## FAQ ON GREEN MARK ONLINE

<table>
<thead>
<tr>
<th>Q1: What is CorpPass?</th>
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<td>Singapore Corporate Access (or <strong>CorpPass</strong>) is a corporate digital identity for businesses and other entities (such as non-profit organisations and associations) to transact with Government agencies online. For more information on <strong>CorpPass</strong>, please visit <a href="http://www.CorpPass.gov.sg">www.CorpPass.gov.sg</a>.</td>
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<th>Q2: How do we get CorpPass account to access GM Online?</th>
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<td>Please read the user guides available in <a href="http://www.CorpPass.gov.sg">www.CorpPass.gov.sg</a> to register as a CorpPass user. Your organisation CorpPass Admin will need to assign the user as “MyBCA user” to access all BCA e-services. Specially, it will be “BCA E-Services-User (CP_BCA_MyBCA_User)”. There is no limit to the number of CorpPass users under a company as long as there is unique NRIC/FIN.</td>
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<th>Q3: Why is CorpPass required for GM online?</th>
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<td>CorpPass is required for all entities to transact with the government, including GM Online. <strong>CorpPass</strong> will be the single login method for GM Online projects and its application from 1 Mar 2019.</td>
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<th>Q4: What is UEN number?</th>
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<td>UEN stands for Unique Entity Number (UEN). It is a standard identification number for entities to interact with government agencies.</td>
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<th>Q5: Can SingPass be used instead of CorpPass?</th>
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<td>No, CorpPass will be required to make Green Mark application and for uploading documentary evidence for the Green Mark certification of all building types. SingPass will be used for landed houses application endorsement.</td>
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<th>Q6: Can GM ID be still used for old projects?</th>
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<td>During the transition period, SingPass, GM ID and Corp Pass could be used. In future, all projects application and submission would have to use CorpPass only. GM ID has been removed as of Jun 2020.</td>
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<th>Q7: How does project make payment for Green Mark project?</th>
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<td>There are currently 3 mode of e-payments – Paynow, Bank Transfer and Credit Card. Credit Card payment is only for payment less than S$5,000. Details of the payment procedure will be given in attached invoice after application is accepted. All payments to BCA should be made through online electronic payment options only with effect from 7 Apr 2020 (please refer to <a href="http://www.BCACircular">BCA Circular</a>).</td>
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<th>Q7: Can consultant apply Green Mark application on behalf of the owner?</th>
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<td>Yes. The system is designed for consultant to apply Green Mark application on behalf of the owner (applicant). However, the consultant cannot submit the application as the owner (applicant) and will need to send to the owner (applicant) for endorsement via CorpPass. Hence, consultant has to make sure that owner (applicant) has CorpPass account to do the endorsement.</td>
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Q8: Can owner submit Green Mark application on their own?

Yes. Owner (applicant) can submit the GM application in Green Mark Online via CorpPass.

Q9: The owner lost the passcode. What can be be done?

The person who creates the application can log into Green Mark Online via CorpPass, go to “GM Application Status” and trigger “Resend Passcode” under “Status”. The passcode is only sent to the owner.

When the email on the passcode is generated, another email will be sent to the person who creates the application to inform that the passcode email is sent to the owner. Emails will be auto-generated by bca_greenmark@ca.gov.sg. Please make sure that it is not considered as spam by the email system used.

Q10: What is captured on endorsed application form?

The person who click “submit” application will have his/her NRIC and company’s UEN captured on the endorsed application form. The NRIC and company’s UEN is tied to the CorpPass account used.

Q11: Does the consultant need to send the application for owner’s endorsement after application is returned for amendments?

Yes. All amendments have to be endorsed by the owner (applicant) as the application is made on behalf of the owner (applicant) and the owner (applicant) will need to comply the terms and conditions under the Green Mark application.

Please refer to attached Annexes for more information.
Annex A: The First Contact’s experience (the person that creates the application)
Annex B: The Owner (applicant)’s experience
Annex C: Payment experience
Annex D: The coordinator’s experience

For more info/clarification, please email to bca_greenmark@ca.gov.sg.
Annex A: The First Contact’s experience

CorpPass Login

Includes:
Consultant who acts on behalf of owner to make application. Owner who makes Green Mark application for their own project.
1) Log in to GMonline https://www.bca.gov.sg/GreenMarkOnline/ with your CorpPass to create the application.

Click this and key in your CorpPass log in and password
2) If it is your first login, you will be asked to create account. If you are existing user, but if it is your first login via CorpPass, you will be asked to confirm details. Else, you will be able to skip this step.
3) You will see the page as follows once you log in with corp pass.

4) Please proceed to make application. For project coordinator, you may include project reference to login.
5) Choose the application that you want to make
6) Pls make sure that the details of the project’s owner is filled in correctly as the password for endorsement will be sent to this email (red box). Your details are captured as the person who creates the application.
7) After you complete the application, you can “Preview & Submit” directly if you are the owner of the project. Use “Preview & Send for Endorsement” if you need the owner to endorse.

Pls make sure the owner, who you are sending for endorsement, has CorpPass account. An email consisting of the password will be sent to owner only.

As consultant, if you attempt to submit as owner, your NRIC will be captured.
8) You will be asked to confirm when you want to send for endorsement. Press ok to proceed and you will receive a confirmation that the email has been sent.
9) You will also receive the following email once it is sent out.

To
Applicant’s email

Cc
Consultant’s email

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Thu 21/5/2020 2:42 PM
bca_greenmark@bca.gov.sg
Green Mark Application Endorsement for project XXX

Dear XXXX

We have sent the application to Applicant at Applicant’s email for endorsement as requested.

Application made by:
Type of Building: Residential
New / Existing: New
Building Name: Project’s Name

Thank you.

Best Regards
Green Mark Department
Building and Construction Authority
10) The applicant may return the application for your amendments. If so, you will receive the following email. Please repeat from step 1 again.

Thu 21/5/2020 3:04 PM

bcagreenmark@bcagov.sg

Green Mark Application - XXXX has been returned for amendments

To: Applicant’s email
Cc: Consultant’s email

Dear XXXX,

The above-mentioned application has been returned for changes.

Please go to “Green Mark Application Portal” and click hyperlink under “Application Status” to make the amendments.

Please contact the applicant for the details of the changes.

Thank you.

Best Regards
Green Mark Department
Building and Construction Authority
Annex B: The Owner (applicant)’s experience

CorpPass E-endorsement

Building owners to login using corpass to e-endorse the application.
1) As the owner of a project, you will receive an email as shown below when your consultant submits Green Mark application. **DO NOT FORWARD** this email to anyone else.

Dear XXX

We are pleased to inform you that a BCA Green Mark application for project XXX has been applied on your behalf as attached.

Application made by: XXX
Type of Building: Residential
New / Existing: New
Building Name: XXX

Please log in to [http://10.201.4.49/GMOonline/](http://10.201.4.49/GMOonline/) via your CorpPass. After successful login, please enter the following 15 digit unique number to e-endorse the application within 30 days:

XXXXX-XXXXX-XXXXX
(eg: 12345-67890-12345)

If you do not have account in CorpPass, please register for CORPPASS or request access from your company’s HR or IT. Alternatively, please discuss with your project team to get another owner representative who can endorse via CorpPass and email administrative officers below to return the application to consultant for amendments. You are not supposed to share this passcode with anyone. The details of person who endorse the application will be captured and is irreversible upon the acceptance of application.

Your company needs to be the owner of the project XXX for you to endorse the application. For details on the steps for endorsement, please refer Annex B in our FAQ. If you are not the authorised person to view this information, please email our administrative officers as follows:

Ms Eunice Sim at eunice_sim@bcagov.sg
Mr Charles at charles_ong@bcagov.sg.
2) Log in to GMonline [https://www.bca.gov.sg/GreenMarkOnline/](https://www.bca.gov.sg/GreenMarkOnline/) with your CorpPass to e-endorse the application.
3) If it is your first login, you will be asked to create account. If you are existing user, but if it is your first login via CorpPass, you will be asked to confirm details. Else, you will be able to skip this step.
4) You will see the page as follows once you log in with CorpPass.

5) Please key in the passcode in the email (refer to page 2)
6) After key in the passcode, it will land on the application form which submitted by consultant.

7) “EDIT” the info and click save if any changes

OR

Click “RETURN FOR AMMENDMENTS” to consultan to edit the info

8) Once no more changes, click “Preview and Submit” and a message will appear to remind you that you should only proceed if you are the owner.
9) Please read all the declaration and tick the checkbox and click “SUBMIT” to submit the application. Again, the system will prompt you the details that will be submitted as endorsement of the application form. Click “OK” to proceed.
10) Screen will show “submission successful” and you will receive an email as shown.
Annex C: Payment Experience

Includes:
1. PayNow (done outside the system)
2. Bank Transfer (done outside the system)
3. Credit Card Payment (by person who creates the application) via CorpPass Login
There are currently 3 modes of e-payments* in GM Online.

1) PayNow
2) Bank Transfer
3) Credit Card (only for payment less than $5000)

* Payment Type:
(All payments come with e-invoice)

PayNow ○ Bank Transfer ○ Credit Card
(< S$5K)

Please refer to BCA Circular that all payments to BCA should be made through online electronic payment options only with effect from 7 Apr 2020.

*Please refer to BCA Circular that all payments to BCA should be made through online electronic payment options only with effect from 7 Apr 2020.
If the payment company is a public agency, please fill up the details for the Department Code (DC) and Sub-Business Unit (SBU). You may check the correct list of DC and SBU [here](#).

For E-Invoice Info for bank transfer

* Company Name : 

* Payment Company :  ○ Private  ○ Public

* Department Code : [ ] (Example: BCA02)

* Sub-Business Unit : [ ] (Example: BCA02)

Note that there will be submission of einvoice to vendor@Gov

* Company Address :

Billing Address :

☐ Same as company address
Information will be stated in accompanying invoice to facilitate e-payment

PayNow

Please make payment through PayNow via BCA's Unique Entity Number (UEN) or simply scan the QR Code provided on the right. Indicate invoice number: under "UEN/Bill Reference No." when making PayNow payment.

Bank Transfer

Please perform an inter-bank transfer to BCA Bank Account. Details as follow:

Account Name: [Details to be given in actual invoice]
Account Type: [Details to be given in actual invoice]
Account Number: [Details to be given in actual invoice]
DBS Swift Code: [Details to be given in actual invoice]

Once payment is successfully remitted to BCA Bank Account, submit the payment details through BCA's Payment Notification via or QR Code provided on the right. Indicate invoice number: under reference number.
For credit card, the person who creates the application can login to make the credit card payment

1. Select "Proceed with Green Mark Application" and then "GM Application Status".
2. Select "Payment" under "Status" for Credit Card Payment.

The person who creates the application can login to **GMOnline** via CorpPass for payment.

1) Upon receiving the invoice via auto-generated email, log in to GMonline https://www.bca.gov.sg/GreenMarkOnline/ with your CorpPass to make payment using credit card.

Click this and key in your CorpPass log in and password
Proceed with Green Mark Application
3) Select “GM Application Status”
4) Search for the project and click “Payment” to make Credit Card Payment

5) Confirm details as stated on the invoice and press “Next” to proceed with payment.
Annex D: The Assessment Coordinator’s experience

CorpPass Login

Project documentary evidence and information template submission
1) Upon liaising with the lead assessor, the lead assessor will issue the assessment coordinator an account to submit the documentary evidence and accompanying information for the project’s assessment.

To <Coordinator's email>
Cc <Assessor(s)' email>

Dear Mr. XXX,

We refer to your project YYY, please informed that the project account has been assigned to you as GM project co-ordinator.

Please submit all the documents using the following account login via <GM Online Link>.

Please login via CorpPass to access your project with the following GM Reference Number.

GM Reference Number: GMXXXX/M/YYYY
(Available at the bottom of the login after successful login with CorpPass)

For more information about green mark document submission process, please go to <User Guide Link> to download the user guide.

For assessment related matters, please contact Mr. <Assessor> at <Email> (or email: <Email>)

Best Regards
Green Mark Department
Building and Construction Authority
2) Log in to GMonline [https://www.bca.gov.sg/GreenMarkOnline/] with your CorpPass to login to the project.

Click this and key in your CorpPass log in and password
3) Please proceed to enter the GM Ref given earlier.

Enter GM Reference number given in email
4) Submit documents required to assessor for review. Both “Documentary Evidence” and “Info Template” must have “Submitted” status for submission.