Tripartite Alliance for Dispute Management

File a notice-pay claim for Mediation

Online Help

Contents

1. Accessing File a notice-pay for mediation

Steps:

1. Accessing from TADM eService website.
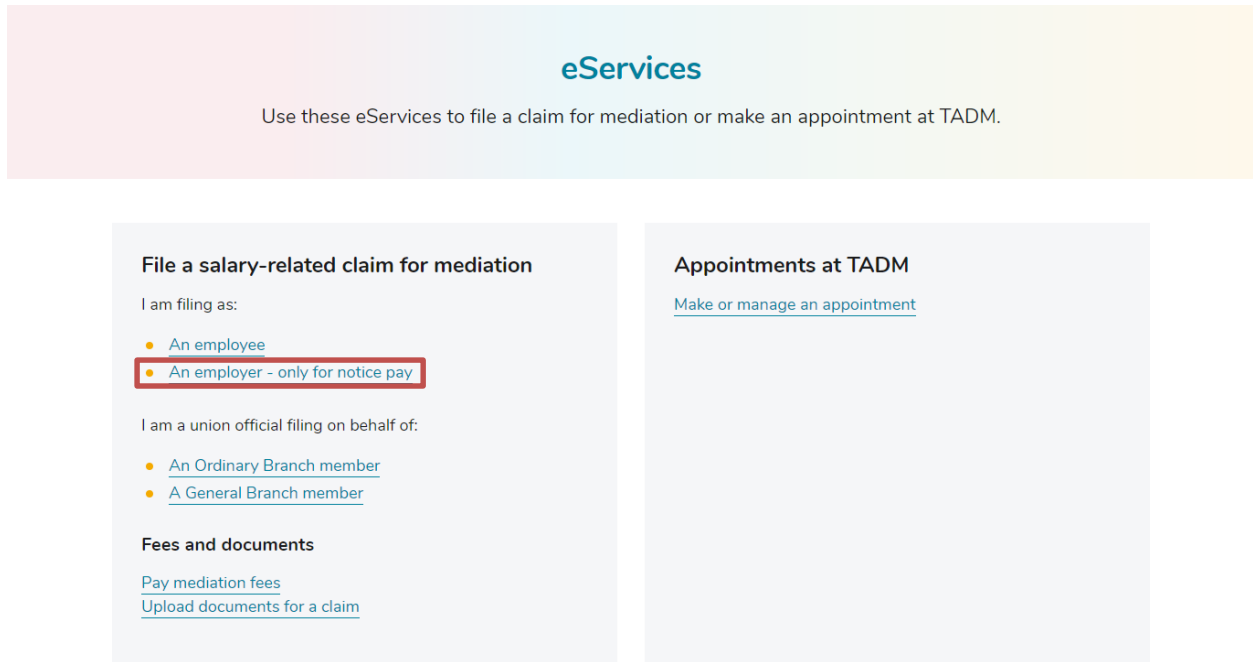
http://www.tadm.sg/eservices/

Figure 1

2. Click on 'File a salary-related claim for mediation (An Employer – only for notice pay)'. The following page will be displayed.

Back to eServices

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

For industrial unions to file a salary-related 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

Who can file	Industrial unions, on behalf of a union member.
Registration fees for mediation	• $10 if claiming $10,000 or less • $20 if the claim exceeds $10,000 Fees are not refundable and are based on the claim amount declared when you file.
Payment methods	You can pay by: • Visa or MasterCard credit or debit cards. • eNETS via internet banking from Citibank, DBS, UOB, OCBC or Standard Chartered. • Please make payment within 3 days from the date of registration.
How long it takes	Within 3 working days of successful payment, you will receive an email from TADM on the next steps of the dispute resolution process.

⊙ What claims are eligible

⊙ When to file

⊙ Assigning users to log in with CorpPass

⊙ Check if you can access this service using CorpPass

⊙ What you will need

Figure 2

Figure 3- Corp pass login

3.   Enter both your UEN ID, CorpPass ID and CorpPass password and click the button 'Login', After successful sing pass login, the File a notice-pay claim for mediation Dashboard page will be displayed. (Refer to Figure 4).

Figure 4- CorpPass Dash board

2. File Claim

Clicking "Create a new claim", the 'Important Notes' tab is displayed.

File a notice-pay claim for mediation

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

* 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. 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.

5. All information will be treated as confidential.

6. 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.

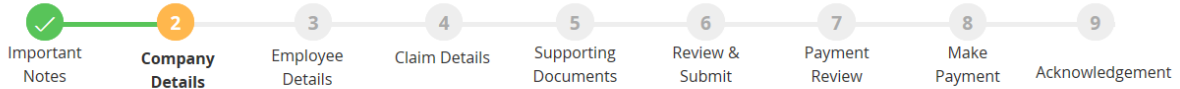☐ By clicking "OK", I have read, understood and agree to the above paragraphs.

[OK]   Reset

Figure 5- Important Notes

Tip: Tick Agreement and click "Continue" button to go to "Company Details" tab.

File a notice-pay claim for mediation

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

* Indicates a Required Field

Company Details

Company Name
NCS PTE. LTD.

Salutation
MR

Contact Name

Designation

* Postal Code
123123   Get Address

* Steet Name
Jurong east street 50

Building Name

* Block/House #
123

* Floor/Unit #
06   11

Contact

Email Address
test@gmail.com

‹ Back   Continue ›   💾 Save as Draft   ✕ Cancel

Figure 6- Company Details

Click on the 'Continue' to go to next tab.

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 on the "Back" link to go back to previous tab.

Steps:

1. Enter all mandatory fields.
2. If you click on 'Get address' button on 'Company Details' page after entering the Postal Code, 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.
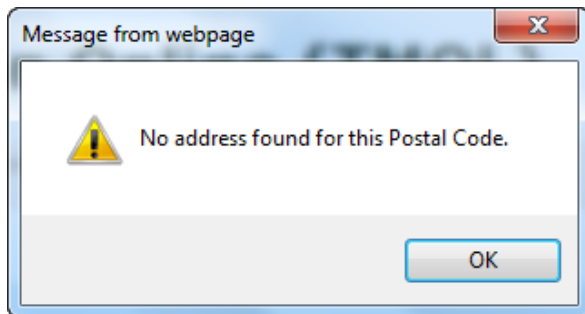

Figure 7- No address found

3. If you 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.
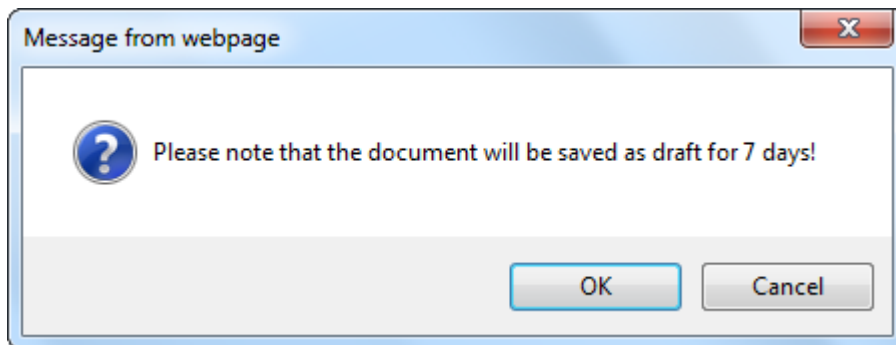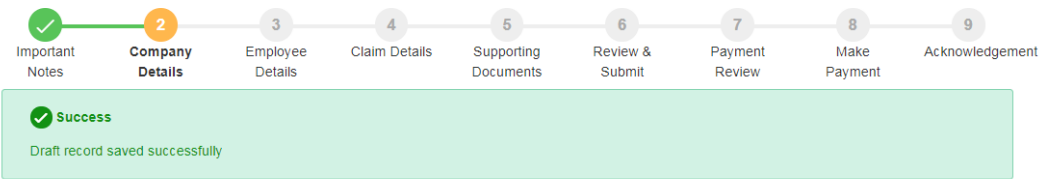

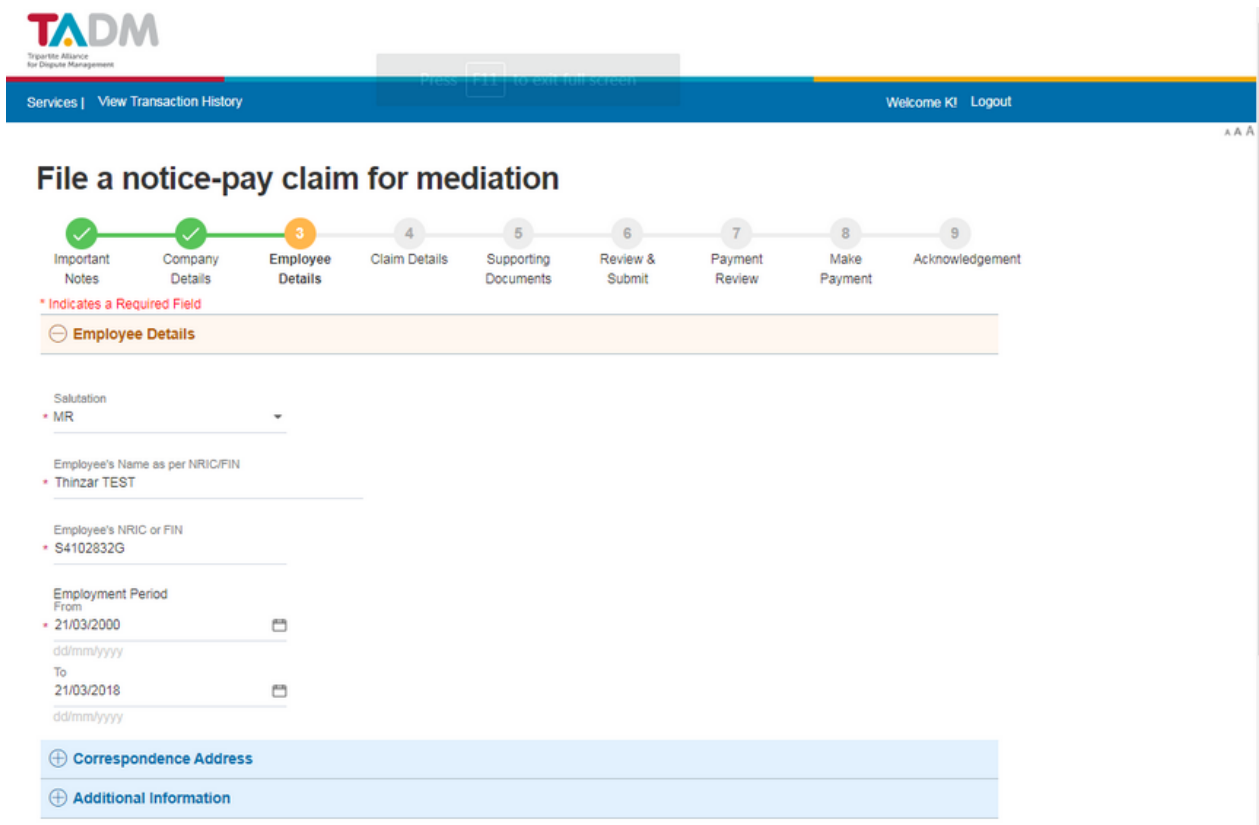*Figure 8- Save as Draft*

File a notice-pay claim for mediation
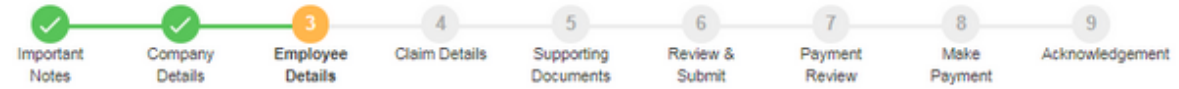

Company Details

Company Name
SINGAPORE COMPUTER SYSTEMS

Figure 9- Save as Draft

4. Click on the 'Continue' button (Refer to Figure 6-Company Details) 'Employee Details' tab will be displayed.
5. Enter all mandatory fields.
6. Tick on the checkbox 'Employee has left Singapore'. The page content will vary.

File a notice-pay claim for mediation

Important Notes	Company Details	Employee Details	Claim Details	Supporting Documents	Review & Submit	Payment Review	Make Payment	Acknowledgement
✓	✓	3	4	5	6	7	8	9

* Indicates a Required Field

⊕ **Employee Details**

⊖ **Correspondence Address**

☐ Employee has left Singapore

Postal Code
* 990440   [Get address]

Street Name
* Street Name

Building Name

Block/House #
* 11

Floor/Unit #

Handphone
* 95342526

* Home tel

Office tel

Email address
* tt@gmail.com

File a notice-pay claim for mediation
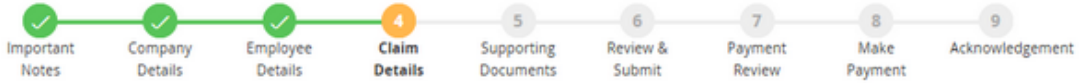

Figure 10- Employee Details

7.   Click on 'Get address' button after entering the Postal Code, 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.

8.   Click on 'Add another' to add another Contact Number.
9.   Enter all mandatory fields and click the 'Continue' button, the 'Claims Details' tab will be displayed.

File a notice-pay claim for mediation

Important Notes — Company Details — Employee Details — **Claim Details (4)** — Supporting Documents (5) — Review & Submit (6) — Payment Review (7) — Make Payment (8) — Acknowledgement (9)

* Indicates a Required Field

⊖ Claim Details

Claim Period
From
* 21/03/2018
dd/mm/yyyy

To
21/03/2018
dd/mm/yyyy

Claim Duration
* 1

DAY(S)

Claim Amount($)
* 200.00

Remarks
Test asdfasdfasdf

83 Characters Left

⊖ Termination Details

Is there an agreed required termination notice?

* NO - NO AGREEMENT

What is the actual notice given?
☑ No Notice Given

Reason for Claim
* RESIGNED WITH FULL/ SOME NOTICE

Remarks
afasdfasdfasdfasdf

482 Characters Left

⊖ Employment Details

Employment Type
* FULL-TIME ▼

Job Title
* Tester

Location of Work Site/ Contract Site/ Place of Deployment
* Jurong

Category of Post
* PROFESSIONAL,MANAGERIAL & EXECUTIVE ▼

Basic Salary
* 200   PER HOUR ▼

e.g. S$ 2000 per month

* Employment Contract/Key Employment Terms(KET)
○ Written   ⦿ Non-Written

* Is pay slip provided?
○ Yes   ⦿ No

* Is payment of salary made electronically?
○ Yes   ⦿ No

Frequency of Salary Payment
* DAILY ▼

⊖ Additional Information

Allowance

TYPE	AMOUNT(S$)	ACTION
▼		Add
	▼	
MEAL	S$20 PER DAY	Select action ▼

No. of working days/ week
* 5 DAYS ▼ ⓘ

No. of rest days/ week
* BY ROSTER ▼ ⓘ

If your claims exceed $20,000, you may pursue a civil claim at the state court.

‹ Back   Continue   Save As Draft   Reset

Figure 21- Claim Details

10.   Tick on the checkbox 'No Notice Given'. The page content will vary.

⊖ **Termination Details**

Is there an agreed required termination notice?

* NO - NO AGREEMENT ▾

What is the actual notice given?
☐ No Notice Given

From
*
📅
dd/mm/yyyy
To
📅
dd/mm/yyyy
Duration 0 days

Reason for Claim

Figure 12- **Unselect the checkbox 'No Notice Given'**

⊖ **Termination Details**

Is there an agreed required termination notice?

* NO - NO AGREEMENT ▾

What is the actual notice given?
☑ No Notice Given

Reason for Claim
* RESIGNED WITH FULL/ SOME NOTICE ▾

Figure 33- **Select the checkbox 'No Notice Given'**

If your claims exceed $20,000, you may pursue a civil claim at the state court.

‹ Back   Continue   Save As Draft   Reset

Figure 14 – Agreement

11.   Enter all mandatory fields, and click the 'Continue' button. The 'Supporting Documents' tab will be displayed.

File a notice-pay claim for mediation
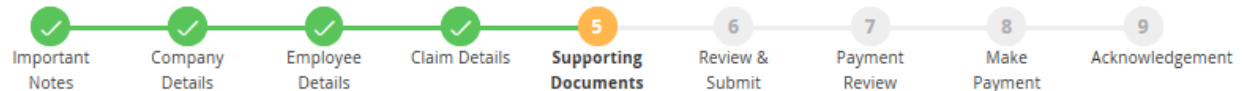
* Indicates a Required Field

Supporting Documents

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

Please upload the files one by one

Termination letter or proof of attempt to recover notice pay ⓘ

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

No File Selected

Upload

Photocopy of Employee IC

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

‹ Back   Continue   Save As Draft   Reset

Figure 45- Supporting Documents

12.   Click on 'Browse' button to browse the file you want to upload. And click on 'Upload' button to upload the file.
13.   After file 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.
14.   Click on the 'Continue' button. The 'Review & Submit' tab will be displayed.

File a notice-pay claim for mediation
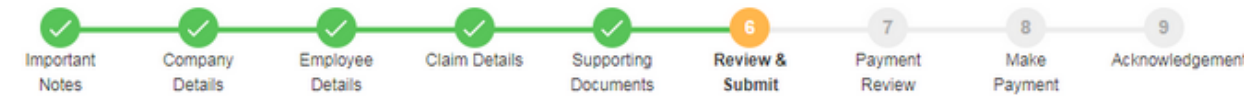
To expand/collapse all panels

○ Expand   ● Collapse

⊕ **Company Contact Person Details**

⊕ **Employee Details**

⊕ **Correspondence Address**

⊕ **Additional Information**

⊕ **Claim Details**

⊕ **Termination Details**

⊕ **Employment Details**

⊕ **Additional Information**

⊕ **Supporting Documents**

Declaration

☐ I, fsfsf S0750087D, declare that the above information provided by me is to the best of my knowledge, true and correct; and that all documents I have submitted are true copies of the authentic documents. I also confirm that I have no other employment-related issues and statutory claims other than those stated in this form.

‹ Back   Submit   Save As Draft   Print Draft   Reset

File a notice-pay claim for mediation
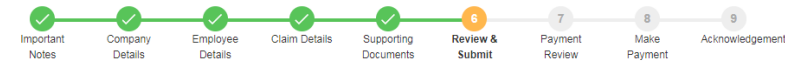
To expand/collapse all panels

● Expand   ○ Collapse

⊖ **Company Contact Person Details**

Contact Name
K   ☑ Make Changes

Salutation
MR

Designation
TESTER

Contact
99999999

Handphone

Email
TEST@MAIL.COM

Employee Details

Salutation
MR

⊠ Make Changes

Employee's Name as per NRIC/FIN
THINZAR TEST

Employee's NRIC or FIN
S4102832G

Employment Period
21/03/2000 To 21/03/2018

Correspondence Address

Address
11 TEST STREET NAME 990220

⊠ Make Changes

Handphone
95342526

Home tel

Office tel

Email
TT@GMAIL.COM

Additional Information

Date of Birth
21/03/2000

⊠ Make Changes

Nationality
SG SINGAPORE CITIZEN

Gender
FEMALE

Marital Status
SINGLE

Educational Qualification
SECONDARY

Preferred Language
ENGLISH

Claim Details

Claim Period
From 21/03/2018 to 21/03/2018

⊠ Make Changes

Claim Duration
1 DAY(S)

Remarks
TEST ASDFASDFASDF

Termination Details

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

⊠ Make Changes

What is the agreed required termination notice period?
0

What is the actual notice given?
From 27/03/2018 To 27/03/2018

Reason for Claim
RESIGNED WITH FULL/ SOME NOTICE

Remarks
AFASDFASDFASDFASDF

Employment Details

Employment Type
FULL-TIME

⬚ Make Changes

Job Title
TESTER

Location of Work Site/ Contract Site/ Place of Deployment
JURONG

Basic Salary
S$200 PER HOUR

Employment Contract
NON-WRITTEN

Is pay slip provided?
NO

Is payment of salary made electronically?
NO

Frequency of Salary Payment
DAILY

Additional Information

Allowance

⬚ Make Changes

TYPE	AMOUNT
MEAL	S$ 20 PER DAY

No. of working days/week
5 DAYS

No. of rest day/week
BY ROSTER

Supporting Documents

⬚ Make Changes

REMARKS	DOCUMENT
Letter of Termination	JQuery.txt
Photocopy of IC	host.txt

Declaration

☐ I, fsfsf S0750087D, declare that the above information provided by me is to the best of my knowledge, true and correct; and that all documents I have submitted are true copies of the authentic documents.I also confirm that I have no other employment-related issues and statutory claims other than those stated in this form.

‹ Back   Submit   Save As Draft   Print Draft   Reset

Figure 56- **Review & Submit**

15.   Clicking on the 'Make Changes' button will redirect the user to the respective tab, for the necessary amendment.

16.   Click on 'Print Draft' button to print the draft out.

17.   Before clicking on "Submit" button, read and tick the checkbox under Declaration section

18.   Click on the 'Submit' button, the 'Payment Review" tab will be displayed.

File a notice-pay claim for mediation
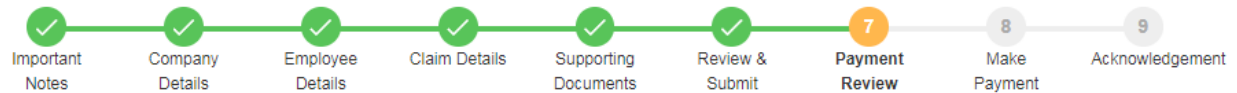
Payment Review

Payment for case application registration fee

Case Reference Number
2018000116E-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)
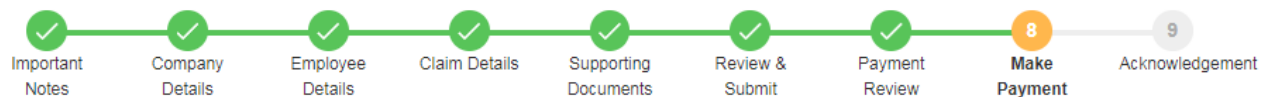
Ensure that your pop-up blocker is disabled for this site or if you are using a pop-up blocker, please add https://test.enets.sg to your list of allowed sites in the pop-up blocker settings.

Continue

Figure 17- **Payment Review**

19.   Click on "Continue" button to go "Make Payment" tab.

File a notice-pay claim for mediation

Make Payment

Case Reference Number
2018000116E-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 68- **Make Payment**

20. Select the Payment mode and click "Continue" button will redirect to E-nets site.

Figure 19- E-Nets payment

21. After the payment made :
(i) Payment Successful

File a notice-pay claim for mediation
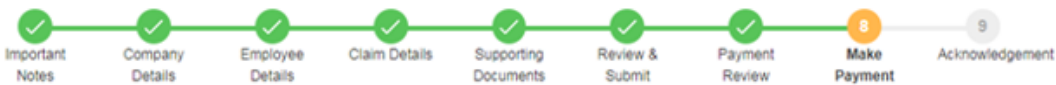
Acknowledgement

Your Case Application has been submitted.
Payment for your Case Application registration fee is Successful.

Please note that the registration fee is non-refundable regardless of your attendance at the inquiry proceeding(s)

Case Reference Number	2017000202E-001
Date & time of Submission	
Payment Status	
Receipt No	
Payment Mode	
Total Amount Paid	$10
Payment Date & Time	

Notification of Labour Court documents will be sent to you by post.

Print Acknowledgement	Print Submitted Form	View Transaction History

Figure 20- Payment successful

(ii) Payment Unsuccessful

File a notice-pay claim for mediation

Payment for your Case Application registration fee is Unsuc...

Your card has not been charged.
Transaction Amount not within allowed range

Case Reference Number   2017000213E-001

If we do not receive the mediation fee payment from you within 3 calendar days, your case will be treated as close...

What you can do next
- Try to pay again after 5 minutes.
- If problem persists, contact eNETS customer service/technical hotline at 6274 1212 or email them at info@nets...
Alternatively, you can refer to eNETS FAQs at the following URL: https://www.nets.com.sg/support/faqs/faq-enets...

Figure 71- Payment unsuccessful

22.   Click on the 'Print Acknowledgement' button to print the acknowledgement form.

Figure 22- Registration Form

3. File a notice-pay claim for mediation Dashboard

The following dashboard page is displayed after Sign in. (Refer to Figure 4,5)

Figure 23- Dash Board

2.1　Application List

- Display a list of all applications submitted by user to date.
- List only drafts created after the implementation of File a notice-pay claim for mediation.
- List applications sorted in ascending order of submission date by default.
- Upon clicking on the header, sort the list by the values (either ascending or descending order) under the column, followed by submission date.
- Upon clicking on a draft link, redirect the user to the registration page which is pre-populated with previously saved entries.
- Upon clicking on a submitted application reference number link, it will display the application form in a separate new window. Refer to Figure 23.

- Upon clicking on View Upload Files link, it will display the summary of document uploaded.

File a notice-pay claim for mediation

⊖ **Supporting Documents**

REMARKS	DOCUMENT
Letter of Termination	JQuery.txt
Photocopy of IC	host.txt

Cancel

Figure 24

- Clicking on Cancel link, it will redirect to Dashboard page (Refer to *Figure 23- Dash Board*).

2.2　Delete

With reference to Item 3 in Figure 25, the 'Delete' button allows a user to delete drafts saved in the system.

File a notice-pay claim for mediation

APPLICATION	CASE TYPE	SUBMISSION DATE	STATUS	CREATED / SUBMITTED BY	SUPPORTING DOCUMENTS	E-PAYMENT STATUS
DRAFT Thinzar	Notice Pay	27-Mar-2018	Draft	K		Not Paid

Figure 25- Dash Board

Steps:

1.   Select previously saved drafts from the list.

      Tip: Allows multiple selections.

2.   Click on the Delete Button.

3.   A pop up window as below will display, click on 'OK' to delete the selected item(s).
      Click on 'Cancel' to cancel the deletion.
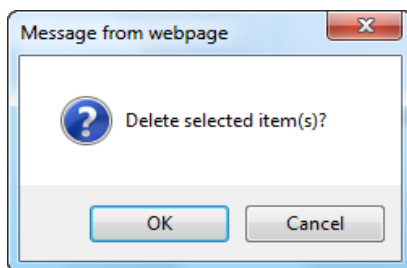
Figure 26

2.3   Create a new claim

With reference **Error! Reference source not found.**, the 'Create a new claim' feature allows user to file a new claim. Refer to Section 2.

2.4   Pagination Controls

The pagination controls allow user to traverse through the pages in the application list.

Figure 27

Tip: The list can only accommodate up to 4 records per page. It will be easier to search by sorting the list first, before traversing through the pages.

> **View Transaction History:** Allows user to quickly return to Recover notice pay from ex-employee Dashboard (main page) at any point of transaction.

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

2.5   View All Transaction History

With reference to **Error! Reference source not found.**, the 'View All Transaction History' feature allows user to view transaction history.