

Stamp Your Lease/ Tenancy Agreement

Complete e-Stamping in 3 Stages!

1

Complete e-Stamping Form

2

Pay Stamp Duty

3

Download Stamp Certificate

Important Note:

As far as possible, please avoid

- a) Copy and pasting the content from an external source into the fields; and
- b) Providing input with special characters (i.e. @, +, “ ”, (), *, /)

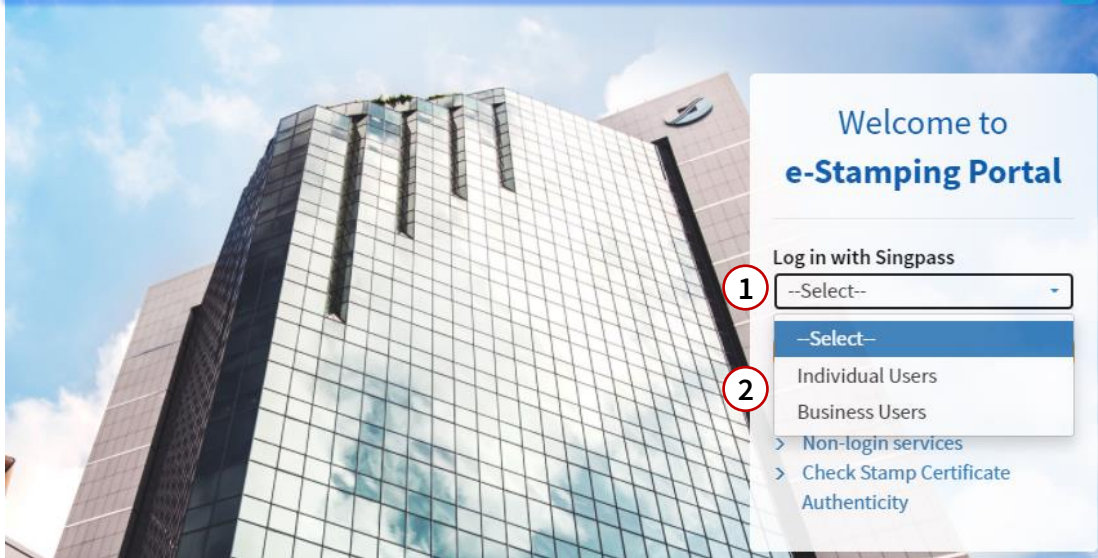
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STEP 1.0 Login

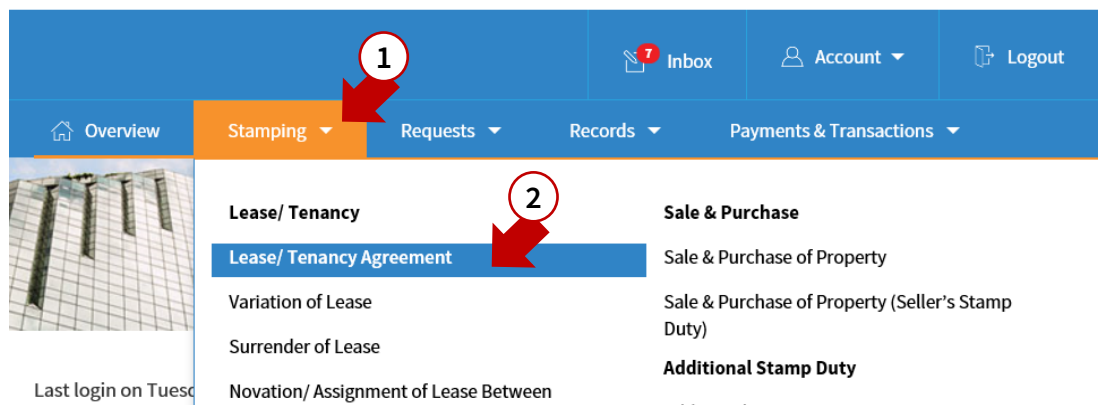
- Go to [e-Stamping Portal](#)
- Login with Singpass*

*If you do not have Singpass, please use Non-Login Services instead. Please note that limited features will be available.



STEP 1.1 Login

- Upon successful login, you will be shown our e-Stamping Portal home page (below).
- Select '**Stamping**' then '**Lease/ Tenancy Agreement**'.



STEP 2 Fill in the Lease/ Tenancy e-Stamping Form

For assistance on the fields, please refer to our glossary [here](#).

Stamp Lease/ Tenancy Agreement

1 Enter Details

2 Preview & Declare

3 Pay & Acknowledge

Click CALCULATE for your Stamp Duty Charges after you have entered or changed details below.

Contact

1

Your Reference No.

Name

Auto-Generated for Individual/ Business Users

Contact No.

Auto-Generated for Individual/ Business Users

Document


2

Document Description*

-- Select --


-- Select --

3

Type of Document* 

Physical Electronic

4

Date of Document 

dd/mm/yyyy 

If the document was signed overseas, enter the date it was received in Singapore

dd/mm/yyyy 

5

Is the property wholly or partially rented?*

Whole Partial

6

Floor Area(sq m)

- Select --
- Acceptance to Offer of Lease (Ad valorem)
- Agreement for Lease (Ad valorem)
- Lease (Ad valorem)
- Tenancy Agreement (Ad valorem)
- Tender/ Letter of Award (Ad valorem)

Property

Postal Code*

RETRIEVE

Blk/ House No.

Auto-Generated

Street Name

Auto-Generated

Level-Unit

-

7 [Add Multiple Units](#)

Property Type*

-- Select --

- Select --
- Private Residential
- Executive Condominium
- HDB Residential
- Mixed (with Residential Use)
- Commercial
- Industrial
- Others

8

ADD ANOTHER PROPERTY

9

Vacant Land (Fill in only if the transaction involves vacant land)

If 'Vacant Land' segment is expanded, you will see the fields below

Vacant Land (Fill in only if the transaction involves vacant land)

Mk/ TS No. ^{*}

Lot No.

PL/ PT/ Parcel No.

Street Name

Master Plan Zoning ^{*}

- This segment has been intentionally left blank -

If rental is indicated as '**Fixed**', you will see the fields below:

Lease/ Tenancy Period

11

Is your rental fixed or varied for the lease/ tenancy period?*

Fixed ⓘ Varied ⓘ

12

Lease Term (In Months)* ⓘ

Definite Indefinite

Start Date*

dd/mm/yyyy 📅

13

Check this box if the start date is tentative

End Date*

dd/mm/yyyy 📅

14

Rental Charges Per Month

Rent for Premises

SS

(Actual rent or market rent, whichever is higher.)

Furniture and Fittings

SS

Maintenance Charges

SS

Other Charges

SS

15

Does total rent include a variable component?* ⓘ

No Yes

Total Rent

SS Auto Calculated Figure

16

Premium ⓘ

Premium for the XXXX component

SS

CALCULATE

Stamp Duty Charges

Stamp Duty

Auto Calculated Figure

Total Amount Payable

Auto Calculated Figure

Payment Due Date

Auto Calculated Date

Note: Stamp duty payable will only be shown after clicking '**Calculate**'

If rental is indicated as 'Varied', you will see the fields below:

Lease/ Tenancy Period

11

Is your rental fixed or varied for the lease/tenancy period?*

Fixed ⓘ

Varied ⓘ

Start Date*

dd/mm/yyyy

17

End Date*

dd/mm/yyyy

18

Rental Charges Per Month

Rent for Premises

S\$

(Actual rent or market rent, whichever is higher.)

Furniture and Fittings

S\$

Maintenance Charges

S\$

Other Charges

S\$

ADD ANOTHER RENT

Note: Field 19 will only appear after clicking 'Add Another Rent'

19

Start Date	End Date	Months	Rent for Premises (S\$)	Actions
Period 1		A	Rental Amount X	DELETE EDIT
Period 2		B	Rental Amount Y	DELETE EDIT
Period 3		C	Rental Amount Z	DELETE EDIT

15

Does total rent include variable component? * ⓘ

No Yes

Total No. of Months

Auto Calculated Figure

Total Rent

S\$

Auto Calculated Figure

Average Rent

S\$

Auto Calculated Figure

16

Premium ⓘ

CALCULATE

Note: Stamp duty payable will only be shown below after clicking 'Calculate'

Lessor/ Landlord

Name*

Identity Type*

Identity No.*

- Select --
- FIN
- NRIC
- OTHERS
- PASSPORT
- UEN-BUSINESS
- UEN-LOCAL CO
- UEN-OTHERS

-- Select --

ADD MULTIPLE PARTIES

Lessee/ Tenant

Name*

Profile*

Identity Type*

Identity No.*

Mailing Address

Mailing address is same as rented property address

Country

Singapore Others

Postal Code*

RETRIEVE

Blk/ House No.

Street Name

Level-Unit

-

- Select --
- SINGAPORE CITIZEN
- SINGAPORE PERMANENT RESIDENT
- FOREIGNER
- ENTITY

ADD ANOTHER PARTY

24

Additional Comments

(LIMITED TO 500 CHARACTERS)

Next Step

You can retrieve drafts under "Search Stamping Records".

SAVE DRAFT & EXIT

OR

Proceed to preview details and declare.

PREVIEW & DECLARE



CLEAR

STEP 3 Preview and Declare

- In here, you will be shown all the details you have entered.
- Please review the information before payment.

Stamp Lease/ Tenancy Agreement

[+ EXPAND ALL](#) [PRINT](#)

1 Enter Details

2 Preview & Declare

3 Pay & Acknowledge

Please check the details you entered. Any error will affect the validity of the stamp certificate and amending an error can take up to 7 days.

To make changes, click the EDIT DETAILS button below.

STEP 3.1

- If all the details are correct, click '**Make Payment**' to proceed.
- If you would like to make more edits, click '**Edit Details**'.

Declaration

I declare that:

- The information given in this form is true, correct and complete to the best of my knowledge.
- I am aware that there are penalties for furnishing an incorrect or late stamping.

Next Step

If you wish to make changes to your stamp duty details, click on edit details.

EDIT DETAILS

OR

Choose your payment method and make payment.

MAKE PAYMENT

SAVE

Note:

For GIRO-linked users and stamp duty amount below S\$5,000, you may download the stamp certificate as soon as you click '**Make Payment**'.

Payment will be deducted via GIRO within the next 3 working days, please ensure sufficient balance in your account.

STEP 4.0 Payment (Non-GIRO users)

- Take note of your Document Reference Number, select your preferred method of payment then select 'Pay'.
- If you would like to pay by eNETS, **please disable your pop-up blocker** before you proceed.

Stamp Lease/ Tenancy Agreement

 PRINT

1 Enter Details

2 Preview & Declare

3 Pay & Acknowledge

I would like to pay by...

- eNETS** Requires an existing internet banking account with DBS/ POSB, OCBC, UOB, Citibank or Standard Chartered Bank.

 [How do I disable pop-up blocker?](#)

- Other Modes with Payment Slip**
Download a copy of the payment slip and make your payment via [other modes](#).

Payable Amount

Document Ref No XXXXXXXXXXXXXXXX

Stamp Duty

Total

Payment Due Date

 [How to pay stamp duty?](#)

 [How do I get a refund?](#)

PAY

 PRINT  RATE THIS E-SERVICE

STEP 4.1.0 Payment by eNETS

You will see a 'Payment in Progress' page and a pop-up window will appear within 10 seconds.

Stamp Lease/ Tenancy Agreement

1 Enter Details

2 Preview & Declare

3 Pay & Acknowledge



Payment in progress

CANCEL

STEP 4.1.1 Payment by eNETS

An eNETS pop-up window that looks like this will appear.

eNETS Wednesday, 17 February 2021

Consumer eNETS

Privacy Policy
Security Guidelines
Customer Service

debit from bank account

If you are using a POP-UP BLOCKER, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks cannot be displayed, and your transaction request cannot be processed. Click [here](#) for pop-up blocker FAQ.

1. www.enets.sg
2. dbsd2pay.dbs.com (for DBS/POSB Account holders)
3. uniservices1.uobgroup.com (for UOB Account holders)
4. www.citibank.com.sg (for Citibank Account holders)
5. www.ocbc.com (For OCBC account holders)
6. www.plus.com.sg (For Plus! account holders)

TRANSACTION INFORMATION

1 Note transaction information

Merchant Name Inland Revenue Authority of Singapore
Merchant Reference Code
NETS Reference Code
Merchant Hostname
Amount

Important Notice: Please note down the transaction information in this section just in case you need to raise any query on this transaction.

SINGAPORE BANK SELECTION

Bank Please select a bank

2 Select your bank for payment

Please select a bank

Citibank Singapore Ltd
DBS/POSB Bank
OCBC Bank / Plus!
Standard Chartered Bank (Singapore) Limited
United Overseas Bank

3 Submit

SUBMIT CANCEL

Note: If you do not see this pop-up, it means your pop-up blocker is active. Please click '**Cancel**' in **Step 4.1.0**, select '**Yes**' as shown below and you will be brought back to **Step 4.0**

Disable your pop-up blocker before you repeat the payment process

payment.

Stamp Lease/

1 Enter Details

ledge

Confirm

Click "Yes" to cancel this Payment Process.

NO YES

STEP 4.1.2 Payment by eNETS

You will be redirected to your bank's login page to confirm payment. Please approach your bank if you face any technical difficulties at this stage.

STEP 4.1.3 Payment by eNETS

Upon successful payment, you will be shown the page below.

Click 'Download' to download the stamp certificate into your computer. Depending on the browser and computer used, you may be shown the stamp certificate within the browser.

Stamp Lease/ Tenancy Agreement

 PRINT

1 Enter Details

2 Preview & Declare

3 Pay & Acknowledge

Transaction is successful.

Please retain

Document Ref No. XXXXXXXXXXXX

 for future reference.

Version No. 1.0

Stamp Duty

Penalty

Total Amount Payable

Payment Due Date

DD MMM YYYY

Download and attach stamp certificate to your document.


[DOWNLOAD](#) 

STEP 4.2.0 Other Payment Methods (Not eNETS)

If you had logged in as a Individual/ Business User, you may opt for other payment methods by selecting '**Other Modes with Payment Slip**' then '**Pay**'.

To view the payment options available and their payment instructions, please click [here](#).

Stamp Lease/ Tenancy Agreement

 PRINT

1 Enter Details

2 Preview & Declare

3 Pay & Acknowledge

I would like to pay by...

- eNETS** Requires an existing internet banking account with DBS/ POSB, OCBC, UOB, Citibank or Standard Chartered Bank.

 [How do I disable pop-up blocker?](#)

- Other Modes with Payment Slip**
Download a copy of the payment slip and make your payment via [other modes](#).

Payable Amount

Document Ref No

Stamp Duty

Total
Payment Due Date

 [How to pay stamp duty?](#)

 [How do I get a refund?](#)

1

PAY

2

Note: Upon clicking 'Pay', you will no longer be able to pay via eNETS.

- This segment has been intentionally left blank -

STEP 4.2.1 Other Payment Methods

- Next, you will be shown the page below.
- Select '**Download Payment Slip**' and proceed to make payment with your preferred payment option.

Please note that the stamp certificate may not be available for download immediately, depending on your payment mode chosen.

1 Enter Details

2 Remission

3 Preview & Declare

4 Pay & Acknowledge

Submission successful

Click the "Download payment slip" button and follow the instructions on the payment slip.

Once payment is cleared, you will receive a message in your Inbox to download the stamp certificate. This will take about 5 working days.

Please retain	Document Ref No.	for future reference.
Version No.	1.0	
Stamp Duty		Total Amount Payable
Payment Due Date		

DOWNLOAD PAYMENT SLIP

STEP 4.2.2 Retrieve Stamp Certificate

Once your stamp certificate is ready for download, you will receive a notification sent to your email address or the Inbox in your e-Stamping account.

To retrieve your stamp certificate, you may refer one of our demonstrations [here](#).

Glossary

Field No.	Field	Remarks
1	Your Reference No.	<p>You may give your submission a reference number for your easy identification.</p> <p>Otherwise, you may leave it blank.</p>
2	Document Description	<p>Please choose the document description stated on your lease / tenancy agreement.</p> <p>If your document description is not stated here, please choose a description closest to yours.</p>
3	Type of Document	<p>What is an Electronic Document:</p> <ul style="list-style-type: none"> • An <i>electronic record</i> that effects the transaction; • An <i>electronic record</i> and a physical document that together effect the transaction; or • An <i>electronic record</i> and a verbal communication that together effect the transaction, with the electronic record concluding the transaction <p>What is an Electronic Record?</p> <ul style="list-style-type: none"> • An electronic record is a record generated, communicated, received or stored by electronic means in an information system or for transmission from one information system to another. • Electronic records include anything sent by email, SMS or any Internet-based messaging service.
4	Date of Document	<p>Refers to the date of document stated on the document or date of signing the lease / tenancy agreement as indicated on the document.</p>

Field No.	Field	Remarks
5	Is the property wholly or partially rented	<p>Partial: The entire property is not rented (e.g. room rental). The owner is still residing within the property or is still utilizing the property.</p> <p>Whole: The entire property has been rented out, the owner is no longer residing within the property or no longer utilizing the property.</p>
6	Floor Area	The floor area of the space you are renting. You may leave this field empty if the floor area is not mentioned in your agreement.
7	Add multiple units	<p>If your lease / tenancy agreement is for multiple units within the same postal code, click to add.</p> <p>For example, BLK 123 ABC Building, #01-01 and #01-02 are rented in the <i>same</i> tenancy agreement to the <i>same</i> tenant.</p> <hr/> <p>If you have <i>separate</i> tenancy agreements for separate unit numbers within the same postal code, please <i>do not</i> use this feature and <u>submit a new stamping</u> for each tenancy agreement you have.</p> <p>For example, BLK 123 ABC Building, #01-01 rented out in tenancy agreement A and #01-02 rented out in tenancy agreement B both to the same tenant.</p>

Field No.	Field	Remarks
8	Add another property	<p>If your lease / tenancy agreement has multiple properties, click to add.</p> <p>For example, BLK 123 ABC Building, #01-01 and BLK 456 DEF Building #01-02 are rented in the <i>same</i> tenancy agreement to the <i>same</i> tenant.</p>
		<p>If you have <i>separate</i> tenancy agreements for <i>separate</i> properties rented to the same tenant, please <i>do not</i> use this feature and <u>submit a new stamping</u> for each tenancy agreement you have.</p> <p>For example, BLK 123 ABC Building, #01-01 and BLK 456 DEF Building #01-02 are rented to the same tenant but in a <i>separate</i> tenancy agreement.</p>
9	Vacant Land	<p>Please <i>do not expand</i> this field unless the immovable property tenanted is a vacant land.</p> <p>If you are renting a unit in a building, then you do not need to complete the fields for vacant land.</p>
10	Add another vacant land	<p>If your lease agreement is for a several vacant lands, click to input the details</p>
11	Is your rental fixed or varied for the lease/ tenancy period?	<p>Fixed: The rental is agreed to be the same throughout the period. There is no rental free period or staggered rental.</p> <p>Varied: The rental changes throughout the tenancy period. For example, January to March is rent free, April to June is \$10,000, July to September is \$15,000, October to December is \$20,000.</p>
12	Lease Terms (In Months)	<p>Is the lease/ tenancy term definite (i.e. 2 years fixed) or Indefinite (i.e. no specified end date)</p>

Field No.	Field	Remarks
13	Check this box if the start date is tentative	If the start date indicated in your tenancy agreement has a possibility of changing, please check this box.
14	Rental Charges Per Month (Fixed Rental Option)	<p>If your tenancy agreement did not specify the breakdown of the rent, you may indicate the rental amount under 'Rent for Premises' and leave the rest empty.</p> <p>Please note that monthly miscellaneous fees paid to the landlord have to be reported under 'Other Charges'</p>
15	Does total rent include a variable component?	<p>This field is purely for documentation purpose and will not change your stamp duty payable regardless of the option chosen.</p> <p>Example</p> $Total\ Rent = Base\ Rent + \underbrace{\% \text{ sale turnover}}_{\text{Variable Component}}$
16	Premium	<p>If consideration is paid for the sole purpose of securing the lease/ tenancy, please input the value here. This is not to be mistaken with a security deposit.</p> <p>In most cases, no premium is paid.</p>

Field No.	Field	Remarks
17	Start Date/ End Date (Varied Rental Option)	<p>For example, Your 12 month tenancy has a rent-free period for January and \$4,000 per month from February to December.</p> <p>Input January dates in the Field 17 and the market rent in Field 18[^]. Then, select 'ADD ANOTHER RENT'.</p> <p>Input February to December in Field 17 and the rental amount in Field 18. Select 'ADD ANOTHER RENT' to record it in Field 19.</p> <p>[^]As no rent is paid during the rent-free period/s, the rental amount to be stamped for the entire lease period should be based on the higher of market rent or contractual rent for the entire period.</p> <p><i><u>Illustration using the example above</u></i> Party A entered into a 1-year tenancy with a 1-month rental free period (i.e. Party A paid monthly rent for 11 months instead of 12 months). The contractual monthly rent in the tenancy was \$4,000, and the monthly market rent was determined to be \$3,800.</p> <p><i>Stamp duty should be paid on the higher of : the total contractual rent paid for the entire tenancy period (i.e. 11 months x \$4,000 per month = \$44,000); or the total market rent for the entire tenancy period (i.e. 12 months x \$3,800 per month = \$45,600).</i></p> <p><i>As the total market rent for the tenancy period is higher than the total contractual rent paid, stamp duty should be paid on the total market rent i.e. \$45,600.</i></p>

Field No.	Field	Remarks
18	Rental Charges Per Month (Varied Rental Option)	<p>Enter the rental amount for the period indicated in Field 17 only. Refer to Field 17 Remarks for an example.</p> <p>If the rent payable is dependent on the sale turnover, you may rely on the latest preceding year's sale turnover for an estimated rent payable here.</p> <p>Please note that monthly miscellaneous fees paid to the landlord have to be reported under 'Other Charges'</p>
19	Rental overview	<p>This field provides an overview of the rent that you will be paying throughout your lease/ tenancy as well as its corresponding dates.</p>
20	Name	<p>Refers to the name of the Landlord and Tenant as stated in the agreement.</p> <p>In the event if the contract is signed by a representative, the representative's name <u>should not</u> be listed as a Landlord or Tenant.</p> <p>Occupiers should not be listed as a tenant either.</p>
21	Identity Type	<p>If you are unsure if the Landlord/ Lessor's UEN fall under UEN-BUSINESS/ LOCAL/ OTHERS, click here to find out.</p> <p>The right identity type must be selected before you may proceed to the next page.</p>
22	Add Multiple Parties	<p>If your tenancy agreement has more than one landlord, select this to add the other landlord's details.</p>
23	Add Another Party	<p>If your tenancy agreement has more than one tenant, select this to add the other tenant's details.</p> <p>Please note that <u>occupiers listed in the tenancy agreement do not need to be reported here.</u></p>
24	Additional Comments	<p>You may wish to enter any additional comments in this field for our recording purpose.</p>

Annex A – Sample Stamp Certificate



INLAND REVENUE
AUTHORITY
OF SINGAPORE

SAMPLE Certificate of Stamp Duty

Stamp Certificate Reference : 123200-XXXXXXXXXXXX
Stamp Certificate Issued Date : 02/09/2019

Applicant's Reference : XXXXXXXXXXXXXXX
Document Reference Number : XXXXXXXXXXXXXXX
Document Description : Tenancy Agreement (Ad valorem)

Property : XXXXXXXXXXXXXXX
Lessor/ Landlord : XXXXXXXXXXXXXXX
Lessee/ Tenant : XXXXXXXXXXXXXXX
Stamp Duty : S\$ 639.00
Total Amount : S\$ 639.00

To confirm if this Stamp Certificate is genuine, you may do an authenticity check at <https://estamping.iras.gov.sg>.

SXXXX569A - 02/09/2019
XXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXX

X X X X X X X X X

Annex B – Sample Payment Slip

SAMPLE

User's Ref:
SD Ref. No:
Document Ref. No:
Date:



INLAND REVENUE
AUTHORITY
OF SINGAPORE

55 Newton Road
Singapore 307987
For enquiries, please call:
Tel: 1800 4604923

Document Description: Tenancy Agreement (Ad valorem)
Date of Document:
Details of Payment:

Stamp Duty	\$51.00
Total Amount Payable	\$51.00

HOW TO MAKE PAYMENT

CHEQUE Please attach the original payment slip to your cheque. Cheque should be crossed and made payable to "COMMISSIONER OF STAMP DUTIES". Please write the Document Reference Number and the corresponding amount on the reverse side of the cheque. **Please do not send post-dated cheque.** Your bank may impose charges for cheque that cannot be cleared.

A notification to print the stamp certificate will be sent to your e-Stamping account (for SingPass/ CorpPass users) or to your email address provided during e-stamping, 5 working days after the cheque is cleared. For cheque payment made at SingPost, the stamp certificate will be mailed to you by SingPost.

AXS Enter the Document Reference Number and the Identification Number of any of the Parties to the Contract when making payment. You will be able to download the Stamp Certificate from the e-Stamping Portal immediately upon successful payment received by IRAS.

CASH/ NETS Please present the original payment slip when making payment at any one of the following SingPost Service Bureaus. SingPost issues the stamp certificate upon payment and charges a \$10 service fee. Location of SingPost Service Bureaus: Novena Post Office, Raffles Place Post Office, Shenton Way Post Office and Chinatown Post Office.

✂.....✂

PAYMENT SLIP NO: XXXXXXXXXXXXX

INLAND REVENUE AUTHORITY OF SINGAPORE
COMMISSIONER OF STAMP DUTIES
Singapore Post Centre Post Office
P. O. Box 394
Singapore 914014

Document Ref No.:
Tax Type/Code: 600
Payment Amount: \$51.00
Due Date: 16/09/2020



Document Ref No.:

Amount Paid: \$51.00

600 X X X X X X X X X X X X X X

Technical Error 1 – Access Denied Page

Sample

Access Denied

You don't have permission to access
"http://estamping.iras.gov.sg/WebForms/Correspondence/COR0007.aspx" on this server.

Reference #18.7f561b3a.1600159473.36647e1

If you have seen a similar 'Access Denied' error page, it means that you have either:

- a) Copied and pasted your input from an external source into the field(s); or
- b) Input with special characters in the field(s) (i.e. @, +, “ ”, (), *, /); or

Please ensure you have not done the above two and try again

Technical Error 2 – Unable to Process Your Request

Sample



Sorry

We are unable to process your request at this time
Please try again.

[BACK TO e-STAMPING PORTAL](#)

If you have seen this page, it means that you have either:

- a) Copied and pasted your input from an external source into the field(s); or
- b) Input with special characters in the field(s) (i.e. @, +, “ ”, (), *, /); or
- c) Input an invalid information (i.e. 31 Feb 2020 does not exist)

Please review the information and try again

Technical Error 3 – ICAP ERROR

Sample

ICAP Error (icap_error)

An error occurred while performing an ICAP operation. Blocked file type detected: Shockwave Flash file, v5+ (.swf). File: FRM0013.aspx, Sub File: /ct/00\$cpHMainSucApplicantDetails\$xtApplicantRef. Vendor: Kaspersky Labs; Engine version: 8.6.1.71; Pattern version: 200807.080800.15392666; Pattern date: 2020/08/07 08:08:00. There could be a network problem, the ICAP service may be misconfigured, or the ICAP server may have reported an error.

For assistance, contact your network support team.

Generally, this is a result of an application on your network (e.g. Antivirus/ Malware) that is trying to embed the flash file into your request. Such files are blocked by our network, resulting to this error.

Please approach your IT administrator for assistance.

Technical Error 4 – Business User ‘Error in web site’

Sample



Sorry

Error in web site.

[BACK TO e-STAMPING PORTAL](#)

The above error message will be shown if you have logged in with a Corppass ID that did not have a registered e-Stamping Account. Please consider:

1. Stamping your document(s) on behalf of your company as an Individual User. There will not be personal tax implications.; Or
2. Advise your Corppass admin to register for an account at our e-Stamping Portal home page. Thereafter, proceed to Corppass to assign e-Stamping e-Service.

Technical Error 5 – Business User Authentication Error

Sample



The above error message will be shown if you have logged in with a Corppass ID that has an e-Stamping assigned ID but

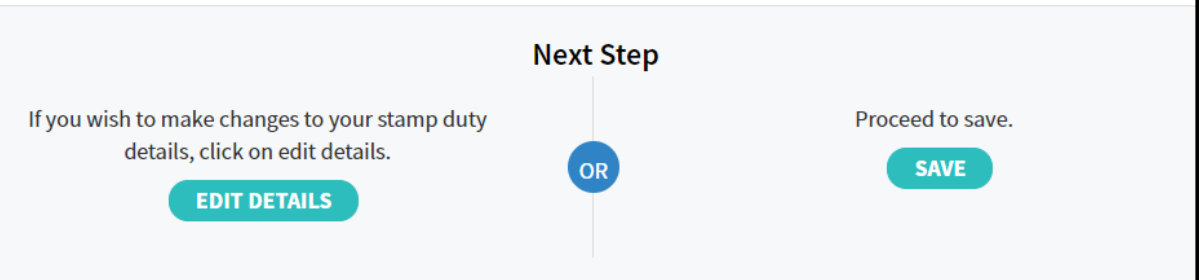
1. You have not been assigned e-Stamping e-Service within Corppass; or
2. The e-Service user assignment was not done properly ; or
3. The Corppass ID is no longer in use

Please approach your Corppass admin or [contact Corppass](#) for assistance.

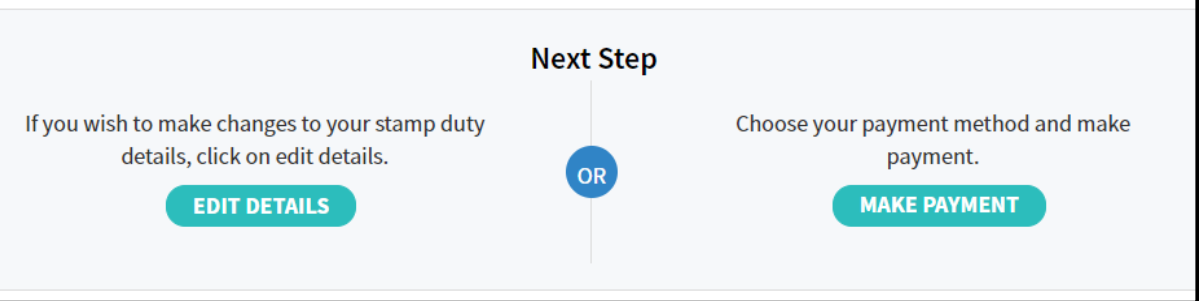
- This segment is intentionally left blank-

Technical Error 6 – Business User Cannot Proceed for Payment

Seeing this:



Instead of this:



This error is unique to e-Stamping users who logged in with a Business User account but are only granted access as:

- 1) a 'Preparer' or
- 2) both a 'Preparer' and an 'Approver'

Please approach your Corppass admin to grant you access as an Approver only to proceed with submission.

- This segment is intentionally left blank-

Other Common Technical Errors

Technical Difficulty	Resolution
“The ‘Payment in progress’ hourglass keeps spinning and I cannot make payment!”	Please review page 10 to 13 (Click here)
“I cannot see/ retrieve my stamp certificate after payment!”	You may retrieve your stamp certificate by referring to one of our demonstrations here .

- This segment is intentionally left blank-