



*sgnic*

# SMS Sender ID Registry

[smsregistry@sgnic.sg](mailto:smsregistry@sgnic.sg)

USER GUIDE

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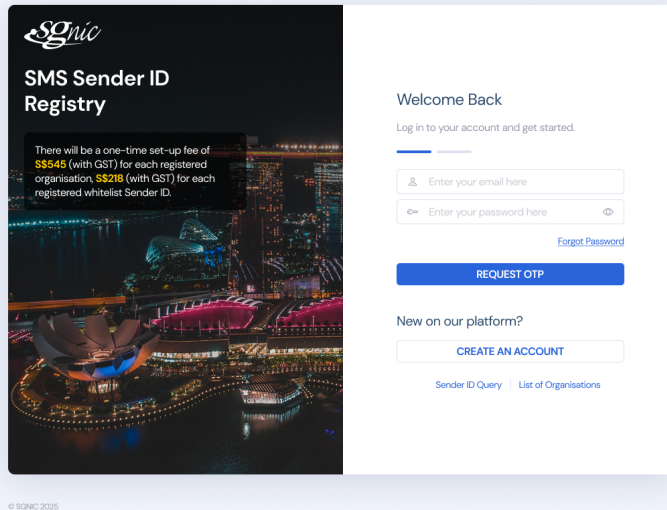
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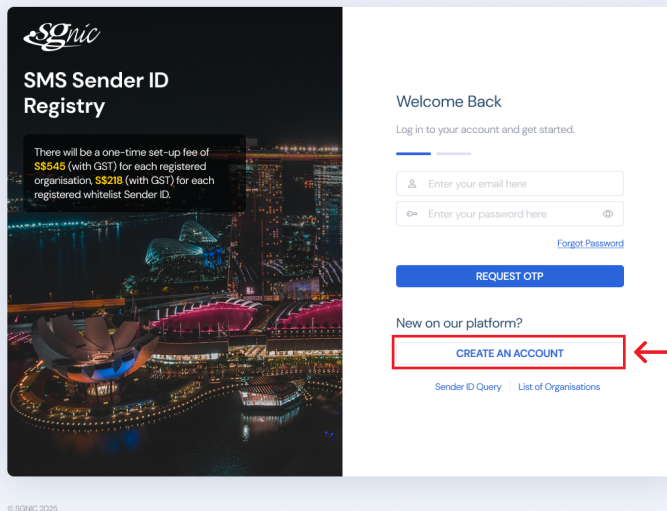
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# ACCOUNT REGISTRATION

## Registration



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



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

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Welcome to the  
**SMS Sender ID Registry Portal**

The SMS Sender ID Registry ("SSIR") was set up in March 2022 to enable organisations to protect their customers from receiving fraudulent SMS messages that spoofed the organisations' SMS Sender IDs. The registry is operated by the Singapore Network Information Centre ("SGNIC"), a wholly-owned subsidiary of the Infocomm Media Development Authority ("IMDA").

In October 2022, IMDA finalised the decision on the proposal for the Full SMS Sender ID Registry Regime (the "Full SSIR Regime"). The decision has been published on [IMDA's website](#).

**Full SSIR Regime**

Under the Full SSIR Regime, from 31 January 2023 onwards, all organisations intending to use alpha/numeric/alphanumeric Sender IDs in their SMS messages to Singapore mobile users must first register the Sender IDs via the SSIR portal. All non-registered Sender IDs will be marked as "Likely-SCAM".

**What You Need To Do**

You may reserve your Sender ID(s) on a first-come-first-served basis following the [Rules of Registration](#).

You will first need to create an account in the portal before you can log-in to reserve your preferred Sender ID(s). Before you create your account:

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

**sgnic**

**SMS Sender ID Registry**

There will be a one-time set-up fee of **\$3945** (with GST) for each registered organisation. **\$328** (with GST) for each registered whitelisted Sender ID.

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

© SGNIC 2023

**Register Account**

Create your account by filling in the form below

**User Organisation Information**

User Organisation based on ACRA

Unique entity number based on ACRA

**Admin**

Full name

Contact number

Email

CAPTCHA text

I agree to your [User Agreement](#).

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

**NEXT**

## 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.

**sgnic**  
SMS Sender ID Registry

There will be a one-time set-up fee of **\$S\$45** (with GST) for each registered organisation, **\$S\$28** (with GST) for each registered whitelisted Sender ID.

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

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### Register Account

Create your account by filling in the form below

**User Organisation Information**

User Organisation based on ACRA

Unique entity number based on ACRA

**Admin**

Full name

Contact number

Email

[Viewing Agreement](#)

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 registration.

[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

1.1. In this Agreement:

1.1.1. "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;

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

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

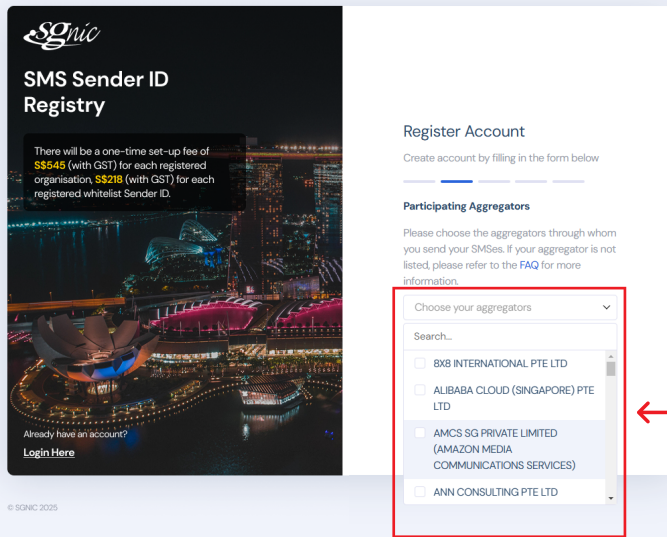
1.1.4. "Commencement Date" means the date on which the User's account in the SSIR System is approved by SGNIC;

1.1.5. "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 surrounding its disclosure, whether expressed to be confidential or not. For the avoidance of doubt, the fact that the User has registered or is attempting to register any particular Sender ID shall not be regarded as being "Confidential Information". Additionally, "Confidential Information" also does not include information that:

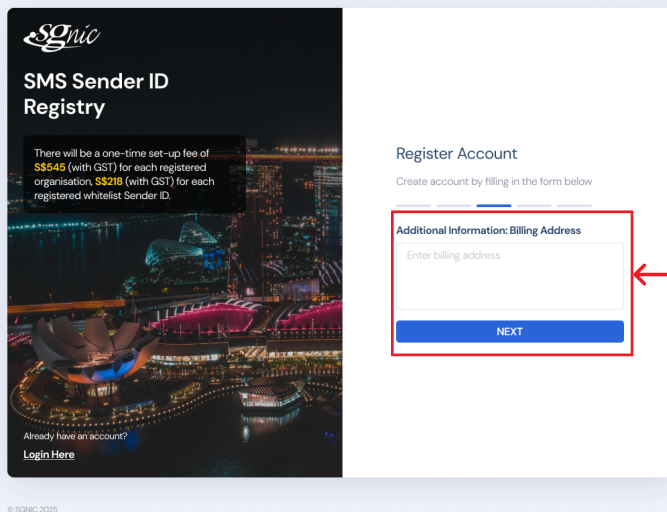
[Cancel](#) [Continue](#)

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

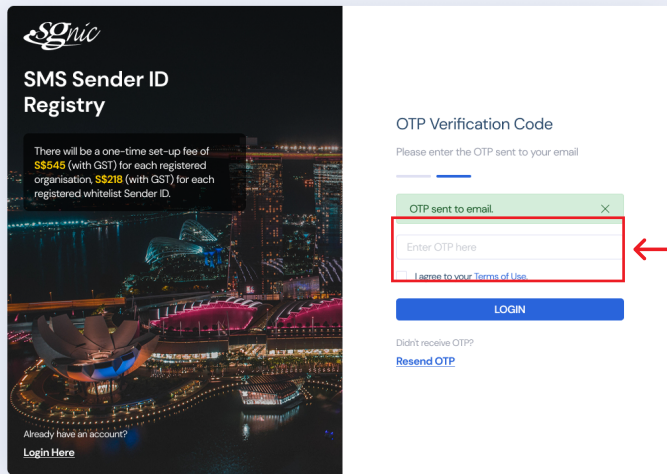
**NOTE!** Please scroll till the end of the User Agreement before clicking "Continue".



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

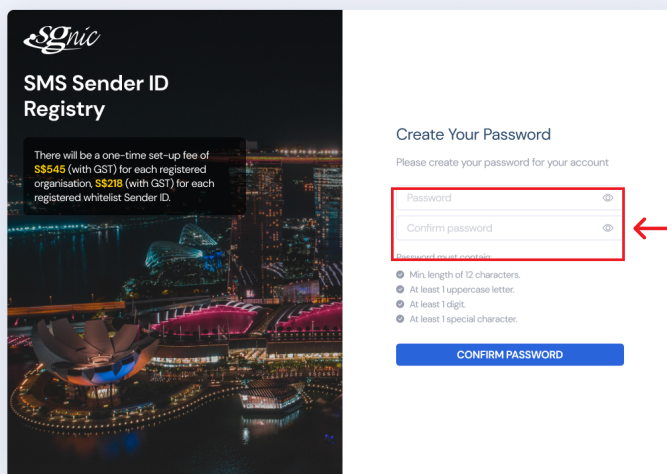


Complete the additional information: billing address.



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

**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 whitelisted Sender ID.

**Welcome Back**  
Log in to your account and get started.

Enter your email here  
Enter your password here

[Forgot Password](#)

**REQUEST OTP**

New on our platform?  
[CREATE AN ACCOUNT](#)

[Sender ID Query](#) | [List of Organisations](#)

Enter your login credentials and request an OTP code.

**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 whitelisted Sender ID.

**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](#)

Enter the OTP code to log in.

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

# Account pending / accepted

The screenshot shows the 'Profile' page in the SSIR portal. The navigation menu on the left includes 'Dashboard', 'Account Information', 'Payment', and 'User Guide'. The 'Account Information' tab is selected. The page displays a progress bar with three steps: 'STEP 1 Account Registration' (completed), 'STEP 2 Pending Acceptance' (current), and 'STEP 3 Pending Payment'. Below the progress bar, the 'User Organisation Information' section is highlighted with a red box containing the word 'PENDING'. A red arrow points from this box to the 'Additional Information' section, which contains a blue box with instructions: '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.' Below this, the 'Billing address' is listed as '10 Bayfront Avenue Singapore 018956' and the 'Whitelist price plan' is 'Per SID per annum - \$218.00 (with GST)'. At the bottom, the 'Users' table shows a single user, John Cena, with a status of 'Active'.

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

The screenshot shows the 'Profile' page in the SSIR portal. The navigation menu on the left is the same as in the previous screenshot. The 'Account Information' tab is selected. The progress bar now shows 'STEP 1 Account Registration' (completed), 'STEP 2 Pending Acceptance' (completed), and 'STEP 3 Pending Payment' (current). Below the progress bar, the 'User Organisation Information' section is highlighted with a red box containing the word 'ACCEPTED'. A red arrow points from this box to the 'Additional Information' section, which contains the same blue box with instructions as in the previous screenshot. Below this, the 'Billing address' is listed as '10 Bayfront Avenue Singapore 018956' and the 'Whitelist price plan' is 'Per SID per annum - \$218.00 (with GST)'. At the bottom, the 'Users' table shows a single user, John Cena, with a status of 'Active'.

**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.

The screenshot shows the Sgnic portal interface during the 'Pending Payment' step. The progress bar at the top indicates three steps: 'Account Registration' (completed), 'Pending Acceptance' (completed), and 'Pending Payment' (current). The 'Invoice Details' section contains a red box highlighting the 'Billing address' (10 Bayfront Avenue Singapore 018956) and 'Purchase Order number' fields. The 'Pending Payment' section shows a 'Proforma Invoice' download button (circled in red) and a 'Make Payment' button (circled in red). The 'User Organisation Information' section is marked as 'ACCEPTED'. The 'Additional Information' section includes a blue note about billing contacts and a table with billing address and whitelisted price plan details. The 'Users' table at the bottom lists users with columns for Record ID, Name, Added At, Last Updated At, Last Updated By, and Status.

**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 (optional) is required by your organisation for processing payment.

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

# 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

Mastercard VISA

Total SGD 545.00

Add new card

Card Number

1234 5678 9123 4567 891

Expiry Date CVV

MM / YY

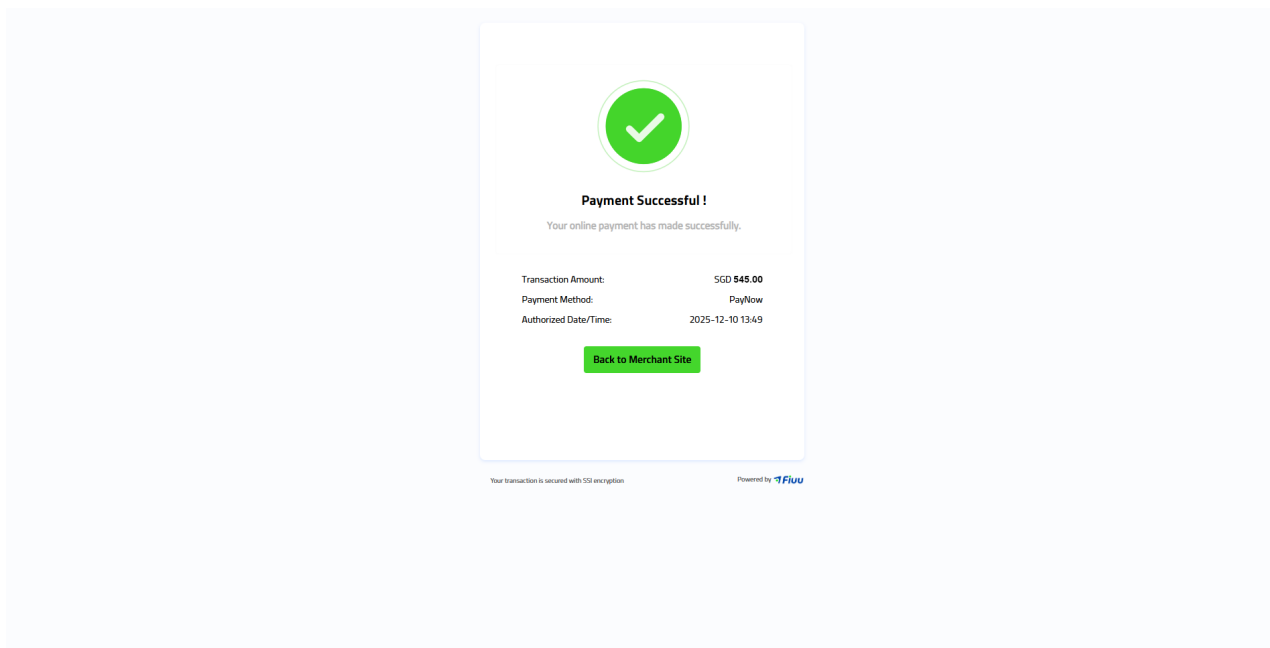
Pay SGD 545.00

Powered by Fiuu

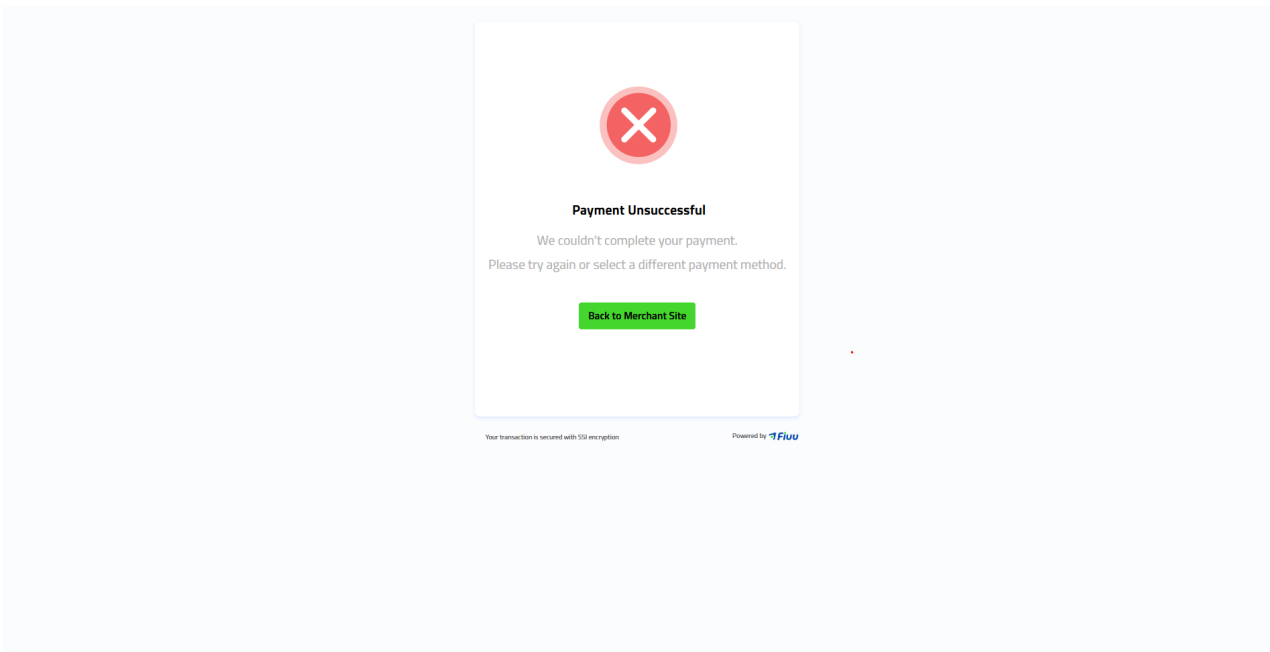
For **Card** as your payment choice: enter your card information and click on the green button to proceed.



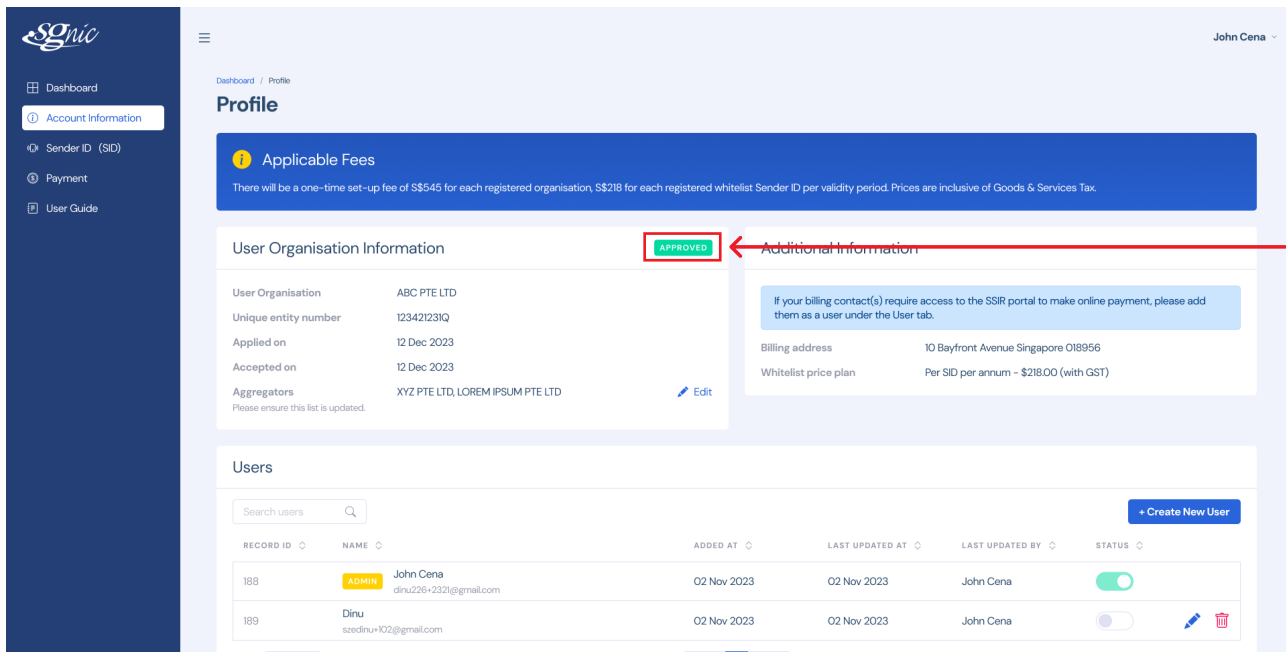
For **PayNow** as your payment choice: scan the QR code on your bank app or e-wallet to proceed.



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.



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 shows the 'Profile' page in the SSIR portal. The user is John Cena. The page is divided into several sections:

- Applicable Fees:** A blue banner at the top 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 per validity period. Prices are inclusive of Goods & Services Tax."
- Progress:** A horizontal progress bar with three steps: 1. Account Registration (completed), 2. Pending Acceptance (current), and 3. Pending Payment.
- User Organisation Information:** A table with the following data:

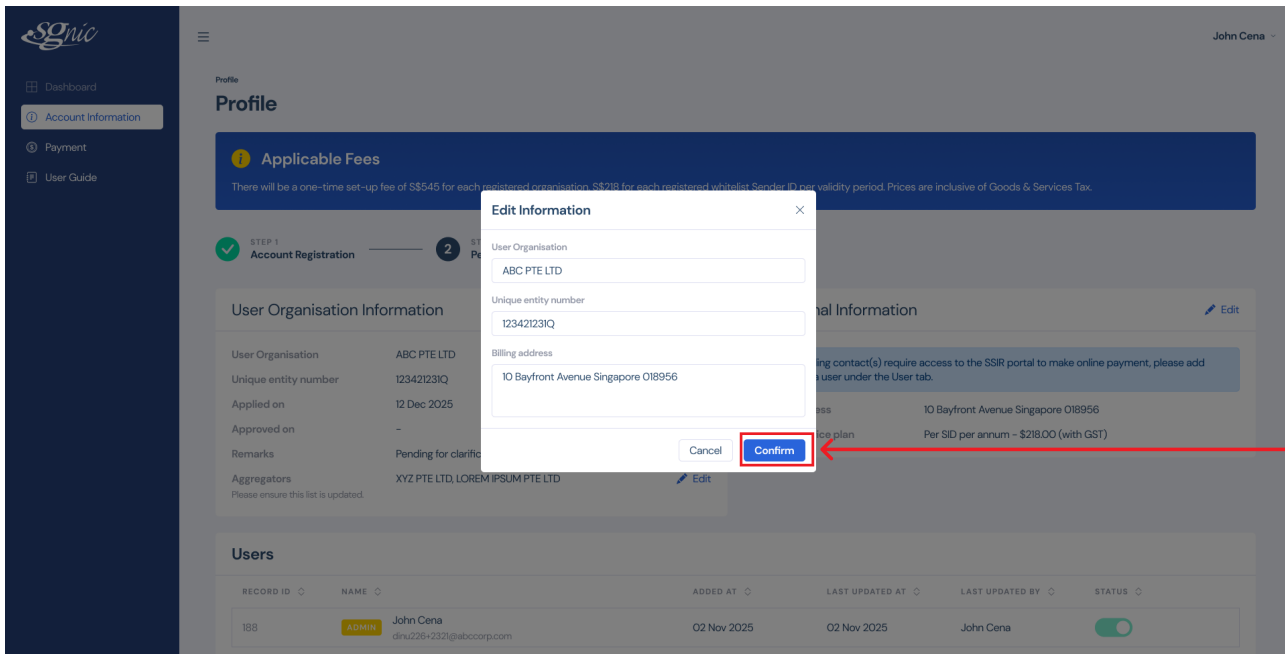
User Organisation	ABC PTE LTD
Unique entity number	123421231Q
Applied on	12 Dec 2025
Approved on	-
Remarks	Pending for clarifications
Aggregators	XYZ PTE LTD, LOREM IPSUM PTE LTD
- Additional Information:** A section with a note: "If your billing contact(s) require access to the SSIR portal to make online payment, please add them as a user under the User tab." Below this is a table:

Billing address	10 Bayfront Avenue Singapore 018956
Whitelist price plan	Per SID per annum - \$218.00 (with GST)
- Users:** A table with columns: RECORD ID, NAME, ADDED AT, LAST UPDATED AT, LAST UPDATED BY, STATUS.

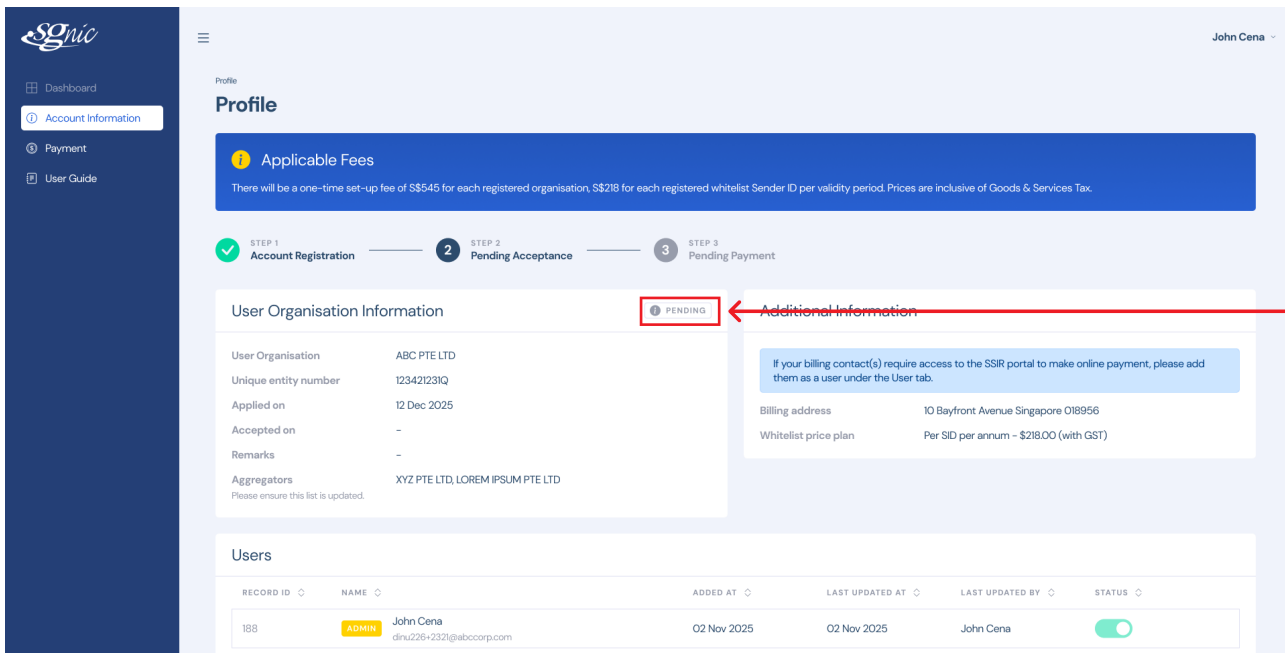
RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	ADMIN John Cena dnu226+2321@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	ON

Red callouts in the image point to: 1. 'REQUEST INFO' button in the User Organisation Information section; 2. 'Remarks' section; 3. 'Edit' buttons in the User Organisation Information and Additional Information sections.

- 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

The screenshot displays the SGNIC user management interface. On the left sidebar, the 'Account Information' tab is highlighted with a red box and a red arrow. The main content area shows the 'Profile' page for John Cena, with sections for 'Applicable Fees', 'User Organisation Information', and 'Additional Information'. At the bottom, the 'Users' panel is visible, showing a table with two users: John Cena (ADMIN) and Dinu. A red box with a '1' highlights the '+ Create New User' button in the top right corner of the Users panel.

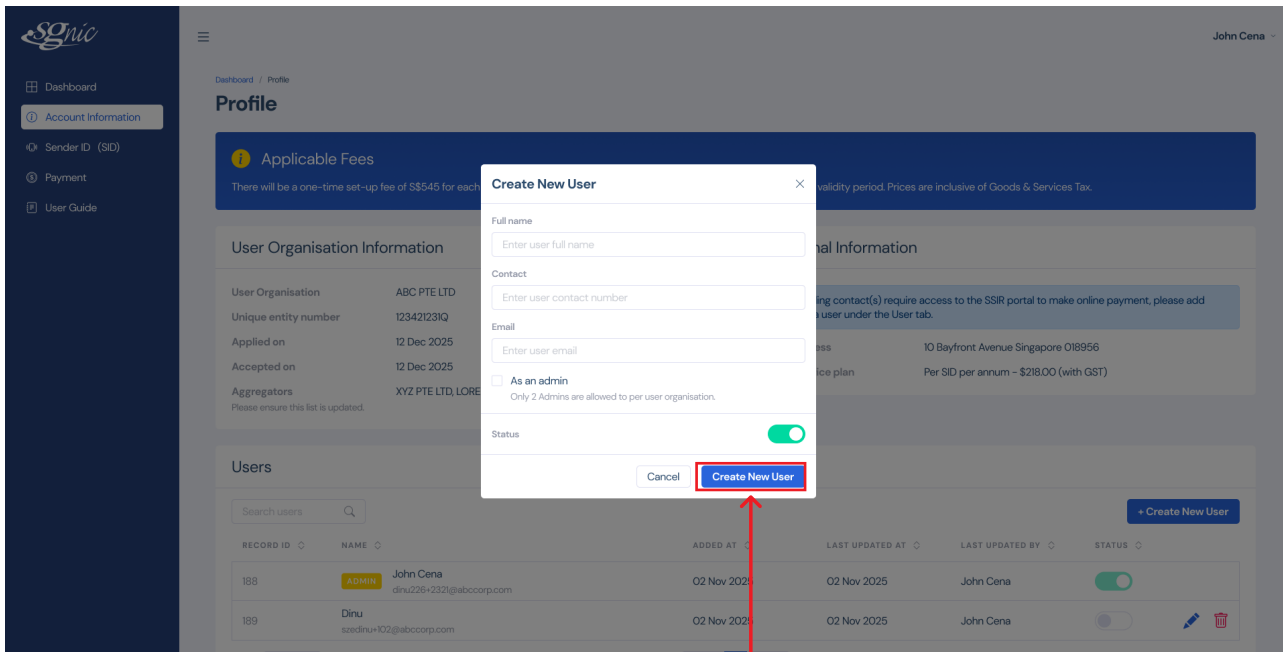
RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	<b>ADMIN</b> John Cena dinu226+2321@gmail.com	02 Nov 2025	02 Nov 2025	John Cena	<input checked="" type="checkbox"/>
189	Dinu szedinu+K02@gmail.com	02 Nov 2025	02 Nov 2025	John Cena	<input type="checkbox"/>

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 allowed 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**.

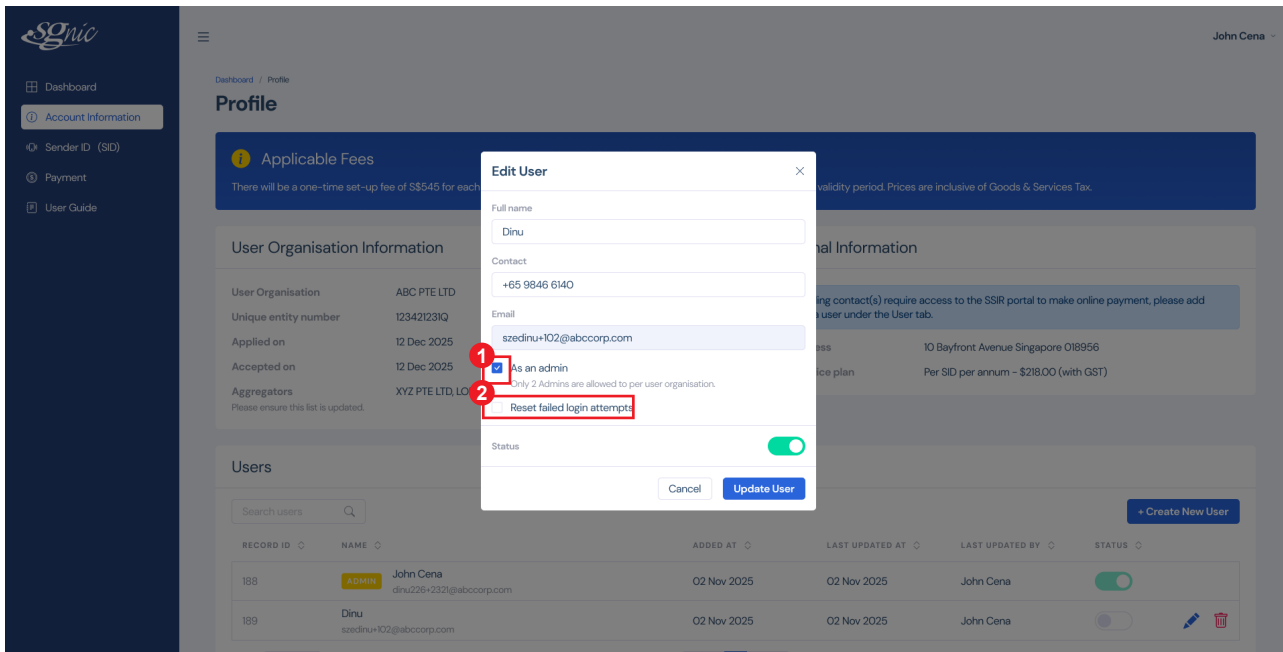
To create a non-Admin user, click **Create New User**, **DO NOT** select the As an Admin checkbox.

**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 for John Cena. It includes a sidebar with navigation options like 'Dashboard', 'Account Information', 'Sender ID (SID)', 'Payment', and 'User Guide'. The main content area is divided into sections: 'Applicable Fees' (with a note about one-time and recurring fees), 'User Organisation Information' (marked 'APPROVED'), and 'Additional Information' (including billing address and price plan). Below these is a 'Users' table with columns for Record ID, Name, Added At, Last Updated At, Last Updated By, and Status. The table lists two users: John Cena (ADMIN) and Dinu. Annotations 1, 2, and 3 point to the status toggle, edit, and delete icons respectively.

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	<b>ADMIN</b> John Cena dinu226+2321@gmail.com	02 Nov 2025	02 Nov 2025	John Cena	<input checked="" type="checkbox"/>
189	Dinu szedinu+X02@gmail.com	02 Nov 2025	02 Nov 2025	John Cena	<input type="checkbox"/>

- 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 **\$545** (with GST) for each registered organisation, **\$218** (with GST) for each registered whitelisted Sender ID.

### 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 **\$545** (with GST) for each registered organisation, **\$218** (with GST) for each registered whitelisted Sender ID.

### OTP Verification Code

Please enter the OTP sent to your email

OTP sent to email. ✕

Enter OTP here

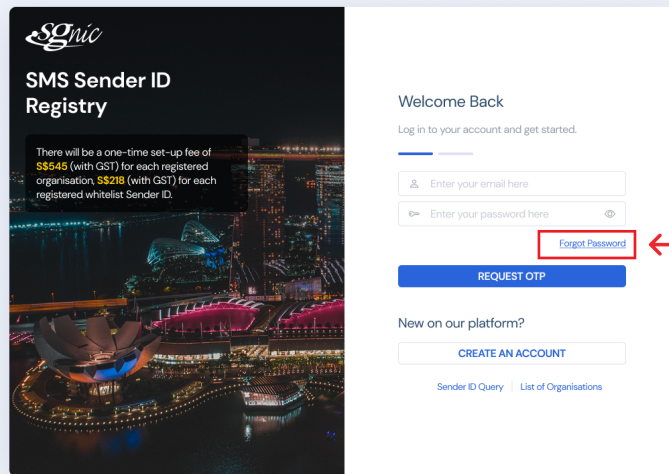
I agree to your Terms of Use.

LOGIN

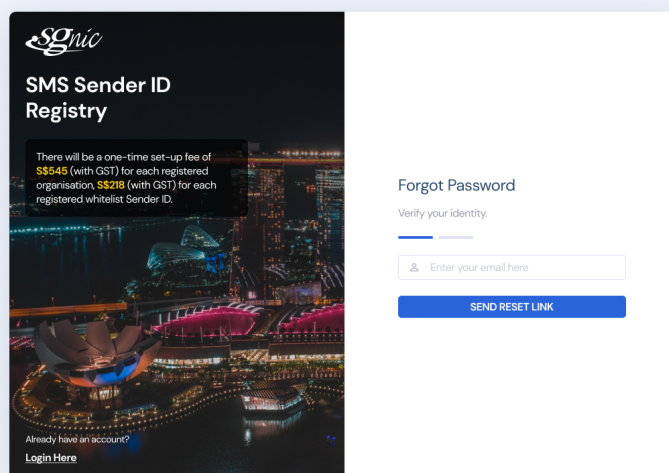
Didn't receive OTP?  
[Resend OTP](#)

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

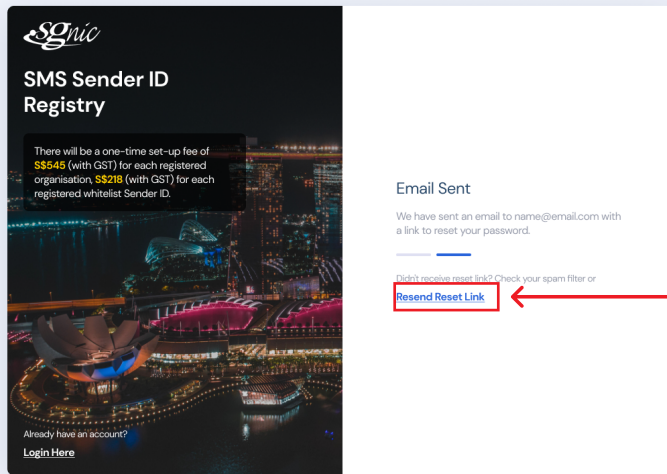
# Forgotten password



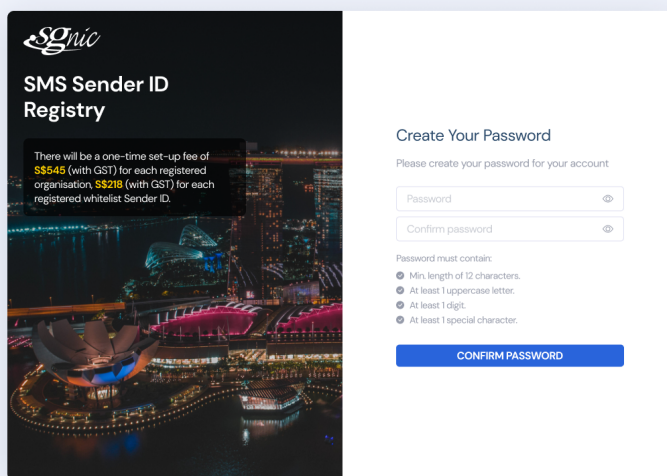
If forgotten password, you can click on **Forgot Password** to reset your account's password.



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

The screenshot shows the 'Profile' page for John Cena. The left sidebar has 'Account Information' selected. The main content area has three sections: 'Applicable Fees', 'User Organisation Information', and 'Additional Information'. The 'User Organisation Information' section shows details for ABC PTE LTD and has an 'Edit' button highlighted with a red box and a '1' icon. Below this is the 'Users' section with a table of users.

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	John Cena dinu226+2321@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	ON
189	Dinu szedinu+K02@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	OFF

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.

The screenshot shows the 'Edit Aggregators' dialog box. It has a search bar and a list of aggregators with checkboxes. The 'Update Aggregators' button is highlighted.

Aggregator	Selected
AMAZON WEB SERVICES SINGAPORE PRIVATE LIMITED	<input checked="" type="checkbox"/>
ANIN CONSULTING PTE LTD	<input checked="" type="checkbox"/>
MESSAGEBRD PTE. LTD.	<input checked="" type="checkbox"/>
MOCEAN PTE LTD	<input checked="" type="checkbox"/>
PACIFIC SYNERGY PTE LTD	<input checked="" type="checkbox"/>
SINCH SINGAPORE PTE LTD	<input checked="" type="checkbox"/>

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 welcome message, a fee notice, a pending payment alert, and two summary cards for Sender IDs and Users.

**Welcome back, John Cena**  
Here is the latest update of the portal today.

**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 per validity period. Prices are inclusive of Goods & Services Tax.

**SID Pending Payment** 4 →

**Total Sender ID**  
14  
PENDING  
↑ +8 Add ↓ -2 Delete

**Total Users** →  
2  
ACTIVE USERS  
🔍 1 User  
➕ Add User

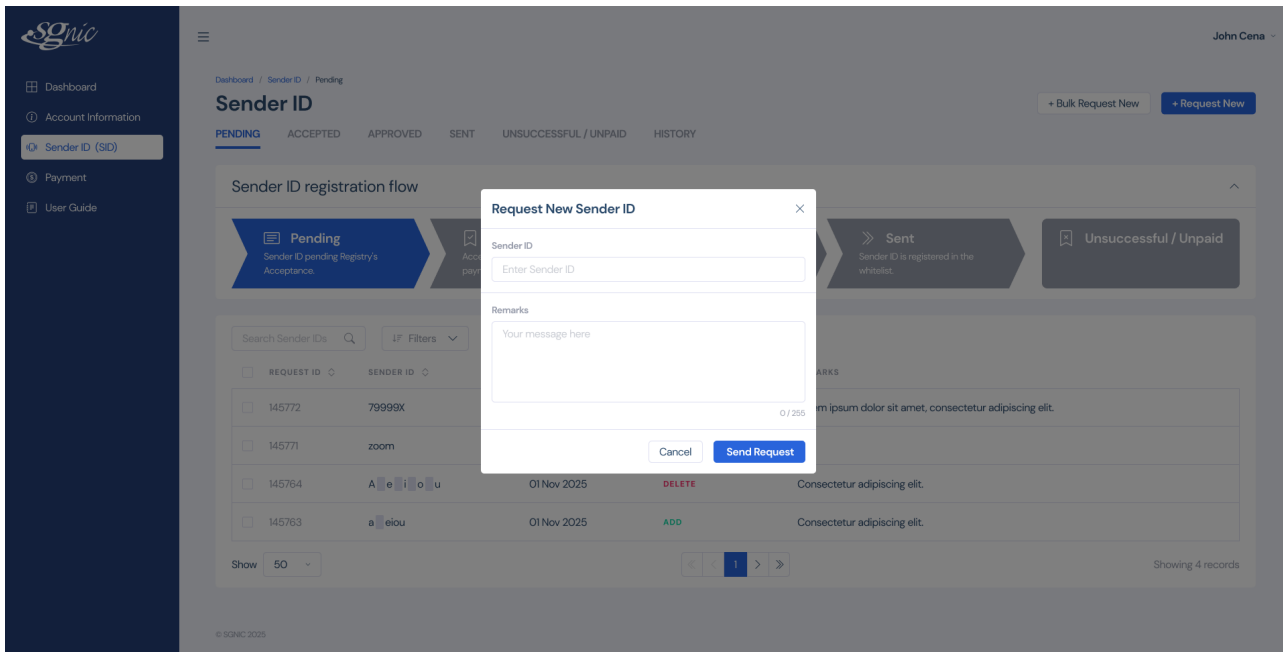
© SGNIC 2025

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

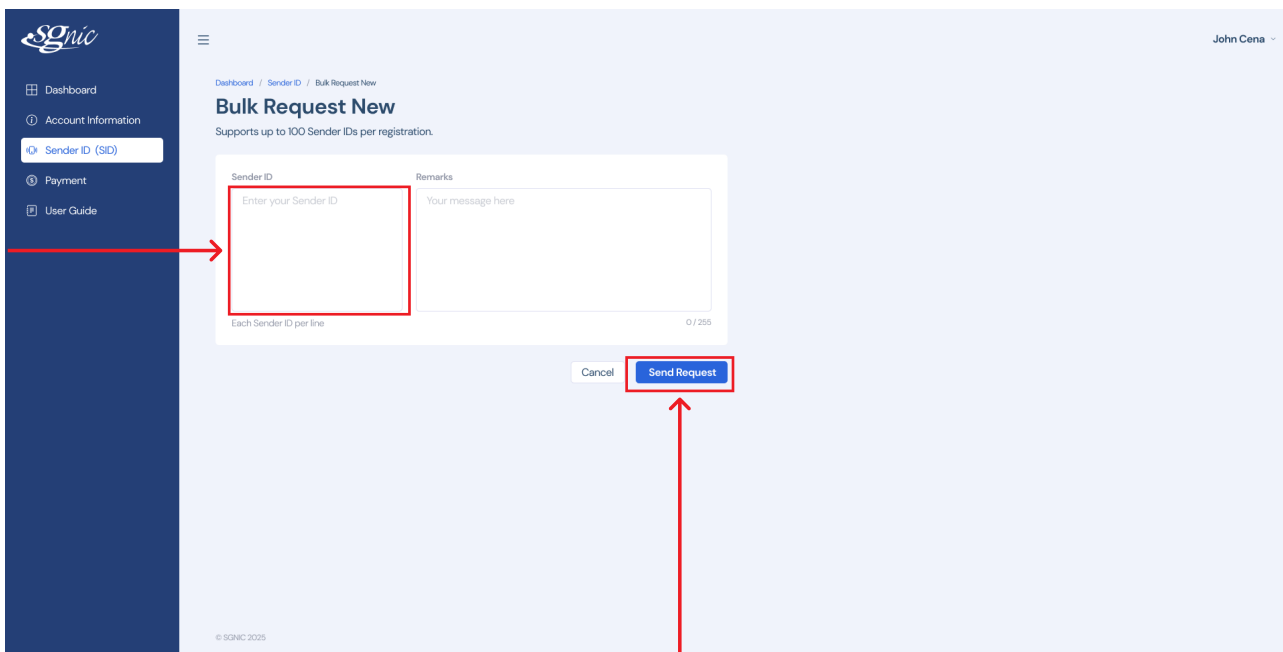
# Registration of Sender ID

The screenshot displays the SGNIC web application interface for Sender ID registration. On the left sidebar, the 'Sender ID (SID)' tab is highlighted with a red box and a '1' callout. The main header area shows the 'Sender ID' title and a set of tabs: 'PENDING', 'ACCEPTED', 'APPROVED', 'SENT', 'UNSUCCESSFUL / UNPAID', and 'HISTORY'. The 'PENDING' tab is selected, and a red box with a '2' callout highlights these tabs. In the top right corner, there are two buttons: '+ Bulk Request New' and '+ Request New', with a red box and a '3' callout around them. Below the header is a 'Sender ID registration flow' diagram with five stages: 'Pending', 'Accepted', 'Approved', 'Sent', and 'Unsuccessful / Unpaid'. Underneath the flow is a table with columns for 'REQUEST ID', 'SENDER ID', 'CREATED AT', 'ACTION', and 'REMARKS'. The 'Bulk Actions' dropdown menu is open, showing a 'Delete' option highlighted with a red box and a '4' callout. The table contains four rows of data, with the first row selected. At the bottom right, it says 'Showing 4 records'.

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

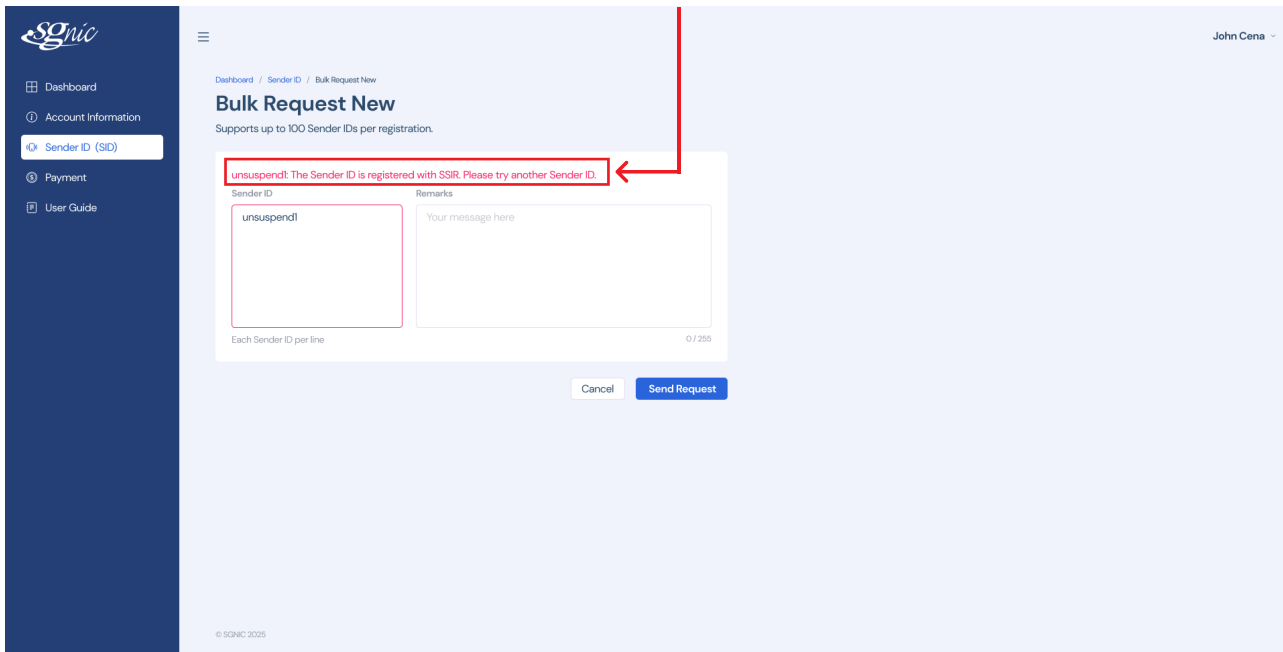


Fill in the fields accordingly, and click on **Send Request** button to submit the request.



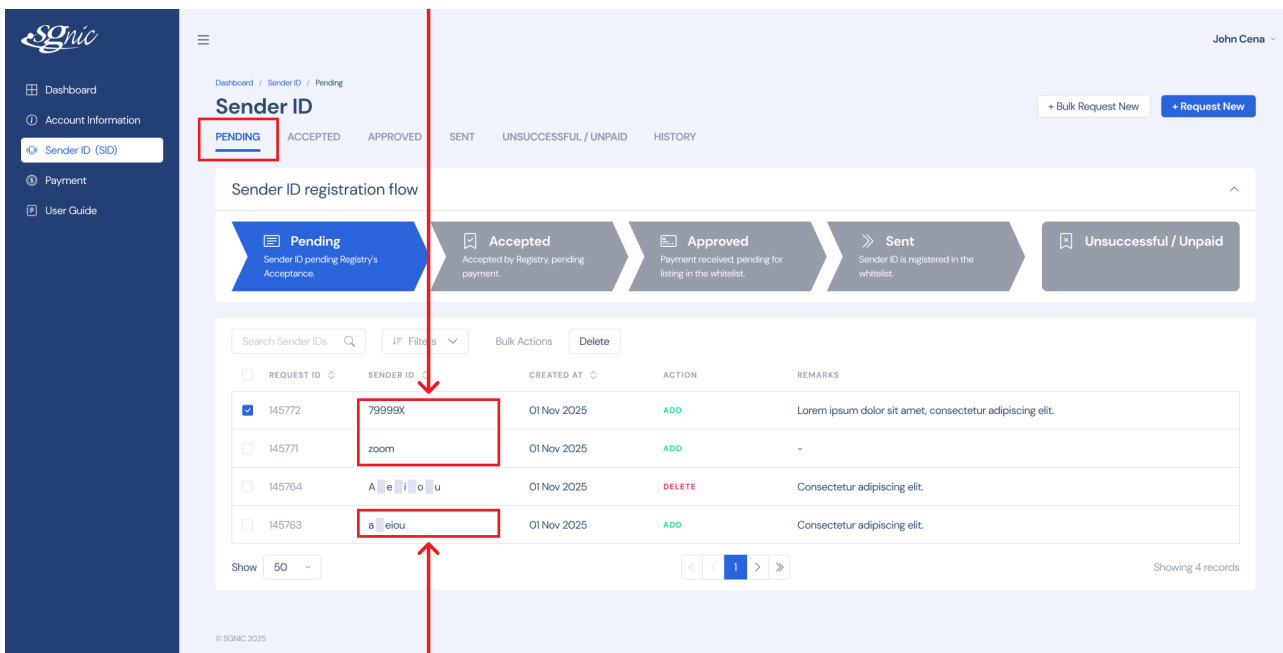
For bulk Sender ID registration, enter each Sender ID on a separate line.

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**.

The screenshot shows the SGNIC Sender ID management interface. The 'ACCEPTED' tab is highlighted with a red box and a red arrow pointing to it. Below the tabs is a 'Sender ID registration flow' diagram showing stages: Pending, Accepted, Approved, Sent, and Unsuccessful/Unpaid. Below the flow is a table of Sender ID records with columns for Request ID, Sender ID, Created At, Accepted At, Payment Due, Action, and Remarks.

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

**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.

Dashboard / Sender ID / Accepted

Sender ID

PENDING ACCEPTED APPROVED SENT UNSUCCESSFUL / UNPAID HISTORY

Sender ID registration flow

Pending Accepted Approved Sent Unsuccessful / Unpaid

Search Sender IDs Filters

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

Show 50 Showing 3 records

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.

Dashboard / Sender ID / Approved

## 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.
- Sent**: Sender ID is registered in the whitelist.
- Unsuccessful / Unpaid**

REQUEST ID	SENDER ID	1 PAID ON	2 VALIDITY DATE	3 ESTIMATED EFFECTIVE BY	ACTION	REMARKS
145772	79999X	03 Nov 2025	3 Nov 2025 - 2 Nov 2026	07 Nov 2025 10:00	ADD	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	-
145764	A e i i o u	03 Nov 2025	-	07 Nov 2025 10:00	DELETE	System auto delete due to non-renewal.
145763	loremipsum189	03 Nov 2025	-	07 Nov 2025 10:00	DELETE	System auto delete due to non-renewal.

Showing 4 records

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 / Rejected / Unpaid

**Sender ID** + Bulk Request New + Request New

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.  
 Sent: Sender ID is registered in the whitelist.  
 Unsuccessful / Unpaid

Search Sender IDs IF Filters

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

Show 50 Showing 3 records

**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** + Bulk Request New + Request New

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.  
 Sent: Sender ID is registered in the whitelist.  
 Unsuccessful / Unpaid

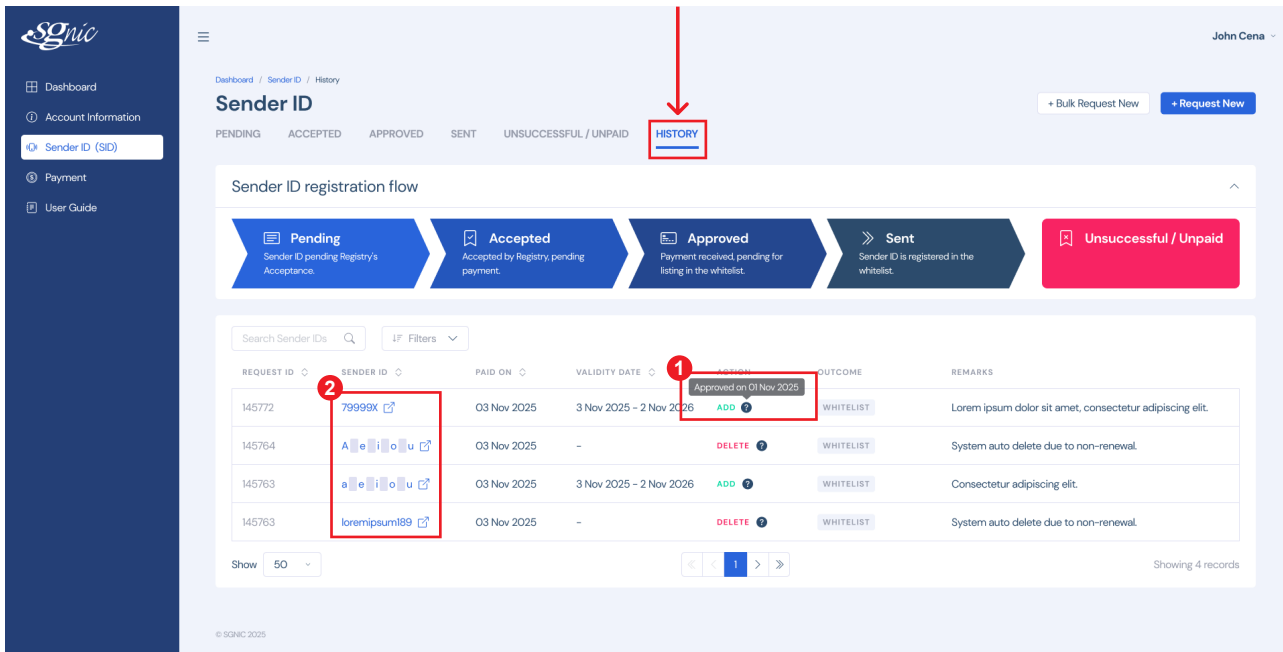
Search Sender IDs IF Filters Bulk Actions Delete

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"/> 145764	Aieiou	02 Nov 2025	-	ADD	WHITELIST	Sent	07 Nov 2025	-
<input type="checkbox"/> 145763	aieiou	06 Jun 2024	7 Jun 2024 - 6 Jun 2025	ADD	WHITELIST	Live	07 Jun 2025	11 Jun 2025 10:00
<input type="checkbox"/> 145761	loremipsum189	05 Jun 2024	-	ADD	WHITELIST	Live	01 Jan 2025	07 Jan 2025 10:00

Show 50 Showing 4 records

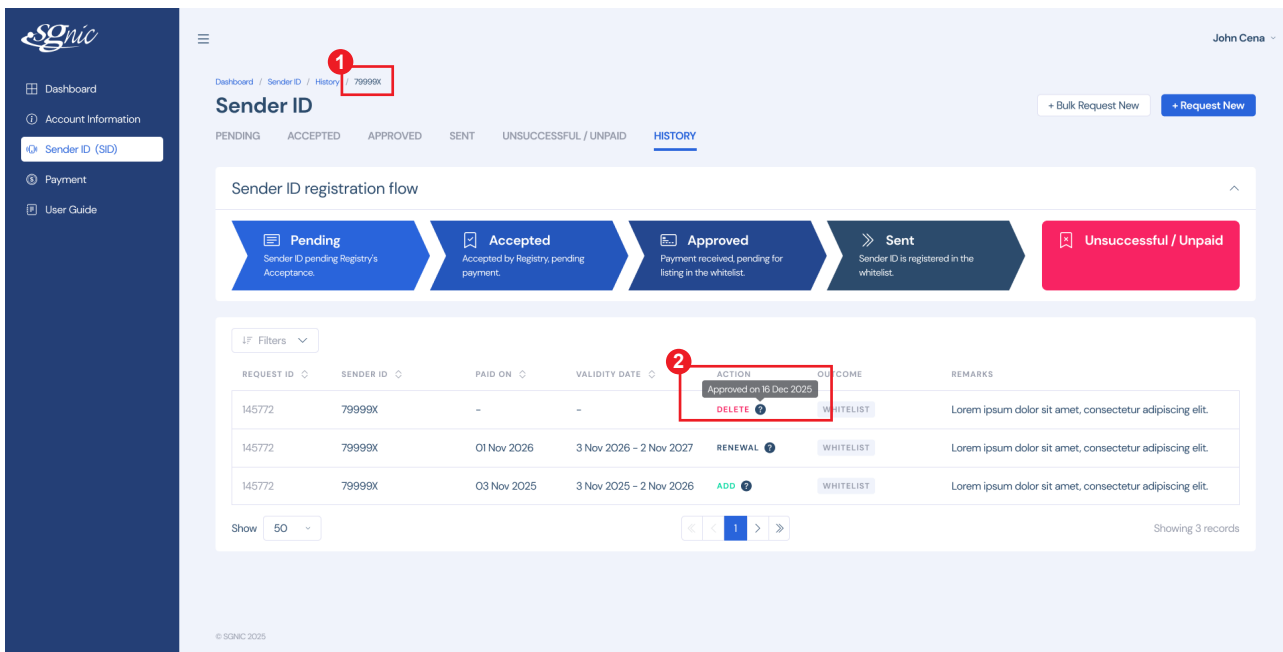
Click the **Sent** tab to check your existing live Sender ID and corresponding validity date.





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

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 the Sender ID(s) you wish to pay by checking the box. Click on **Proceed To Pay** button to proceed.

**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

SGNIC

John Cena

Dashboard / Payment / Payment For Renewal Sender ID

## Payment

**Payment reminder**

SID RENEWAL

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](#)

### Renewal Whitelist

REQUEST ID	SENDER ID	EXISTING VALIDITY PERIOD	PAYMENT DUE	RENEWAL VALIDITY PERIOD
145772	79999X	4 Nov 2024 – 3 Nov 2025	<b>03 Nov 2025</b>	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	b   ids	3 Nov 2025 – 2 Nov 2026	02 Nov 2026	-

Show 100

Showing 3 records

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- 1** The **Payment For Renewal Sender ID** tab refers to existing Sender IDs due for renewal. You can make payment to renew Sender ID(s) in this tab.
- 2** You may make payment at any time of the year to renew your Sender ID, however, the payment must be completed before the end of the Sender ID's validity period.

# Proceed to payment

Dashboard / Payment / Payment For New Sender ID

## Payment

**NEW SID**

**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 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)

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

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

John Cena

1 Proforma Invoice

### Billing Information

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: 018956  
Optional, only where required

Edit

### Total Sender IDs Count

Whitelist: 3

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

Sub total: \$400.00  
Goods & Services Tax (9%): \$36.00

Total payable: **S\$436.00**

Make Payment

Review and re-check the list of Sender IDs carefully before making payment. 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 are allowed after payment is made and tax invoice is generated.

**1** 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 436.00

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 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

Mastercard VISA

Total SGD 436.00

Add new card

Card Number  
1234 5678 9123 4567 891

Expiry Date CVV  
MM / YY

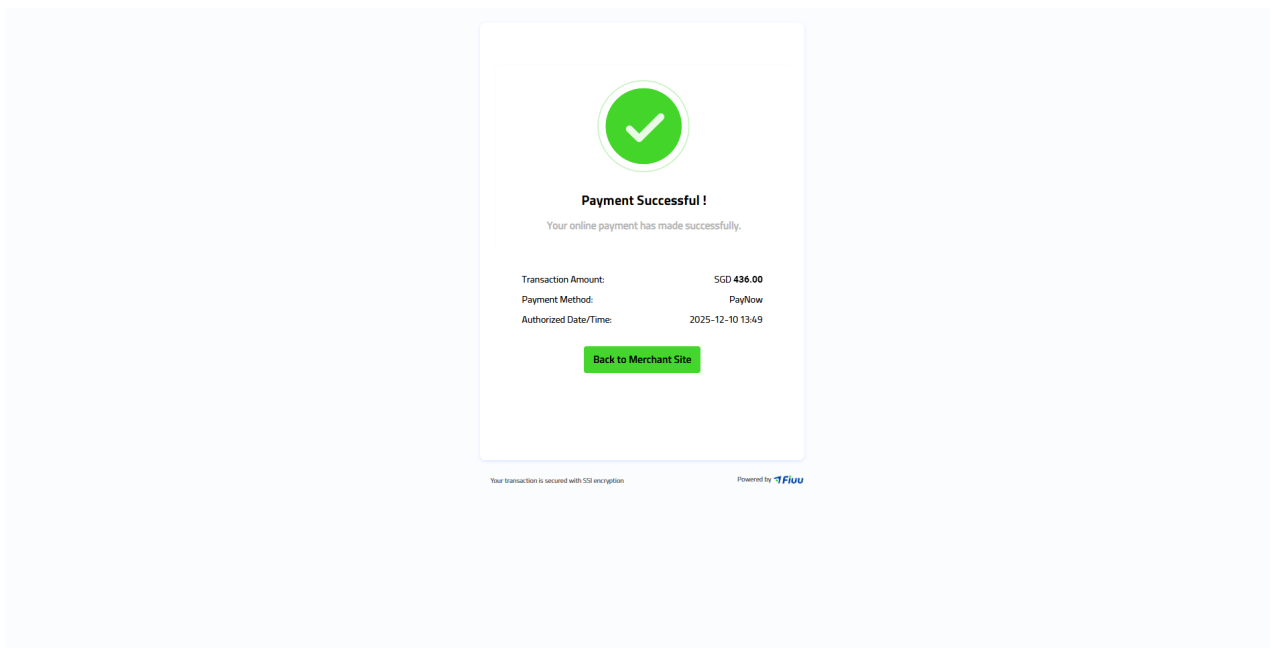
Pay SGD 436.00

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.



**Payment Unsuccessful**

We couldn't complete your payment.  
Please try again or select a different payment method.

[Back to Merchant Site](#)

Your transaction is secured with SSL encryption

Powered by  Fiuu

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.



# 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	\$450.00	\$490.50
145771	C250770000023	02 Nov 2025	Dinu	\$450.00	\$490.50

Show 50   Showing 2 records

### Failed Transaction

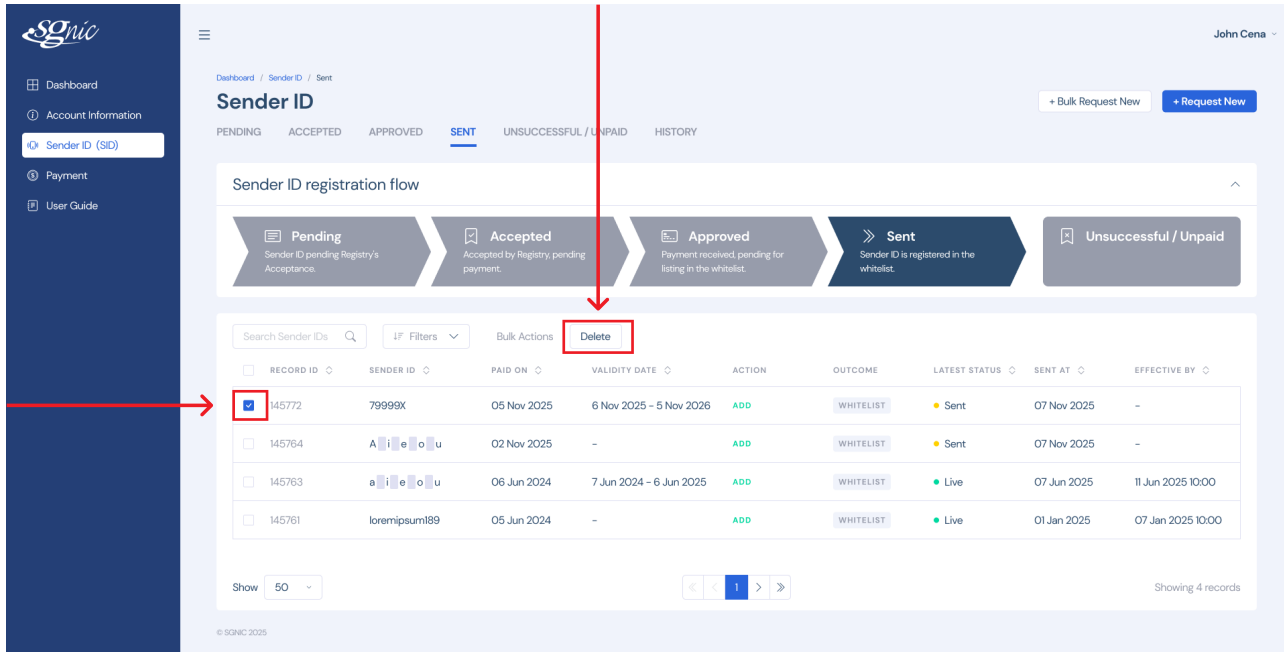
RECORD ID	ATTEMPTED PAYMENT DATE	PAYMENT MADE BY	SUB TOTAL	AMOUNT (INCL GST)
145764	02 Nov 2023	Dinu	\$800.00	\$872.00

Show 50   Showing 1 record

© SGNIC 2023

- 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.

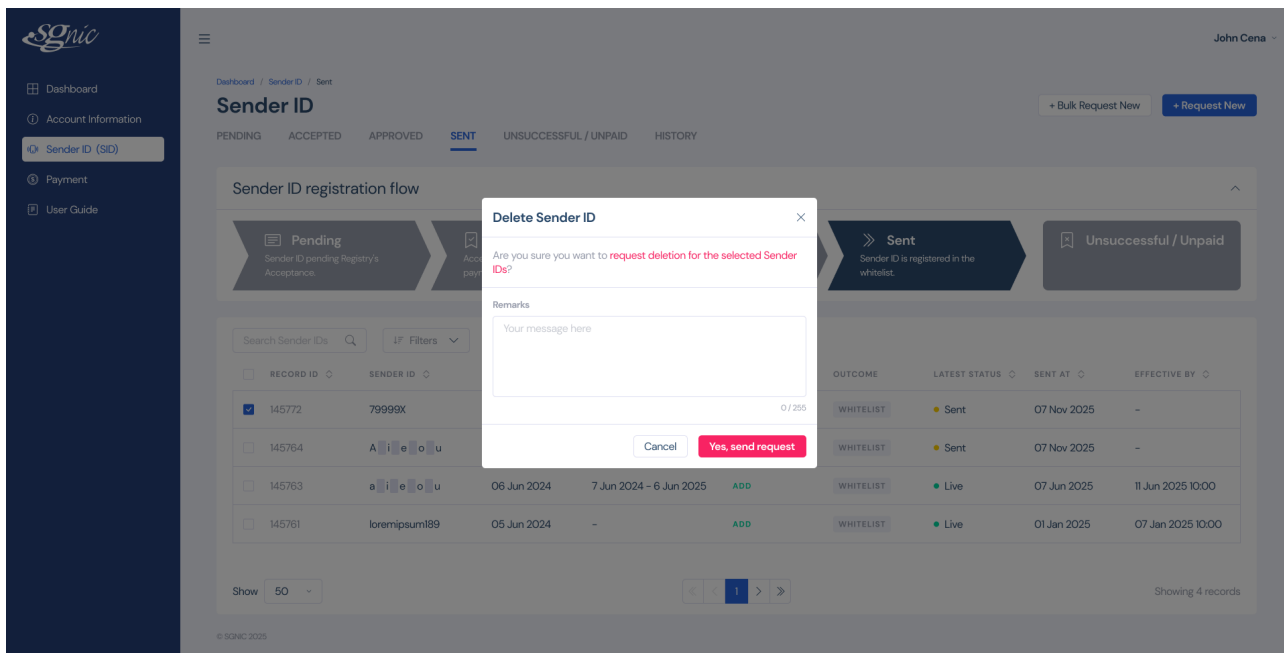
# Deletion of existing Sender ID



The screenshot shows the 'Sender ID' management interface. The 'Sent' tab is selected. A 'Sender ID registration flow' diagram is visible at the top. Below it, a table lists Sender IDs. The 'Delete' button in the 'Bulk Actions' menu is highlighted with a red box. A red arrow points from the 'Delete' button to the checkbox for 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"/>	145764	A i i e o u	02 Nov 2025	-	ADD	WHITELIST	Sent	07 Nov 2025	-
<input type="checkbox"/>	145763	a i i e o u	06 Jun 2024	7 Jun 2024 - 6 Jun 2025	ADD	WHITELIST	Live	07 Jun 2025	11 Jun 2025 10:00
<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 following text:

**Delete Sender ID**

Are you sure you want to request deletion for the selected Sender IDs?

Remarks

Your message here

Cancel Yes, send request

The dialog box is overlaid on the table of Sender IDs, with the first row (145772) selected. 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.