



sgnic

SMS Sender ID Registry

smsregistry@sgnic.sg

USER GUIDE

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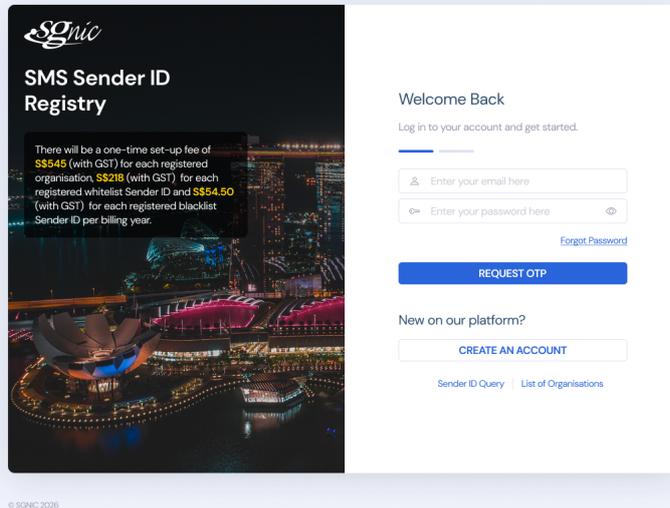
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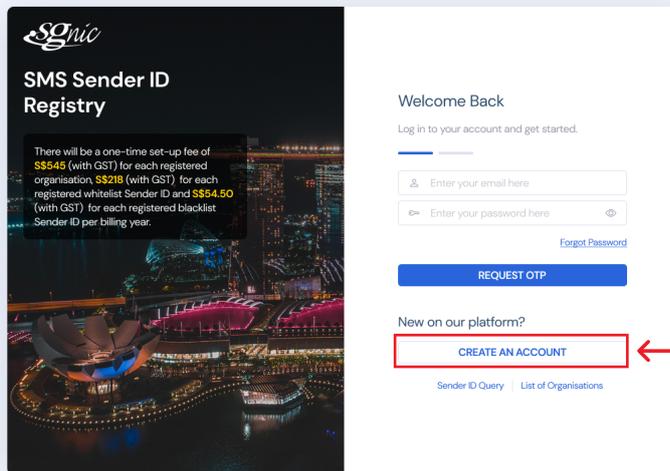
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ACCOUNT REGISTRATION

Registration



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



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

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 register your SMS Sender ID(s) via the SSIR portal on a first-come-first-served basis following the [Rules of Registration](#).

You will need to create an account in the SSIR portal before you can register your Sender ID(s).

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

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 and **\$854.50** (with GST) for each registered blacklisted Sender ID per billing year.

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

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Register Account

Create your account by filling in the form below

User Organisation Information

Organisation name based on ACRA

Unique entity number based on ACRA

Admin

Full name

Contact number

Email

CAPCHA 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.

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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 and **\$S\$4.50** (with GST) for each registered blacklisted Sender ID per billing year.

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

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Register Account

Create your account by filling in the form below

User Organisation Information

Organisation name based on ACRA

Unique entity number based on ACRA

Admin

Full name

Contact number

Email

[View my profile](#)

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.

DEFINITIONS

11. In this Agreement:

11.1. "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;

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

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

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

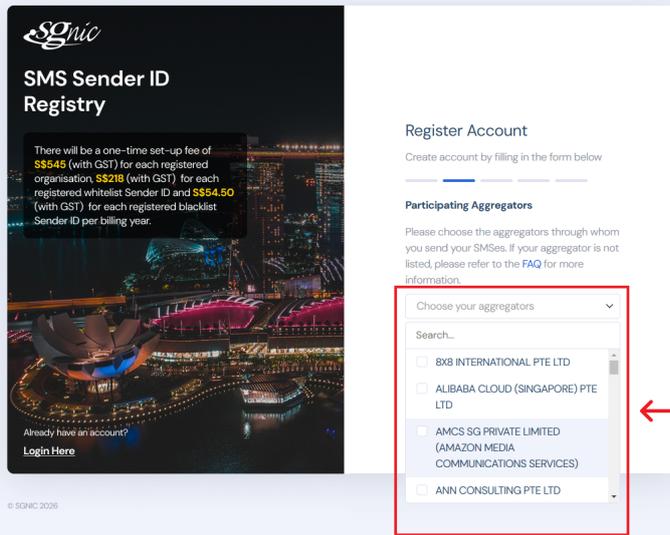
11.5. "Commencement Date" means the date on which the User's account in the SSIR System is approved by SGNIC;

11.6. "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 or not to be

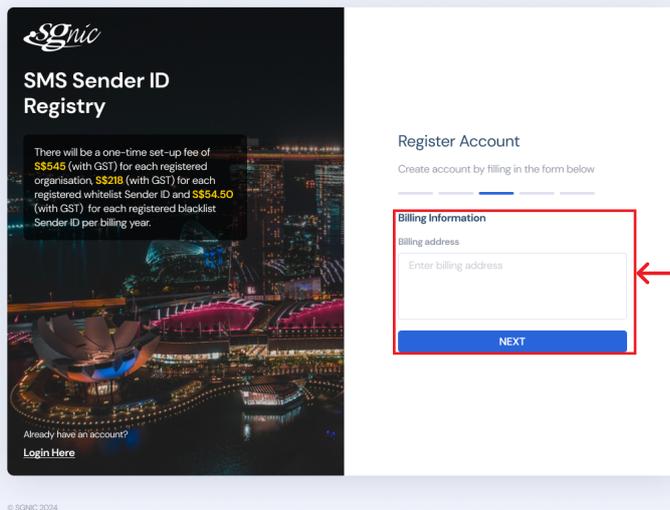
[Cancel](#) [Continue](#)

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

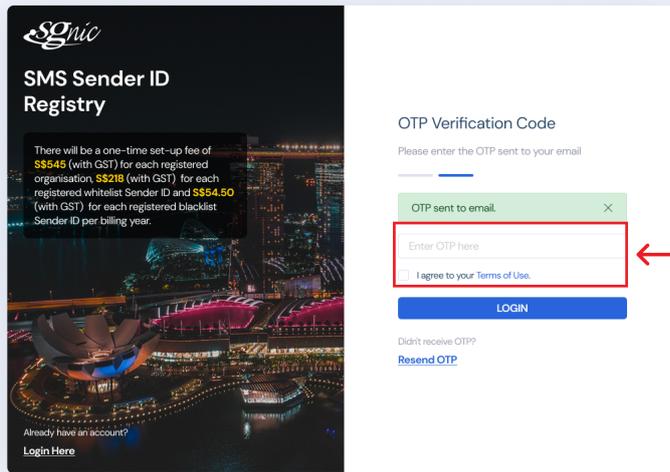
NOTE! Please scroll till the end of the User Agreement before clicking "Continue".



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

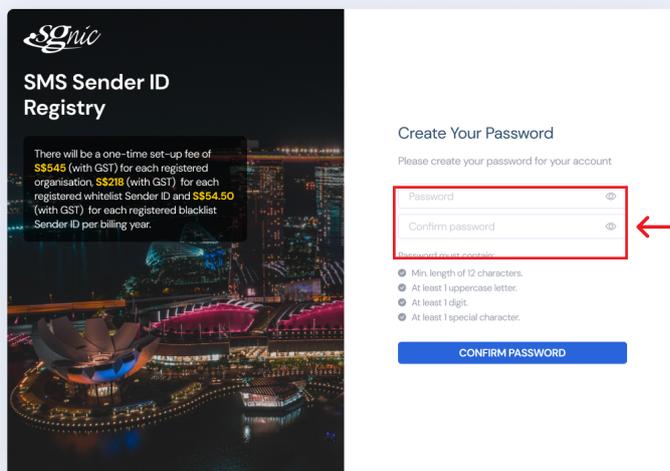


Complete the additional information: billing address.



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

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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 whitelist Sender ID and **\$S\$4.50** (with GST) for each registered blacklist Sender ID per billing year.

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](#)

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Enter your login credentials and request an OTP code.

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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 whitelist Sender ID and **\$S\$4.50** (with GST) for each registered blacklist Sender ID per billing year.

OTP Verification Code
Please enter the OTP sent to your email

OTP sent to email. X

Enter OTP here

I agree to your Terms of Use.

LOGIN

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

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

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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 SGNIC user interface. The top navigation bar includes 'Dashboard', 'Account Information', and 'User Guide'. The user's name 'John Cena' is displayed in the top right. The main content area is titled 'Profile' and features a progress indicator with three steps: 'STEP 1 Account Registration' (completed), 'STEP 2 Pending Acceptance' (current), and 'STEP 3 Pending Payment'. A blue banner at the top lists 'Applicable Fees'. Below this, 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 for billing contacts and a 'Billing address' field with the value '10 Bayfront Avenue Singapore 018956'. A 'Users' table is visible at the bottom, showing a record for 'John Cena' with a status of 'ADMIN' and a toggle switch.

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

The screenshot shows the SGNIC user interface at the 'Pending Payment' step. The progress indicator shows 'STEP 1 Account Registration' (completed), 'STEP 2 Pending Acceptance' (completed), and 'STEP 3 Pending Payment' (current). The 'Invoice Details' section includes a 'Billing address' field with '10 Bayfront Avenue Singapore 018956' and a 'Purchase Order number' field. The 'Pending Payment' section features a red banner with payment instructions: 'SGNIC only accepts payment via Visa, Mastercard, or PayNow (Dynamic QR Code). Other payment methods are not accepted.' Below this is a table of charges: 'SSIR Account Set-Up Fee' (\$500), 'Sub total' (\$500), and 'Goods & Services Tax (9%)' (\$45), resulting in a 'Total payable by 19 Dec 2025' of '\$545'. A 'Make Payment' button is present. 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 a blue box with instructions for billing contacts and a table of price plans: 'Whitelist price plan' (Per SID per annum - \$218 (with GST)) and 'Blacklist price plan' (Per SID per annum - \$54.50 (with GST)).

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

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

The screenshot shows the SGNIC account setup process. The top navigation bar includes the SGNIC logo, a progress indicator with three steps (Account Registration, Pending Acceptance, Pending Payment), and the user name 'John Cena'. The left sidebar contains 'Dashboard', 'Account Information', 'Payment', and 'User Guide'. The main content area is divided into several sections:

- Invoice Details (Step 1):** A form with fields for 'Billing address' (10 Bayfront Avenue Singapore 018956) and 'Purchase Order number (optional, only where required)'. A red box and '1' in a red circle highlight these fields.
- Pending Payment (Step 2):** A summary of charges: SSIR Account Set-Up Fee (\$500), Sub total (\$500), Goods & Services Tax (9%) (\$45), and Total payable by 19 Dec 2025 (\$545). A red box and '2' in a red circle highlight a 'Proforma Invoice' download button. A '3' in a red circle highlights the 'Make Payment' button.
- User Organisation Information:** A table showing details for ABC PTE LTD, including unique entity number, application date, and aggregators. A green 'ACCEPTED' badge is present.
- Additional Information:** A section with a blue note about billing contact access and a table of price plans (Whitelist and Blacklist).

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

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

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

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

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

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

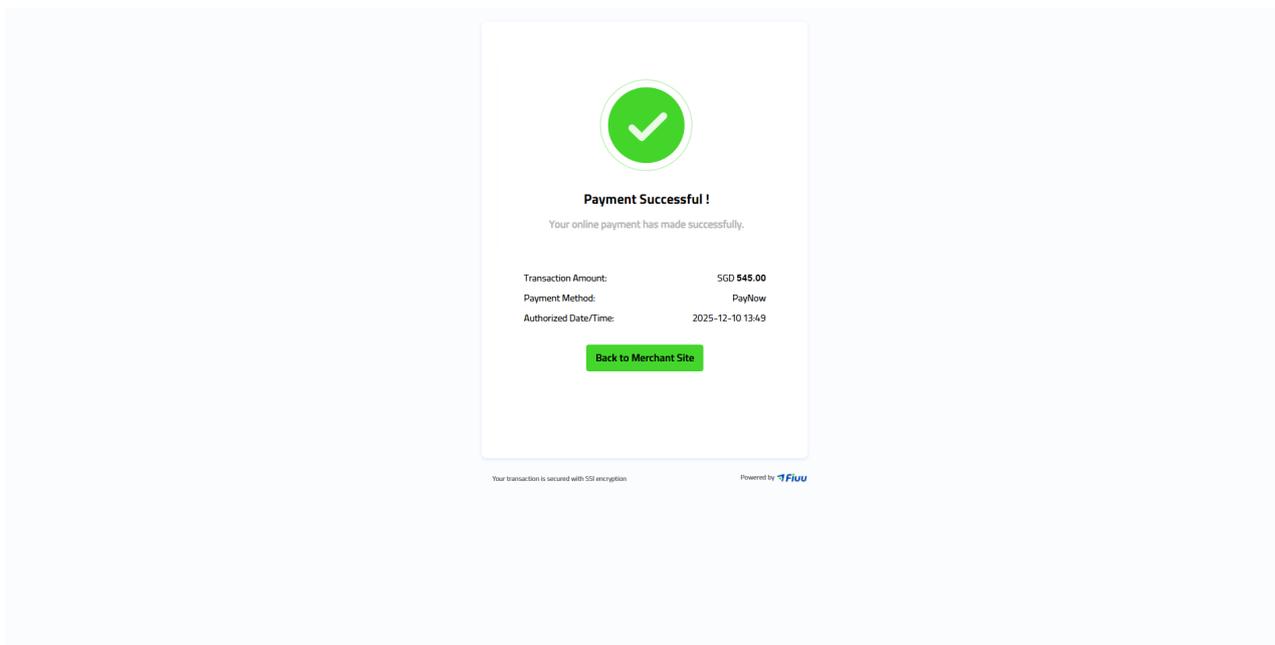
Pay SGD 545.00

Powered by Fiuu

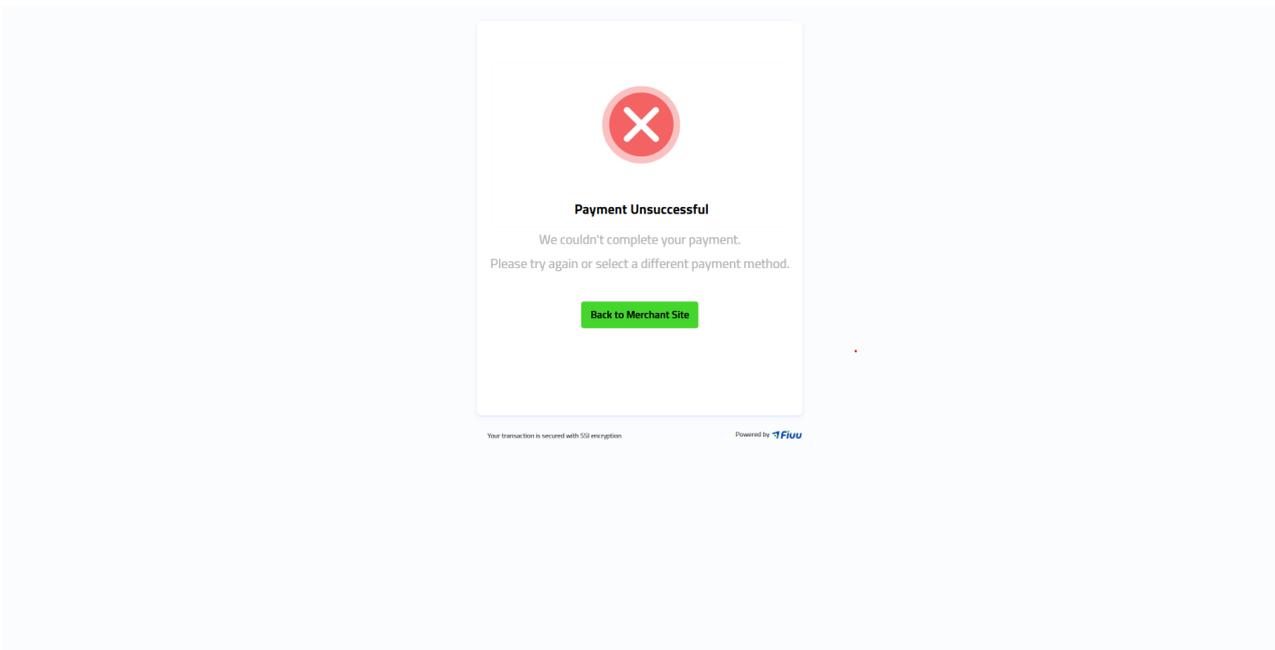
For **Card** as your payment choice: enter your card information and click on the green button to proceed.



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.

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

Profile

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

User Organisation Information APPROVED ← Additional Information

User Organisation: ABC PTE LTD
Unique entity number: 123421231Q
Applied on: 12 Dec 2023
Accepted on: 12 Dec 2023
Aggregators: XYZ PTE LTD, LOREM IPSUM PTE LTD

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

Billing address: 10 Bayfront Avenue Singapore 018956
Whitelist price plan: Per SID per annum - \$218.00 (with GST)
Blacklist price plan: Per SID per annum - \$54.50 (with GST)

Users

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	ADMIN John Cena +65 2323 4321 dinu226+2321@gmail.com	02 Nov 2023	02 Nov 2023	John Cena	<input checked="" type="checkbox"/>
189	Dinu szezidinu+K02@gmail.com	02 Nov 2023	02 Nov 2023	John Cena	<input type="checkbox"/>

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

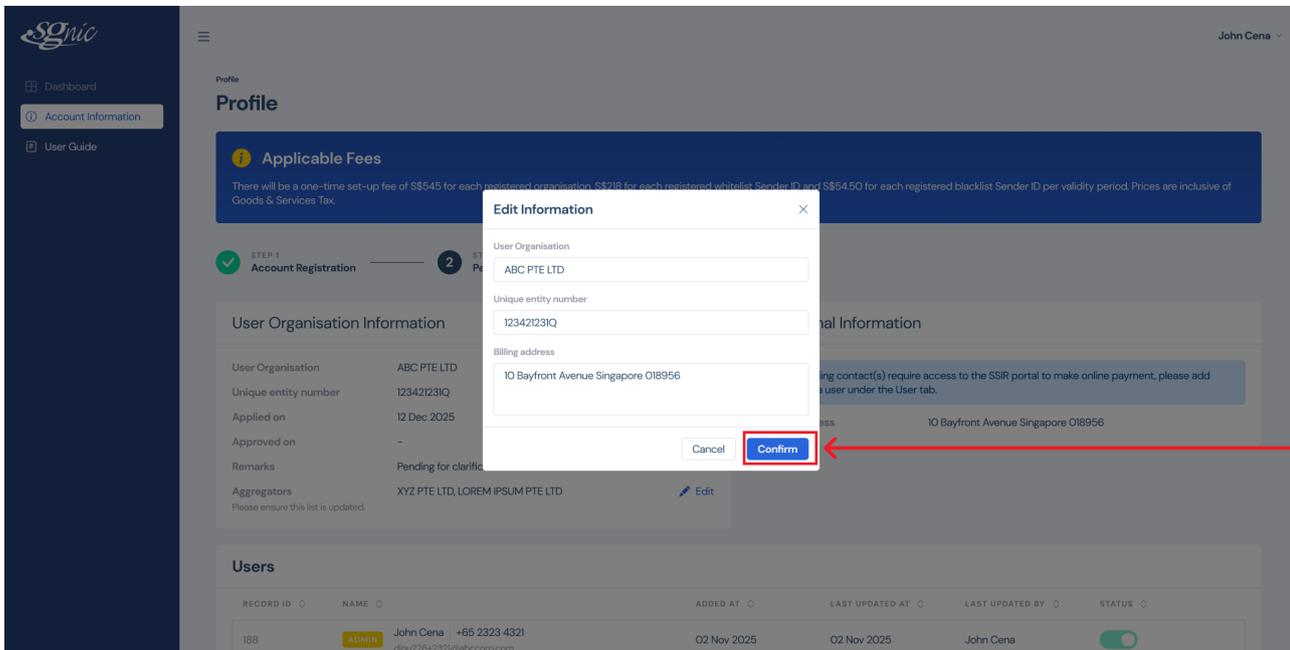
You can proceed to register and make payment for Sender ID.

Request for more information

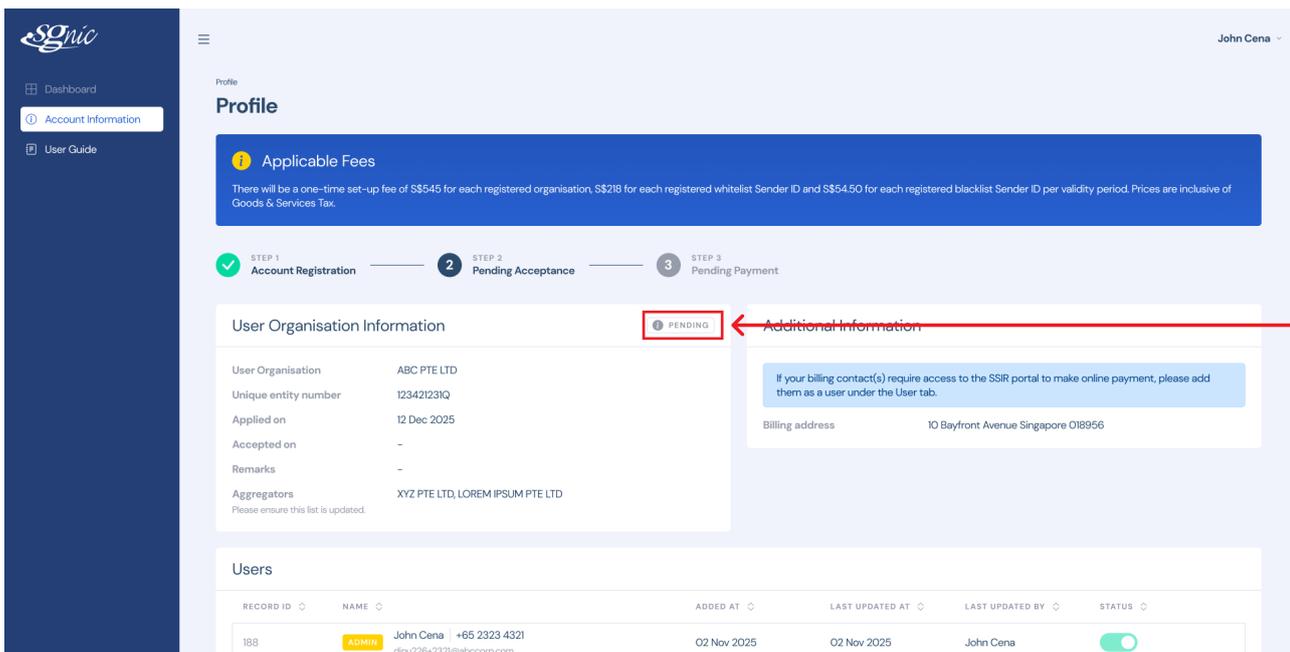
The screenshot shows the 'Profile' page for 'John Cena'. The page is divided into several sections:

- Applicable Fees:** A blue banner at the top with an information icon and text: "There will be a one-time set-up fee of S\$545 for each registered organisation, S\$218 for each registered whitelist Sender ID and S\$54.50 for each registered blacklist Sender ID per validity period. Prices are inclusive of Goods & Services Tax."
- Progress Bar:** Shows three steps: STEP 1 Account Registration (completed), STEP 2 Pending Acceptance (current), and STEP 3 Pending Payment.
- User Organisation Information:** A table with fields: User Organisation (ABC PTE LTD), Unique entity number (123421231Q), Applied on (12 Dec 2025), Approved on (-), Remarks (Pending for clarifications), and Aggregators (XYZ PTE LTD, LOREM IPSUM PTE LTD). A red box highlights the 'REQUEST INFO' button, and another red box highlights the 'Remarks' field.
- Additional Information:** A section with a blue callout box: "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." and a Billing address (10 Bayfront Avenue Singapore 018956).
- Users:** A table with columns: RECORD ID, NAME, ADDED AT, LAST UPDATED AT, LAST UPDATED BY, and STATUS. The first row shows: 188, ADMIN John Cena +65 2323 4321 (dnuj226+2321@abccorp.com), 02 Nov 2025, 02 Nov 2025, John Cena, and a green toggle switch.

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



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



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

USER MANAGEMENT

Create new Admin / Users

Profile

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

User Organisation Information APPROVED

User Organisation	ABC PTE LTD
Unique entity number	123421231Q
Applied on	12 Dec 2025
Accepted on	12 Dec 2025
Aggregators	XYZ PTE LTD, LOREM IPSUM PTE LTD Edit

Please ensure this list is updated.

Additional Information

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

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

Users

Search users

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	ADMIN John Cena +65 2323 4321 dinu226+2321@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	<input checked="" type="checkbox"/>
189	Dinu +65 9023 4109 szedinu+K2@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	<input type="checkbox"/> Edit Delete

Show 50

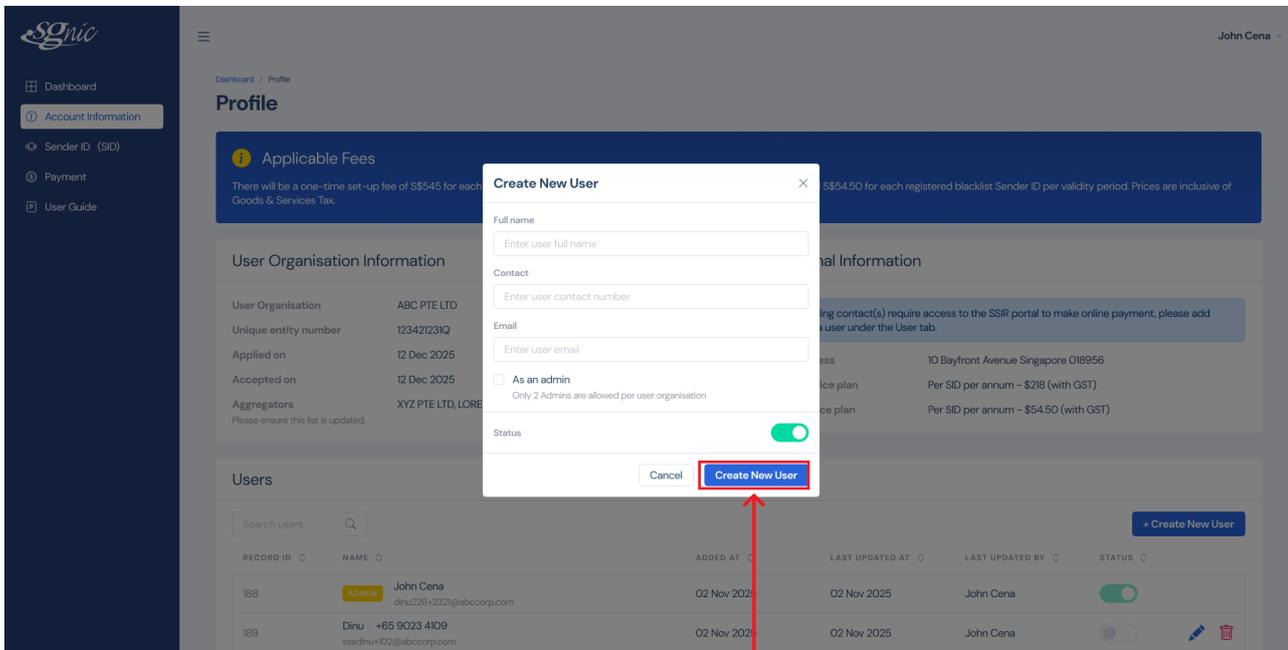
Showing 2 records

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

NOTE! Only 2 admins are allowed per account.

Only admins are allow to create users. User will not be able to see the Users panel.

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



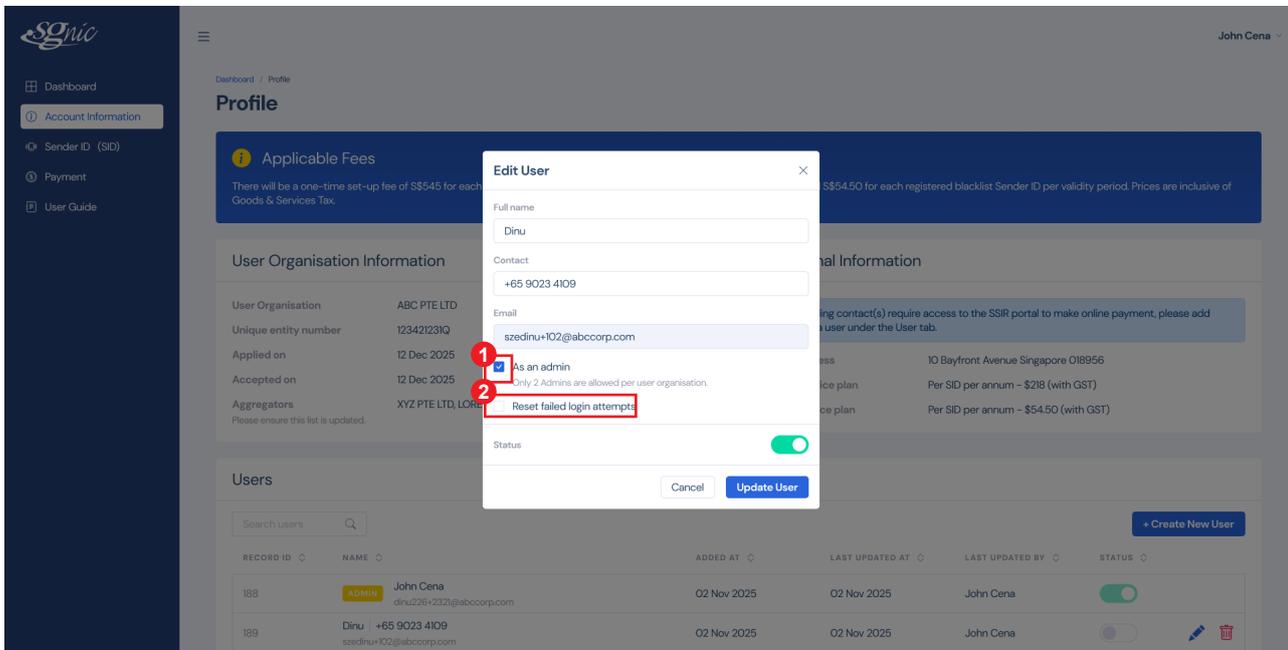
Enter the user account details, to assign the user as an Admin, select the **As an Admin** checkbox, and click **Create New User**.

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

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

The screenshot shows the SGNIC Profile page. At the top, there is a blue banner for 'Applicable Fees' with a warning icon and text: 'There will be a one-time set-up fee of S\$545 for each registered organisation, S\$218 for each registered whitelist Sender ID and S\$54.50 for each registered blacklist Sender ID per validity period. Prices are inclusive of Goods & Services Tax.' Below this are two sections: 'User Organisation Information' (marked 'APPROVED') and 'Additional Information'. The 'User Organisation Information' section lists details like 'User Organisation: ABC PTE LTD', 'Unique entity number: I23421231Q', 'Applied on: 12 Dec 2025', 'Accepted on: 12 Dec 2025', and 'Aggregators: XYZ PTE LTD, LOREM IPSUM PTE LTD' with an 'Edit' link. The 'Additional Information' section includes a note about billing contacts and lists 'Billing address: 10 Bayfront Avenue Singapore 018956', 'Whitelist price plan: Per SID per annum - \$218 (with GST)', and 'Blacklist price plan: Per SID per annum - \$54.50 (with GST)'. Below these is a 'Users' section with a search bar, a '+ Create New User' button, and a table of users. The table has columns for 'RECORD ID', 'NAME', 'ADDED AT', 'LAST UPDATED AT', and 'LAST UPDATED BY'. Two users are listed: John Cena (ADMIN) and Dinu. The 'STATUS' column for John Cena has a toggle switch (annotated with '1'), and for Dinu, there are 'Edit' (annotated with '2') and 'Delete' (annotated with '3') icons. A 'Show 50' dropdown and pagination controls are at the bottom of the table. The footer shows '© SGNIC 2025'.

- 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

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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 whitelist Sender ID and **\$54.50** (with GST) for each registered blacklist Sender ID per billing year.

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 whitelist Sender ID and **\$54.50** (with GST) for each registered blacklist Sender ID per billing year.

OTP Verification Code

Please enter the OTP sent to your email

OTP sent to email

Enter OTP here

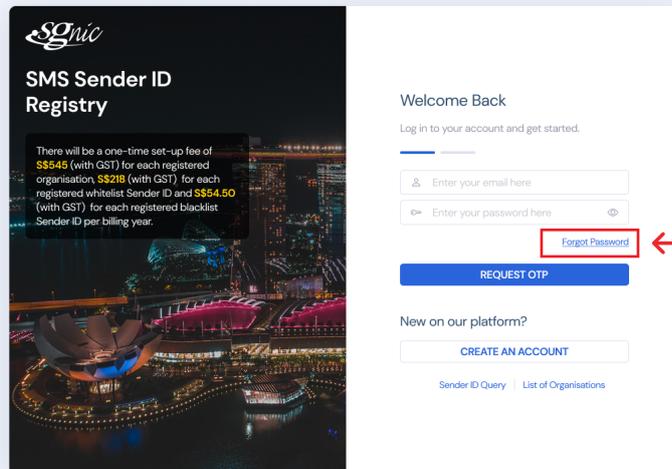
I agree to your [Terms of Use](#).

LOGIN

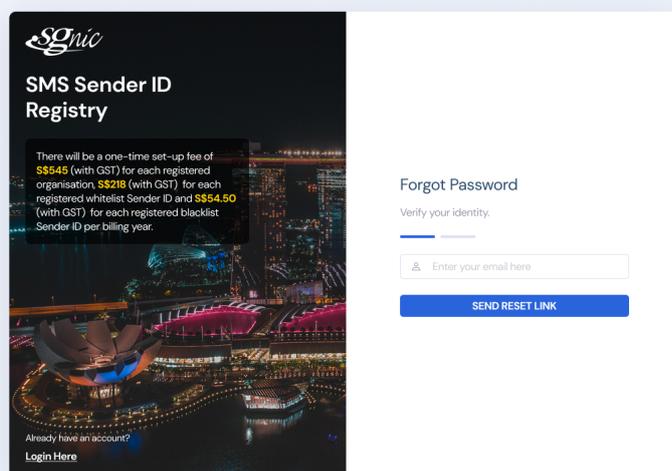
Didn't receive OTP?
[Resend OTP](#)

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

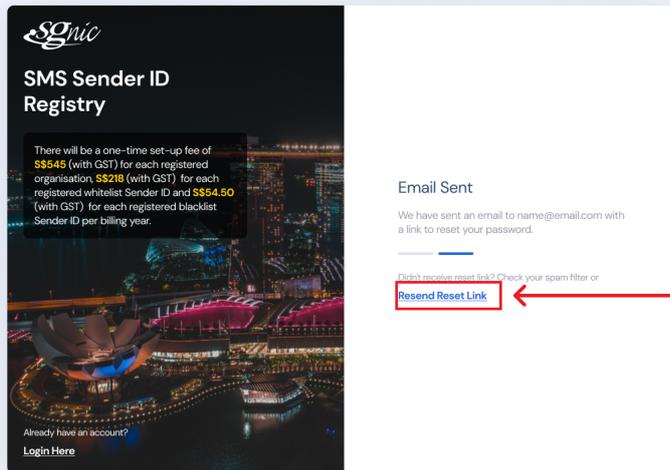
Forgotten password



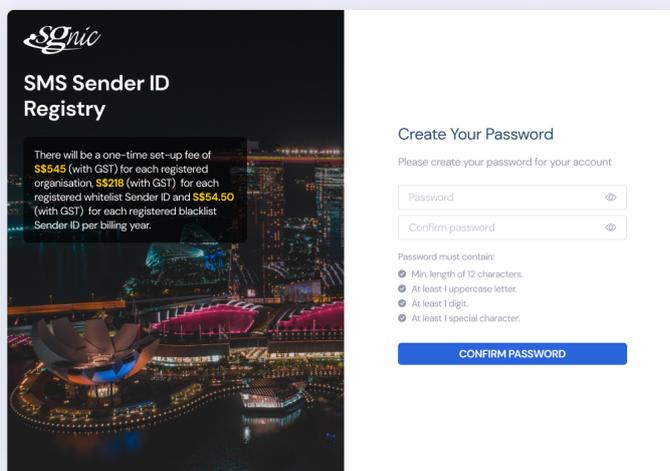
If forgotten password, you can click on **Forgot Password** to reset your account's password.



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

Profile

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

User Organisation Information APPROVED

User Organisation: ABC PTE LTD
Unique entity number: 123421231Q
Applied on: 12 Dec 2025
Accepted on: 12 Dec 2025
Aggregators: XYZ PTE LTD, LOREM IPSUM PTE LTD
Please ensure this list is updated.

Additional Information

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

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

Users

Search users

+ Create New User

RECORD ID	NAME	ADDED AT	LAST UPDATED AT	LAST UPDATED BY	STATUS
188	John Cena +65 2323 4321 dinu226+2321@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	ON
189	Dinu +65 9023 4109 szedinu+K02@abccorp.com	02 Nov 2025	02 Nov 2025	John Cena	OFF

Showing 2 records

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

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

Edit Aggregators

Participating aggregators
8 options selected

Search...

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

Cancel Update Aggregators

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

SENDER ID MANAGEMENT

Dashboard

The dashboard features a dark blue sidebar on the left with the SGNIC logo and navigation links: Dashboard, Account Information, Sender ID (SID), Payment, and User Guide. The main content area is light blue and includes a user profile 'John Cena' in the top right. A welcome message 'Welcome back, John Cena' is followed by a notification about applicable fees. A yellow bar indicates '4' pending payments. Two summary cards are shown: 'Total Sender ID' with a count of 14 (8 pending, 2 delete) and 'Total Users' with a count of 2 (1 active user, 1 add user).

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

SID Pending Payment 4 →

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

Total Users →
2
ACTIVE USERS
👤 1 User
➕ Add User

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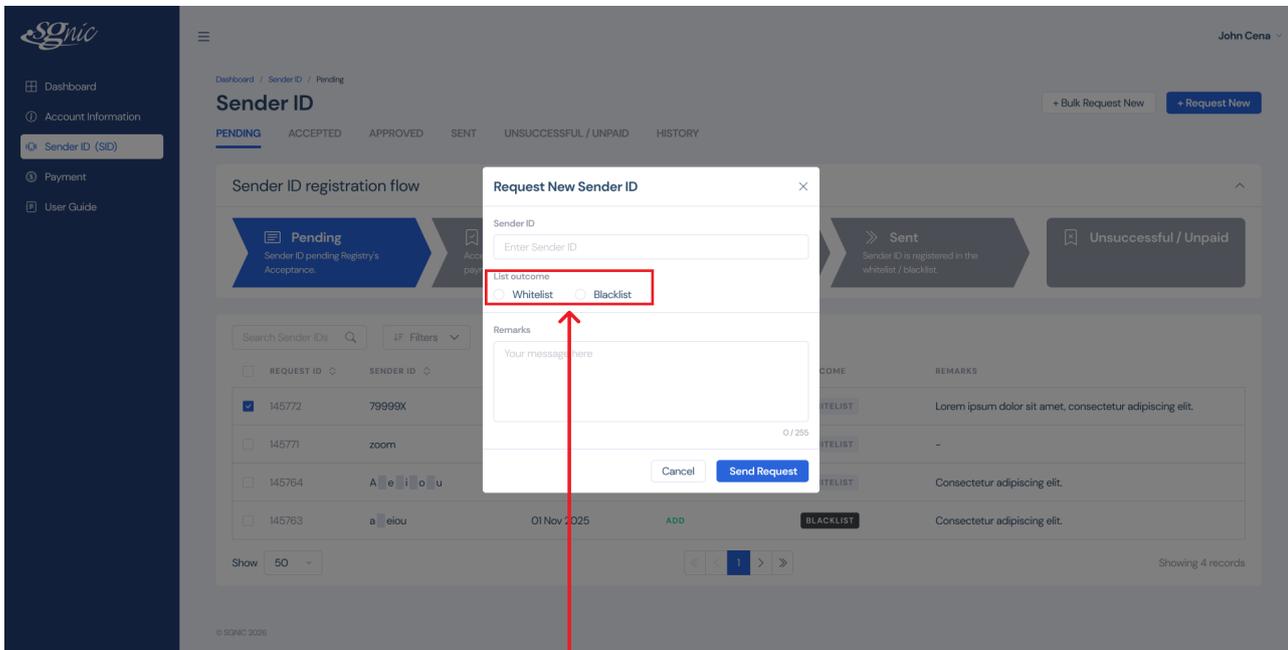
Dashboard shows an overview of your Organisation's Sender IDs, including those pending for payments, and Sender ID count.

Registration of Sender ID

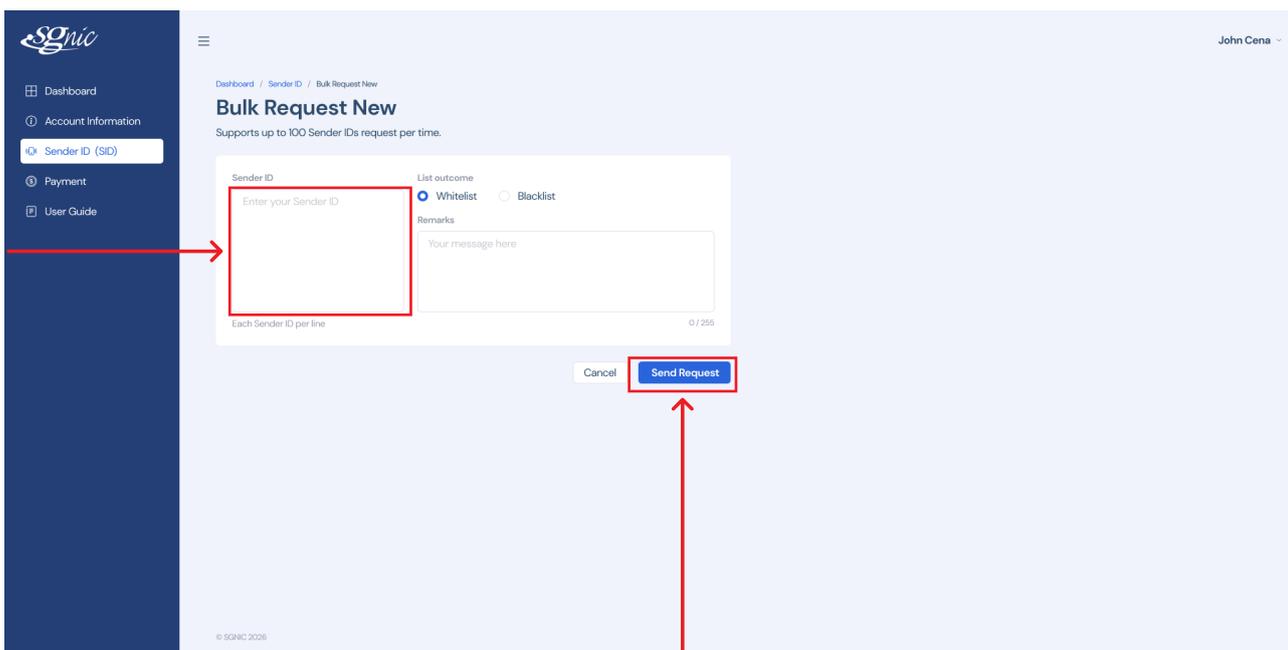
The screenshot displays the SGNIC Sender ID registration interface. On the left, a navigation menu includes 'Dashboard', 'Account Information', 'Sender ID (SID)', 'Payment', and 'User Guide'. The 'Sender ID (SID)' tab is selected. The main content area shows the 'Sender ID' page with tabs for 'PENDING', 'ACCEPTED', 'APPROVED', 'SENT', 'UNSUCCESSFUL / UNPAID', and 'HISTORY'. A 'Sender ID registration flow' diagram illustrates the process: Pending (Sender ID pending Registry's Acceptance) → Accepted (Accepted by Registry, pending payment) → Approved (Payment received, pending for listing in the whitelist / blacklist) → Sent (Sender ID is registered in the whitelist / blacklist) → Unsuccessful / Unpaid. Below the diagram is a table of Sender ID requests with columns for Request ID, Sender ID, Created At, Action, Outcome, and Remarks. A 'Delete' button is highlighted in the Bulk Actions menu.

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

- 1 To access Sender ID page, click on the **Sender ID (SID)** tab in the left menu.
- 2 All of the Sender IDs will be shown in the respective tabs.
- 3 To submit a Sender ID request, click **Request New**.
To submit multiple Sender ID request at once, click **Bulk Request New**.
- 4 To delete a pending Sender ID request, select the Sender ID and click the **Delete** button.

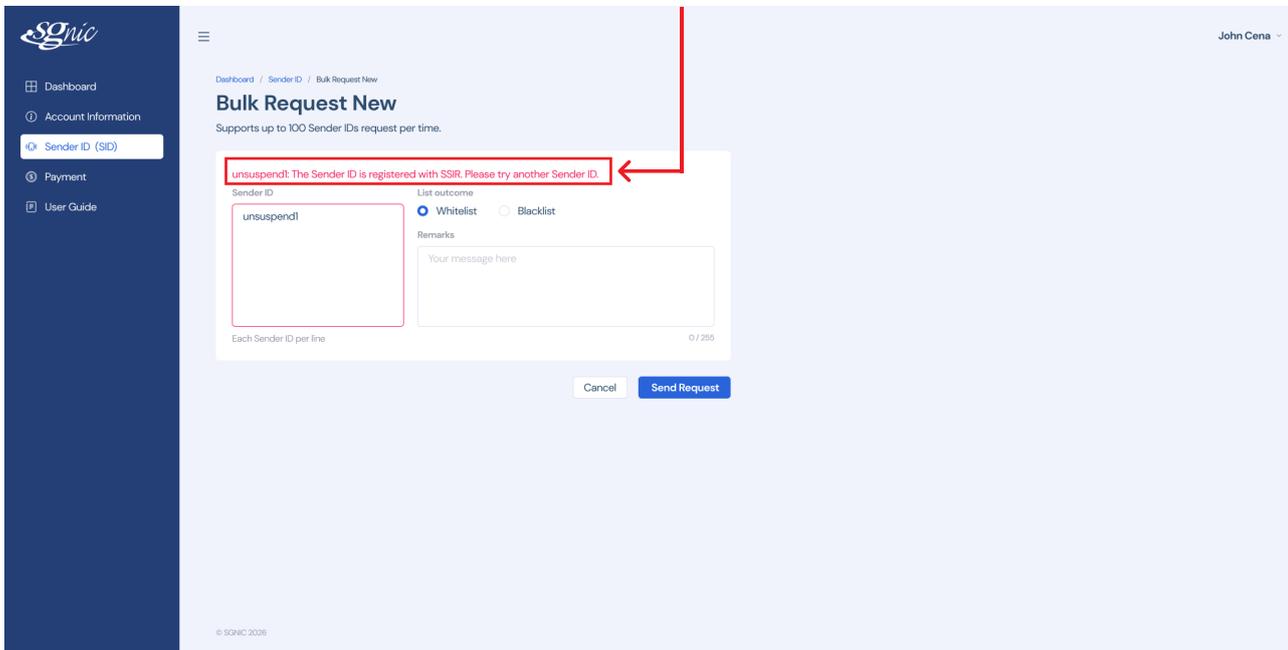


Select Whitelist or Blacklist for the type of Sender ID you wish to register. Enter the Sender ID and remarks, then click **Send Request** to submit the request.



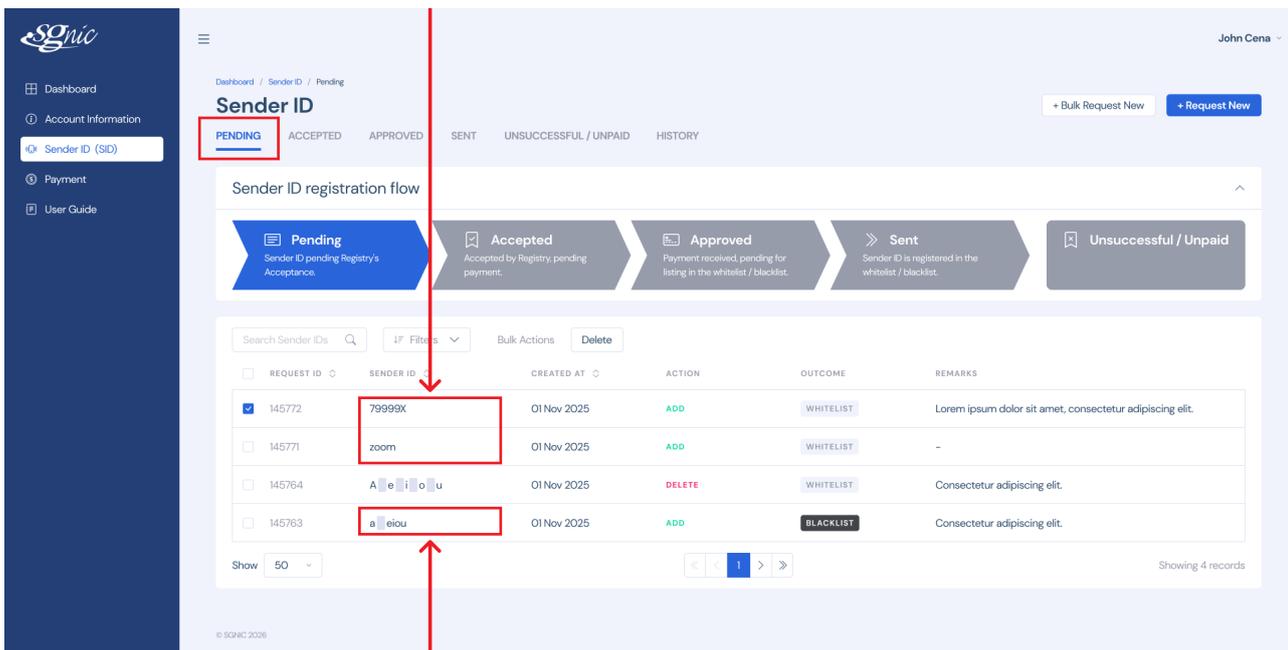
For bulk Sender ID registration, enter each Sender ID on a separate line.

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



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

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



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

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

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 diagram is a table of Sender ID records with columns for Request ID, Sender ID, Created At, Accepted At, Payment Due, Action, Outcome, and Remarks.

REQUEST ID	SENDER ID	CREATED AT	ACCEPTED AT	PAYMENT DUE	ACTION	OUTCOME	REMARKS
145772	79999X	01 Nov 2025	02 Nov 2025	02 Dec 2025	ADD	WHITELIST	Lorem ipsum dolor sit amet, consectetur adipiscing elit.
145771	zoom	01 Nov 2025	02 Nov 2025	02 Dec 2025	ADD	WHITELIST	-
145763	aieiou	01 Nov 2025	02 Nov 2025	02 Dec 2025	ADD	BLACKLIST	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: Sender ID pending Registry's Acceptance.
- Accepted: Accepted by Registry pending payment.
- Approved: Payment received, pending for listing in the whitelist / blacklist.
- Sent: Sender ID is registered in the whitelist / blacklist.
- Unsuccessful / Unpaid

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

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.

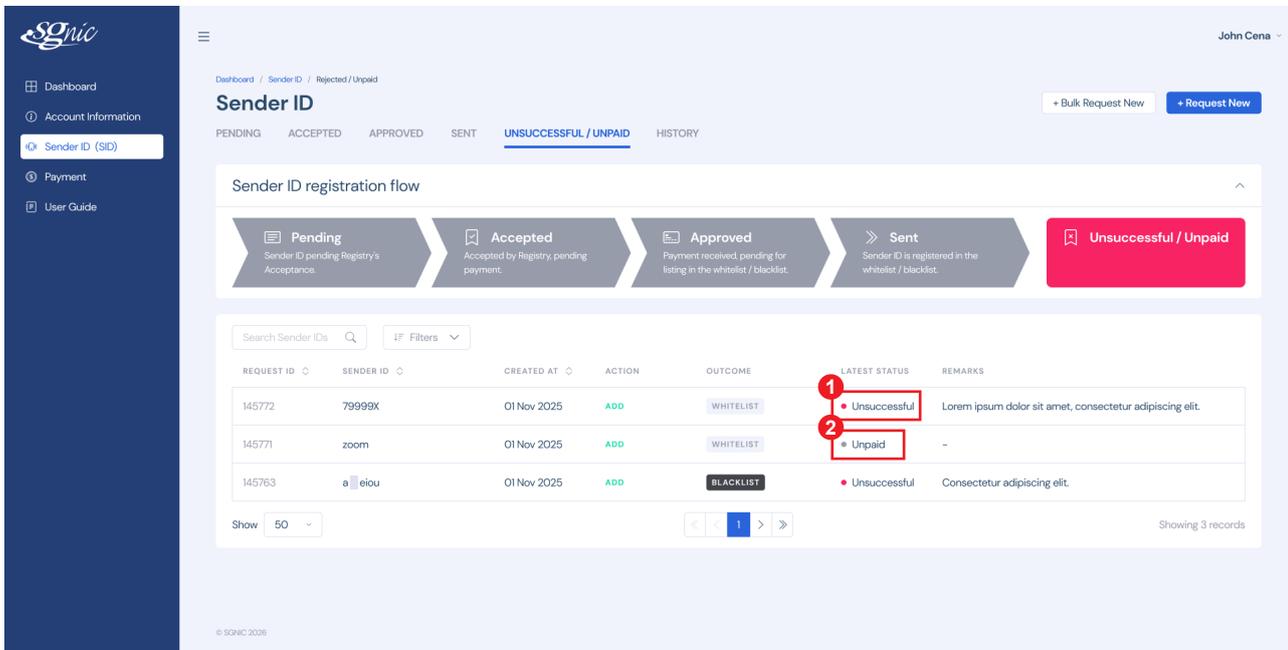
Please refer to **Proceed to payment** (page 33) for the new Sender ID section payment workflow.

The screenshot shows the SGNIC Sender ID management interface. The 'APPROVED' tab is selected, displaying a flow diagram and a table of Sender IDs. The flow diagram includes stages: Pending, Accepted, Approved, Sent, and Unsuccessful/Unpaid. The table below shows details for four Sender IDs, with three columns highlighted by red boxes and numbered 1, 2, and 3.

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

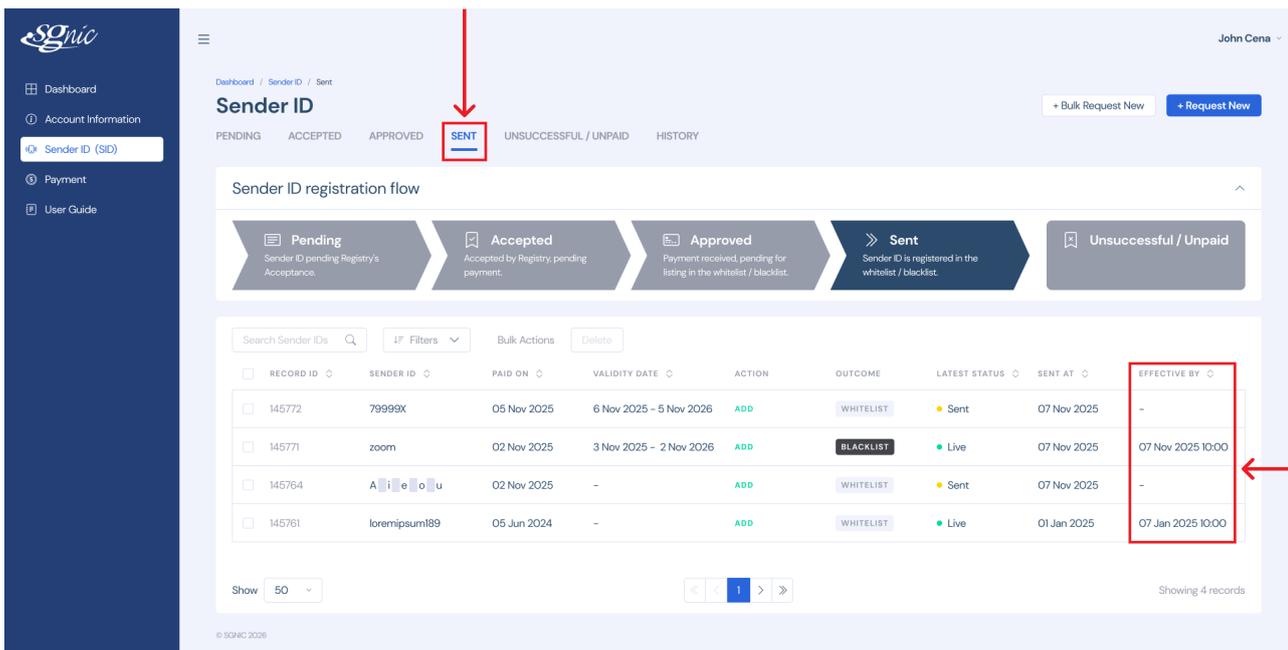
The **Approved** tab shows the list of Sender IDs that are paid and awaiting to be sent to the Participating Aggregators.

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

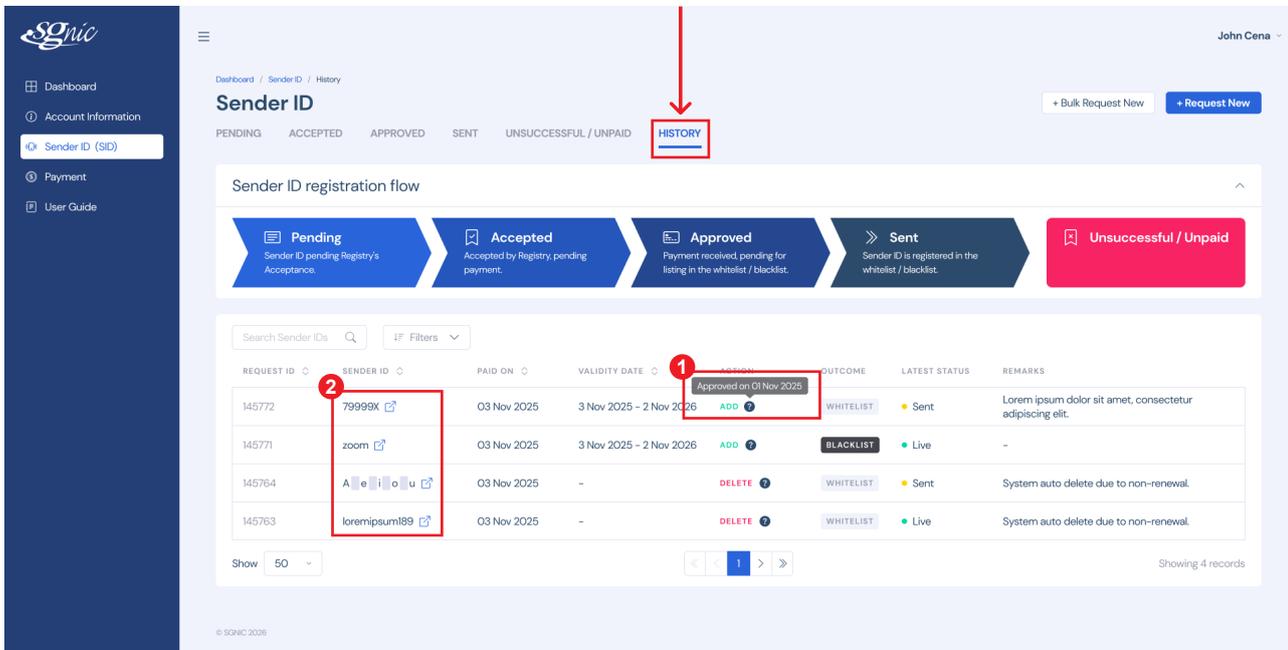


1 A Sender ID registration that is not accepted by the Registry will be shown in the **Unsuccessful / Unpaid** Tab with the status set as **Unsuccessful**. Please submit a new Sender ID registration.

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.

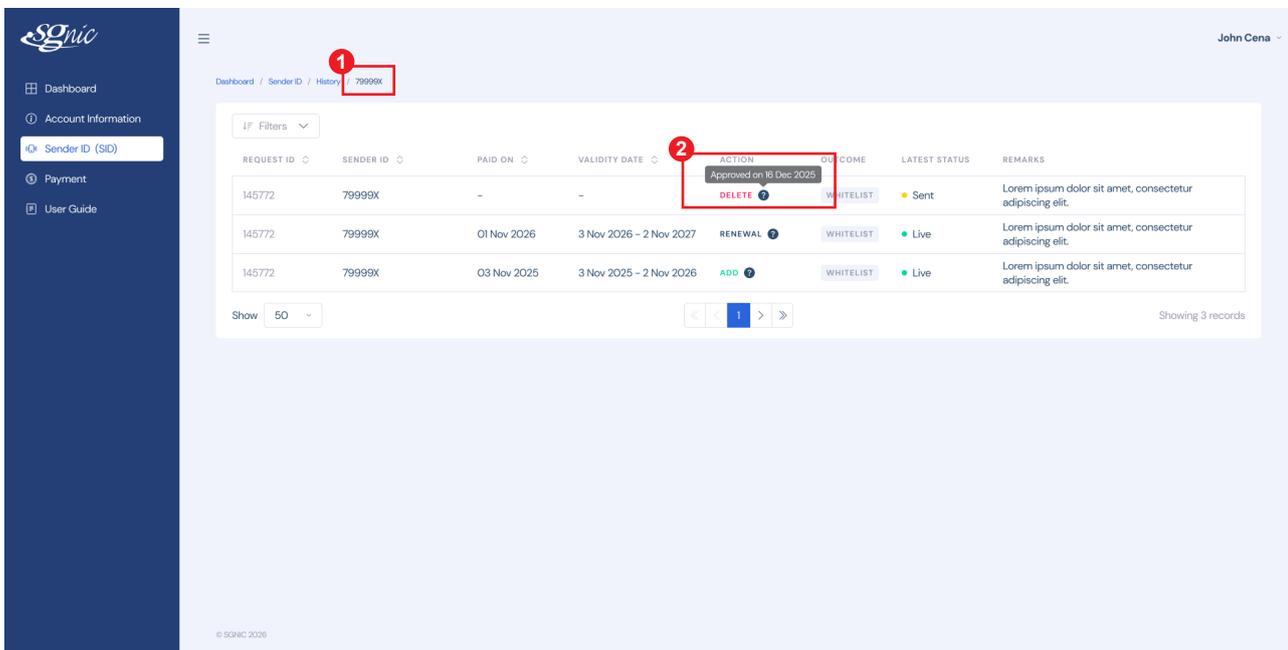


Click the **Sent** tab to check your existing live Sender ID and corresponding validity date.



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

The screenshot displays the SGNIC user interface for the 'Payment For New Sender ID' process. The left sidebar contains navigation options: Dashboard, Account Information, Sender ID (SID), Payment (highlighted with a red box and callout 1), and User Guide. The main content area features a 'Payment' header with a 'NEW SID' banner and a payment reminder. Below this, a navigation bar includes 'PAYMENT FOR NEW SENDER ID' (callout 1), 'PAYMENT FOR RENEWAL SENDER ID', and 'TRANSACTION HISTORY'. A 'Proceed To Pay' button (callout 2) is located in the top right. The 'New Whitelist' and 'New Blacklist' sections each contain a table with columns for Request ID, Sender ID, Accepted At, Payment Due, and Validity Period. In the 'New Whitelist' table, the first two rows have their selection checkboxes checked (callout 2). The 'Validity Period' column for these rows shows '1 year | 3 Nov 2025 - 2 Nov 2026' (callout 3). A 'Select all (3)' checkbox is present at the top right of each table (callout 4). The interface also includes pagination controls and a 'Showing 3 out of 3 records' indicator for both tables.

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

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

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

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

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

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

Payment for renewal Sender ID

Dashboard / Payment / Payment For Renewal Sender ID

Payment

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

SID RENEWAL

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

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

Renewal Whitelist

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

Show 100

Showing 3 records

Renewal Blacklist

REQUEST ID	SENDER ID	EXISTING VALIDITY PERIOD	PAYMENT DUE	VALIDITY PERIOD
145767	bir ds	4 Nov 2024 – 3 Nov 2025	03 Nov 2025	-
145765	AEIou	3 Nov 2024 – 2 Nov 2025	02 Nov 2025	1 year 3 Nov 2025 – 2 Nov 2026

Show 100

Showing 2 records

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

Proceed to payment

The screenshot shows the SGNIC Payment portal. On the left is a navigation menu with 'Payment' selected. The main content area has a 'Payment reminder' banner for 'NEW SID' and a 'Proceed To Pay' button highlighted with a red box. Below this is a table of 'New Whitelist' Sender IDs with two rows selected.

REQUEST ID	SENDER ID	ACCEPTED AT	PAYMENT DUE	VALIDITY PERIOD
145772	79999K	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
145771	zoom	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026
145756	loremipsum189	02 Nov 2025	09 Nov 2025	1 year 3 Nov 2025 - 2 Nov 2026

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

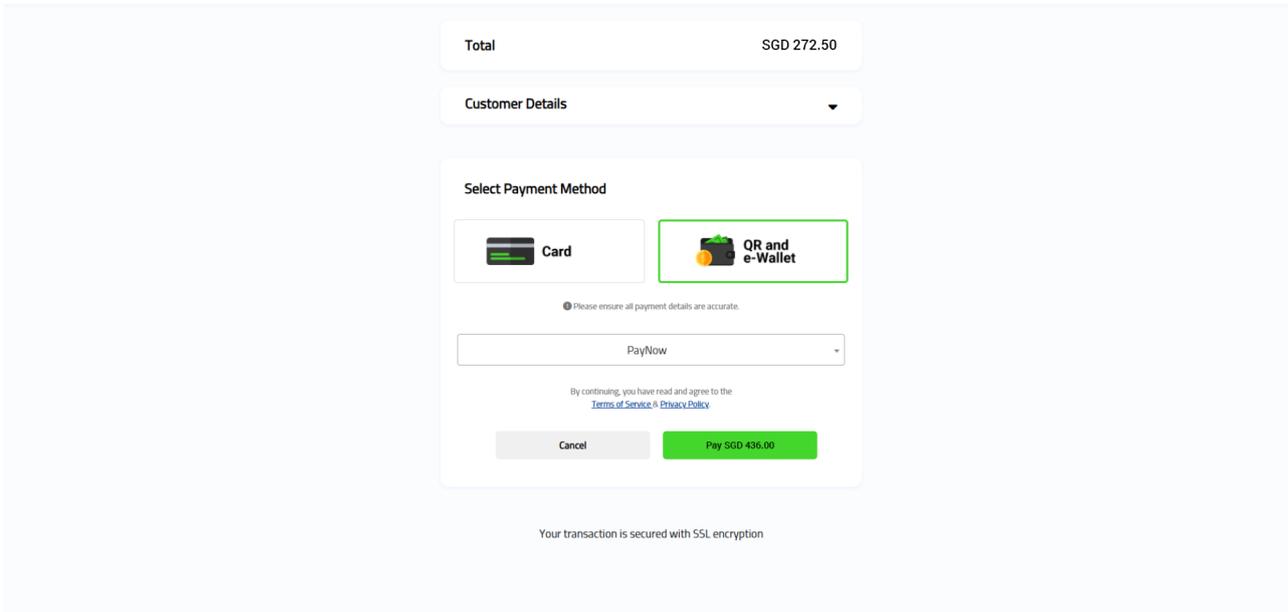
NOTE! You can pay for both new and renewal Sender IDs at the same time. Select the Sender IDs from their respective tabs before proceeding to payment.

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

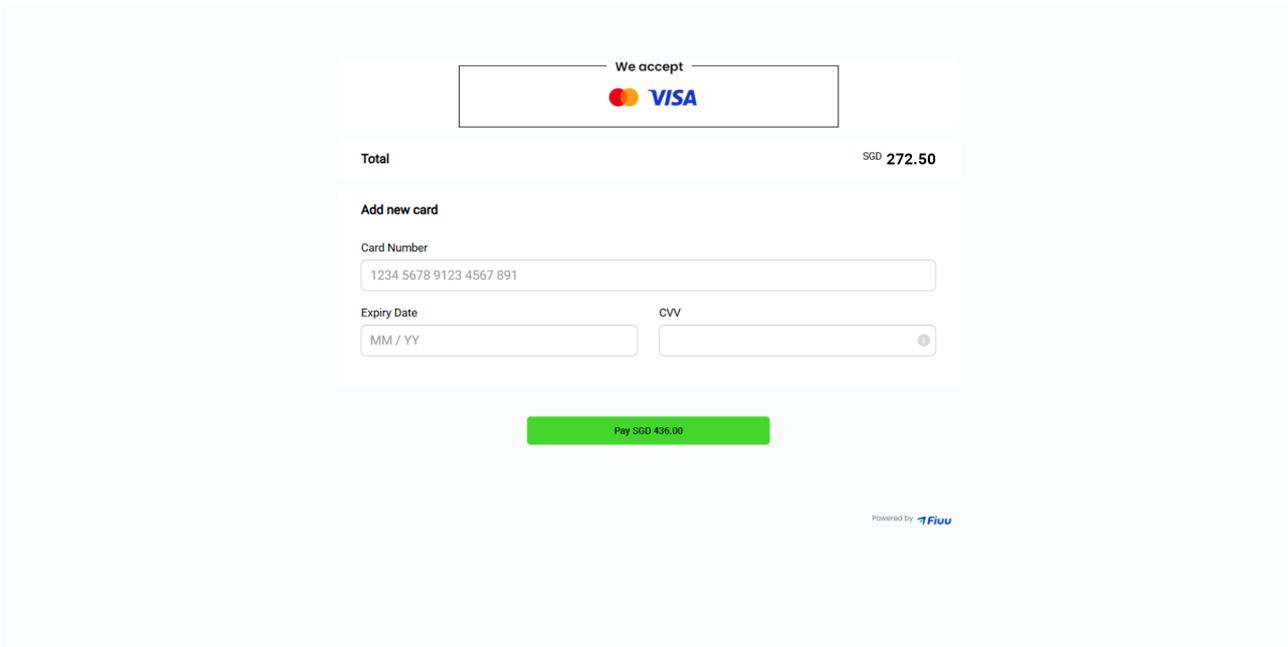
1 To update invoice details (Billing Address or Purchase Order Number), click **Edit** to make changes. When you confirmed the information is correct, click **Make Payment** to proceed. Please note that no changes to the invoice details (billing information) can be made after payment is completed.

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

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



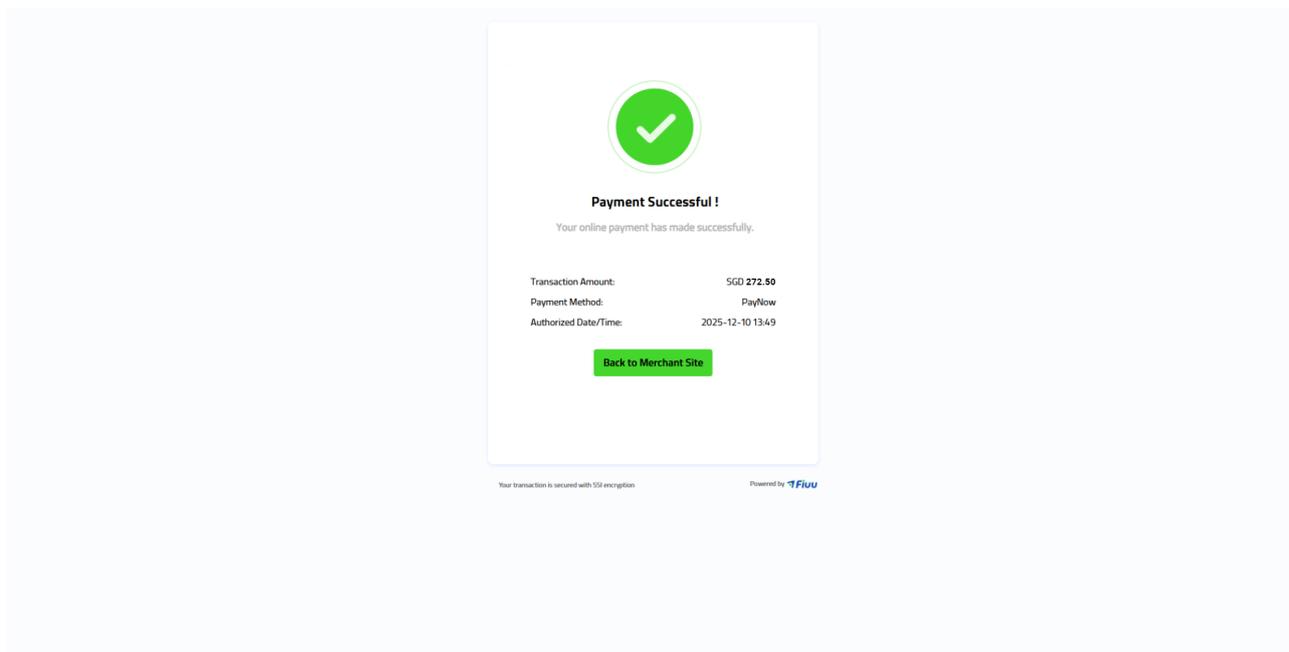
Once you click on **Make Payment**, you will be directed to Payment Gateway page. Select the payment method you prefer, either **Card** or **PayNow (QR and e-Wallet)**.



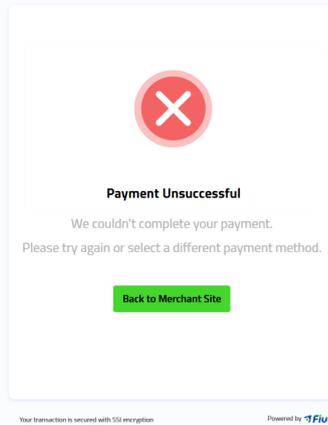
For **Card** as your payment choice: enter your card information and click on the green button to proceed.



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



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



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

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

Transaction history

Dashboard / Payment / Transaction History

Payment

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

Successful Transaction

Search invoice

RECORD ID	INVOICE NO.	PAID ON	PAYMENT MADE BY	SUB TOTAL	AMOUNT (INCL GST)
145772	C250770000024	02 Nov 2025	Dinu szedinu+102@gmail.com	\$450.00	\$490.50
145771	C250770000023	02 Nov 2025	Dinu szedinu+102@gmail.com	\$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 szedinu+102@gmail.com	\$800.00	\$872.00

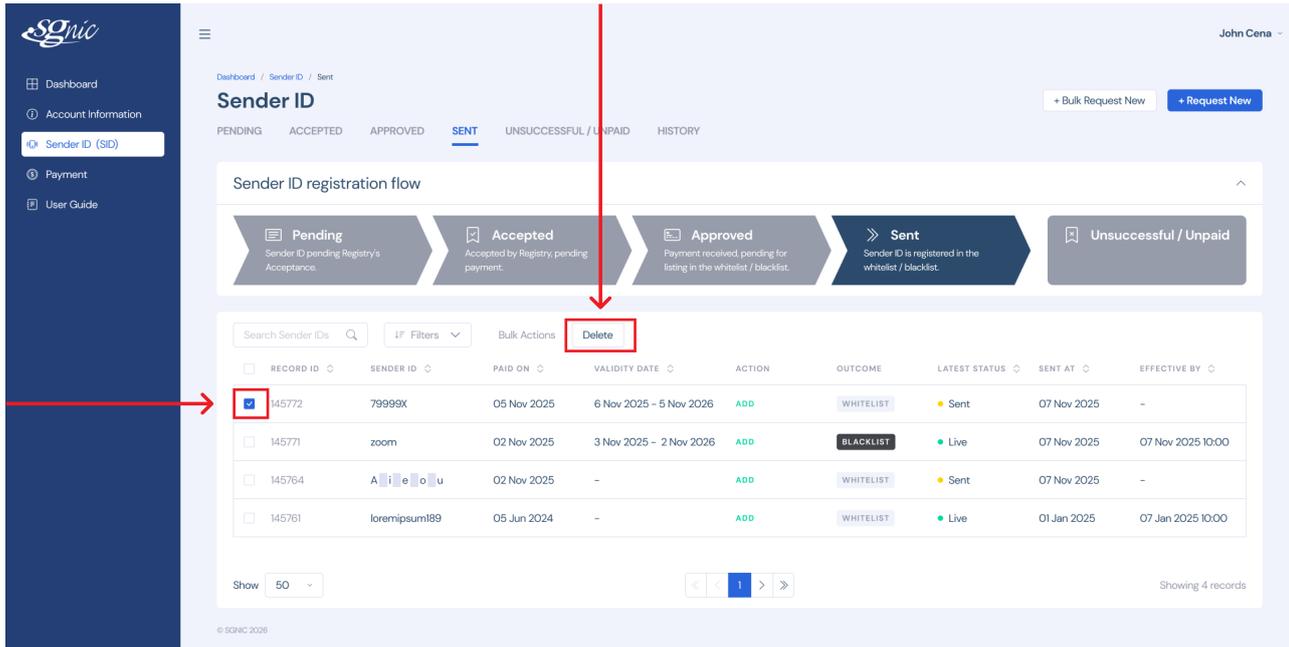
Show 50 Showing 1 record

View Details

© 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.

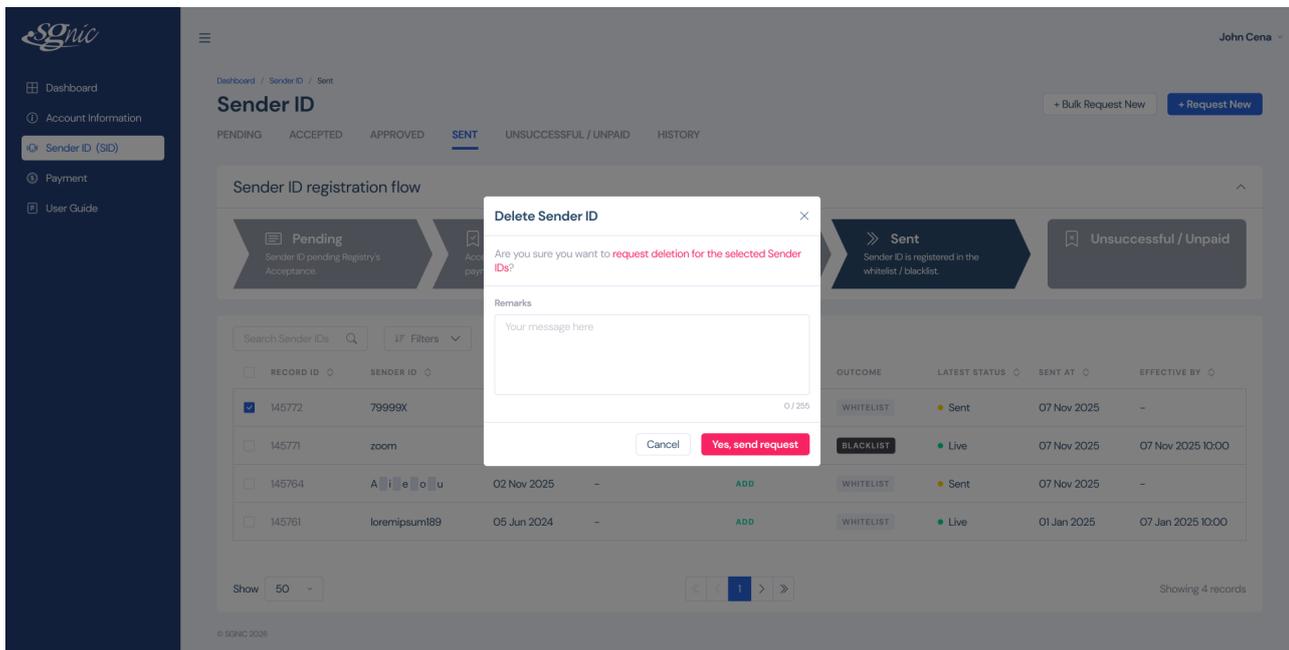
Deletion of existing Sender ID



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 of the first Sender ID (145772) in the table.

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

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



The screenshot shows the 'Sender ID' management interface with a 'Delete Sender ID' dialog box open. The dialog box contains the 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

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