

Innovation & Capability Voucher Scheme (ICV)

Frequently Asked Questions

Refinements of ICV

- 1. I submitted my application before 22nd July and the status of my application in the ICV online system is “submitted”/ “pending”. Will my application be affected by the refinements?**

If your application was submitted before 22nd July, it will not be affected by the refinements. Evaluation of your application will still be governed by the supportable cost categories prior to the refinements.

- 2. What are the refinements to ICV?**

With effect from 22nd July 2014, the scope of support for “Technical Solutions” and “Professional Services” will be combined into “Technical Solutions & Training”. The supportable cost categories will be (i) Equipment & Hardware, (ii) Technical Solutions & Training and (iii) Design & Renovation.

The list of non-supportable areas has also been updated and SMEs are encouraged to take up Integrated Solutions, which are easy-to-adopt packaged solutions that combine hardware and equipment, software and/or training components.

- 3. What is the rationale behind the refinements?**

The refinements will encourage SMEs to adopt more holistic solutions that will bring out significant productivity improvements for their businesses.

- 4. What are some examples of non-supportable items?**

Please refer to the updated list of non-supportable items* under each of the categories below:

Equipment & Hardware

Standalone electrical & electronic appliances, such as the following, will not be supported under ICV:

Personal Computers
Desktop Computers
Tablets
Hand-phones/Telephones
Cameras
Radios
Television sets
CCTVs
Lightings
Refrigerators
Air-conditioners
Printers/Copiers/Fax machines
Computer or photography peripherals such as monitor, mouse, charger, modem,

router etc.

Technical Solutions & Training

The following advertising-related costs will not be supported under ICV:

Purchase of advertising space
Development of collaterals
SEO service

Design & Renovation

The following standalone design & renovation items will not be supported under ICV:

Lighting
Wiring
Plumbing
Flooring
Air-conditioning
Painting

Operating Costs

The following operating costs will not be supported under ICV:

Rental
Salary
Utilities cost
Raw materials cost
Government licensing and permit cost
Accounting/audit/legal fees
Set-up costs for new businesses e.g. Renovation for new outlets/purchase of operating items and etc
Replacement cost due to damages, wear and tear and etc

*The items in the lists above are non-exhaustive.

5. Why have the supportable cost categories of “Technical Solutions” and “Professional Services” been combined?

The supportable cost categories of “Technical Solutions” and “Professional Services” have been combined to form “Technical Solutions & Training” to help SMEs achieve more significant productivity improvements. It has been observed that greater productivity improvements may be achieved when training for the technical solutions applied is included.

6. What are the supportable types of training under “Technical Solutions & Training”?

Only training arising from a previous consultancy project or training for the technical solutions applied through ICV will be supported. Training for software or any types of technical solutions that were not purchased or implemented through the use of ICV voucher will not be supported.

7. Can my company apply for technical solution(s) without any training component?

Yes. Your company may apply for technical solution(s) without any training component. However, please take note that standalone training that is not related to any technical solution will not be supported.

8. Can I apply for the same item(s)/service(s) as my first ICV productivity solutions voucher in my second voucher?

No. The item(s)/service(s) applied in your second voucher must be different from your first approved voucher.

9. What are integrated solutions (IS)?

Integrated solutions (IS) are easy-to-adopt packages that combine hardware and equipment, software and/or training items that aim to bring out significant productivity improvement for your business.

10. Which are the available integrated solutions (IS) that I can apply for?

There are currently 3 integrated solutions (IS) available, as follows:

Integrated Solutions	Description
Point-of-Sales (POS) System	Automates processes in tracking of inventory and sales transactions, thereby providing insights on its customers and the store's best selling products
Product Display & Storage Layout (PDSL)	Comprises a series of shelving and display solutions to optimise the overall layout of the entire shop space
RAS 5S Implementation	Structured programme on housekeeping practices to systematically achieve organizational cleanliness, standardisation in the workplace and improve productivity among F&B service micro-enterprises

11. Will SPRING be rolling out more integrated solutions (IS) in the future?

Yes, SPRING will continue to work with partners and the industry to introduce relevant Integrated Solutions in the near future. Information on the new integrated solutions will be updated on the SPRING ICV website when available.

General

1. What are the available areas that I could use in Innovation & Capability Voucher (ICV) to improve my business?

SMEs can use the voucher to upgrade and strengthen their core business operations through consultancy projects in the areas of innovation, productivity, human resources and financial management.

Apart from consultancy projects, ICV also supports SMEs in the adoption and implementation of simple solutions to improve business efficiency and productivity. SMEs can use the ICV to implement productivity solutions under the supportable cost categories of (i) equipment & hardware, (ii) technical solutions & training and (iii) design & renovation.

2. Must my company utilise the voucher within a certain time frame?

Yes, the duration for each project should not exceed 6 months.

3. Are non-profit organisations, volunteer welfare organisations, charities or communities eligible to apply for Innovation & Capability Voucher (ICV)?

Non-profit organisations, volunteer welfare organisations, charities or communities are not eligible to apply for ICV.

4. If I am a hawker opening a food stall or an individual running an art gallery, can I still tap on Innovation & Capability Voucher (ICV) for my project?

As long as your company is a registered business entity in ACRA and fulfils the local SME criteria, your company will qualify for ICV.

5. What are the differences between the Innovation & Capability Voucher (ICV) and the Capability Development Grant (CDG) from SPRING Singapore?

The \$5,000 ICV voucher encourages SMEs to take the first step in upgrading their capabilities in these 4 areas: Innovation, Productivity, Human Resources and Financial Management. Apart from consultancy projects, ICV also supports SMEs in the adoption and implementation of simple solutions to improve business efficiency and productivity. SMEs can use the ICV to implement productivity solutions under the supportable cost categories of (i) equipment & hardware, (ii) technical solutions & training and (iii) design & renovation.

SMEs who wish to further upgrade their capabilities in any of the areas or do a bigger scale project may then tap on the Capability Development Grant (CDG) for support.

6. My company UEN was rejected when I tried to apply for ICV online, what should I do?

Please email a copy of your company's ACRA business profile to the ICV team at enterpriseone@spring.gov.sg and the ICV team will verify your company's UEN. You will receive an email notification from us once the verification process is complete.

7. Is there a restriction on the number of Innovation & Capability Voucher (ICV) vouchers that I can apply for?

Each SME is entitled to a maximum of eight ICV vouchers.

For consultancy projects, each SME can only apply for a maximum of two vouchers per capability area. There are four capability areas in total – Innovation, Productivity, Human Resources and Financial Management.

For productivity solutions, each SME can apply up to a maximum of two vouchers under the supportable cost categories.

8. Can I utilise more than one voucher at any given time?

Each ICV voucher must be utilised and completed before a new application will be considered.

9. How long does it take to process the Innovation & Capability Voucher (ICV) application?

Applications will be processed within 3 weeks upon submission of all required documentations.

10. Who can apply?

Companies which fulfil the SME criteria below are welcome to apply:

- Physically present and registered in Singapore
- At least 30% local shareholding
- Group annual sales of not more than S\$100 million, or group employment size of not more than 200 employees

11. How can I become one of the participating service providers for Innovation & Capability Voucher (ICV) scheme?

The 2014 Call-for-Collaboration (CFC) for service providers for consultancy projects has already closed. Please visit the ICV website for more details on the next CFC for service providers. Details on this will be made available soon.

12. Is the Innovation & Capability Voucher (ICV) taxable?

Yes, it is taxable.

For Productivity Solutions

1. What are the types of productivity solutions that the SME can implement under the enhanced ICV and how does it work?

SMEs can apply up to \$5,000 (excluding GST) for the implementation of productivity solutions in any of the three supportable cost categories: (i) Equipment & Hardware, (ii) Technical Solutions & Training and (iii) Design & Renovation.

It can be used for the implementation of recommendations obtained from previous consultancy projects and as well as simple productivity solutions that are able to help your company achieve any of the following: (i) increase in sales through innovation and (ii) improvement of productivity.

2. Must my company's application under the Productivity Solutions voucher be tagged to a certain expected outcome for my company?

Yes, for each application, SMEs will be required to describe how the solutions or items to be purchased will be able to help achieve at least one of the following outcomes:

- Increase in sales through innovation
- Improvement of productivity

3. Can I use the Productivity Solutions voucher to fund my company's operational cost?

No, operating costs such as salary, rental, utilities cost, raw materials costs, mandatory government licensing and permit cost and accounting/audit/ legal fees are not supportable.

4. Must my company utilise the Productivity Solutions voucher within a certain time frame?

Yes. The duration for each project should not exceed 6 months, strictly no extension.

5. Is there a restriction on the number of vouchers under Productivity Solutions that I can apply for?

Each SME can apply up to a maximum of two vouchers to implement productivity solutions out of the available eight vouchers for each SME.

6. Can my company utilise more than one voucher at any given time?

Each ICV voucher must be utilised and completed before a new application will be considered.

7. Can I use the voucher under Productivity Solutions to pay for GST, other taxes and other costs such as delivery, handling and insurance costs?

No. GST, other taxes and other costs such as delivery, handling and insurance costs are not supported.

8. Can my company combine different cost categories (e.g. Equipment and software) under a single voucher? Must all the items be under the same solutions provider/ vendor?

Yes, your company may combine different cost categories under a single voucher. For example, your company may combine an equipment worth S\$4,000 and a manpower scheduling system worth S\$1,000 under a single S\$5,000 voucher. The solutions and items may be purchased from different solutions providers/ vendors.

9. What are the required information/ documentation for my company's application?

The following information/ documentation for the respective supportable cost categories are required during application:

Supportable Cost Categories	Required Information/ Documentation during Application
Equipment & Hardware	a. Item/Service for purchase b. Quantity of each item/service c. Total cost
Technical Solutions & Training	d. Name of service provider e. Training information – training scope, schedule, participants f. Expected outcome(s)
Design & Renovation	a. Item/Service for purchase b. Quantity of each item/service c. Total cost d. Name of service provider e. Expected outcome(s) f. Picture(s) of pre-renovated area(s)

10. What are the required information/ documentation when my company is submitting claims for the purchased items/ solutions?

The following information/ documentation for the respective supportable cost categories are required during submission:

Supportable Cost Categories	Required Information/ Documentation during Claims Submission
Equipment & Hardware	a. Item/Service for purchase b. Quantity of each item/service c. Total cost
Technical Solutions & Training	d. Name of service provider e. Scanned copy of receipt with date & receipt number f. Product ID (if applicable)

	<ul style="list-style-type: none"> g. Expected outcome(s) h. Any changes to earlier information submitted during application
Design & Renovation	<ul style="list-style-type: none"> a. Item/Service for purchase b. Quantity of each item/service c. Total cost d. Name of service provider e. Scanned copy of receipt with date & receipt number f. Product ID (if applicable) g. Expected outcome(s) h. Picture(s) of renovated area(s) – before and after i. Any changes to earlier information submitted during application

11. How long does it take to process the Innovation & Capability Voucher (ICV) application?

Applications will be processed within 3 weeks upon submission of all required documentations.

12. How long does it take to process the claims and disbursements?

Claims and disbursements will be processed within 4 weeks upon submission of all required documentations, including a valid GIRO form.

13. Can I pay a deposit to the vendor for the productivity solutions that I have applied, even though they have not yet been approved?

No. Applicants should not make any payment or deposit prior to the approval of the productivity solutions application.

14. Can I submit my claims even though I have only made partial payments to the vendor on the approved productivity solutions?

No. Applicants should make full payment to the vendor on the approved productivity solutions before the claims are submitted.

15. I have forgotten my Innovation & Capability Voucher (ICV) login password. How do I reset my password?

To reset your password, please click the “Forgot Password?” on the ICV login page (<https://apps2.spring.gov.sg/ICV/login.aspx>), enter your application ID or User Name, and a new password will be sent to your email that was registered with us.

16. I have already clicked on “Forgot Password” in Innovation & Capability Voucher (ICV) portal, but I did not receive any email. What should I do?

The new password will be sent to the email of the primary contact person that is registered in the submitted application. Please also check the junk/ spam folder of

your email mailbox as the password notification email could have been routed there by your email server. If you are still unable to retrieve the email, please contact EnterpriseOne at (65) 68981800 or email to enterpriseone@spring.gov.sg for further assistance.

17. I am unable to change my password as the Innovation & Capability Voucher (ICV) portal indicated that my Application ID and password do not match. What should I do?

Please contact EnterpriseOne at (65) 6898 1800 or email to enterpriseone@spring.gov.sg for further assistance.

18. Can I use the voucher to claim for Solutions that I have already purchased?

No. SMEs should not purchase solution(s)/ item(s) prior to approval. Submission of claims should only contain solution(s)/ item(s) that have been approved.

19. How is the payment made to my company after the claims are submitted?

The funds will be reimbursed to your company via GIRO to your designated corporate bank account.

20. My company currently does not have a bank account. Can a cheque be issued instead?

No. Reimbursement to SME is strictly by GIRO only.

21. Can I use my personal bank account for claims purposes?

No. The SME is required to provide details on the corporate bank account in the GIRO form during claims submission. Reimbursement will only be made to the SME's corporate bank account.

22. There is a change of company bank account details. What should I do?

Please submit a new GIRO form with the updated company bank account details, duly signed by the authorised personnel from the SME and endorsed by the bank. Please mail the original hardcopy of the GIRO form to the address below:

**SPRING Singapore, Financing & Incentive Schemes Mailbox, Level 14,
1 Fusionopolis Walk, South Tower, Solaris, Singapore 138628
Attn: Registry – ICV Claims Giro Form <[ICV Application ID](#)>**

23. Must my company hold the claimed equipment/ hardware for a certain period of time?

The SME is required to hold the claimed equipment/hardware for its intended use for a period of at least 1 year.

24. Which exchange rates should I use for foreign purchases?

If the company has paid via credit card, they should attach the credit card bill with the receipt and we will disburse the credit card amount.

If the company paid overseas (e.g. in cash), they should use the converter to convert the amount to SGD and enter into the claims form in ICV Online Portal in SGD. The conversion date used should be the purchase (date on receipt). SMEs should use the currency converter from the following website:
<http://www.oanda.com/currency/converter/>

25. Are SMEs eligible to claim for PIC when they use enhanced ICV for productivity solutions?

Similar to other grants, SME can only claim the amount net of grant under PIC. For instance, if an SME spent \$6000 on equipment under enhanced ICV, \$5000 will be reimbursed to the SME whereas, the remaining \$1000 could be claimed under PIC if it meets the criteria.

For Consultancy Projects

Project Proposal and Application

1. Is the Innovation & Capability Voucher (ICV) project proposal submitted by my company or by the appointed service provider?

The ICV project proposal should be prepared by the appointed service provider and submitted by your company during application.

2. Is the submission of my company's ACRA business profile required for Innovation & Capability Voucher (ICV) application?

The submission of your company's ACRA business profile is optional unless requested by SPRING.

3. Is the submission of the Innovation & Capability Voucher (ICV) project proposal required?

Yes, you are required to attach the ICV project proposal during application. Please ensure that the attached project proposal is signed by both the sole-proprietor/ partner/ company director of the applicant company and the lead consultant from the appointed service provider.

4. Should my company sign off the Innovation & Capability Voucher (ICV) project proposal?

Yes, it is required that the sole-proprietor/ partner/ company director from your company as well as the lead consultant from your appointed service provider sign on the ICV project proposal. Please indicate the full names of both parties as well as the respective designations as reflected in the company's ACRA business profile.

Thereafter, please scan the signed ICV project proposal and attach it in the online application.

- 5. I am unable to submit a new application because the Innovation & Capability Voucher (ICV) system indicated that my previous application has lapsed. What should I do?**

Please email to enterpriseone@spring.gov.sg stating the reason(s) for the lapse of ICV application and we will respond to you shortly.

- 6. Why is my Innovation & Capability Voucher (ICV) application rejected?**

The ICV application could be rejected due to a lack of submission of required documentation within the stipulated period or submission of documents with incomplete information or the company may not have met the [eligibility criteria](#).

- 7. Can I change the appointed service provider for my Innovation & Capability Voucher (ICV) application?**

Yes, all SME applicants are eligible for a one-time change in project details/ appointed service provider for their ICV application.

- 8. How do I change the appointed service provider for my ICV application?**

You can change the appointed service provider for your ICV application by following the steps below:

- 1) Go to [ICV Portal](#)
- 2) Click on 'Login'.
- 3) Click on 'Make Amendments'
- 4) Click on 'Change of Project Details'
- 5) Click on the box and select the updated appointed service provider
- 6) Enter the reasons for the change in the textbox provided

Consultancy – ICV Portal

- 1. How do I find out on the status of my Innovation & Capability Voucher (ICV) application?**

You can find out about the status of your ICV application by following the steps below:

- 1) Go to [ICV Portal](#)
- 2) Click on 'Login'
- 3) Log on with your Application ID and Password
- 4) Click on Application/Claim Status

- 2. I have forgotten my Innovation & Capability Voucher (ICV) login password. How do I reset my password?**

To reset your password, please click the "Forgot Password?" on the ICV login page (<https://apps2.spring.gov.sg/ICV/login.aspx>), enter your application ID or User Name, and a new password will be sent to your email that was registered with us.

3. I have already clicked on “Forgot Password” in Innovation & Capability Voucher (ICV) portal, but I did not receive any email. What should I do?

The new password will be sent to the email of the primary contact person that is registered in the submitted application. Please also check the junk/ spam folder of your email mailbox as the password notification email could have been routed there by your email server. If you are still unable to retrieve the email, please contact EnterpriseOne at (65) 68981800 or email to enterpriseone@spring.gov.sg for further assistance.

4. I am unable to change my password as the Innovation & Capability Voucher (ICV) portal indicated that my Application ID and password do not match. What should I do?

Please contact EnterpriseOne at (65) 6898 1800 or email to enterpriseone@spring.gov.sg for further assistance.

5. How do I find out what is my Innovation & Capability Voucher (ICV) Application ID?

Once your ICV application has been approved, you should receive an auto-generated notification which contains the ICV Application ID and this will be sent to the email of the primary contact person that is registered in the submitted application. Please contact EnterpriseOne at (65) 6898 1800 or email to enterpriseone@spring.gov.sg for further assistance.

6. I need to change the contact information of my company’s primary contact person for Innovation & Capability Voucher (ICV). How do I update the contact details?

Please email to enterpriseone@spring.gov.sg stating the new contact information and reason(s) for changing the contact information. We will proceed to update the contact information and respond to you with an email.

7. My Innovation & Capability Voucher (ICV) account is locked. What can I do to gain access to my account?

Please contact EnterpriseOne at (65) 6898 1800 or email to enterpriseone@spring.gov.sg for assistance.

8. I have entered my company’s office address incorrectly in my Innovation & Capability Voucher (ICV) application. What should I do?

Please email the correct office address to enterpriseone@spring.gov.sg. We will proceed to update the changes and respond to you with an email.

9. How can I withdraw/terminate my Innovation & Capability Voucher (ICV) application?

Please email to enterpriseone@spring.gov.sg to request for withdrawal of your application and stating the reason(s) for the request. Your request will be processed within 5 working days. An email notification will be sent to the primary contact person once your request has been processed.

Consultancy - Project Endorsement

1. How can I endorse my company's Innovation & Capability Voucher (ICV) project report in the Innovation & Capability Voucher (ICV) system?

You can endorse your company's ICV project report in the ICV system by following the steps below:

- 1) Go to [ICV Portal](#)
- 2) Click on 'Login'
- 3) Log on with your Application ID and Password
- 4) Click on 'Endorse Report'
- 5) Click on View icon
- 6) Scroll down the final report (redemption form) submitted by your appointed service provider
- 7) Fill up the feedback and declaration portion accordingly, under Section C 'ICV RECIPIENT'S FEEDBACK & DECLARATION'
- 8) Click on the 'Endorsed' button
- 9) Click on the 'Ok' button to confirm the endorsement

2. How can I check the endorsement status of my Innovation & Capability Voucher (ICV) project?

You can check the endorsement status of your ICV project by following the steps below:

- 1) Go to [ICV Portal](#)
- 2) Click on 'Login'
- 3) Log on with your Application ID and Password
- 4) Click on the link to view the endorsement status

Consultancy - Project Extension

1. The 6 months validity of my Innovation & Capability Voucher (ICV) application is expiring soon. How do I go about extending the project?

You can extend your ICV project by following the steps below:

- 1) Go to [ICV portal](#)
- 2) Click on 'Login'.
- 3) Click on 'Make Amendments'
- 4) Click on 'Project Extension of Validity'. Please note that this will be a one-time extension of 6 months.
- 5) Click on 'Change project details'. Please note that this will be a one-time amendment.