. **DO NOT** close this browser while payment is in progress.
2. **DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
3. To ensure that your payment request can be processed by eNETS, please add the appropriate sites from the following to your list of allowed sites in your pop-up blocker settings (for Internet Explorer/Mozilla Firefox/ Google Chrome users) or turn off the pop-up blocker (for Safari users)

a. www.enets.sg; and
b. dbsd2pay.dbs.com (for DBS/POSB Account holders); or
c. uniservice1.uobgroup.com (for UOB Account holders); or
d. www.citibank.com.sg (for Citibank Account holders); or
e. www.ocbc.com (for OCBC Account holders); or
f. www.plus.com.sg (for Plus! Account Holders)

VISA or MasterCard

American Express

Internet Banking
(Citibank, DBS, UOB, OCBC)

Figure 3.5-1 Select Payment Mode Page

Step 2: You will be redirected to the ENets payment page.

Step 2a: For VISA / MasterCard or American Express payment mode, you will need to enter your credit card details.

Step 2b: For Internet Banking, you will need to provide your bank account information.

Step 3: Upon completion, you will be shown the Registration Confirmation page shown below. An activation email will also be sent to your registered email once payment is successful.

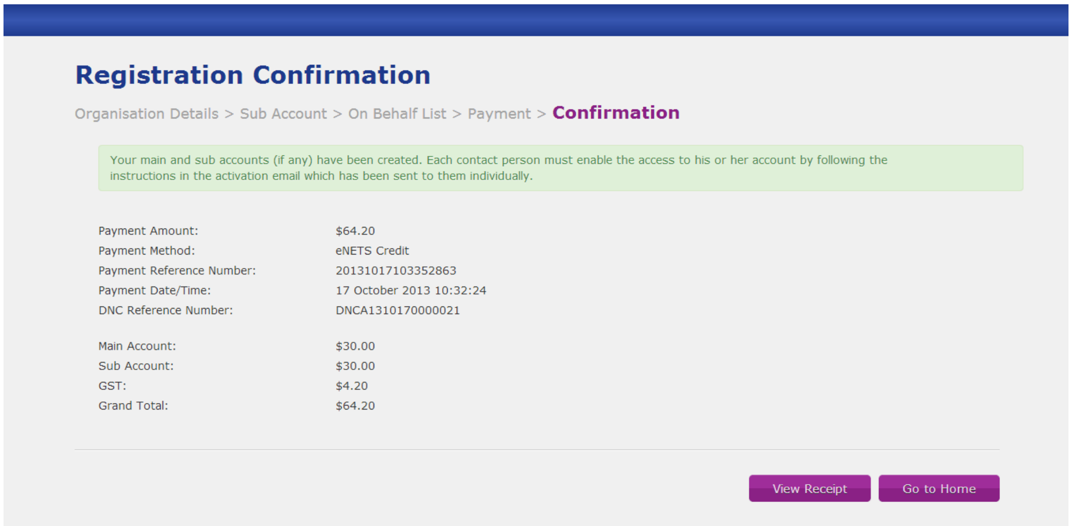


Figure 3.5-2 Registration Confirmation Page

Note :

1. Click on **View Receipt** button and save a copy of the receipt for your future reference. Refer to attached PDF document for a sample.

sample receipt.pdf

2. Click on **Go to Home** button to go back to DNC Home Page.

4. Login to DNC System

Step 1: Access the website – http://www.dnc.gov.sg via any browser.

Figure 4-1 DNC Home Page

Step 2a: If you are an organisation registered in Singapore, click on

and you will be redirected to the Singpass login page.

Step 2b: If you are an Individual Person, click on

and you will be redirected to the Singpass page. Your Singpass password will **NOT** be stored in DNC Registry.

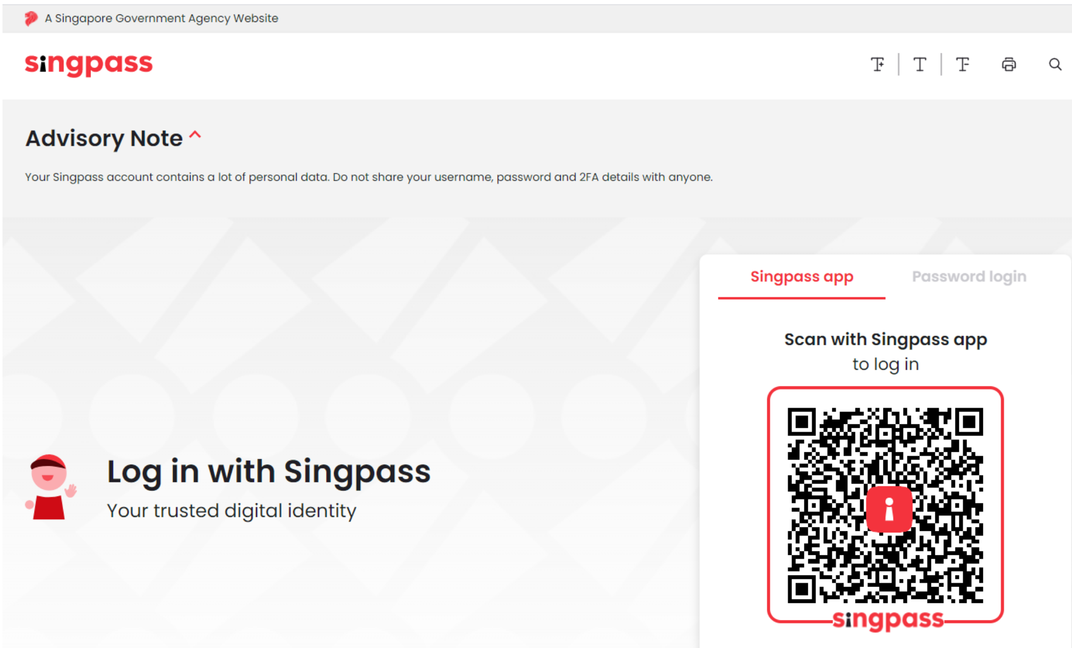


Figure 4-2 Singpass Login Page

Step 2c: If you are an organisation registered overseas, you will click on

to enter your DNC user ID and password.

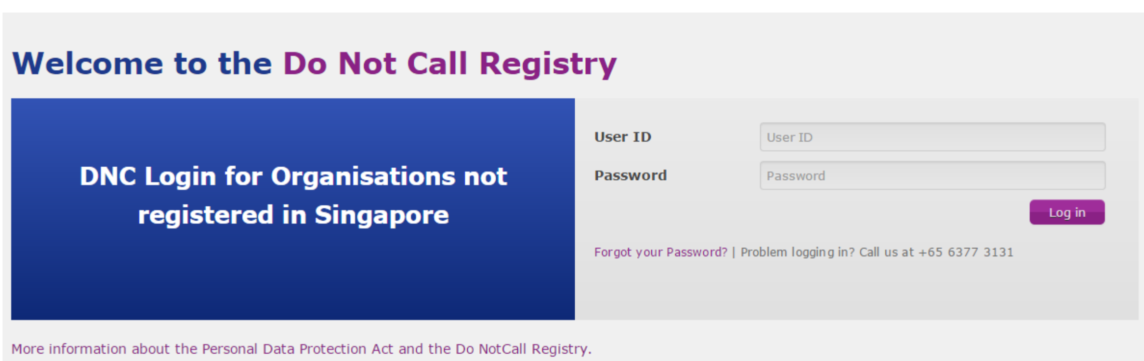


Figure 4-3 DNC Registry Login Page

After user ID and password verification, you will be requested to input the SMS One Time Password (OTP) which sent to your registered mobile number.

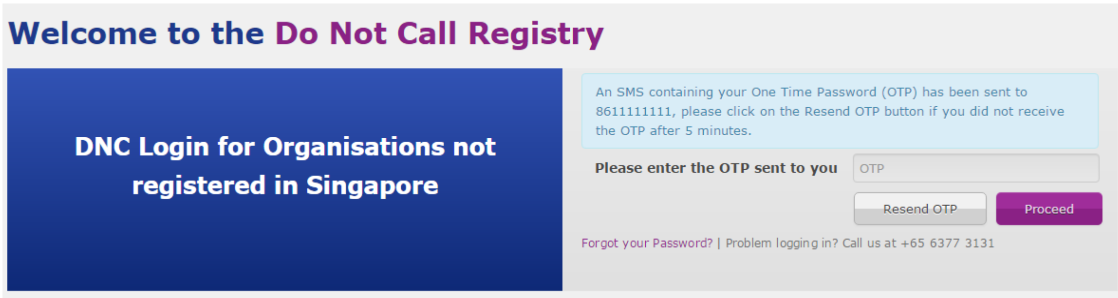
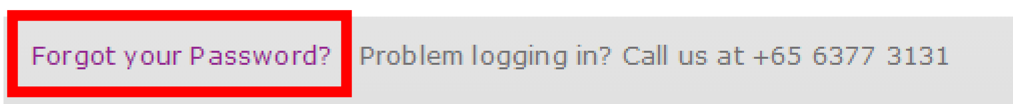


Figure 4-4 DNC Registry SMS OTP Verification Page

Note:

1. User ID refers to the email address that you have used when you registered with the DNC Registry.
2. If you cannot remember your password, click on the "Forgot your Password?" and the System will send a new password to your email account that is registered with the DNC Registry.



Step 4: After successful login, you will be shown the organisation dashboard page. Refer to Section 5 for details.

Note: Your login session will expire if it has been inactive for 20 minutes.

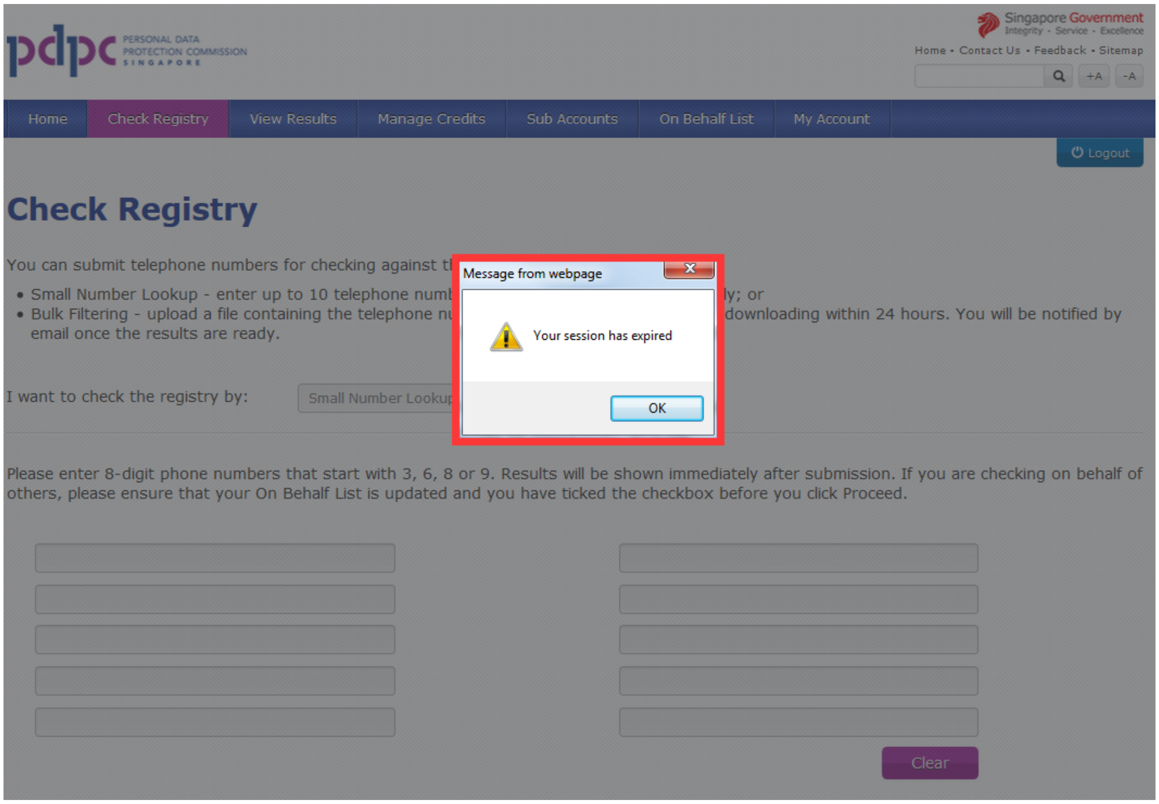


Figure 4-5 DNC Pop Up alerts for session expiry

A message will pop up to inform you that your session has expired, and you will need to login to the DNC Registry again.

5. Home

After you have login to the system, you can view the dashboard. Refer to Section 4 for login details.

Navigation Menu

The list of the functions is in the Navigation Menu at the top of the screen.

SNo.	Menu Item	Description	Reference
1	Home	Go to dashboard page.	Refer to Section 5
2	Check Registry	If you want to check your list of telephone numbers, refer to this section.	Refer to Section 6
3	View Results	If you want to see your past submissions, refer to this section.	Refer to Section 7
4	Manage Credits	If you want to purchase credits, view purchase credit details, purchase history and transfer credits to sub account, refer to this section.	Refer to Section 8
5	Sub Accounts	If you want to create / update / delete sub accounts, refer to this section. **Note**: This is only visible if you are logged in as organisation's main account.	Refer to Section 9
6	On Behalf list	If you want to create / update / delete organisations in the on behalf list, refer to this section. **Note**: This is only editable if you are logged in as a main account holder.	Refer to Section 10

7	My Account	If you want to update your account details /alternate contact details, refer to this section.	Refer to Section 11

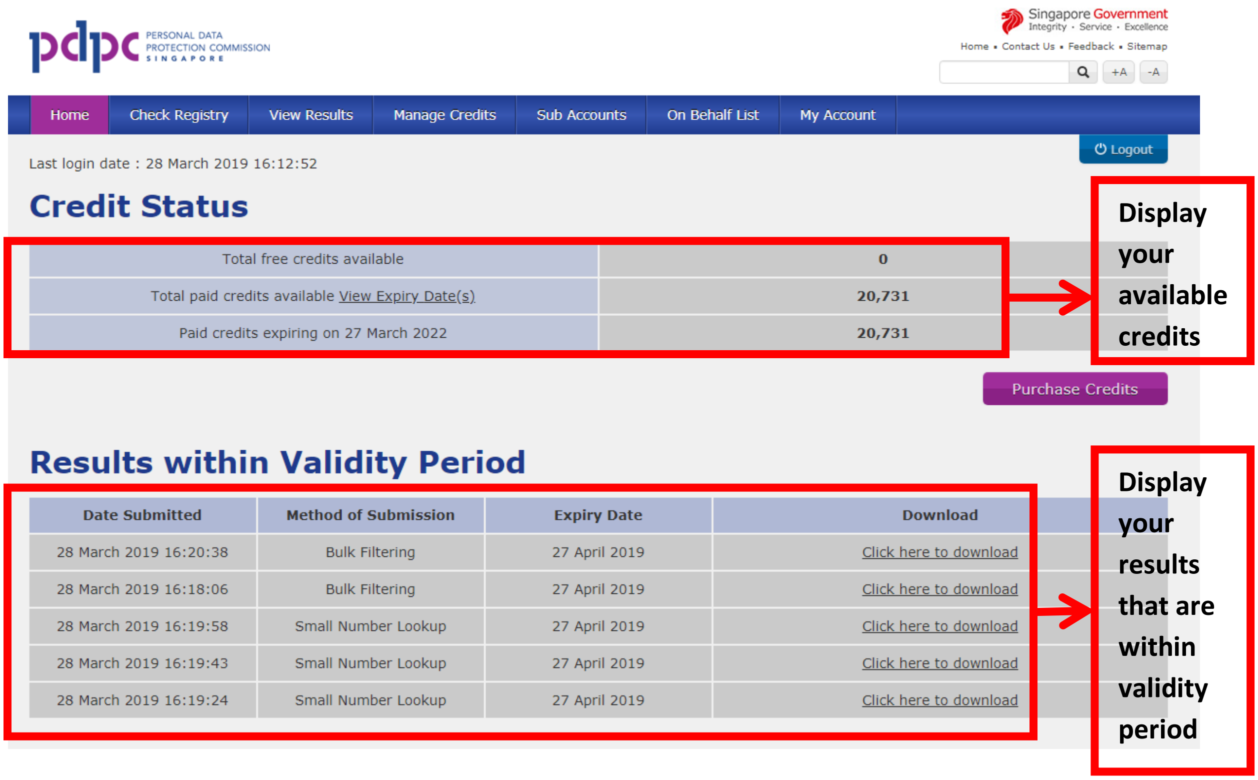


Figure 5-1 Organisation Dashboard Page

Click on Purchase Credit button to purchase additional credits. Refer to Section 8 for details.

6. Check Registry

Step 1: Click on <Check Registry> as shown below to submit your numbers for checking.

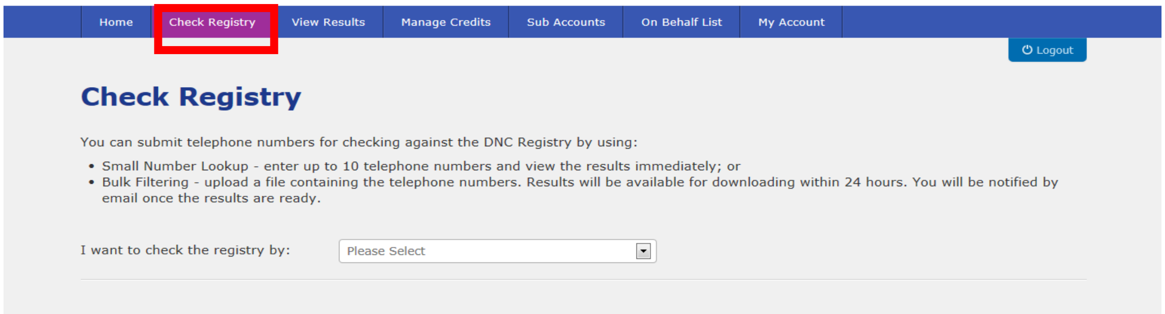
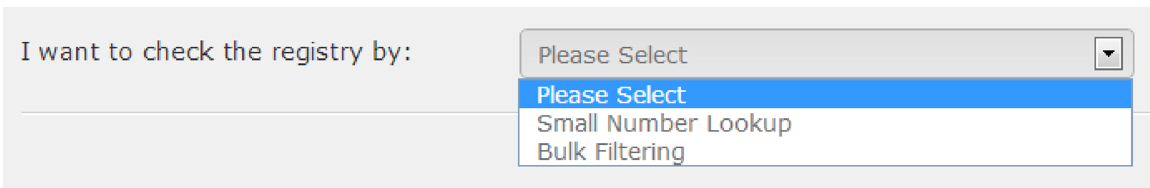


Figure 6-1 Check Registry Page

Step 2: Click on the drop-down box to select the method of submission.



There are **2 submission methods**:

1. Small Number Lookup - enter up to 10 telephone numbers and view the results immediately; or
2. Bulk Filtering - upload a file containing the telephone numbers. Results will be available for downloading within 24 hours. You will be notified by email once the results are ready.

Step 2a: Select **Small Number Lookup** and enter the telephone numbers.

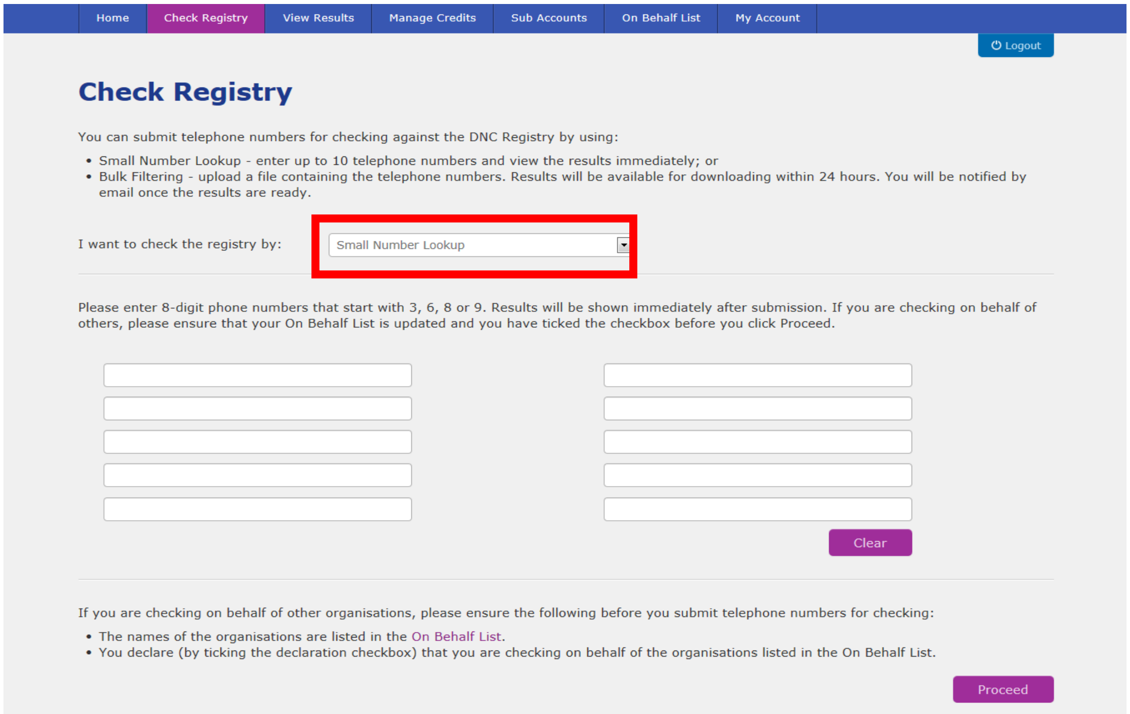
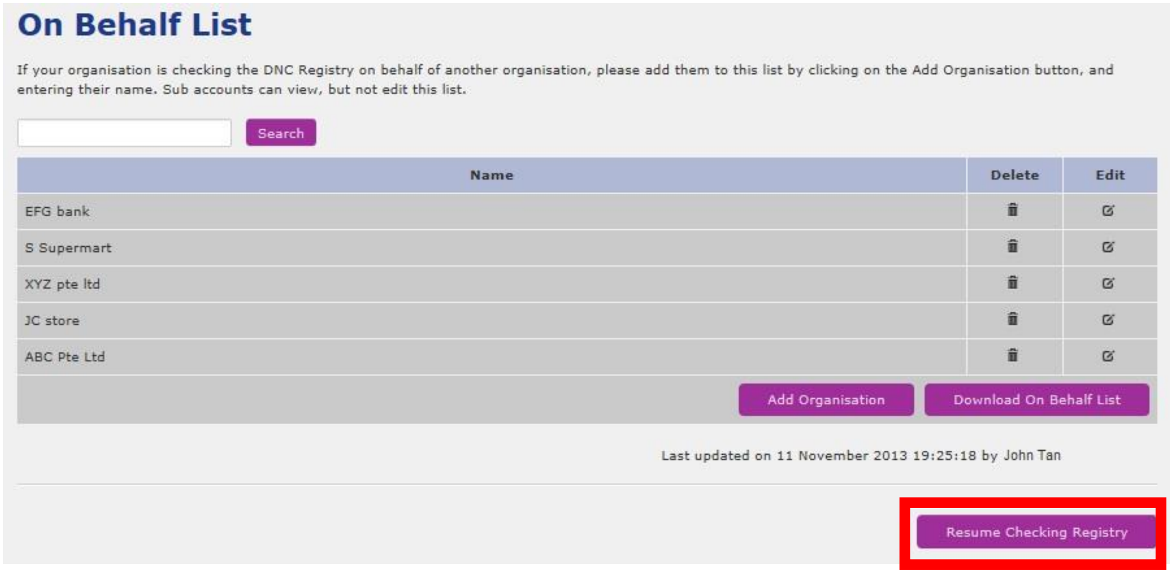


Figure 6-2 Small Number Lookup

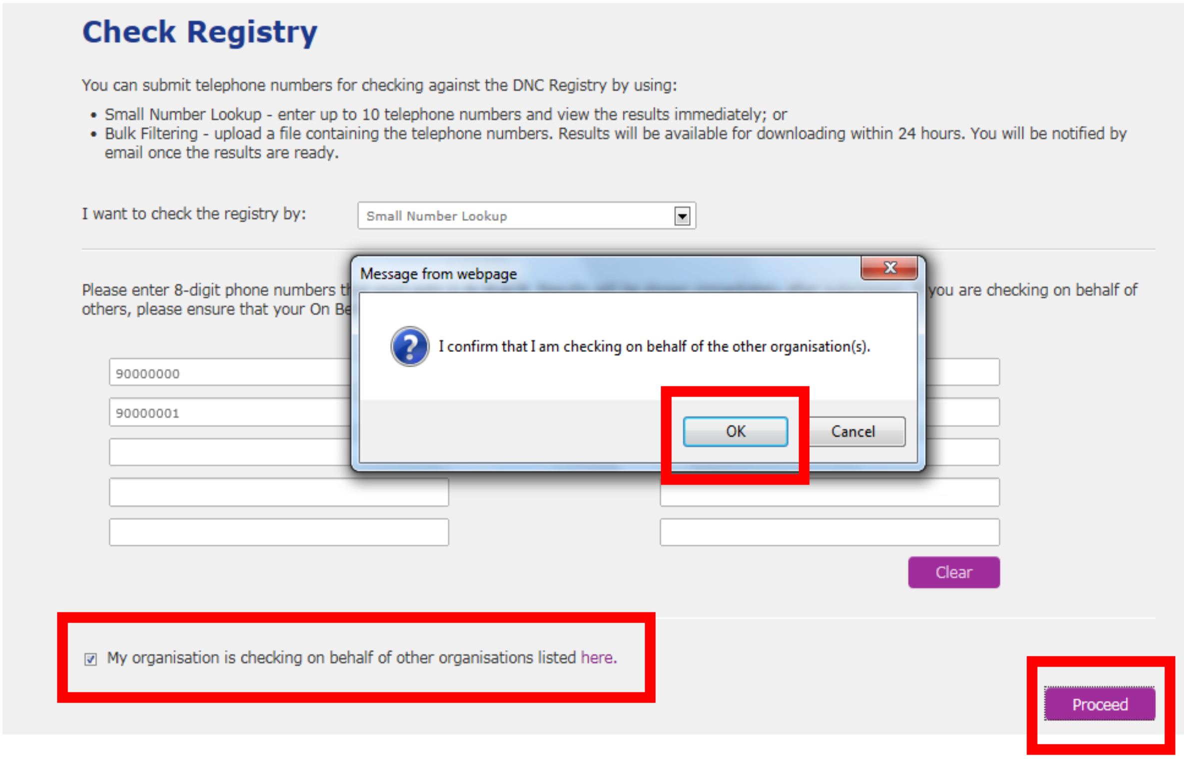
Step 2b: Click on the **On Behalf List** to enter names of organisations if you are checking for other organisations and have not added them to the On Behalf list. Refer to Section 10 for details.

If you have added the organisations, you will see the checkbox below.

To view the organisations in your On behalf list, you can click on the link and you will see the page shown below. After updating the list, you can click on <Resume Checking Registry> to continue to submit your numbers.



Step 2c: Click on the Proceed button to go to Step 3: Submission and Payment Summary page. If you declare that you are checking on behalf of other organisations by ticking the checkbox, the system will prompt you to confirm that you are checking for other organisations (including your organisation). If you do not tick the checkbox, there will be no prompt and the results are only valid for your organisation.



Step 3: The Submission and Payment Summary page (shown below) will display the total quantity of the telephone numbers submitted, the current credit balance, the credits to be deducted and the remaining credits. Click on the 

button to go to Step 3: Your Submission Results page or <Back> to go back to previous page.

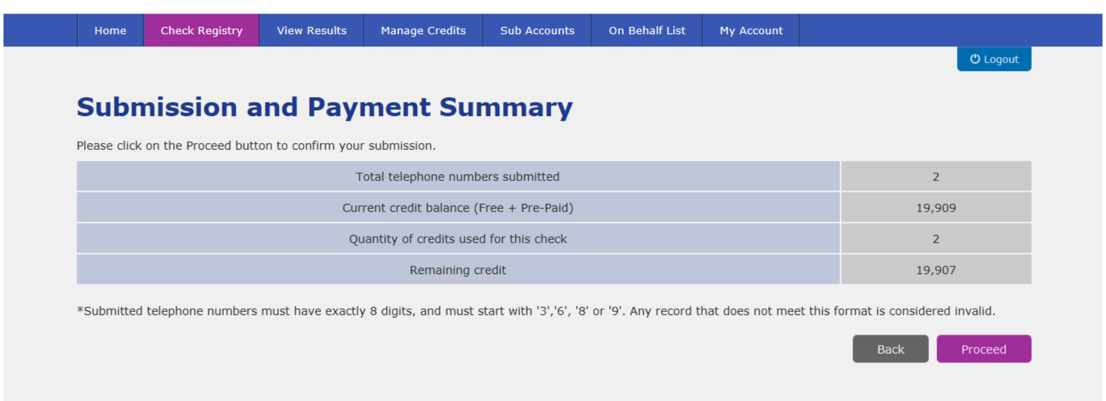


Figure 6-3 Submission and Payment Summary Page

Step 3a: If there are sufficient credits, you will be shown the Your Submission Results page below.

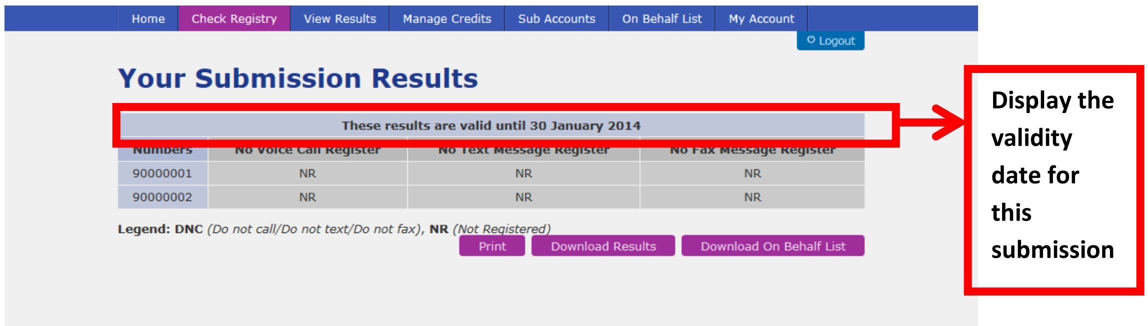


Figure 6-4 Your Submission Results Page

Note:

1. The result's validity date is displayed at the top of the table.
2. Click on the Print button to print the results.
3. Click on the Download Results button to download the results.
4. Click on the Download On Behalf List button will be shown if there are records in the Checking on behalf.

Step 3b: If there are insufficient credits, the following page will be displayed to prompt you to pay via Pay Per Use or Pre-paid.

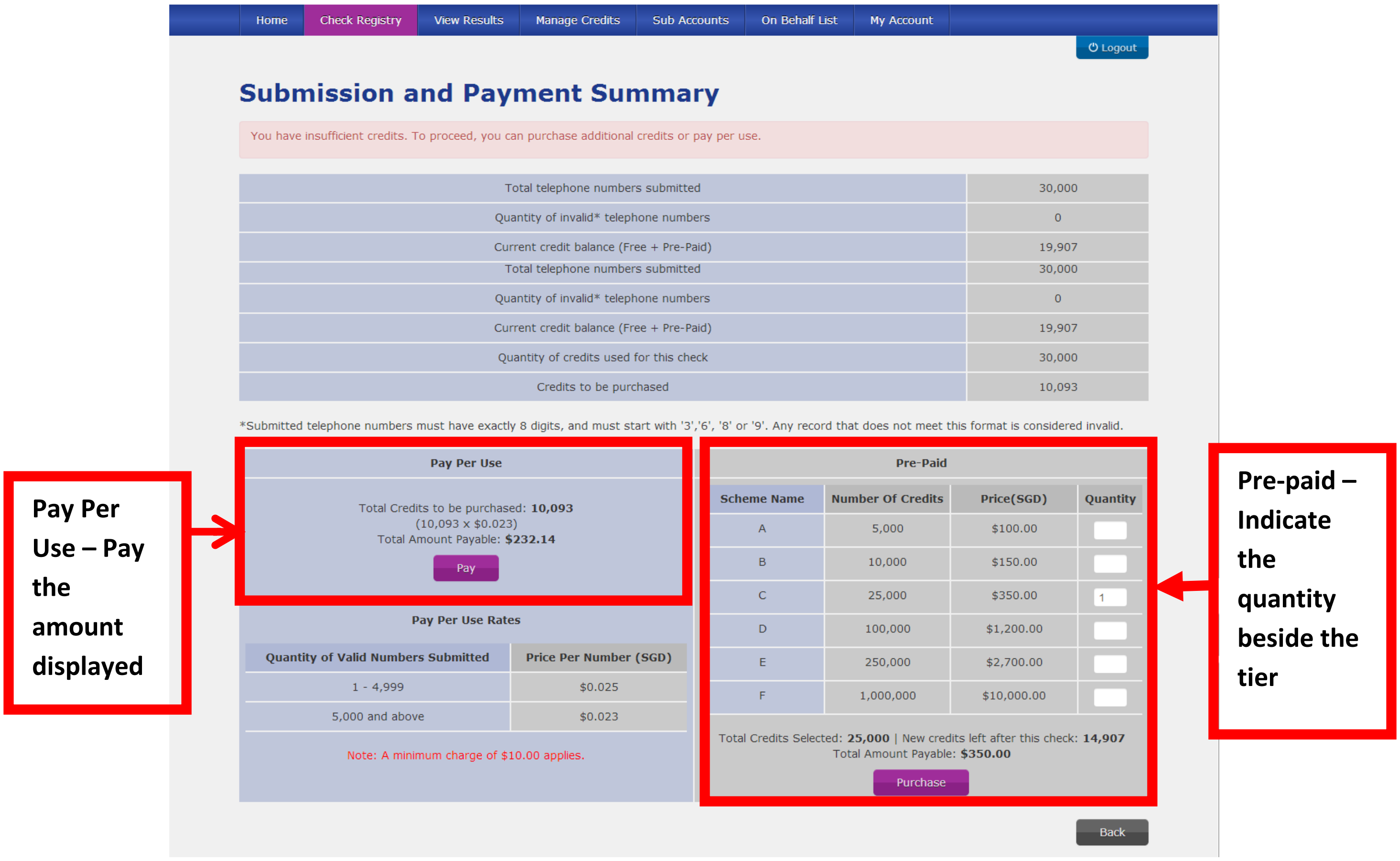
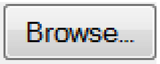


Figure 6-5 Insufficient Credit Page

Step 2a: Select **Bulk Filtering** and upload the .CSV file (with a single column of telephone numbers that are exactly 8 digits and starting with 3, 6, 8 or 9). Note: You may use any editor (Microsoft Excel, Notepad, etc) to develop the .CSV file. Please remember to save as .CSV file format and not other format. Click on the 

button to upload the file to the system.

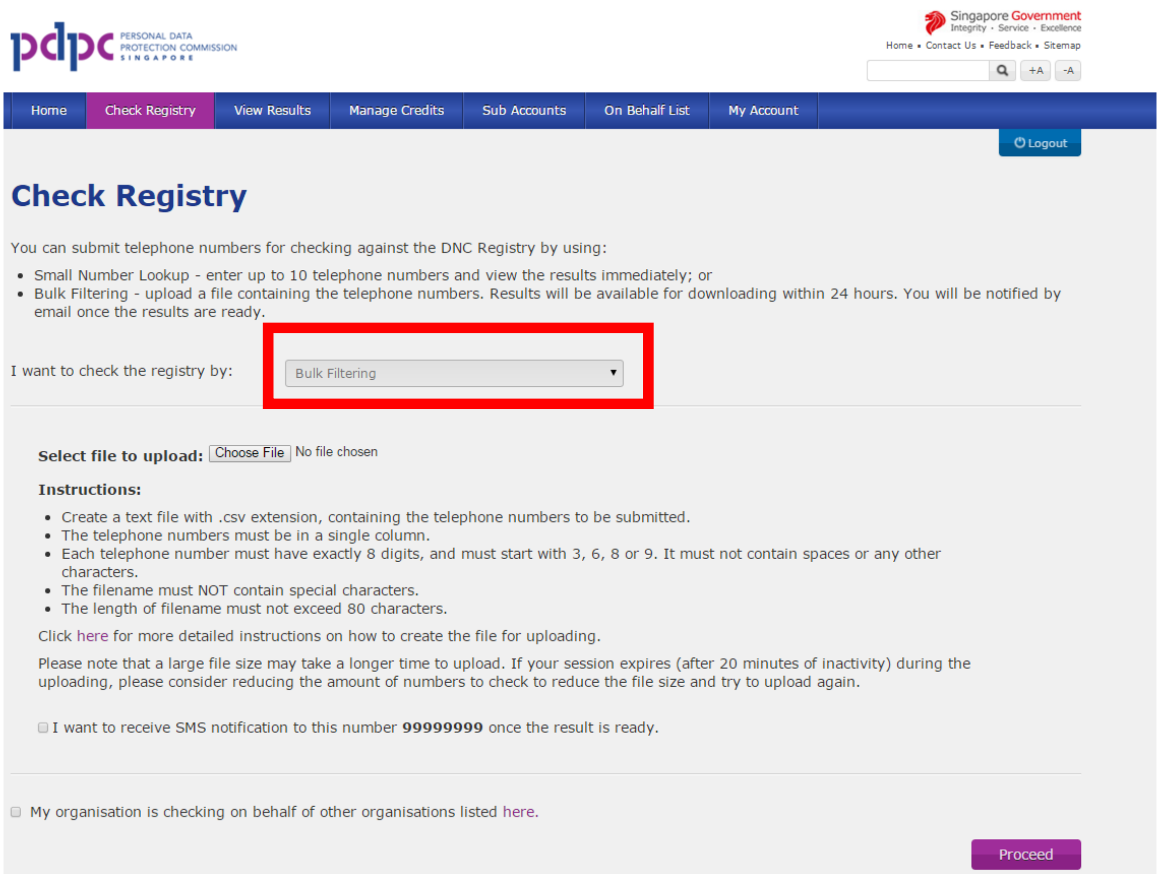
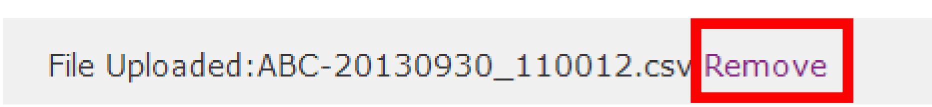


Figure 6-6 Bulk Filtering

After uploading the file, the file name will be displayed as shown below. If you want to remove the uploaded file, click on "Remove" link.

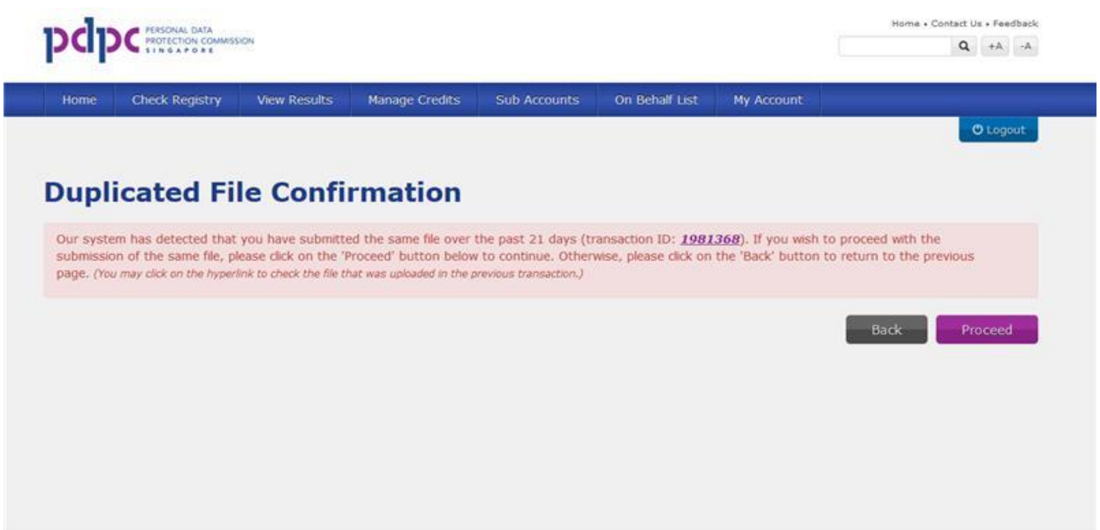


Step 2b: If you want to receive notification via SMS, you must provide your mobile number under My Account; refer to Section 11 for details. If no mobile number has been entered, a message will be displayed as shown below.

To enable SMS notification, please update your mobile number in the My Account section.

Step 2c: Click on the **On Behalf List** to enter names of organisations if you are checking for other organisations and have not added them to the On Behalf list. Refer to Section 10 for details.

Step 2d: Click on the Proceed button, if you submitted an exact same file that was submitted in the last 21 days, you will go to Duplicated File Confirmation Page.



Step 2e: Click on the Proceed button to go to Step 3: Submission and Payment summary page.

Step 3: The Submission and Payment Summary page will be shown below.

Click on the Proceed button to go to Step 4: Your Submission Results page or <Back> to go back.

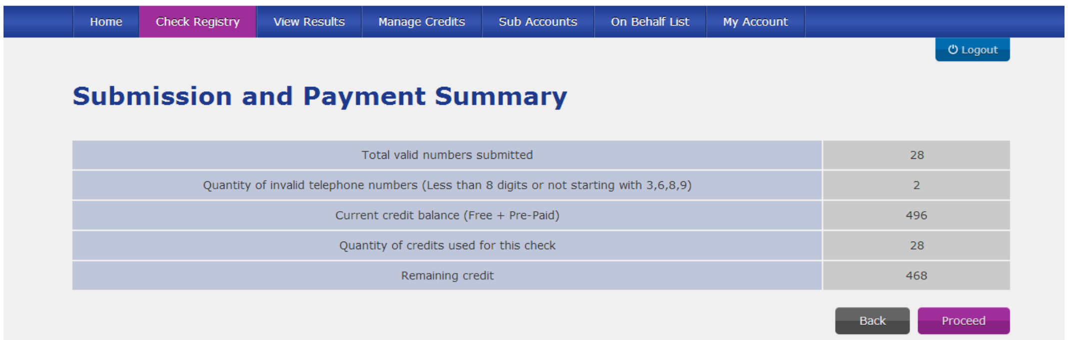


Figure 6-7 Submission and Payment Summary Page

Step 3a: If there are sufficient credits, the DNC Registry will proceed to check your numbers and you will be notified within 24 hours (as shown below).

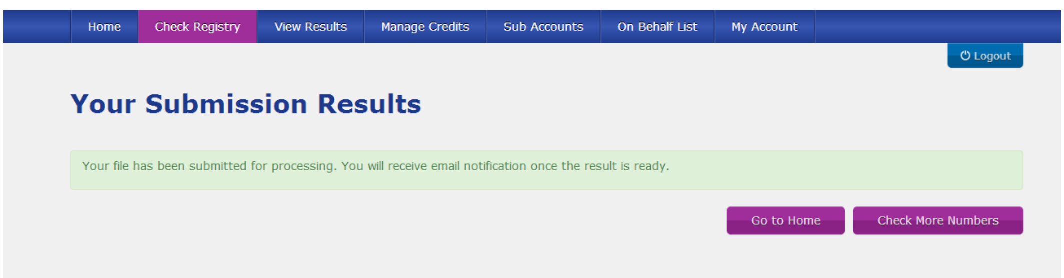


Figure 6-8 Your Submission Results Page

Note:

1. Click on the Go to Home button to go to Organisation dashboard page.
2. Click on the Check More Numbers button to go back to the Check Registry page.

Step 3b: If there are insufficient credits, the following page will be displayed to prompt you to pay via Pay Per Use or Pre-paid.

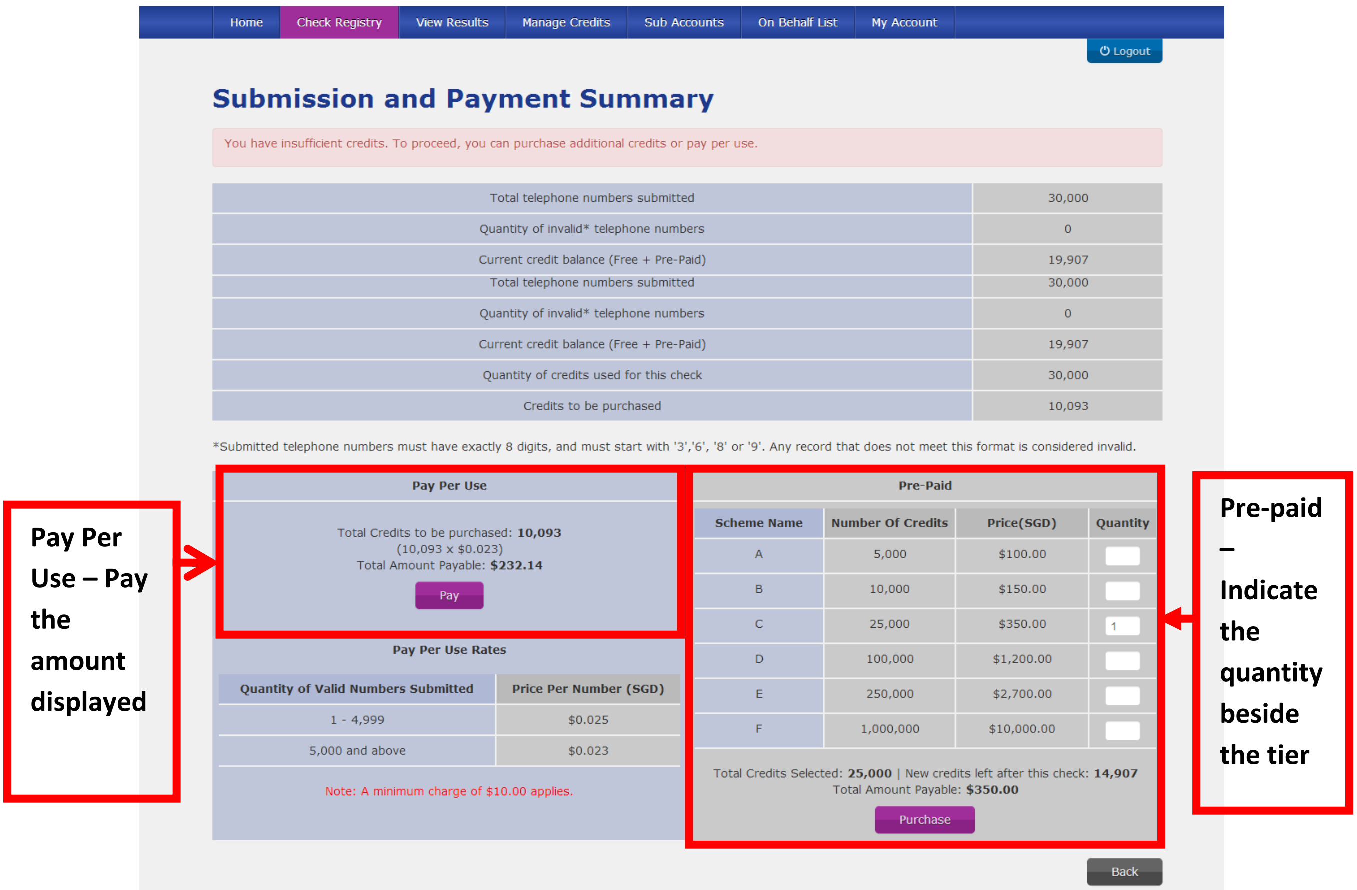


Figure 6-9 Insufficient Credit Page

7. View Results

Step 1: Click on the 

at the navigation bar at the top of the screen. You can search for past results by specifying your search criteria.

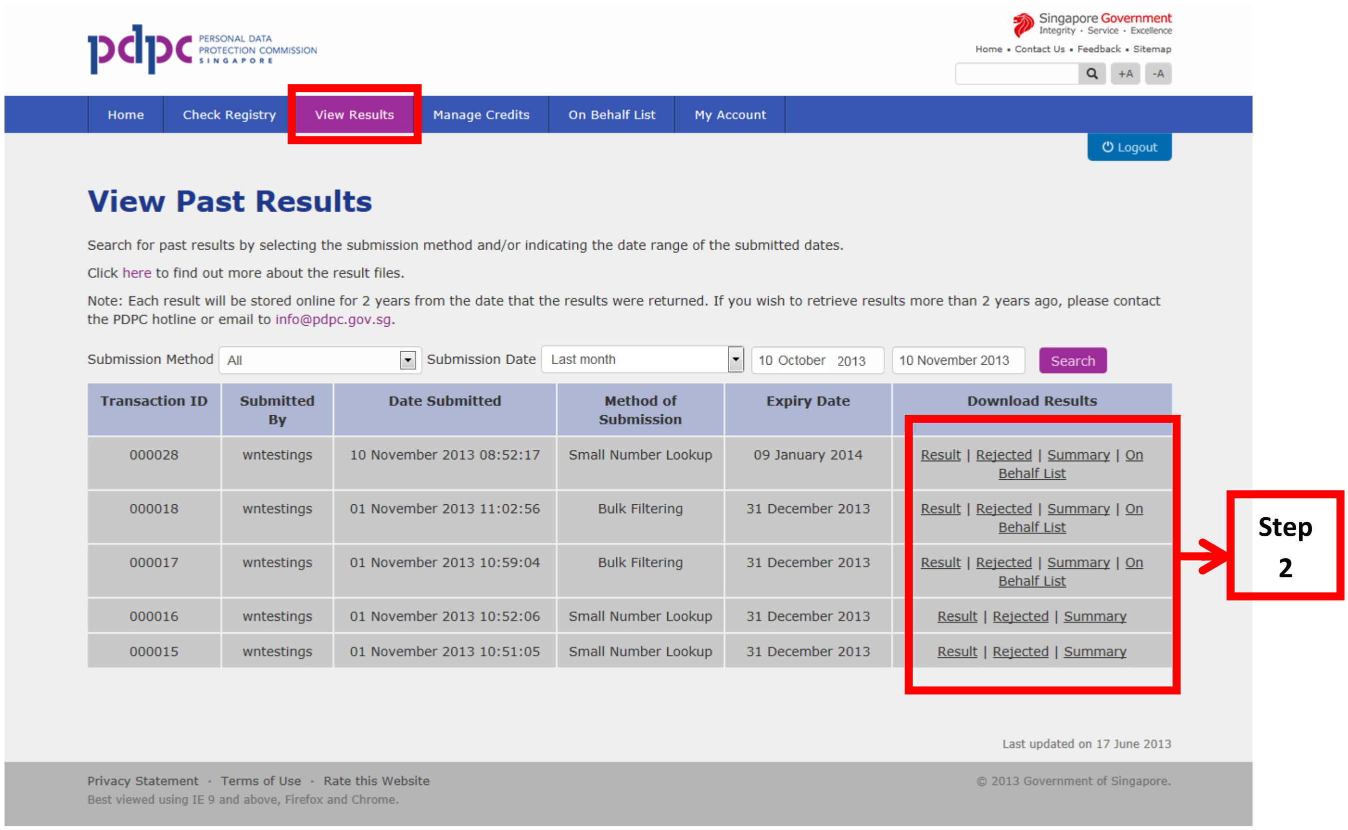


Figure 7-1 View Past Results Page

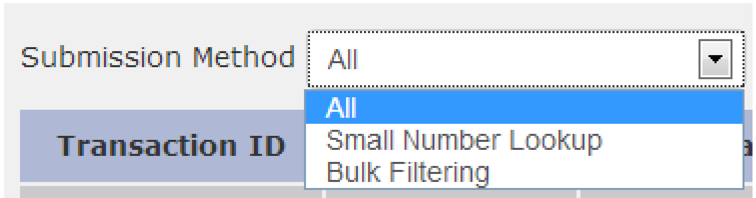
Step 2: A list of past submissions will be displayed in a table.

Note:

1. Under the Download Results column, you may see the following status (you can refresh the page to see if the status is updated):
   a. **In progress**: This means that DNC Registry is processing your submitted file.
   b. **Result**: This means that your submitted file has been processed by DNC System and you can download and view the results.
   c. **Rejected**: This is your list of rejected numbers.
   d. **On Behalf list**: List of organisations that you are checking on behalf
   e. **Summary**: Summary file of your checks

Step 3: There are a few search criteria where you can use to search for your submission.

a. Filter by Submission Method as shown below.

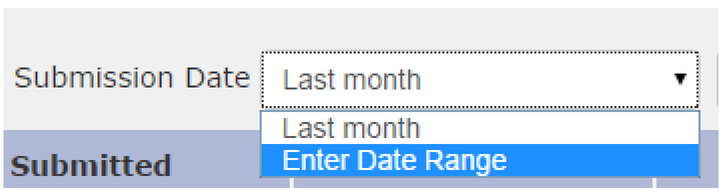


i. All – All the results submitted by both submission methods

ii. Small Number Lookup – Only results submitted by Small Number Lookup

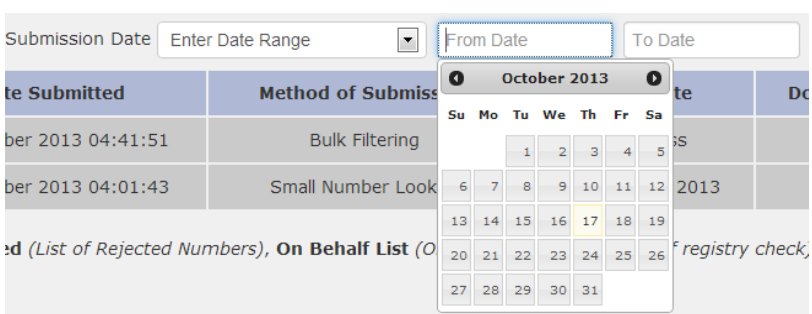
iii. Bulk Filtering – Only results submitted by Bulk Filtering

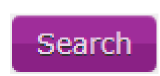
b. Filter by Submission Date as shown below.



i. Last month – results of checks that are submitted within the last month

ii. Enter Date Range – results of checks that are submitted within the date range. By selecting this option, there will be 2 additional fields for your selection as shown below. Click on the textbox and a calendar will be displayed for your selection.



iii. Once you have specified the search criteria, click on the 

button and the search results will be displayed.

8. Manage Credits

Step 1: Click on the **Manage Credits** button at the navigation bar. The functions available are: purchase credits, view credit details, view purchase history. Transfer credits function is only available for main account.

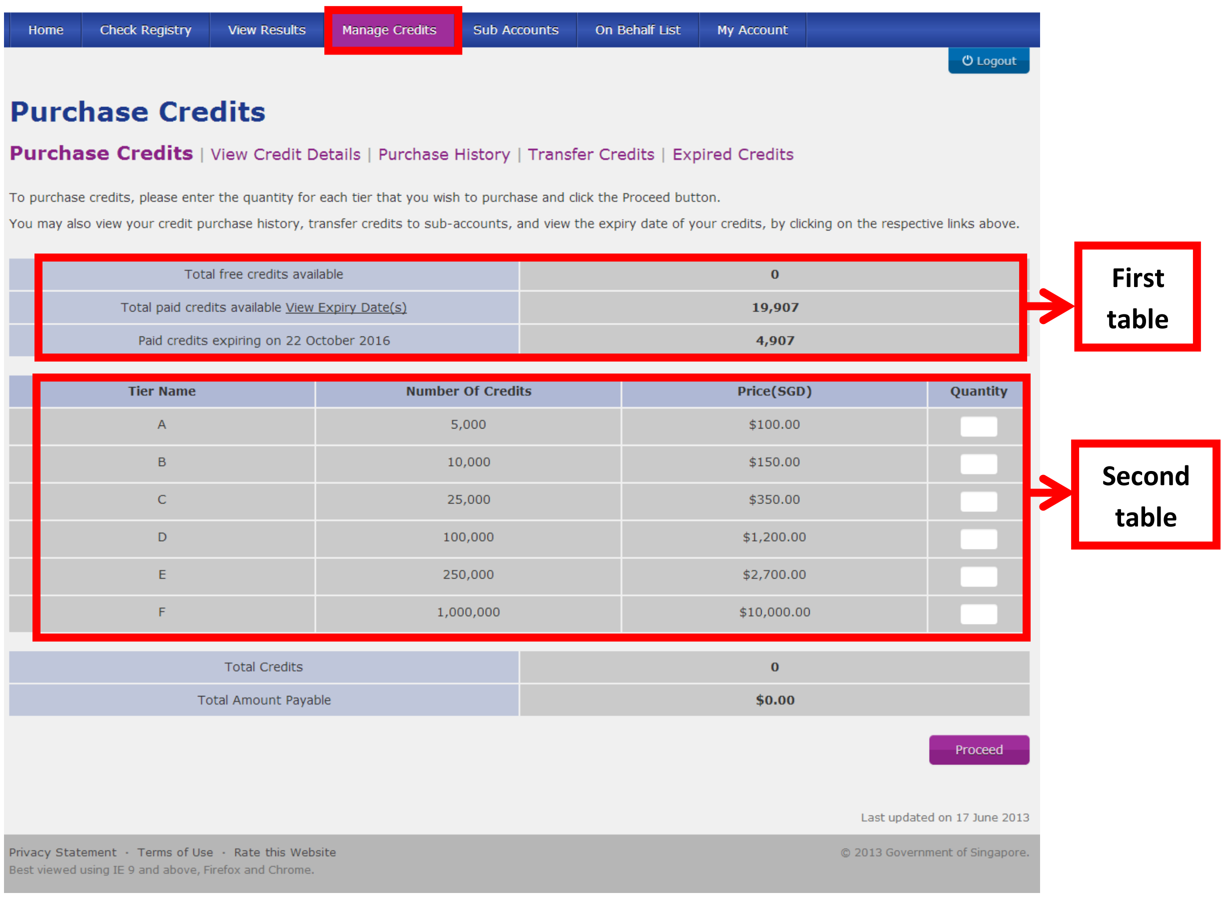


Figure 8-1 Purchase Credits Page

Note:

1. The first table displays the credits available and its expiry date.
2. The second table displays the credit schemes available for purchase.

Step 2: Enter the quantity to be purchased as shown below and system will automatically compute the total number of credits and amount payable. Click on the Proceed button to go to Step 3: Payment Summary page.

Tier Name	Number Of Credits	Price(SGD)	Quantity
A	5,000	$100.00	1
B	10,000	$150.00	
C	25,000	$350.00	1
D	100,000	$1,200.00	
E	250,000	$2,700.00	
F	1,000,000	$10,000.00	

Step 3: Verify the amount charged at the Payment Summary page. Click on the Proceed button to go to Step 4: Select Payment Mode.

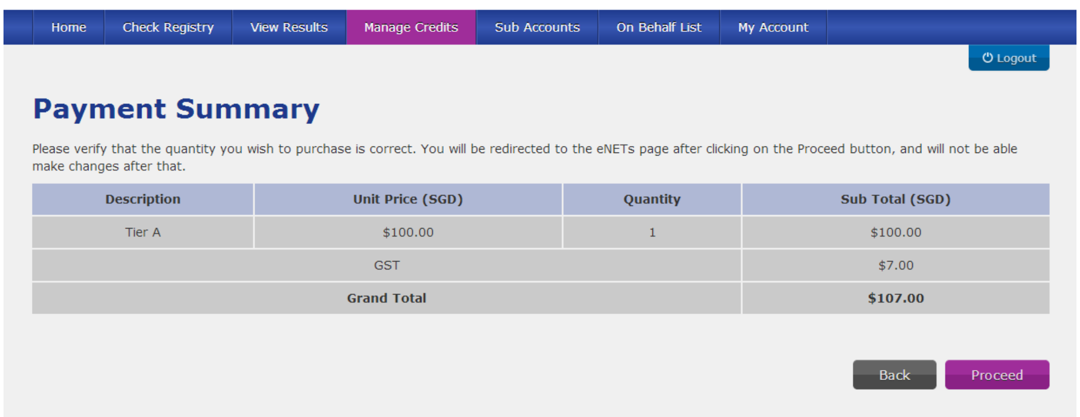
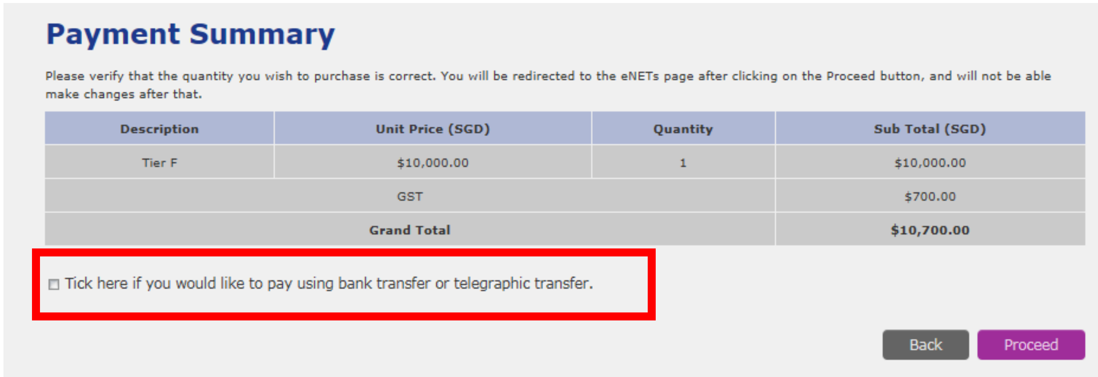


Figure 8-2 Payment Summary Page

If the amount payable is $5,000 and above, the system will automatically display an option for you to pay offline. After selecting the option, click <Proceed> and the system will display the instructions on how to pay offline. Follow the instructions. PDPC will send you an email once the credits are added to your account.



Step 4: If you choose to pay online, select your preferred mode of payment at the Select Payment Mode Page. You can either click on VISA, MasterCard, American Express, or Internet Banking.

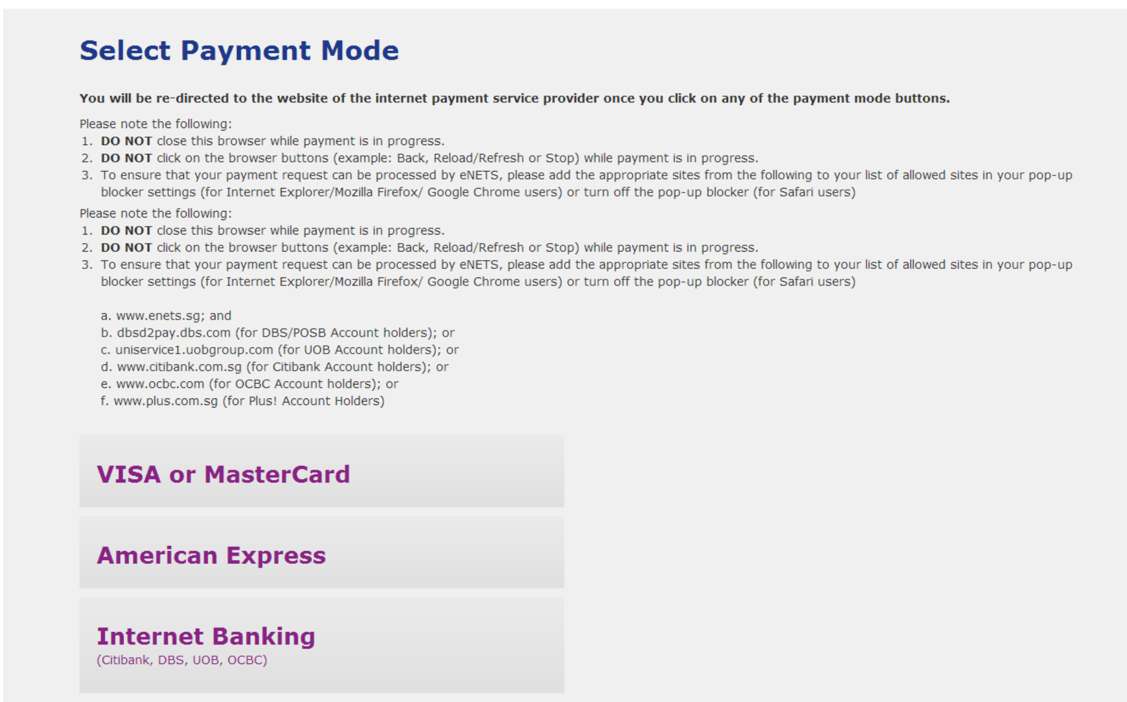


Figure 8-3 Select Payment Mode Page

Step 5: You will be redirected to the ENets payment page.

Step 5a: For VISA / MasterCard or American Express payment mode, you will need to enter your credit card details.

Step 5b: For Internet Banking, you will need to provide your bank account information.

Step 6: You will be shown a Payment Confirmation page as per image below.

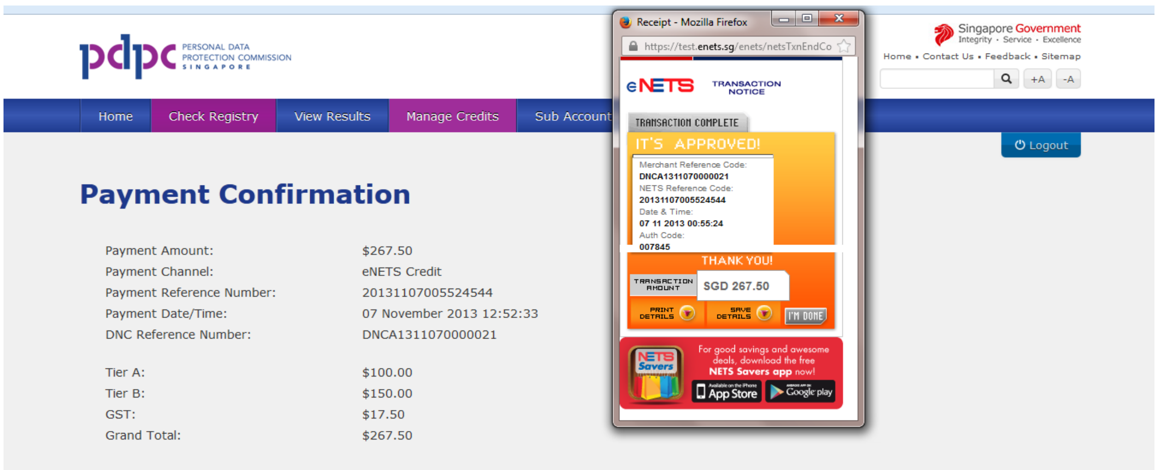


Figure 8-4 Payment Confirmation Page

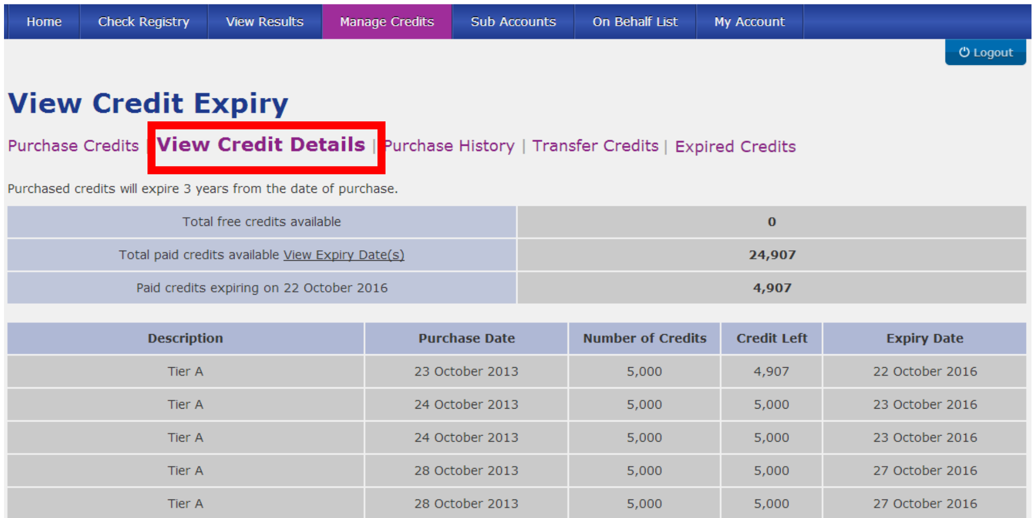
Click on the 

button and save a copy of the receipt for your future reference. Refer to attached PDF document for a sample.

sample receipt.pdf

8.1. View Credits Details

Step 1: Click on View Credit Details as shown below to view the credits that you have purchased and its respective expiry date.



Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | My Account

Logout

View Credit Expiry

Purchase Credits | View Credit Details | Purchase History | Transfer Credits | Expired Credits

Purchased credits will expire 3 years from the date of purchase.

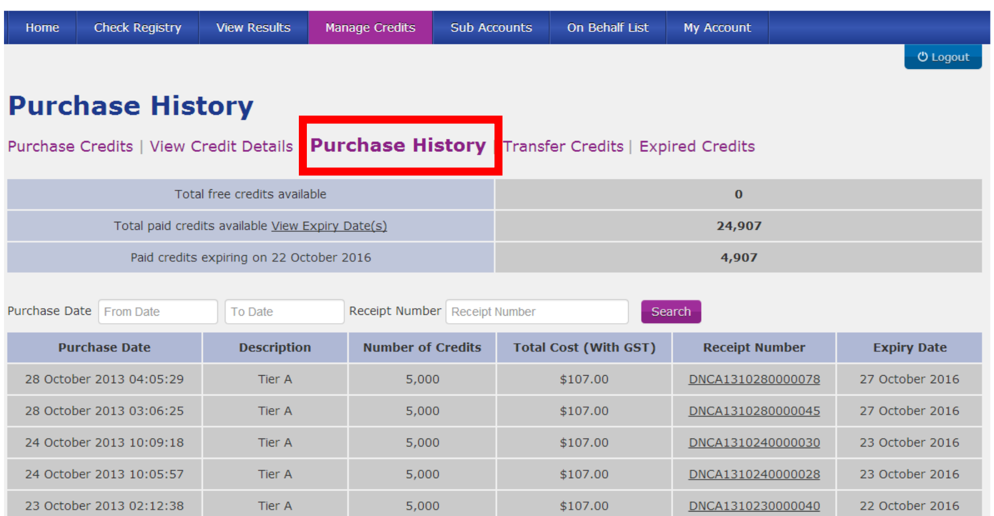
Total free credits available	0
Total paid credits available View Expiry Date(s)	24,907
Paid credits expiring on 22 October 2016	4,907

Description	Purchase Date	Number of Credits	Credit Left	Expiry Date
Tier A	23 October 2013	5,000	4,907	22 October 2016
Tier A	24 October 2013	5,000	5,000	23 October 2016
Tier A	24 October 2013	5,000	5,000	23 October 2016
Tier A	28 October 2013	5,000	5,000	27 October 2016
Tier A	28 October 2013	5,000	5,000	27 October 2016

Figure 8.1-1 View Credit Expiry Page

8.2. Purchase History

Step 1: Click on Purchase History as shown below to view all your purchases. You can also search based on Purchase Date and/or Receipt number.



Home | Check Registry | View Results | Manage Credits | Sub Accounts | On Behalf List | My Account

Logout

Purchase History

Purchase Credits | View Credit Details | Purchase History | Transfer Credits | Expired Credits

Total free credits available	0
Total paid credits available View Expiry Date(s)	24,907
Paid credits expiring on 22 October 2016	4,907

Purchase Date From Date To Date Receipt Number Receipt Number Search

Purchase Date	Description	Number of Credits	Total Cost (With GST)	Receipt Number	Expiry Date
28 October 2013 04:05:29	Tier A	5,000	$107.00	DNCA1310280000078	27 October 2016
28 October 2013 03:06:25	Tier A	5,000	$107.00	DNCA1310280000045	27 October 2016
24 October 2013 10:09:18	Tier A	5,000	$107.00	DNCA1310240000030	23 October 2016
24 October 2013 10:05:57	Tier A	5,000	$107.00	DNCA1310240000028	23 October 2016
23 October 2013 02:12:38	Tier A	5,000	$107.00	DNCA1310230000040	22 October 2016

Figure 8.2-1 Purchase History Page

8.3. Transfer Credits

8.3.1 Main Account Transfer Credit To Sub Account

Step 1: Login with main account, click on Transfer Credits as shown below to transfer credits to sub account.

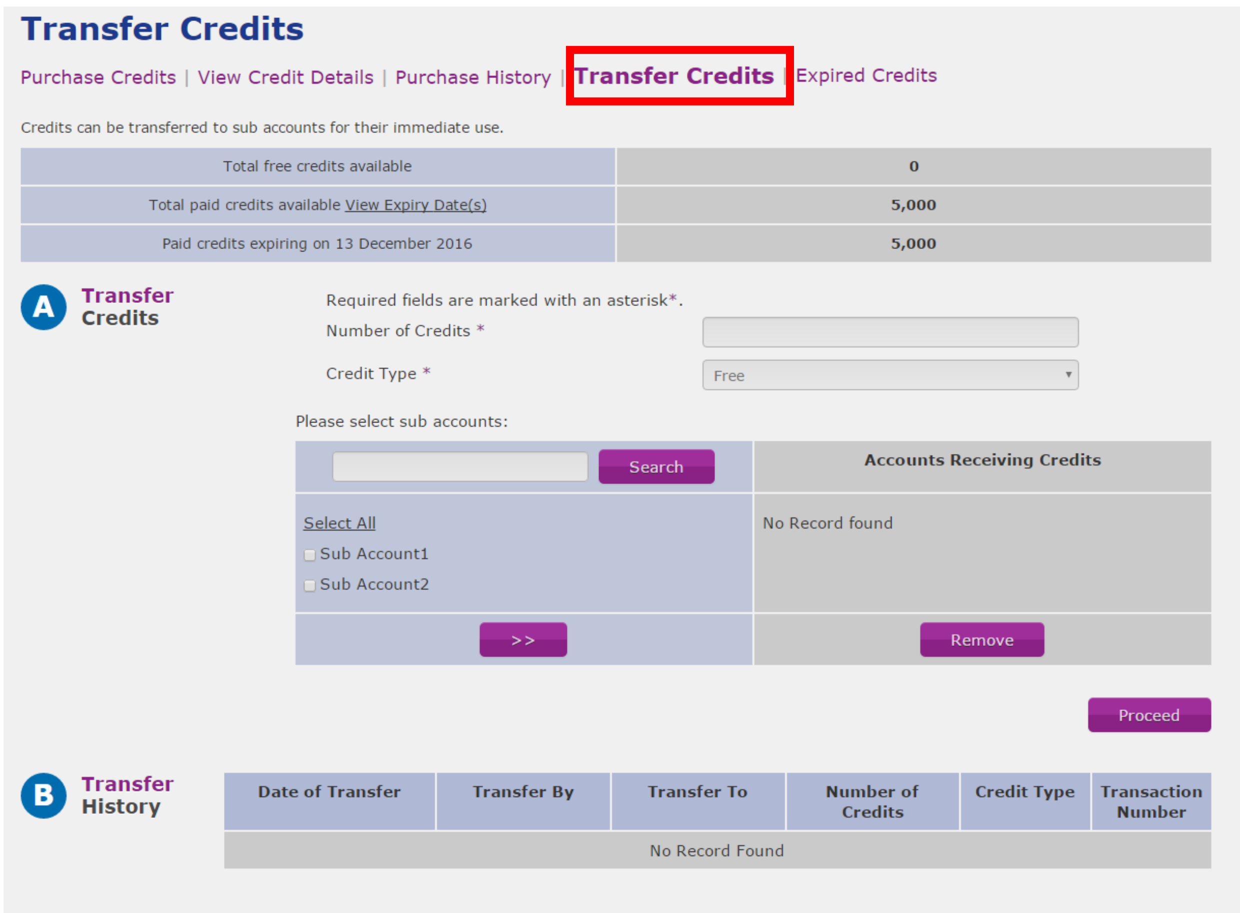
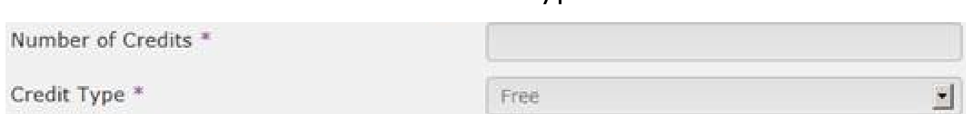


Figure 8.3-1 Transfer Credits Page (Main Account to Sub Account)

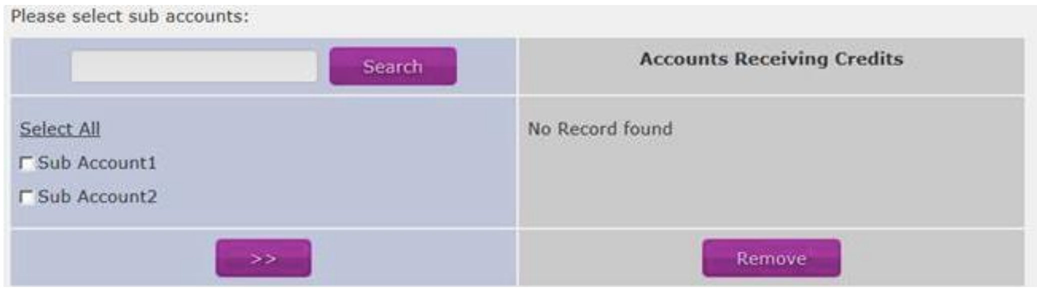
Step 2: Enter the following details.

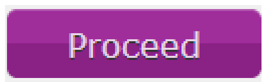
i. Enter the credit amount and credit type to be transferred.



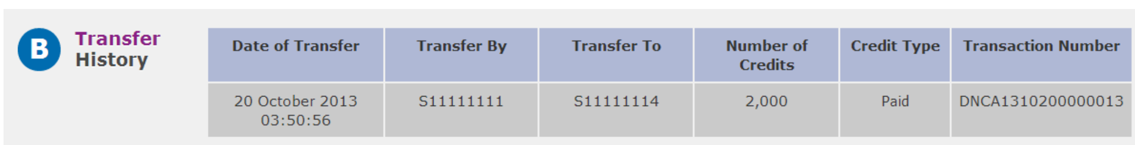
ii. Select the sub account from the table below. Click the 

button to confirm selection.



Step 3: Click on the 

button. The latest transfer history will be shown on Section B.



B Transfer History

Date of Transfer	Transfer By	Transfer To	Number of Credits	Credit Type	Transaction Number
20 October 2013 03:50:56	S11111111	S11111114	2,000	Paid	DNCA1310200000013

8.3.2 Sub Account Transfer Credit Back To Main Account

Step 1: Login with sub account, click on Transfer Credits as shown below to transfer credits to main account.

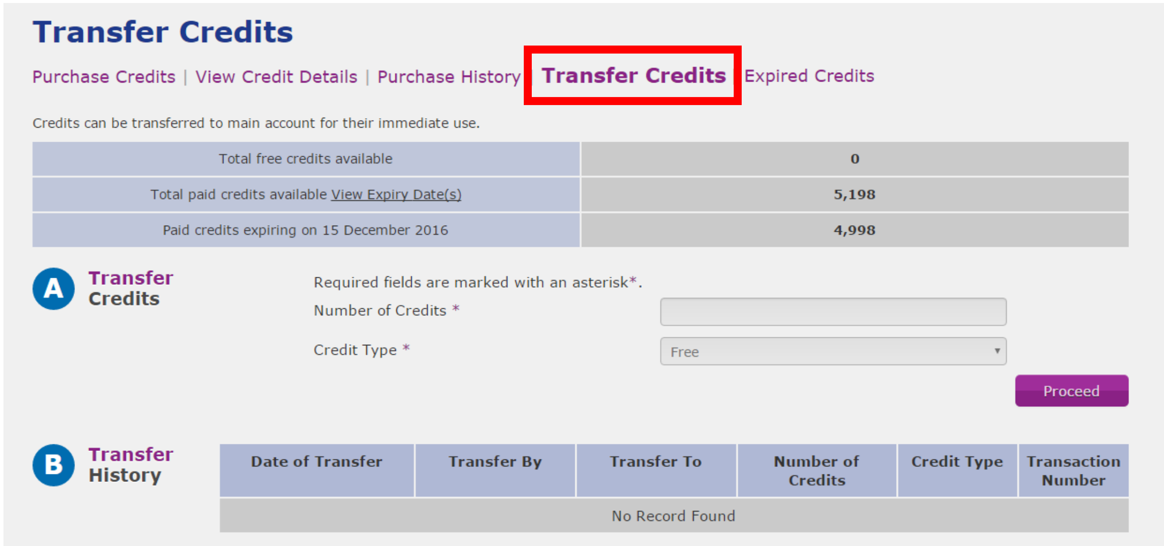
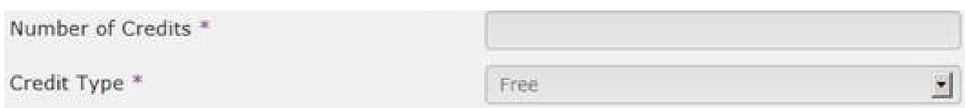
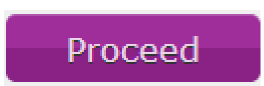


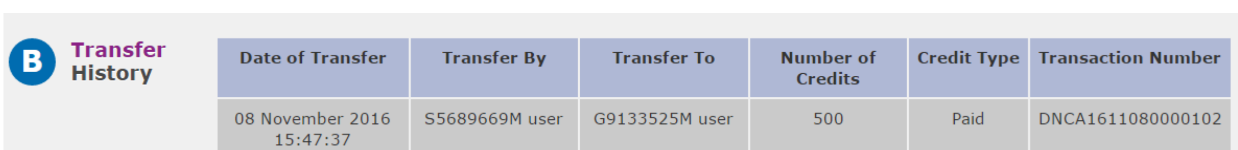
Figure 8.3-2 Transfer Credits Page (Sub Account to Main Account)

Step 2: Enter the credit amount and credit type to be transferred.



Step 3: Click on the


button. The latest transfer history will be shown on Section B.



8.4. Expired Credits (for main account only)

Step 1: Click on Expired Credits as shown below to view all refund history of expired pre-paid credits.

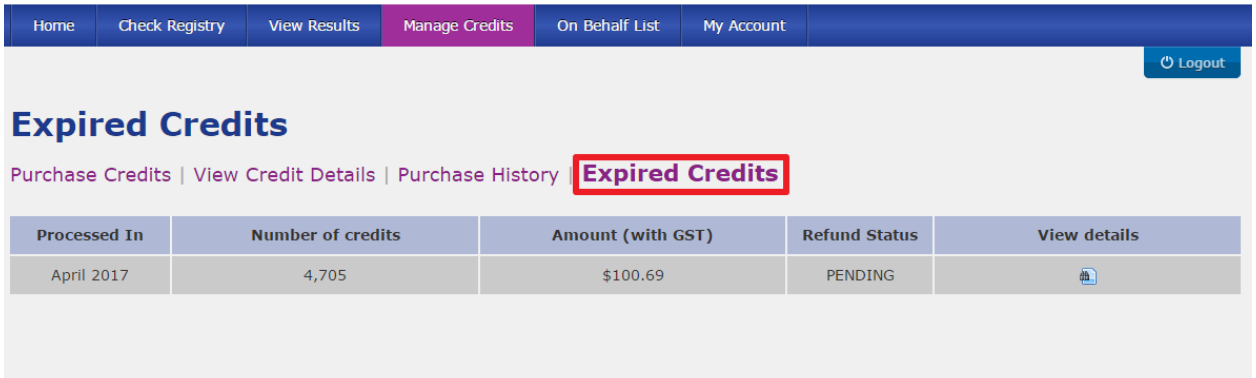


Figure 8.4-1 Expired Credits Page

Step 2: Click on  as shown below to view refund details.

Figure 8.4-2 Details of Expired Credits Refund Page

9. Sub Accounts (for organisations' main account, not for individual account)

9.1. Managing sub accounts

Step 1: Click on the 

at the navigation bar to manage the sub accounts.

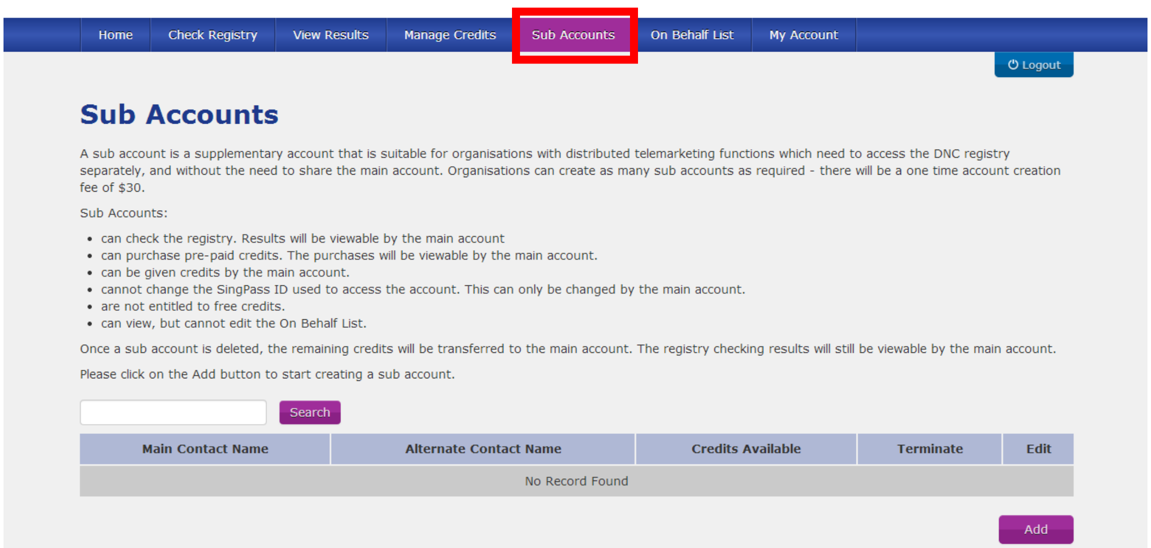
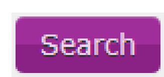


Figure 9.1-1 Sub Accounts Page

Step 2: To search for a particular sub account, you can enter your search criteria (by Name or Singpass ID of sub account) and click on the 

button.

Step 3: To add new sub account, click on the Add button and enter the details of the sub account on the page shown below. When you finished entering the details for sub account, click on the Proceed button to go to Payment Summary page.

Step 3a: To edit, click on the Edit button next to the record that you want to update.

Step 3b: To remove the sub account, click on remove button next to the record that you wish to terminate. The pre-paid credits in the sub account will be transferred to the main account when the sub account is deleted.

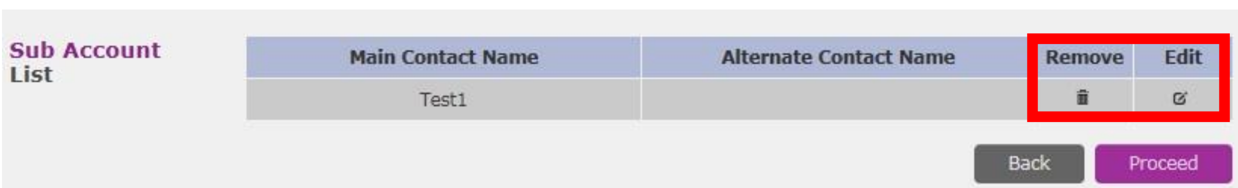


Figure 9.1-2 Add Sub Accounts Page

9.2. Transfer credits from sub accounts to main account

If the sub account user is not using the credits and the credits are not purchased by the sub account user, the main account can transfer credits from sub account back to the main account for redistribution or own use.

Step 1: Select 'Edit' next to the sub account that you wish to transfer from and click on tab 'Transfer Credits'.

Step 2: Enter the number of credits that you wish to transfer back. After successful transfer, there will be a historical record of the transaction.

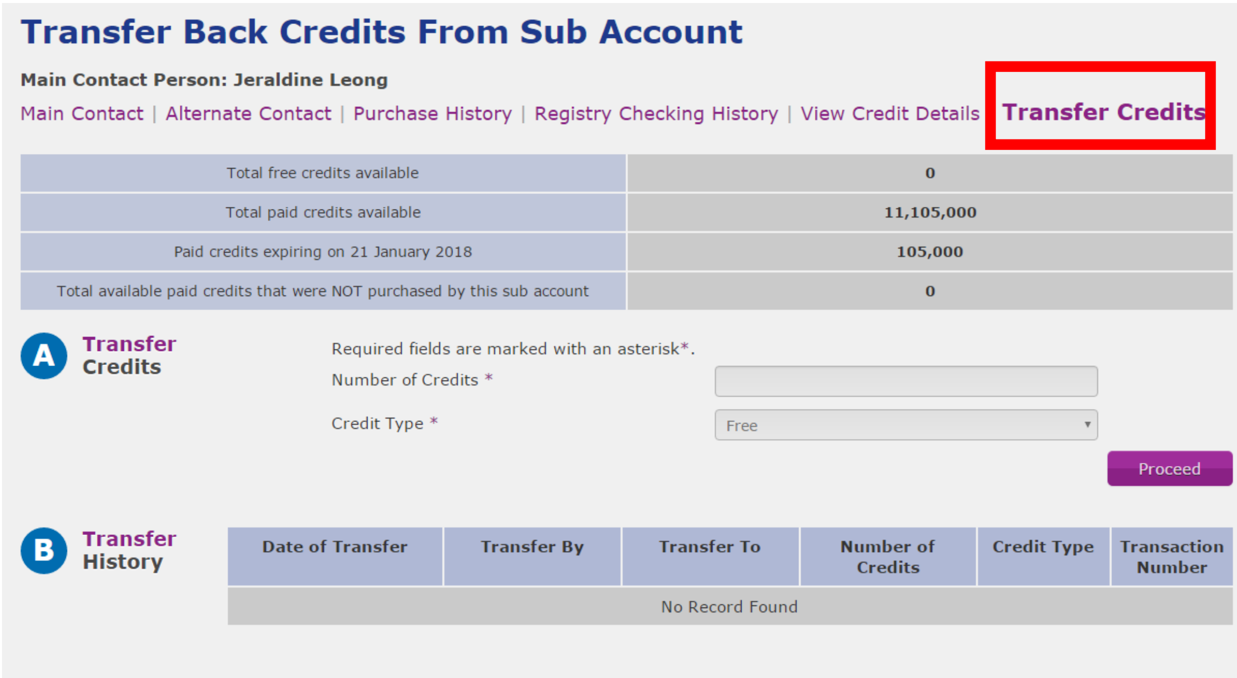


Figure 9.2-3 Transfer Credits From Sub Account to main account Page

Note: The main account cannot transfer credits that were purchased by the sub account.

10. On behalf List (Editable by main account only)

Step 1: Click on the On Behalf List at the navigation bar to add or update the organisations that you are checking on behalf of.

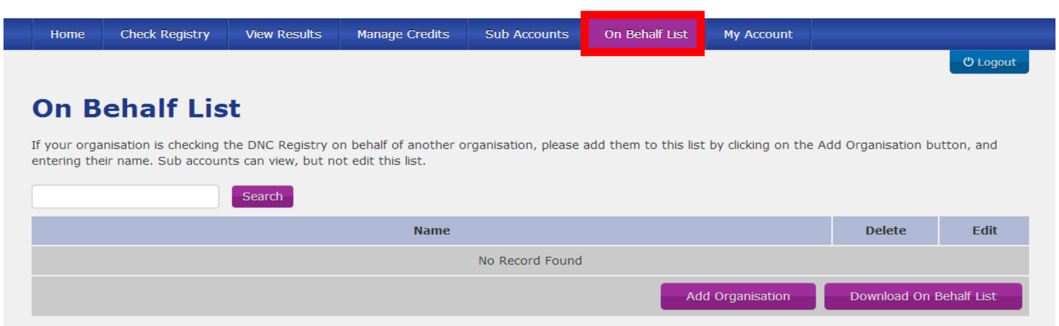


Figure 10-1 On Behalf List Page

Step 2: To search, enter the name of organisation in the field and click on the 

button as shown below.

Step 3: To add a new organisation, click on the 

button, enter the name of the organisation and click <Add>.

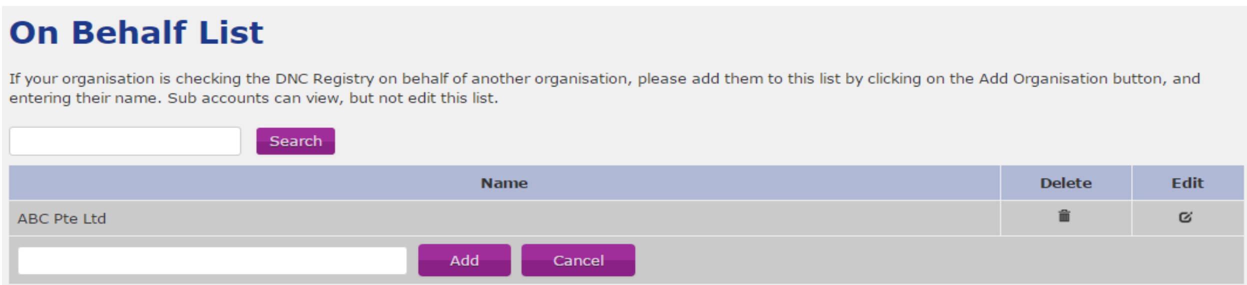


Figure 10-2 Add On Behalf List Page

Step 3a: To edit, click on the <Edit> icon next to the record and <Save>

Note: Sub account can view the organisations in the On Behalf list.

11. My Account

Step 1: Click on the 

button at the navigation bar to update the details of your account, your alternate contacts, organisation address, DPO details or submit an account termination request.

Note: Sub account can view details of his/her account and details of his/her alternate contact information. Only the main account can update his details.

11.1. Update Account (for main account only)

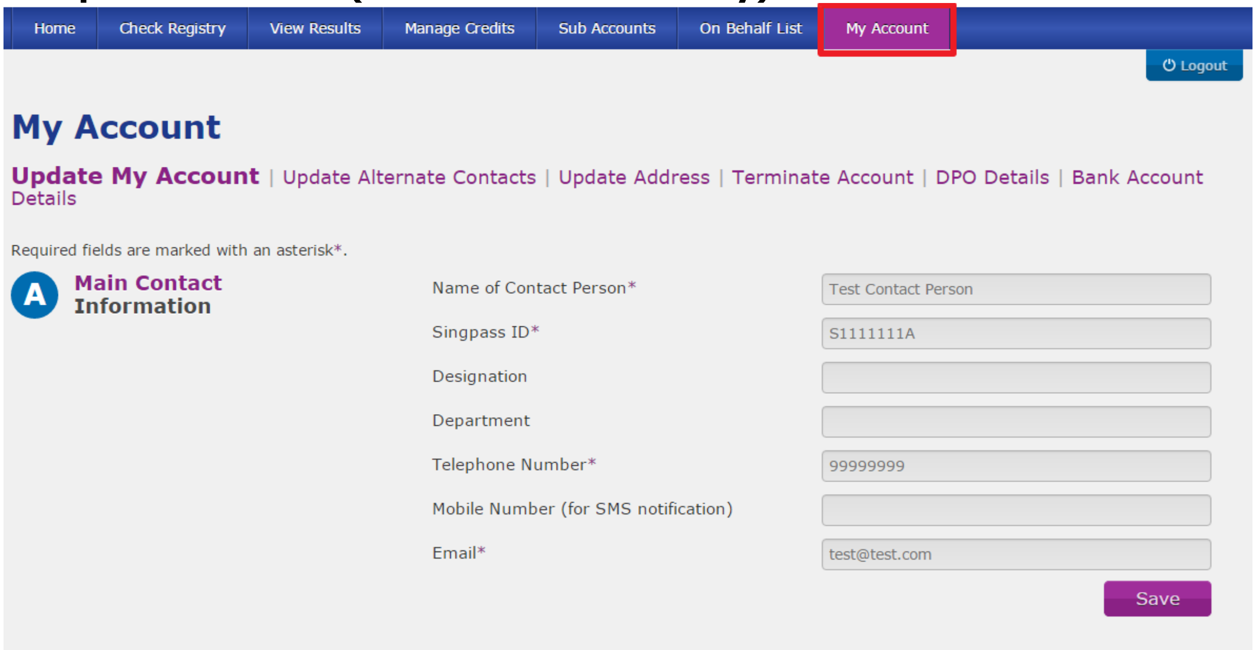


Figure 11-1 My Account Page

Step 1: Edit the main account information and click on the 

button to save the changes.

Note:

1. If you update the email address, an activation email will be sent to the new email address. The new account holder needs to activate the account in order to access the system.
2. If you modify the mobile number, then need enter the SMS OTP to verify.

11.2. Update Alternate Contacts (for main account only)

Step 1: Click on Update Alternate Contact as shown below to update the details of the alternate contact. Click on the 

button to save or click on the 

button to delete the alternate contact information.

Note:

1. Tick the 'Receive Email Notifications' if the alternate contact also wants to receive all the emails that the main account receives.

2. If you update the email address, an activation email will be sent to the new email address. The new account holder needs to activate the account in order to access the system.

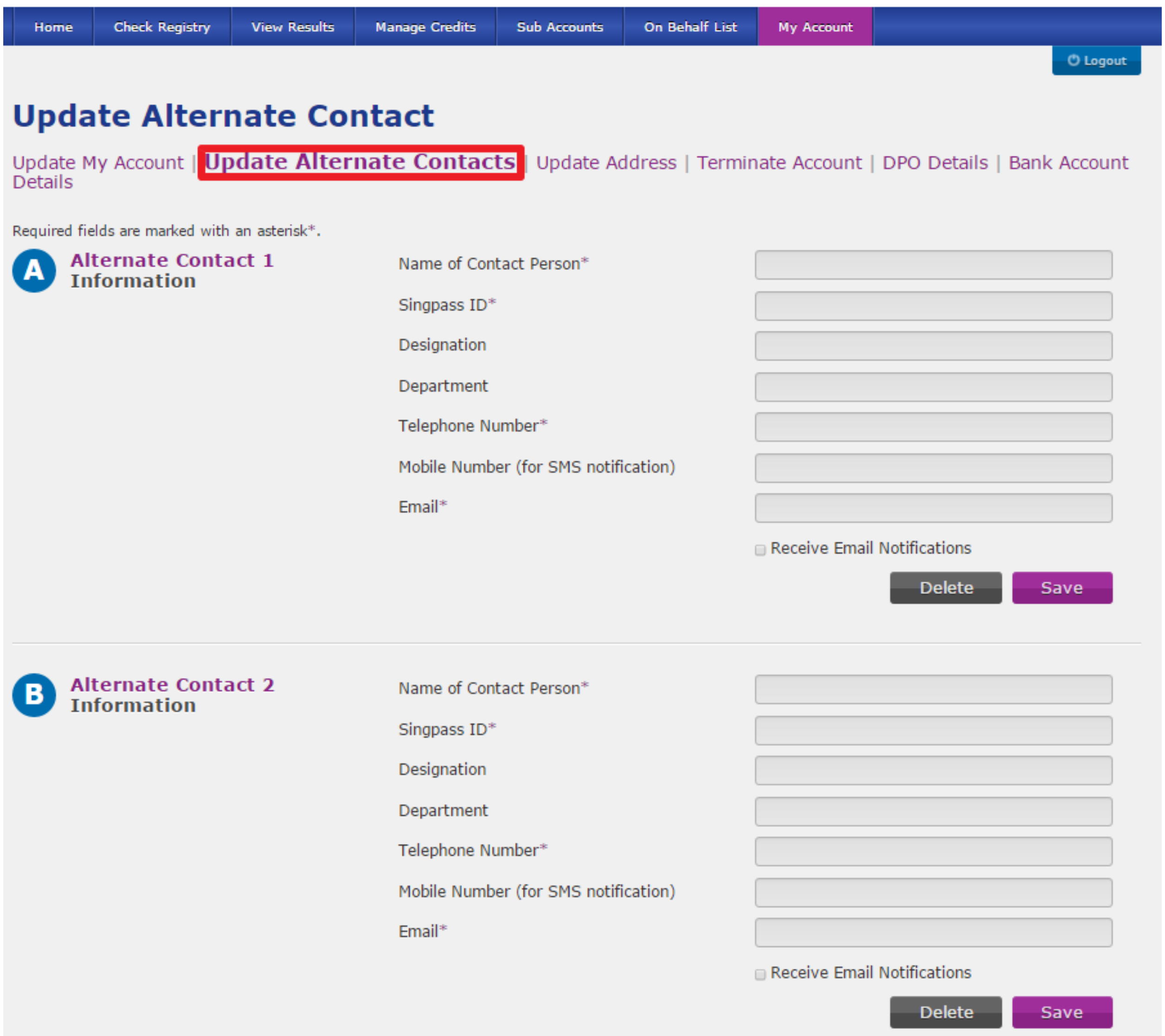


Figure 11-2 Update Alternate Contact Page

11.3. Terminate Account (for main account only)

Step 1: Click on Terminate Account to submit request to terminate account.

Fill in the details and click on the 

button to inform PDPC of your termination request. This is only applicable if your organisation no longer needs the account and want to remove its account from the DNC System. You and your sub accounts will **<u>NOT</u>** be able to access the DNC Registry once this request is submitted.

If you still have balance pre-paid credits in your account and/or sub accounts, you will need to enter the details of bank account that the refund should go to.

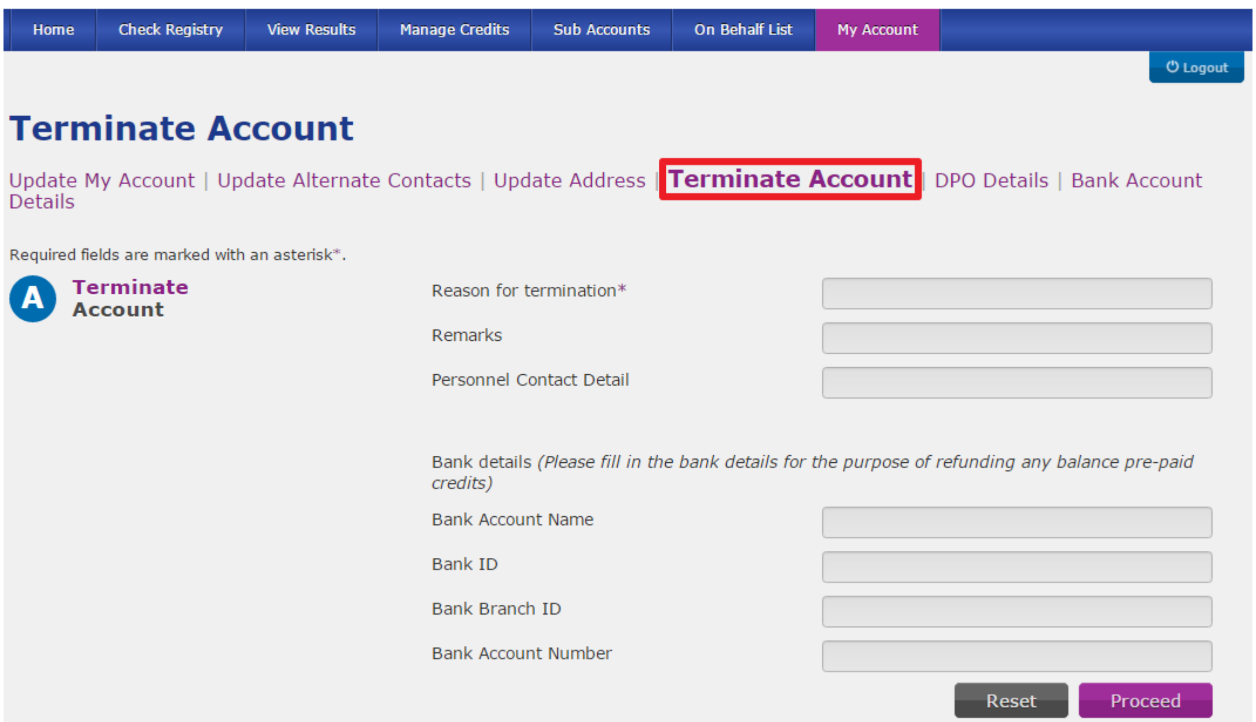


Figure 11-3 Terminate Account Page

11.4. Update Address (for local organisation main account only)

Step 1: Click on Update Address as shown below to update the organisation name and address information. Click on the Refresh Org Name button to retrieve the latest organisation name from ACRA. Click on the Save button to save updated information.

Note:

1. After clicking the 'Refresh Org Name', user still be required to click the 'Save' button to get the updated organisation name to take effect.

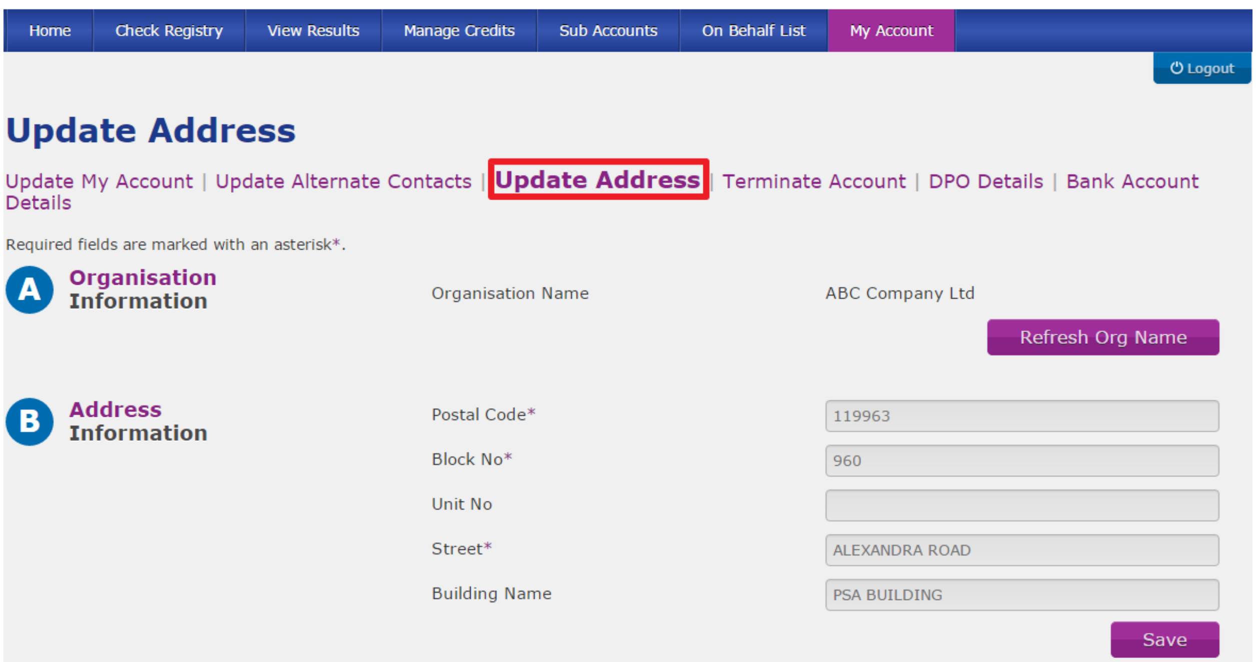


Figure 11-4 Update Address Page

11.5. Update DPO (for local organisation main account only)

Step 1: Click on DPO details as shown below to update the data protection officer information. Click on the 

button to save updated information.

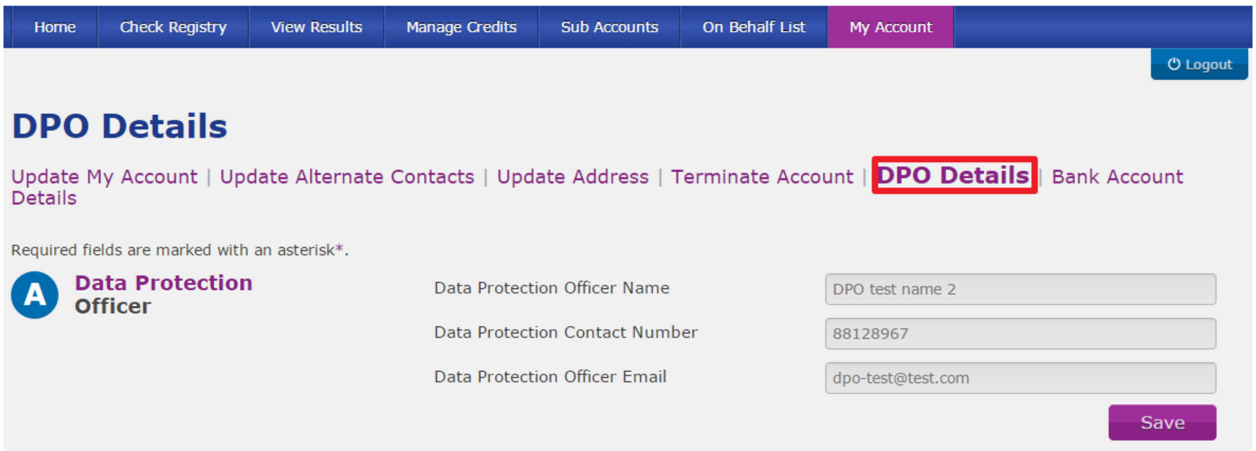


Figure 11-5 DPO Details Page

11.6. Update Bank Account Details (for main account only)

Click on Bank Account Details as shown below to provide the bank account information for the purpose of refunding the value of pre- paid credits that had expired.

Note:

1. System does not allow user to update the bank account details when the refund is being processed.
2. Any error in the bank account details will delay the process of the refund.

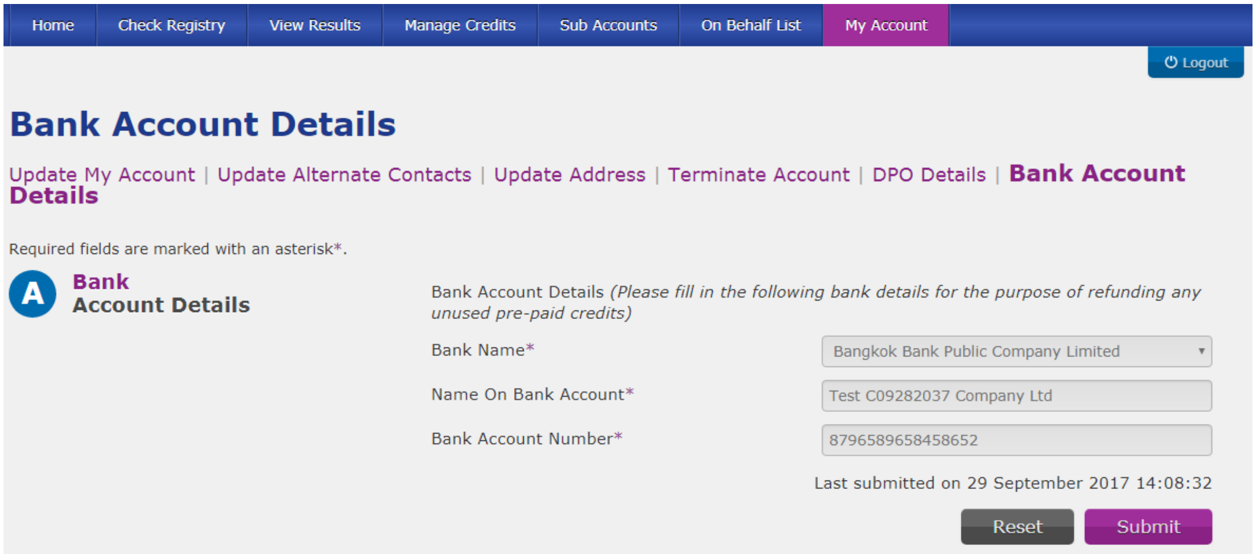


Figure 11-6 Bank Account Details Page