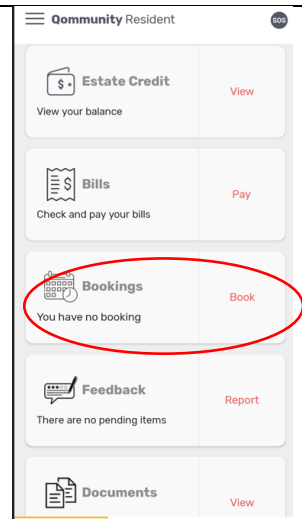
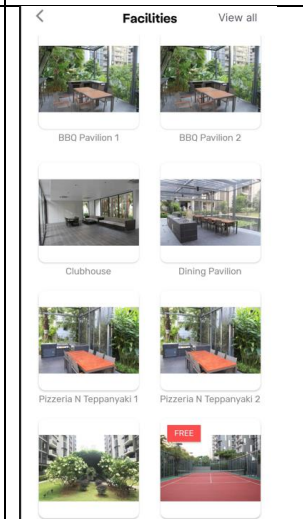
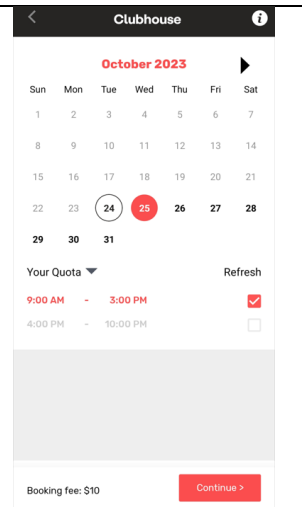
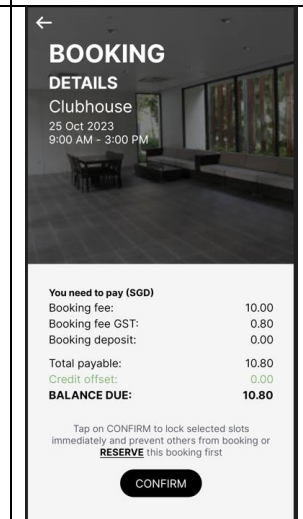
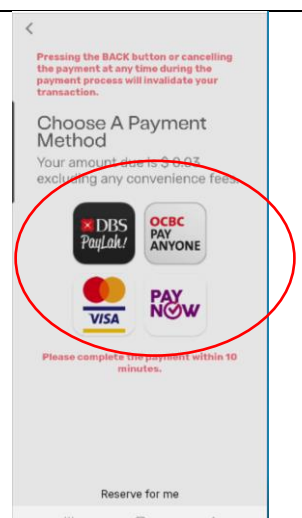




Annex A – FAQ on how to use QR App

1. How do resident make facilities booking via QR App?

Facilities booking will be streamlined where residents can make payment via the QR App upon confirmation of their booking.

Description																	
Step 1 Booking Selection	Step 2 Facility Selection	Step 3 Date Time Selection	Step 4 Confirmation														
			 <table border="1"> <thead> <tr> <th colspan="2">You need to pay (SGD)</th> </tr> </thead> <tbody> <tr> <td>Booking fee:</td> <td>10.00</td> </tr> <tr> <td>Booking fee GST:</td> <td>0.80</td> </tr> <tr> <td>Booking deposit:</td> <td>0.00</td> </tr> <tr> <td>Total payable:</td> <td>10.80</td> </tr> <tr> <td>Credit offset:</td> <td>0.00</td> </tr> <tr> <td>BALANCE DUE:</td> <td>10.80</td> </tr> </tbody> </table>	You need to pay (SGD)		Booking fee:	10.00	Booking fee GST:	0.80	Booking deposit:	0.00	Total payable:	10.80	Credit offset:	0.00	BALANCE DUE:	10.80
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Total payable:	10.80																
Credit offset:	0.00																
BALANCE DUE:	10.80																
<h3>Step 5</h3> <p>Resident make facilities booking and make payment via within the QR App.</p> <p>Note: Depend on user mobile device account setup on payment mode, different bank icon may appear, sample view for DBS PayLah or OCBC Pay Anyone App</p>																	
																	



Upon successful payment received by the QR App, your booking will be instantaneously confirmed and completed.

2. Why do I have to download this Qommunity Resident App?

The QR App is part of the digital transformation that Wisely 98 is adopting where residents can use the QR App at their own convenient time to Book Facilities, View & Pay Bills, Submit Feedback, Submit e-Forms, Post Community Classifieds, and many other functions at their fingertips.

3. Will I incur any charges for downloading the QR App?

No, there will not be charges incurred when you download the QR App. This QR App is free for residents to use. There is no additional charges from Wisely 98 on this new platform too.

4. Is there a transaction fee?

There is a transaction fee chargeable by the Service Provider of the QR App, Qornerstone. The transaction fee is charged when any resident make payment through the QuickPay feature via the QR App. The QuickPay transaction fee is per transaction and is borne by the MCST. The amount may vary subject to bank revision.

5. Can we still make payment without using the QR App?

Payments can still be made directly to MCST 4463 bank account via AXS, Internet banking (FAST or PayNow).

6. How will this QR App benefit residents?

Payment and facilities booking made through the QR App will be reflected as paid and booking automatically confirmed upon successful payment via the App. Upon refreshing the App, residents will be able to see the payment that had been recorded and no longer need to email the screenshot to Management Office to inform that payment has done.

7. When I scan the QR code, why is the payment to Qornerstone QuickPay instead of my MCST?

Payments made through Qornerstone QuickPay flow to a special bank account with DBS, which functions like an escrow account. Monies in this account are marked in electronic ledgers and transferred by automated server instructions into your MCST's bank account. There is no human intervention and funds are in-accessible by our creditors.

8. What happen to facilities bookings made before 1 December 2023?

Residents still can use the current booking system for facilities bookings, with consideration to the 30-day advanced bookings rule. Bookings from 1 December 2023 shall be accepted via the App only.

9. What happen to the Security Deposit currently with MCST?

Prior to the implementation of the QR App, Residents use the web-portal (myEstateHub) for facilities booking which will be phased out from **1 December 2023**. There are Security Deposit accounts which were collected and will continue to be used for facilities booking. To facilitate the new booking system process requirement, MCST 4463 has decided to keep this Security Deposit account.

10. What about for those units do not have Security Deposit currently with MCST?

In order to have automated booking process, those unit users whose account does not have any deposit will require to pay upfront the facility booking deposit amount in respect of owner or tenant accordingly before any facility booking can be booked.





11. As owner's occupier can view the quarterly maintenance bill for the QR app?

Each unit there will be only one master owner account, this user account will have user rights to create occupiers and tenants. Only the master owner account can view the Statement of Accounts (SOA) and past payment records.

12. Can the Family members use the QR activation code for more than one time?

The QR activation code provide can only be activated once. It will be invalidated once used.

13. Master owner already have a deposit, do the occupier/tenant require a separate deposit?

Yes, occupier/tenant require a separate deposit.

14. Can Deposit pay under the QR App Estate Credit?

We encourage residents to make deposit payments via AXS, Internet banking (FAST or PayNow), as well as cheque payment to the MCST bank account. The in-app top-up function is for facility booking fee purposes.

Please contact Management Office via email at lafiestamgt@gmail.com if you require further clarifications.

