

# Tripartite Alliance for Dispute Management

## File a claim for an Ordinary Branch member

### Online Help

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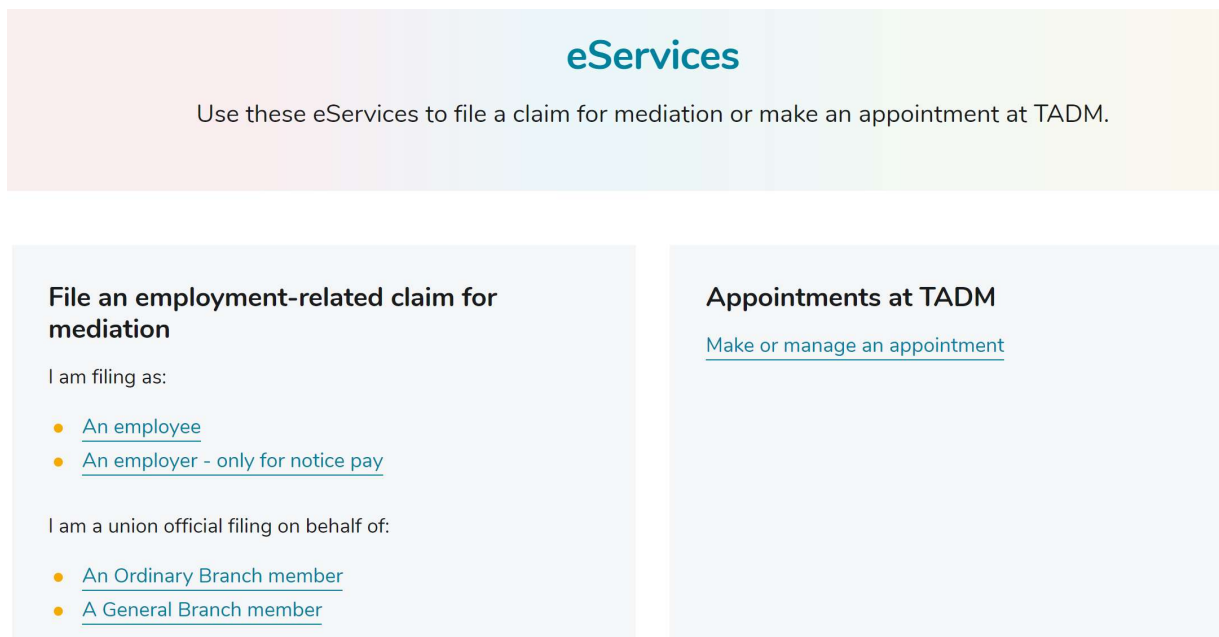
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## 1. Accessing ESOL - File a claim for an ordinary branch member

### **Steps:**

1. Accessing from TADM eService website.

<http://www.tadm.sg/eservices/>



**Figure 1**

2. Click on 'An Ordinary Branch member' will redirect to 'File a claim for an Ordinary Branch member' landing page.

## (For unions) File a claim for an Ordinary Branch member

For industrial unions to file a salary-related or wrongful dismissal claim on behalf of an Ordinary Branch member.

[File using CorpPass](#)

- This service is available 24 hours daily.
- Sign up for [CorpPass](#).

### Things to note

<b>Who can file</b>	Industrial unions, on behalf of a union member.
<b>Registration fees for mediation</b>	<ul style="list-style-type: none"><li>• \$10 if claiming \$10,000 or less</li><li>• \$20 if the claim exceeds \$10,000</li></ul> <p>Fees are not refundable and are based on the claim amount declared when you file.</p>
<b>Payment methods</b>	You can pay by: <ul style="list-style-type: none"><li>• Visa or MasterCard credit or debit cards.</li></ul>

*Figure 2*

3. Click on 'File using CorpPass' will redirect to Corp pass login page.

More digital services using CorpPass as a login mechanism!

Business users can use CorpPass to transact with over 70 digital services from agencies such as MOM, MSF, and MCCY. Click 'Find Out More' (below) for more details!

Note: CorpPass will be undergoing maintenance from 12am to 8am on 2 Apr 17 and will not be available at this time.

### Log in with CorpPass

UEN/ENTITY ID ⓘ

CORPPASS ID ⓘ

Password ⓘ

Remember Entity ID ⓘ

Forgot [Entity / CorpPass ID](#) or [Password](#)

*Figure 3 - Corp pass login*

- Enter both your UEN ID, CorpPass ID and CorpPass password and click the button 'Login', After successful CorpPass login, the purpose of claim selection will be displayed. (Refer to Figure 4).

## File a claim for an Ordinary Branch member

### Please select purpose of claim

- My member is wrongfully dismissed and wish to seek compensation/reinstatement
- My member is filing a salary-related claim for mediation

*Figure 3 - Purpose of Claim selection*

- After purpose of claim is selected, the page 'File a claim for an Ordinary Branch member' and 'Important Notes' page will be displayed. (Refer to Figure 5).

## File a claim for an Ordinary Branch member



\* Indicates a Required Field

### Important Notes

1. Only cases for which TADM has received payment will be processed. Payment to be made upon registration of case.
2. A mediation will be arranged to look into your case. Details of the case, time and venue will be sent to your email address.
3. **PAYMENTS MADE ARE STRICTLY NON-REFUNDABLE. TADM rejects all requests to refund the registration fees unequivocally.**
4. If you are requesting for a Fee Waiver, please download the "Fee Waiver Request Form" [here](#) and ensure that the completed Form and all supporting documents are ready to be uploaded at "Supporting Documents" page.
5. Incomplete Form or request without any supporting document uploaded will not be processed.
6. TADM will not be held liable for any loss or damages incurred arising from any delays in delivery of documents or summons sent to the wrong address or entities.
7. All information will be treated as confidential.
8. I consent to the collection and use of my personal data by Tripartite Alliance Limited (TAL) c/o TADM. I also consent to the disclosure, between the following parties – (a) TAL c/o TADM, (b) the State Courts, (c) the authorities (including the Ministry of Manpower) and (d) authorised parties (including the National Trade Unions Congress' U Care Centre and Migrant Workers' Centre), of any and all information that these parties may subsequently possess or collect in connection to my claim/dispute.

TAL c/o TADM collects, uses and discloses the data above for the purposes of -  
(i) providing advisory, mediation and other services for dispute management;  
(ii) facilitating access to financial/social assistance;  
(iii) providing assistance with the enforcement of court orders; and  
(iv) complying with laws, guidelines and directions.

By clicking "OK", I have read, understood and agree to the above paragraphs.

OK

[Reset](#)

**Figure 4 – Tick on "Terms and Conditions" and Click "OK" to proceed.**

(i) Employee Details

**TADM**  
Tripartite Alliance  
for Dispute Management

Services | View Transaction History | Welcome Kl | Logout

### File a claim for an Ordinary Branch member

1 Important Notes | **2 Employee Details** | 3 Case Details | 4 Company Details | 5 Supporting Documents | 6 Review & Submit | 7 Payment Review | 8 Make Payment | 9 Acknowledgement

\* Indicates a Required Field

#### Employee Details

Salutation  
\* Select one

\* Employee's Name as per NRIC/Fin

\* Employee's NRIC or FIN

\* Postal Code

\* Street Name

Building Name

\* Block/House #

Floor/Unit #

\* Date of Birth   
Nationality  
\* Select one

\* Gender  
 MALE  FEMALE

Marital Status  
\* Select one

Educational Qualification  
\* Select one

Employee's Spoken Language  
\* Select one

\* Handphone

Home tel

Office tel

\* Email address  
(This email will be used for correspondence on this case.)

I do not have a local address

Foreign Address Line 1

Foreign Address Line 2

Foreign Address Line 3

< Back

Figure 5 - Employee Details.

1. If the 'I do not have a local address' is checked, the Postal Code, Street Name and Block/House are non-mandatory. Only 'Foreign address' will be mandatory. The page content will be displayed as below.
2. Enter all mandatory fields and click the 'Continue' button. The following 'Case Details' tab will be displayed.

(ii) **Trade Union Representative Details**

Login 'Union Representative' information is auto populated by system.

### File a claim for an Ordinary Branch member

The screenshot shows a multi-step process flow for filing a claim. The steps are: 1. Important Notes (checked), 2. Employee Details (checked), 3. Case Details (active, highlighted in orange), 4. Company Details, 5. Supporting Documents, 6. Review & Submit, 7. Payment Review, 8. Make Payment, and 9. Acknowledgement. Below the flow, a red asterisk indicates that fields with a red asterisk are required. The 'Trade Union Representative Details' section is highlighted in orange and contains the following information:

- Union's Name: SINGAPORE TRANSPORT VESSEL WORKERS' ASSOCIATION
- Mr Test
- NRIC/FIN: + S9263217B
- Designation: + SS

**Figure 6 – Login Union Representative info**

(iii) Employment Period

## File a claim for an Ordinary Branch member



\* Indicates a Required Field

### ⊖ Employment Period

Still in employment.

\* From    
dd/mm/yyyy

\* Are you currently serving notice?  
 Yes  No

To    
dd/mm/yyyy

**Figure 7 – If ‘Still in Employment’ and ‘Currently serving notice’ is “No”, the Employment Period “To” date will reflect current date**

### ⊖ Employment Details

Employment Type  
\* Select one

\* Job Title

Category of Post  
\* Select one  

\* Basic Salary  Select one   
e.g. 55 2000 per month

**Figure 8 – Fill up the Employment Details**



1. For Employment Details part, the page content will vary depending on Employment Type.
  - If 'Employment Type' is 'TERM CONTRACT'

The screenshot shows a form titled "Employment Details" with a collapsed arrow icon on the left. The form contains the following fields:

- Employment Type: \* TERM CONTRACT (dropdown menu)
- Year(s): Select one (dropdown menu)
- \* Job Title (text input field)

**Figure 9**

- If 'Employment Type' is 'FULL-TIME', 'PART-TIME', 'TEMPS/CASUAL'

The screenshot shows a form titled "Employment Details" with a collapsed arrow icon on the left. The form contains the following fields:

- Employment Type: \* TEMPS/ CASUAL (dropdown menu)
- \* Job Title (text input field)

**Figure 10**

The screenshot shows a form titled "Termination Details" with a collapsed arrow icon on the left. The form contains the following fields:

- Is there an agreed required termination notice?  
\* Select one (dropdown menu)
- \* What is the actual notice given?
  - No Notice Given
  - From: [calendar icon] (text input field, placeholder: dd/mm/yyyy)
  - To: [calendar icon] (text input field, placeholder: dd/mm/yyyy)
  - Duration of notice given: 0 days
- Reason for Claim  
\* Select one (dropdown menu)
- Remarks (text input field, 500 Characters Left)

**Figure 11 – Fill up the Termination details**

**Steps:**

Under 'Termination Details' section, the page content will vary as such:-

i.e. If 'Is there an agreed required termination notice?' is 'Yes', it is mandatory to answer the following question 'What is the agreed required termination notice period'

Termination Details

Is there an agreed required termination notice?

\* YES - AS IN WRITTEN CONTRACT

What is the agreed required termination notice period?

\* 20 DAY(S)

\* What is the actual notice given?

No Notice Given

From 01/02/2018

To 28/02/2018

Duration of notice given: 1 month

**Figure 12 – There is an agreed required termination notice**

- If 'Is there an agreed required termination notice? Is 'NO - NO AGREEMENT'

Termination Details

Is there an agreed required termination notice?

\* NO - NO AGREEMENT

\* What is the actual notice given?

No Notice Given

From 01/02/2018

To 28/02/2018

Duration of notice given: 1 month

Reason for Claim

\* Select one

Remarks

500 Characters Left

**Figure 13– There is no agreed required termination notice**

- If 'What is the actual notice given?' is 'No Notice Given'

The screenshot shows a form titled "Termination Details" with a minus sign icon on the left. Below the title is the question "Is there an agreed required termination notice?". A dropdown menu is open, showing the selected option "\* NO - NO AGREEMENT". Below this is another question: "\* What is the actual notice given?". A checkbox labeled "No Notice Given" is checked. Below this is the "Reason for Claim" dropdown menu, which is open and shows the selected option "\* RESIGNED WITH FULL/ SOME NOTICE". At the bottom, there is a "Remarks" field with a character count of "500 Characters Left".

*Figure 14 – No Notice given*

- If 'Reason for Claim?' is 'OTHERS'

The screenshot shows a form titled "Termination Details" with a minus sign icon on the left. Below the title is the question "Is there an agreed required termination notice?". A dropdown menu is open, showing the selected option "\* NO - NO AGREEMENT". Below this is another question: "\* What is the actual notice given?". A checkbox labeled "No Notice Given" is checked. Below this is the "Reason for Claim" dropdown menu, which is open and shows the selected option "\* OTHERS". Below the dropdown is a text input field with the placeholder text "If others, please state". At the bottom, there is a "Remarks" field with a character count of "500 Characters Left".

*Figure 15 – Reason for Claims – Others*

2. If the 'Purpose of claim' selection (Refer to Figure 3 - Purpose of Claim selection) is "My member is filling a salary-related claim for mediation", the following case details panel will be displayed:

### Case Details

Case Details

Claim Type  
\* Select one

\* Period of Claim From

Period of Claim To

\* Duration  Duration Type: Select one

\* Amount

Remarks  
100 Characters Left

CLAIM TYPE	PERIOD OF CLAIM	DURATION	CLAIM AMOUNT	REMARKS
------------	-----------------	----------	--------------	---------

Total Claim Amount (\$)

**Figure 16– Case Details panel for salary claim**

**Tips to fill up the claim items:**

The Claim items list is searchable by typing key words and the claim items are categorized. Click “Add Claim items” button to add the claim items and Click “Cancel” button to clear the selection.

⊖ Case Details

Claim Type

\* salary

- SALARY IN LIEU OF NOTICE
- \* NON/SHORT PAYMENT OF SALARY
- NON/SHORT PAYMENT OF SALARY DUE TO SALARY DEDUCTION
- SALARY IN LIEU OF PAID MATERNITY NOT CONSUMED DURING THE PERIOD OF 4 WEEKS BEFORE CHILD DELIVERY
- NON/SHORT PAYMENT OF SALARY WHILE ON SICK LEAVE
- \* NON/SHORT PAYMENT OF SALARY WHILE ON ANNUAL LEAVE
- NON/SHORT PAYMENT OF SALARY WHILE ON PAID MATERNITY LEAVE

\* Amount

*Figure 17 – Select the Claim items and “Add Claim items”*

Add Claim Items Cancel

CLAIM TYPE	PERIOD OF CLAIM	DURATION	CLAIM AMOUNT	REMARKS	
NON/SHORT PAYMENT OF SALARY WHILE ON ANNUAL LEAVE	01/10/2017 - 01/10/2017	1 MONTH (S)	10000	test	Select action

Total Claim Amount (\$) 10000

< Back Continue Save As Draft Reset

*Figure 18– After Click “Add Claim items” the claim item is added to the claim item listing*

CLAIM TYPE	PERIOD OF CLAIM	DURATION	CLAIM AMOUNT	REMARKS
NON/SHORT PAYMENT OF SALARY	01/03/2019 - 02/03/2019	2 WEEK(S)	555	

Total Claim Amount (\$)  
555

Select action ▾  
Edit  
Remove

< Back Continue Save As Draft

Reset

**Figure 19- Claim items list**

**Tip:**

Click on the 'Edit' link to edit the claim items from the added claim item list.  
 Click on the "Remove" link to remove the claim item from the added claim item list.  
 Click on the 'Reset' link to clear the entered details on the current form.  
 Click on the 'Save As Draft' to save the application details before submission.  
 Click "Continue" to go to next tab.

- 3 If the 'Purpose of claim' selection (Refer to Figure 3 - Purpose of Claim selection) is "My member is wrongfully dismissed and wish to seek compensation/reinstatement", the following Case details panel will be displayed:

⊖ **Case Details**

Claim Type  
 \* Select one ▾

---

\* Amount

---

Remarks

---

1000 Characters Left

**Figure 20 – Case Details panel for Dismissal Claims**

## Case Details

Claim Type

\* COMPENSATION FOR WRONGFUL DISMISSAL

Select one

COMPENSATION FOR WRONGFUL DISMISSAL

REINSTATEMENT FOR WRONGFUL DISMISSAL

COMPENSATION FOR WRONGFUL DISMISSAL DURING PREGNANCY

REINSTATEMENT FOR WRONGFUL DISMISSAL DURING PREGNANCY

**Figure 21 – Select Claim type from list**

- If 'Reinstatement for wrongful dismissal' is selected:

## Case Details

Claim Type

\* REINSTATEMENT FOR WRONGFUL DISMISSAL

Under the Employment Act, employees are considered wrongfully dismissed if the dismissal was without just or sufficient cause. Examples of just and sufficient cause include poor performance, misconduct or redundancy.

If you have been wrongfully dismissed, you may submit a claim for wrongful dismissal within 1 month from the last day of your employment. You are required to prove your claim for the wrongful dismissal.

[Read More](#)

\* Were you terminated with notice period/salary in-lieu of notice? ?

Yes  No

\* Were you informed of your termination in writing?

Yes  No

What was the reason cited in your termination letter?

\* Select one

Please elaborate on why your dismissal was wrongful.

1500 Characters Left

\* Amount

**Figure 22 – For Claim type ' Compensation for wrongful dismissal/Reinstatement for wrongful dismissal', series of questions will appear depending on the selection**

Case Details

Claim Type  
\* COMPENSATION FOR WRONGFUL DISMISSAL DURING PREGNANCY

Under the Employment Act (EA) and Child Development Co-savings Act (CDCA), you may have maternity protection against redundancy and dismissal without sufficient cause during pregnancy.

To qualify for this maternity protection, you must have:

- Worked for your employer for at least 3 months before receiving the notice of dismissal or retrenchment.
- Been certified pregnant by a Singapore registered medical practitioner before receiving the notice of dismissal or retrenchment.

You may submit a claim after the dismissal and within 2 months of the birth of your child.

\* Certified pregnant by a Singapore registered medical practitioner before receiving the notice of dismissal or retrenchment

Yes  No

Date of certification of pregnancy by a Singapore registered Medical Practitioner

\*

dd/mm/yyyy

Date you were notified of your termination

\*

dd/mm/yyyy

If you have delivered your child, please provide the date of birth. If you have not delivered your child, please provide the estimated date of delivery (EDD)

\* Will your child be a Singapore citizen?

Yes  No

\* What is your child's birth order

1st  2nd  3rd  4th and above

\* Were you terminated with notice period/salary in-lieu of notice?

Yes  No

Why do you think your dismissal was wrongful? Please provide specific incidents to support your claim, including witnesses, dates and time of incidents below

1500 Characters Left

\* Amount

Remarks

1000 Characters Left

**Figure 23 – For Claim type ‘ Compensation for wrongful dismissal during pregnancy/Reinstatement for wrongful dismissal during pregnancy’, series of questions will appear depending on the selection**



Additional Information

Allowance

TYPE	AMOUNT	
<input type="text"/>	\$	<input type="text"/> <a href="#">Add</a>

No. of working days/ week

\* Select one

No. of rest days/ week

\* FIXED REST DAY

If fixed rest day, please state

\* SUNDAY

Under 'Additional Information' section, select and enter the 'Allowance Type' and Amount. Any amendments can be done by clicking on 'select actions' to either 'edit' or 'remove'. The page content will vary depending on 'No. of rest days/week'.

- If 'No. of rest days/week' is 'FIXED REST DAY'

Additional Information

Allowance

TYPE	AMOUNT	
<input type="text"/>	\$	<input type="text"/> <a href="#">Add</a>

No. of working days/ week

\* Select one

No. of rest days/ week

\* FIXED REST DAY

If fixed rest day, please state

\* SUNDAY

**Figure 24**

- If 'No. of rest days/week' is 'NO REST DAY', 'BY ROSTER'

⊖ Additional Information

Allowance

TYPE	AMOUNT	
	S\$	<a href="#">Add</a>

No. of working days/ week

\* Select one ▼ ⓘ

No. of rest days/ week

\* BY ROSTER ▼ ⓘ

**Figure 25**

\* Is pay slip provided?

Yes  No

\* Is payment of salary made electronically?

Yes  No

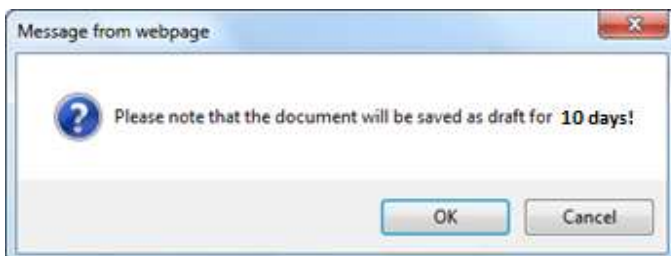
Frequency of Salary Payment

\* OTHERS ▼

\* If Others, please state

**Figure 26 – If Frequency of payment is “Others”, the details need to be entered.**

Click on ‘Save As Draft’ button, a pop up window will be displayed. Click on the ‘OK’ to save the form details before submission. You will see the message showing the draft record saved successfully.



## File a claim for an Ordinary Branch member

1 Important Notes   2 Employee Details   **3 Case Details**   4 Company Details   5 Supporting Documents   6 Review & Submit   7 Payment Review   8 Make Payment   9 Acknowledgement

**Success**  
Draft record saved successfully

\* Indicates a Required Field

Trade Union Representative Details

**Figure 27**

To proceed with lodgment, tick check box 'I agree to file under the Employment Claims Act' and click on "Continue" button. Otherwise a prompt will be displayed, refer to figure 30.

The claims submitted on behalf of your OB member will be capped at \$30,000 under the Employment Claims Act. You will have to abandon any amount in excess of \$30,000. Alternatively, if the total claim sum is in excess of \$30,000, Union may wish to file for conciliation assistance under the Industrial Relations Act.

I agree to file under the Employment Claims Act.

I agree to file under the Industrial Relations Act.

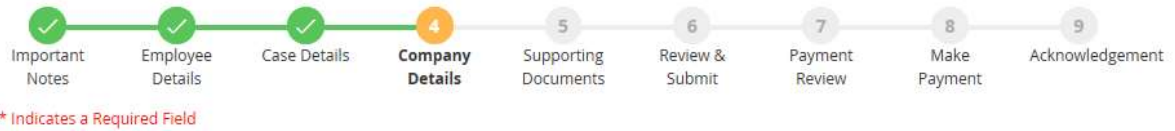
**Figure 28 – Acknowledge**

Close

Please file for Conciliation Assistance via [Industrial Relations Online](#)

OK

**Figure 29 – Notice to file under Industrial Relations Online**



## Company Details

\* Company Name

Company UEN  
-

\* Postal Code

\* Street Name

Building Name

\* Block/House #

Floor/Unit #

## Company's Correspondence Details

Salutation  
Select one

Designation

Contact

Email Address

**Figure 30 – Company Details Tab**

1. Click on the 'Search' button to search a company name, it will display a 'Company Lookup' page in a separate new window.
2. Enter the name of the company involved and click the 'Search' button.

## Company Lookup

\* Company Name  Search

UEN/ID	COMPANY NAME	ADDRESS
<input type="button" value="Cancel"/>		

Figure 31

## Company Lookup

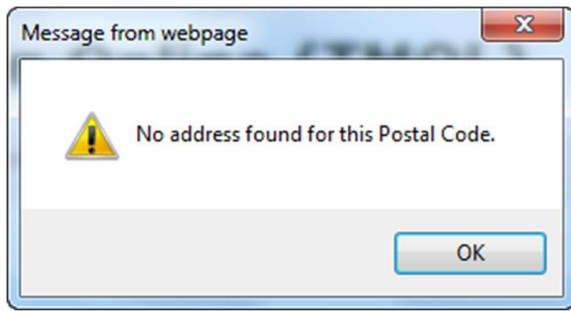
Company Name  
% %  Search

181 items | Page 1 2 3 4 5 6 7 8 9 10 > >

UEN/ID	COMPANY NAME	ADDRESS
200815216N	D. INK PTE. LTD.	<a href="#">Select</a>
197000334W	ABB PTE. LTD.	<a href="#">Select</a>
S89FC4069A	COMMERZBANK AKTIENGESELLSCHAFT	<a href="#">Select</a>
198200257N	SODEXO SINGAPORE PTE. LTD.	<a href="#">Select</a>
199002477Z	PRUDENTIAL ASSURANCE COMPANY SINGAPORE (PTE) LIMITED	<a href="#">Select</a>

Figure 32

3. Click on 'Get address' button on 'Company Details' page after entering the Postal Code (Refer to Figure 31), if there is an address found for this Postal Code, the company address will be loaded into Text Box. If no address found for this Postal Code, there is a pop up window as below.



*Figure 33*

4. Click on 'Add another' to add another Contact Number.
5. Enter all mandatory fields and click the 'Continue' button. The following 'Supporting Documents' tab will be displayed.



## Supporting Documents

Please prepare the soft copies of your documents. <sup>1</sup>  
 Each file size must be less than 10 MB and the maximum size for all files is 25 MB.

I do not have a copy of my Employment Contract/ Key Employment Terms (KET)

Please upload the files one by one

**\* Employment Contract/ Key Employment Terms (KET)**

Select file...

File size must be less than 10 mb

No File Selected Upload

**NRIC/FIN/Passport**

Select file...

File size must be less than 10 mb

No File Selected Upload

**Other Document**

Select file...

File size must be less than 10 mb

Please enter description of the document

No File Selected Upload

**Fee Waiver Request & Supporting Document**

Select file...

File size must be less than 10 mb

No File Selected Upload

[< Back](#)

[Continue](#)

[Save As Draft](#)

[Reset](#)

**Figure 34**

If 'I do not have a copy of my Employment Contract / Key Employment terms (KET)' is checked, the Employment Contract / Key Employment terms (KET) is not a mandatory file. The page content will be displayed as below.

## Supporting Documents

Please prepare the soft copies of your documents. <sup>1</sup>  
Each file size must be less than 10 MB and the maximum size for all files is 25 MB.

I do not have a copy of my Employment Contract/ Key Employment Terms (KET)

Please upload the files one by one

**Employment Contract/ Key Employment Terms (KET)**

Select file...  
File size must be less than 10 mb

No File Selected

Figure 35

1. Click on 'Select file' to browse the Employment Contract / Key Employment terms (KET) you want to upload. Click on 'Upload' button to upload the required file.
2. Click on 'Select file' to browse the other document you want to upload. Enter the file description and click on 'Upload' button to upload the required file.
3. After files are uploaded successfully, it will show the uploaded file description and name. If you want to delete the uploaded file, you can click the 'Delete' link.
4. Click on the 'Continue' button. The following 'Review & Submit' tab will be displayed.
  - a. By default data will be in collapsed mode, click on Expand to expand all the panels in the accordion and click on Collapse to collapse the accordion control

Important Notes   Employee Details   Case Details   Company Details   Supporting Documents   **6 Review & Submit**   7 Payment Review   8 Make Payment   9 Acknowledgement

To expand/collapse all panels  
 Expand    Collapse

- ⊕ Employee Details
- ⊕ Trade Union Representative Details
- ⊕ Employment Period
- ⊕ Case Details
- ⊕ Termination Details
- ⊕ Employment Details
- ⊕ Additional Information
- ⊕ Company Details
- ⊕ Company's Correspondence Details

< Back            Reset

Collapse screen



Important Notes   Employee Details   Case Details   Company Details   Supporting Documents   **Review & Submit**   Payment Review   Make Payment   Acknowledgement

To expand/collapse all panels  
 Expand    Collapse

Employee Details

**Salutation**  
MS [Make Changes](#)

**Employee's Name as per NRIC/FIN**  
TRETS

**Employee's NRIC or FIN**  
S1481708E

**Address**

Trade Union Representative Details

**Union's Name**  
NATIONAL TAILORING TRADE UNION [Make Changes](#)

**Union Representative's Name**  
K

**NRIC/FIN**  
c77c0e7d

Employment Period

**Employment Period**  
01/01/2015 To 12/12/2017 [Make Changes](#)

Case Details

[Make Changes](#)

CLAIM TYPE	PERIOD OF CLAIM	DURATION	CLAIM AMOUNT	REMARKS
------------	-----------------	----------	--------------	---------

Expand page- illustration only

**Figure 36**

1. By clicking on the 'Make Changes' button will redirect the user to the respective tab, for the necessary amendment.
2. To print draft, click on the 'Print Draft' button.
3. Before selecting "Continue", read and check under the 'Declaration' section
4. By selecting the "Continue" button, the following Payment Review tab will be displayed.

## File a claim for an Ordinary Branch member



\* Indicates a Required Field

### Payment Review

Payment for case application registration fee

#### Case Reference Number

2018000114E-001

#### Amount Payable (SGD)

\$10

Payment can be made either by Credit / Debit card (Visa or Mastercard) or by eNETS via Internet Banking (only Citibank, DBS, UOB, OCBC and Standard Chartered)

Ensure that your pop-up blocker is disabled for this site or if you are using a pop-up blocker, please add <https://test.enets.sg> to your list of allowed sites in the pop-up blocker settings.

Continue

Figure 37 – Payment Review

5. Click on “Continue” button, ‘Make payment’ tab will be displayed.

## File a claim for an Ordinary Branch member



\* Indicates a Required Field

### Make Payment

#### Case Reference Number

2018000114E-001

#### Amount Payable (SGD)

\$10

Payment Mode

- eNETS via Internet Banking
- Credit / Debit card (Visa or Mastercard)

On continue, you will be redirected to eNETS payment gateway.

Ensure that your pop-up blocker is disabled for this site or if you are using a pop-up blocker, please add <https://test.enets.sg> to your list of allowed sites in the pop-up blocker settings.

Cancelling or not choosing to make payment via this page will result in your claims not being lodged. If you wish to make payment subsequently, you may wish to note the above case reference.

< Back Continue

Figure 38

6. Choose the payment mode and click “Continue” and you will be redirected to the page.

eNETS

Wednesday, 01 March 2017

Consumer eNETS

Privacy Policy

Security Guidelines

Customer Service

### credit/debit card payment

If you are using a pop-up blocker, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be completed.

1. www.enets.sg

**TRANSACTION INFORMATION**

Merchant Name: TEST: Tripartite Alliance Limited  
Merchant Reference Code: 201703000653  
NETS Reference Code: 20170301105950746  
Amount: SGD 10.00

MasterCard Verified by VISA  
SecureCode

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

**CREDIT/DEBIT CARD INFORMATION**

Name on Card:   
Card Number:   
Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.  
CVV / CVC2:  [What is CVV/CV2/CID]  
Expiry Date:  Month  (eg: 2017)

I have read, understood and accepted the following:

Figure 39

Click on the ‘Print Acknowledgement’ button to print the acknowledgement form.

**Note: User must remember to print the acknowledgement.**

Click on the ‘View draft mediation request/submitted mediation requests’ to return to the ESOL Dashboard. The Dashboard will show listing of all the cases submitted by user to date. For claims saved as draft will be based on the ‘Purpose of Claim’ selected i.e. either 1) My member is wrongfully dismissed and wish to seek compensation/reinstatement or 2) My member is filing a salary-related claim for mediation.

## File a claim for an Ordinary Branch member

If you wish to withdraw your salary claims, please send us the completed [withdrawal form](#)  
 If you wish to withdraw your dismissal claims, please send us the completed [withdrawal form](#)

**Union Name**  
 SINGAPORE TRANSPORT VESSEL WORKERS' ASSOCIATION

[File Case](#)

CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> <b>DRAFT</b> asdf	ABB PTE. LTD.	28-Feb-2018	Submitted		Salary Claims	Not Paid
<input type="checkbox"/> 2018001093E-001 <b>MR TEST</b>	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	<a href="#">View Uploaded File</a>	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

[Delete](#)

*Figure 40*

If E-payment status is PAID, clicking on the case reference number will print the Claim form.

## CLAIMS - REGISTRATION

## PART 1 - EMPLOYEE DETAILS

NAME OF EMPLOYEE (AS IN NRIC /WORK PASS)	: DIANA	EMPLOYMENT PROFILE	: SINGAPORE CITIZEN
EMPLOYEE PIN	: S8361139A	GENDER	: FEMALE
DATE OF BIRTH	: 01/03/1990	ADDRESS IN SINGAPORE	: BLK NA, SINGAPORE COMPUTER BUILDING, BEDOK SOUTH ROAD, SINGAPORE - 469272
HOME TEL	:	OFFICE TEL	: 66234577
HANDPHONE	:	EMAIL ADDRESS	:
FOREIGN ADDRESS	:	RACE	: CHINESE
MARITAL STATUS	: SINGLE	NATIONALITY	: SG SINGAPORE CITIZEN
HIGHEST EDUCATION	: DEGREE	LANGUAGE USED	: ENGLISH

## PART 2 - EMPLOYMENT PROFILE

WRITTEN EMPLOYMENT CONTRACT	: YES	PAYSLIP PROVIDED	: YES
IF YES, RECEIVE A COPY?	: YES	E-PAYMENT OF SALARY	: YES
UNION MEMBER	:	OCCUPATION	: -
CATEGORY OF POST	:	JOB TITLE	: OFFICER
EMPLOYMENT PERIOD	: Already Left Employment	START DATE	: 01/03/2012
		END DATE	: 01/03/2014
EMPLOYMENT TYPE	: FULL-TIME	LENGTH OF SERVICE	: 2 Years 0 Months 1 Days
BASIC SALARY	: 2500 PER MONTH	ALLOWANCE	: ATTENDANCE: 50 PER MONTH
FREQUENCY OF SALARY PAYMENT	: MONTHLY	AVERAGE NO OF WORKING DAYS IN A WEEK	: 6 DAYS
REST DAY	: FIXED REST DAY ON SATURDAY	REASON FOR LEAVING EMPLOYMENT	: RESIGNED WITH FULL/ SOME NOTICE
TERMINATION NOTICE	: NO - NO AGREEMENT	NOTICE REQUIRED	:
		NOTICE IS GIVEN FROM	:
		TO	:

## PART 3 - DETAILS OF CLAIM

CLAIMANT NAME	: DIANA			
CLAIM TYPE	DURATION	START DATE	END DATE	REMARKS
NON-PAYMENT OF SALARY	1 MONTH(S)	01/12/2013	31/12/2013	

## PART 4 - REMARKS

Figure 41

## 2. Dashboard

**TADM**  
Tripartite Alliance  
for Dispute Management

Services | View draft mediation requests/ submitted mediation requests Welcome SS! Logout

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**Union Name**  
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CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> DRAFT asdf	ABB PTE. LTD.	28-Feb-2018	Submitted		Salary Claims	Not Paid
<input type="checkbox"/> 2018001093E-001 MR TEST	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	<a href="#">View Uploaded File</a>	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

[Delete](#)

Figure 42

### 2.1 Case List

With reference to Item 1 in Figure 41, the case list page will

- Display all cases submitted by user to date in ascending order of submission date by default.
- Show draft cases saved depending on the 'Purpose of claim' selected (Example: If the purpose of claim (Refer to **Error! Reference source not found.**) is "Wrongfully dismissed and wish to seek compensation/reinstatement", only the 'Dismissal claims' draft cases will be displayed.
- Allow user to sort the column accordingly at the header.
- Redirect user to the registration page which is pre-populated with previously saved entries when the 'draft' link is selected.
- Display the case registration form in a separate new window (refer to Figure 42) when the 'case' link is selected.

## 2.2 File Case

With reference to Item 2 in Figure 41, the 'File Case' button allows a user to file a case against the employer. By clicking on 'File Case' button, it will redirect to page.

## 2.3 Delete

With reference to Figure 44, the 'Delete' button allows a user to delete drafts saved in the system.

The screenshot shows the TADM (Trade Alliance for Dispute Management) web application. The page title is "File a claim for an Ordinary Branch member". Below the title, there are instructions about withdrawal forms. The "Union Name" is "SINGAPORE TRANSPORT VESSEL WORKERS' ASSOCIATION". There is an orange "File Case" button. Below it is a table with columns: CASE, NAME OF COMPANY, SUBMISSION DATE, STATUS, SUPPORTING DOCUMENTS, CASE TYPE, and E-PAYMENT STATUS. The table contains two rows. The first row has a checkbox, "DRAFT asdf", "ABB PTE. LTD.", "28-Feb-2018", "Submitted", "Salary Claims", and "Not Paid". The second row has a checkbox, "2018001093E-001 MR TEST", "ABC AGENCY PTE. LTD.", "12-Dec-2018", "Processing", "View Uploaded File", "Salary claims", and "Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898". Below the table is a grey "Delete" button.

CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> DRAFT asdf	ABB PTE. LTD.	28-Feb-2018	Submitted		Salary Claims	Not Paid
<input type="checkbox"/> 2018001093E-001 MR TEST	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	<a href="#">View Uploaded File</a>	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

Figure 43

**Note:** This feature is not applicable for cases which have been submitted to MOM.

### Steps:

1. Select previously saved drafts from the list.

*Tip:* Allows multiple selections.

2. Click on the Delete Button.

## 2.4 Pagination Controls

With reference to Figure 45, the pagination controls allow user to traverse through the pages in the case list.

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**Union Name**  
SINGAPORE TRANSPORT VESSEL WORKERS' ASSOCIATION

[File Case](#)

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CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> <b>DRAFT</b> asdf	ABB PTE. LTD.	28-Feb-2018	Submitted		Salary Claims	Not Paid
<input type="checkbox"/> 2018001093E-001 <b>MR TEST</b>	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	<a href="#">View Uploaded File</a>	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

[Delete](#)

**Figure 44**

**Tip:** The list can only accommodate up to 5 records per page. It will be easier to search by sorting the list first, before traversing through the pages.



## 2.5 Quick Links

With reference to Figure 44, the quick links will be available throughout ESOL (on any transaction).

The screenshot shows the TADM website interface. At the top left is the TADM logo (Transport Alliance for Dispute Management). Below it is a blue navigation bar with the text 'Services' and a link 'View draft mediation requests/ submitted mediation requests'. On the right side of the navigation bar, it says 'Welcome SS!' and a 'Logout' button. Below the navigation bar is a heading 'File a claim for an Ordinary Branch member'. Underneath, there are instructions: 'If you wish to withdraw your salary claims, please send us the completed withdrawal form' and 'If you wish to withdraw your dismissal claims, please send us the completed withdrawal form'. Below this is a section for 'Union Name' with the text 'SINGAPORE TRANSPORT VESSEL WORKERS' ASSOCIATION'. There is an orange button labeled 'File Case'. Below that is a table with columns: CASE, NAME OF COMPANY, SUBMISSION DATE, STATUS, SUPPORTING DOCUMENTS, CASE TYPE, and E-PAYMENT STATUS. The table contains two rows of data. The first row is a draft case with status 'Submitted' and case type 'Salary Claims'. The second row is a case with status 'Processing' and case type 'Salary claims', with a 'View Uploaded File' link. Below the table is a 'Delete' button.

CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> DRAFT asdf	ABB PTE. LTD.	28-Feb-2018	Submitted		Salary Claims	Not Paid
<input type="checkbox"/> 2018001093E-001 MR TEST	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	<a href="#">View Uploaded File</a>	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

Figure 46

**View Draft mediation requests/ Submitted mediation requests:** Allows user to view or continue their lodgment at any point of transaction.

**Logout:** Allows user to end the session securely and return back to TADM website.

**Tip:** Similar to Quick Links, they will be available throughout at any point of transaction.