

Tripartite Alliance for Dispute Management

File a salary-related claim for mediation

Online Help

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1. Accessing File a salary-related claim for mediation

Steps:

Accessing from TADM eService website.

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

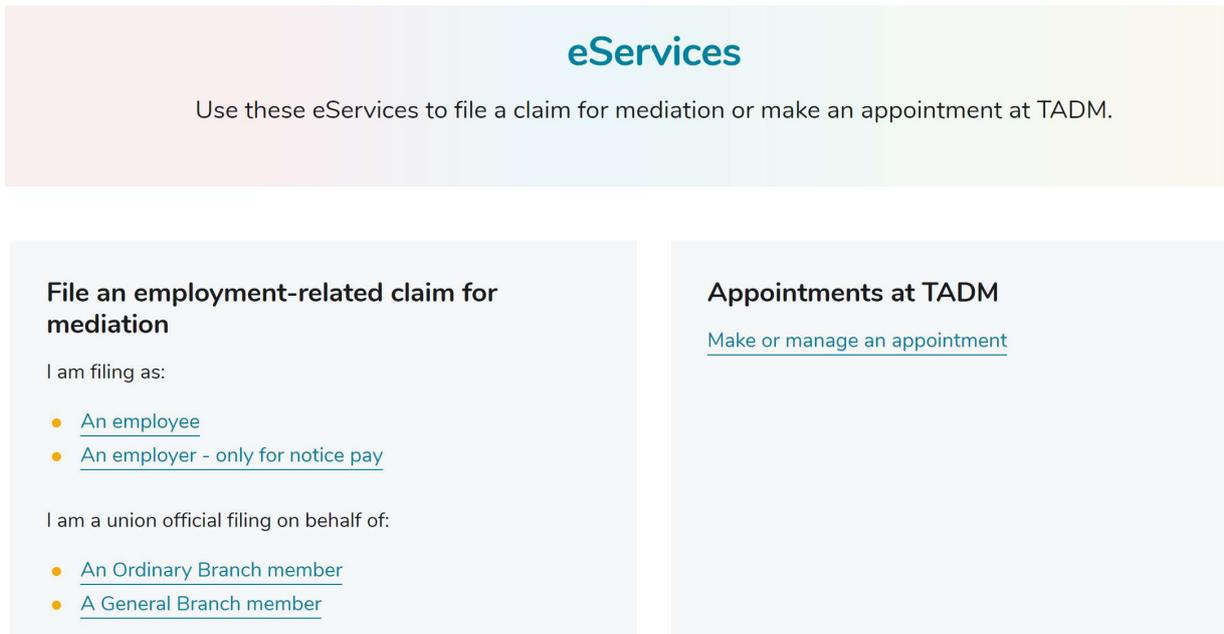


Figure 1

Click on 'File an employment-related claim for mediation (An Employee)'. The following page will be displayed.

(For employees) File a claim for mediation

If you are a non-union employee, use this service to file a salary-related claim for mediation.

[File using SingPass](#)

- This service is available 24 hours daily.
- Don't have a SingPass? Sign up for [SingPass](#) or [make an appointment](#) to file.

Things to note

Who can file	All employees, except seafarers, domestic workers and public officers. Note: If you are a union member, you should contact your union to help you file your claim.
Registration fees for mediation	<ul style="list-style-type: none">• \$10 if you are claiming \$10,000 or less• \$20 if your claim exceeds \$10,000 Fees are not refundable and are based on the claim amount declared when you file.

Figure 2

Click "File using SingPass".



File an employment-related claim for mediation

Already started or filed application? [Sign in to continue](#)

Tell us more about the issue

Are you a Union member?

- Yes No

You should approach your union for assistance in filing your claim for mediation.
If you go through the union, the maximum amount you can claim will be \$30,000, instead of \$20,000 for non-union members.

[Proceed to Union](#)

[Continue to file claim](#)

Figure 3

Select Union Member (Yes/No)

TADM
Tripartite Alliance
for Dispute Management

File an employment-related claim for mediation

Already started or filed application? [Sign in to continue](#)

Tell us more about the issue

Are you a Union member?

Yes No

You should approach your union for assistance in filing your claim for mediation.
If you go through the union, the maximum amount you can claim will be \$30,000, instead of \$20,000 for non-union members.

[Proceed to Union](#) [Continue to file claim](#)

If click “Proceed to Union”.

TADM
Tripartite Alliance
for Dispute Management

File an employment-related claim for mediation

Already started or filed application? [Sign in to continue](#)

Tell us more about the issue

Are you a Union member?

Yes No

You should approach your union for assistance in filing your claim for mediation.
If you go through the union, the maximum amount you can claim will be \$30,000, instead of \$20,000 for non-union members.

You can contact your union at 6213 8008 or visit NTUC's Workplace Advisory <https://www.ntuc.org.sg/workplaceadvisory>

Figure 4 – Union Member

File an employment-related claim for mediation

Already started or filed application? [Sign in to continue](#)

Tell us more about the issue

Are you a Union member?

Yes No

Are you a :

- Singaporean/Singapore Permanent Resident
- Employment Pass Holder / S Pass Holder
- Other Work Pass Holder

Figure 5 – Not Union Member

If claimant is “Other work pass holder”, the following message will be displayed.

The screenshot shows the TADM (Tripartite Alliance for Dispute Management) website interface for filing an employment-related claim for mediation. The page title is "File an employment-related claim for mediation". A link "Already started or filed application? Sign in to continue" is visible in the top right. The main heading is "Tell us more about the issue". There are two questions: "Are you a Union member?" with radio buttons for "Yes" and "No" (selected), and "Are you a:" with radio buttons for "Singaporean/Singapore Permanent Resident", "Employment Pass Holder / S Pass Holder", and "Other Work Pass Holder" (selected). A light blue box contains the text: "Please file your case in person at TADM via i-Appointment at <https://appointment.tadm.sg>."

Figure 6 –Work Permit Holder & Others

If claimant is NOT “Other Work pass holder”. Click “Continue to File Claim”.

The screenshot shows the TADM (Tripartite Alliance for Dispute Management) website interface for filing an employment-related claim for mediation. The page title is "File an employment-related claim for mediation". A link "Already started or filed application? Sign in to continue" is visible in the top right. The main heading is "Tell us more about the issue". There are two questions: "Are you a Union member?" with radio buttons for "Yes" and "No" (selected), and "Are you a:" with radio buttons for "Singaporean/Singapore Permanent Resident" (selected), "Employment Pass Holder / S Pass Holder", and "Other Work Pass Holder". A grey button labeled "Continue to file claim" is visible at the bottom.

Figure 7 –NOT Work Permit Holder & Others

Click on ‘Continue to file claim’ button, refer to **Figure 7 –NOT Work Permit Holder & Others**, system will redirect user to Sing pass login page.

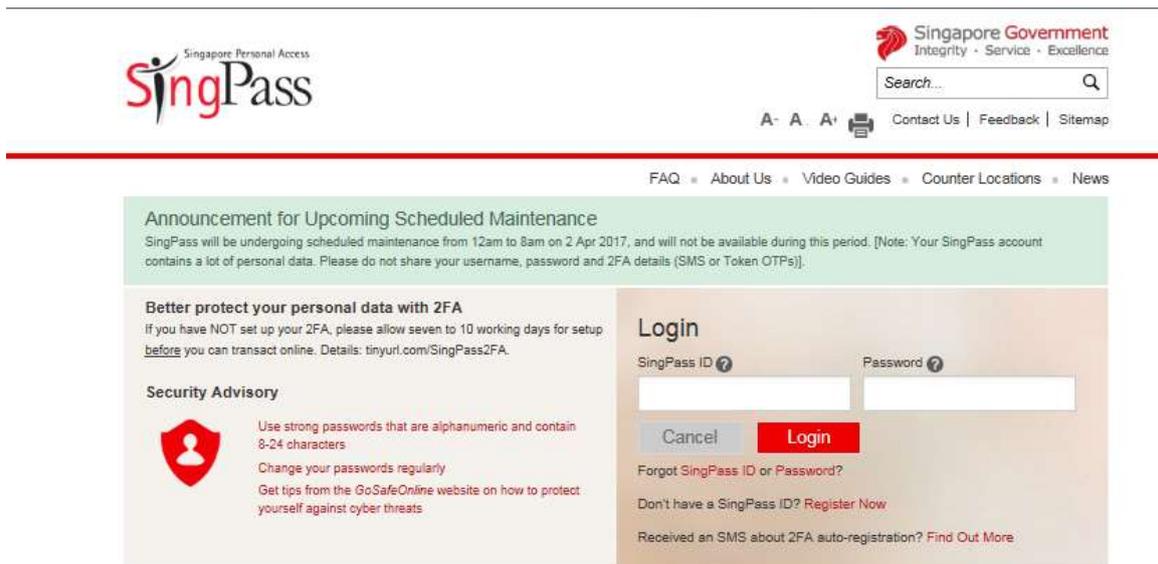


Figure 8 –SingPass Login Page

Enter both your SingPass ID and SingPass password and click the button ‘Login’. The following “Important Notes” page will be displayed. (Refer to [Section 2](#))

2. File a case

The following purpose of claim selection page will be displayed after successful authentication via SingPass.

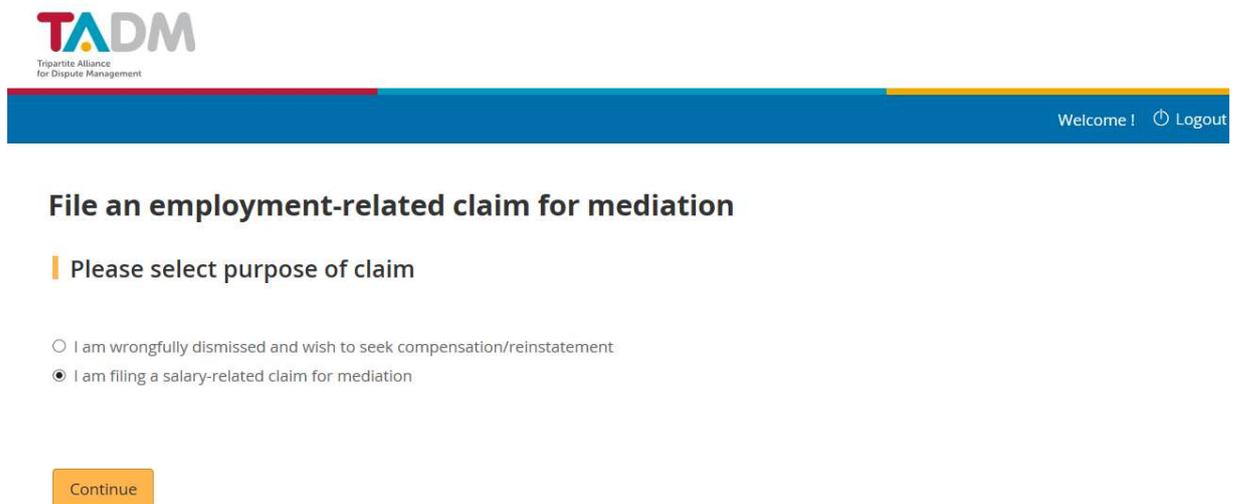


Figure 9 –Purpose of Claim selection page

After the purpose of claim selection, the following 'Important Notes' tab will be displayed.

File an employment-related claim for mediation

- 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

Important Notes

1. **Only cases for which TADM has received payment will be processed. Payment to be made upon registration of case.**
2. After TADM has assessed your claim, mediation may be arranged to look into your case. The details of the case, time and venue of the mediation session will be sent to your email address thereafter. Please note that it is your responsibility to ensure that your filed claims and information uploaded are true and complete to the best of your knowledge. Claims that are invalid or time barred will not be mediated nor heard by TADM or the Employment Claims Tribunal.
3. **PAYMENTS MADE FOR THE REGISTRATION FEES ARE STRICTLY NON-REFUNDABLE.**
4. Lawyers are not allowed to be present in the mediation.
5. 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.
6. Your claims details and information provided would be shared with your employer so that he may respond to the claims.
7. 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 10 – Tick "Terms and Conditions" and Click "OK".

(i) Employee Details

File an employment-related claim for mediation



* Indicates a Required Field

Employee Details

Salutation
* Select one

* Employee's Name as per NRIC/FIN

Employee's NRIC or FIN
* S1234567D

* Postal Code

Get address

* Street Name

Building Name

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](#)
Continue
Save As Draft

Figure 11 - Employee Details

1. If the 'I do not have a local address' is checked, the Postal Code, Street Name and Block/House are not a mandatory fields. Foreign address will then 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.
3. MyInfo service has been integrated into the page, and once the user is logged in and if myinfo details found; employee details will be auto-populated.

Your application is auto-filled with your personal data profile from MyInfo for faster online transaction with the government. To find out more, please visit [MyInfo](#). If you wish to retrieve again, please click  (Last retrieved date 06/11/2017)

Figure 12 - MyInfo 1

Clicking on “Retrieve MyInfo” will retrieve the details and displays below message.

Your personal data profile from MyInfo has been retrieved successfully. If you wish to retrieve again, please click  (Last retrieved date 06/11/2017)

Figure 13 - MyInfo 2

If the logged in employee’s details could not be found in myinfo; then the below message will appear.

There is no data available from MyInfo. You can still continue with this application; please fill out the form carefully. To find out more, please contact [MyInfo](#).

Figure 14 – MyInfo 3

If MyInfo service is unavailable; below message will appear.

MyInfo is currently unavailable. We are unable to retrieve your information from MyInfo. You can still continue with this application; please fill out the form carefully. To find out more, please contact [MyInfo](#).

Figure 15 – MyInfo 4

- Government verified data; Employee’s name, NRIC/FIN, Address, Date of birth, Nationality, Gender fields will be not be allowed to edit upon successful Myinfo retrieval.
- When a drafted application is loaded, MyInfo data will not be auto retrieved unless “Retrieve MyInfo” button is clicked.
- Previously saved data will be retrieved from the database and displayed upon loading.
- Upon clicking “Retrieve MyInfo” existing Employee Details fields will be over written by the available Myinfo data. Previously entered data will remain for unavailable Myinfo data.

(ii) Case Details

File an employment-related claim for mediation



* Indicates a Required Field

⊖ Employment Period

Still in employment

* From

* Are you currently serving notice?
 Yes No

To

Figure 16 – If ‘Still in employment’ is checked, and ‘Are you currently serving notice?’ is ‘No’, the employment period ‘To’ date is based on current date.

⊖ Employment Details

Employment Type
* Select one

* Job Title

Category of Post
* Select one ⓘ

* Basic Salary Select one
e.g. \$5 2000 per month

Figure 17 – Fill up the Employment details

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 minus sign icon on the left. Below the title, there is a red-bordered box containing two dropdown menus. The first dropdown is labeled "Employment Type" and has "TERM CONTRACT" selected. The second dropdown is labeled "Year(s)" and has "Select one" selected. Below the red box, there is a text input field labeled "* Job Title".

Figure 18

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



The screenshot shows a form titled "Employment Details" with a minus sign icon on the left. Below the title, there is a dropdown menu labeled "Employment Type" with "TEMPS/ CASUAL" selected. Below this, there is a text input field labeled "* Job Title".

Figure 19

Termination Details

Is there an agreed required termination notice?

* Select one

* What is the actual notice given?

No Notice Given

From

To

Duration of notice given: 0 days

Reason for Claim

* Select one

Remarks

500 Characters Left

Figure 20 – Fill up the Termination details

Steps:

1. 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

To

Duration of notice given: 1 month

Reason for Claim

Figure 21 – There is 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

dd/mm/yyyy

To
28/02/2018

dd/mm/yyyy

Duration of notice given: 1 month

Reason for Claim
* Select one

Remarks

500 Characters Left

Figure 22 – There is no agreed required termination notice

- If 'What is the actual notice given?' is '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

Remarks

500 Characters Left

Figure 23 – No Notice given

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

Termination Details

Is there an agreed required termination notice?

* NO - NO AGREEMENT

* What is the actual notice given?

No Notice Given

Reason for Claim

* OTHERS

If others, please state

Remarks

500 Characters Left

Figure 24 – Reason for Claims – Others

If the 'Purpose of claim' selection is "I am filing a salary-related claim for mediation"

TADM
Tripartite Alliance
for Dispute Management

Welcome ! Logout

File an employment-related claim for mediation

Please select purpose of claim

I am wrongfully dismissed and wish to seek compensation/reinstatement

I am filing a salary-related claim for mediation

Continue

The Case details panel will be displayed as below:

⊖ Case Details

Claim Type
* Select one

* Period of Claim From

Period of Claim To

* Duration

* Amount

Remarks

100 Characters Left

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

Total Claim Amount (\$)

[Reset](#)

Figure 25 – Fill up the Claim items & Amount etc

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 26 – 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 (5)	10000	test	Select action

Total Claim Amount (\$) 10000

< Back Continue Save As Draft Reset

Figure 27 – 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	<div style="border: 1px solid #ccc; padding: 2px;"> Select action ▾ Edit Remove </div>

Total Claim Amount (\$) 555

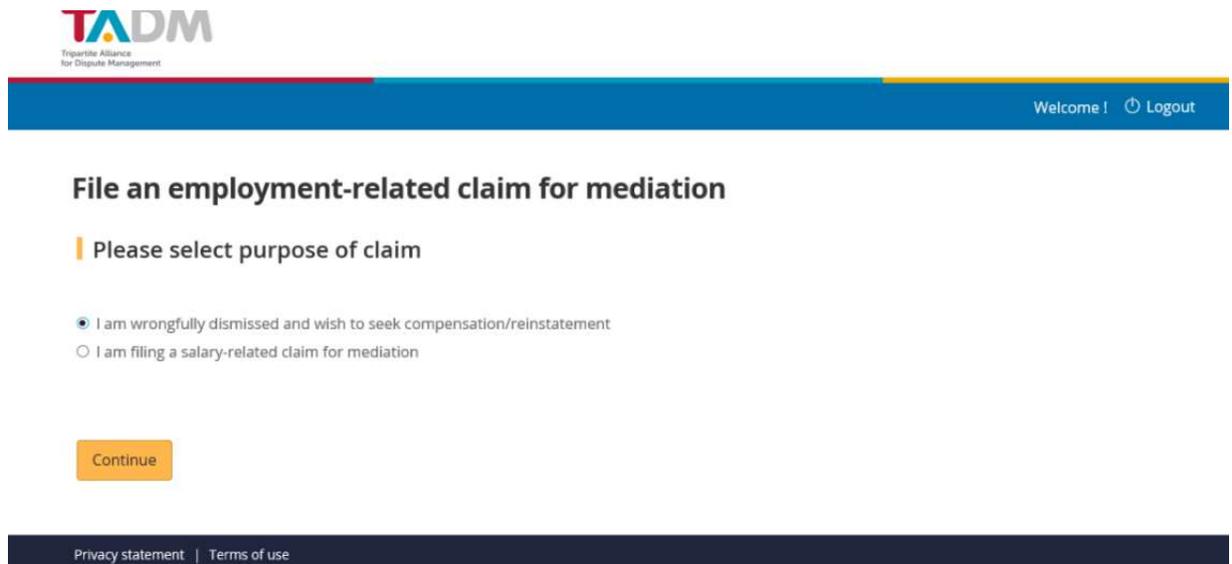
< Back
Continue
Save As Draft

Reset

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.

If the "Purpose of claim" selection (Refer to *Figure 9 –Purpose of Claim selection page*) is "I am wrongfully dismissed and wish to seek compensation/reinstatement",



The Case details panel will be displayed as below:

⊖ Case Details

Claim Type
* Select one

* Amount

Remarks
1000 Characters Left

Figure 28 – Case Details 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 119 – Select Claim type from list

- If 'Compensation for wrongful dismissal' is selected:

Case Details

Claim Type

* COMPENSATION FOR WRONGFUL DISMISSAL

As you are still in employment and no dismissal or termination has taken place, you are unable to file for a wrongful dismissal claim

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](#)

* Amount

Remarks

1000 Characters Left

Figure 30 – Validation after the claim type selection

- If 'Reinstatement for wrongful dismissal' is selected:

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

For managers and executives whose service are dismissed/terminated with the notice or salary in-lieu within the first 6 months of service, we are unable to accept your claim under the Employment Act. If you require further assistance, you may make an [appointment](#) to seek advice.

* Amount

Remarks

1000 Characters Left

Figure 31 – Validation after each question is answered

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? ¹

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 32 – 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 33 – For Claim type ‘Compensation for wrongful dismissal during pregnancy/Reinstatement for wrongful dismissal during pregnancy’, series of questions will appear depending on the selection

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	
▼	S\$	Add

No. of working days/ week

* Select one ▼ ⓘ

No. of rest days/ week

* FIXED REST DAY ▼ ⓘ

If fixed rest day, please state

* SUNDAY ▼

Figure 34

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

⊖ Additional Information

Allowance

TYPE	AMOUNT
	S\$

No. of working days/ week

* Select one

No. of rest days/ week

* BY ROSTER

Figure 35

* Is pay slip provided?

Yes No

* Is payment of salary made electronically?

Yes No

Frequency of Salary Payment

* OTHERS

* If Others, please state

Figure 36 – 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.

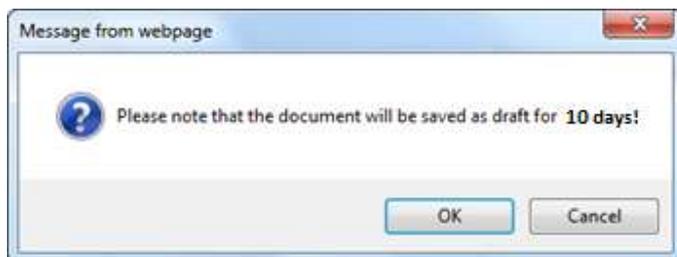


Figure 12

File an employment-related claim for mediation



Success
Draft record saved successfully

Figure 38 – Save Draft Successfully

Click “Continue”.

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

< Back

Continue

Save As Draft

Reset

Figure 39 – Click “Continue”

File an employment-related claim for mediation



* Indicates a Required Field

Company Details

* Company Name

Search

Company UEN

-

* Postal Code

Get address

* Street Name

Building Name

Block/House #
+ 22

Floor/Unit #
22

Company's Correspondence Details

Salutation
Select one

Designation

Contact

Email Address

[< Back](#)

[Reset](#)

Figure 40 – Company Details Tab

Click on the 'Search' button to search a company name, it will display a 'Company Lookup' page in a separate new window.

Enter the name of the company involved and click the 'Search' button.

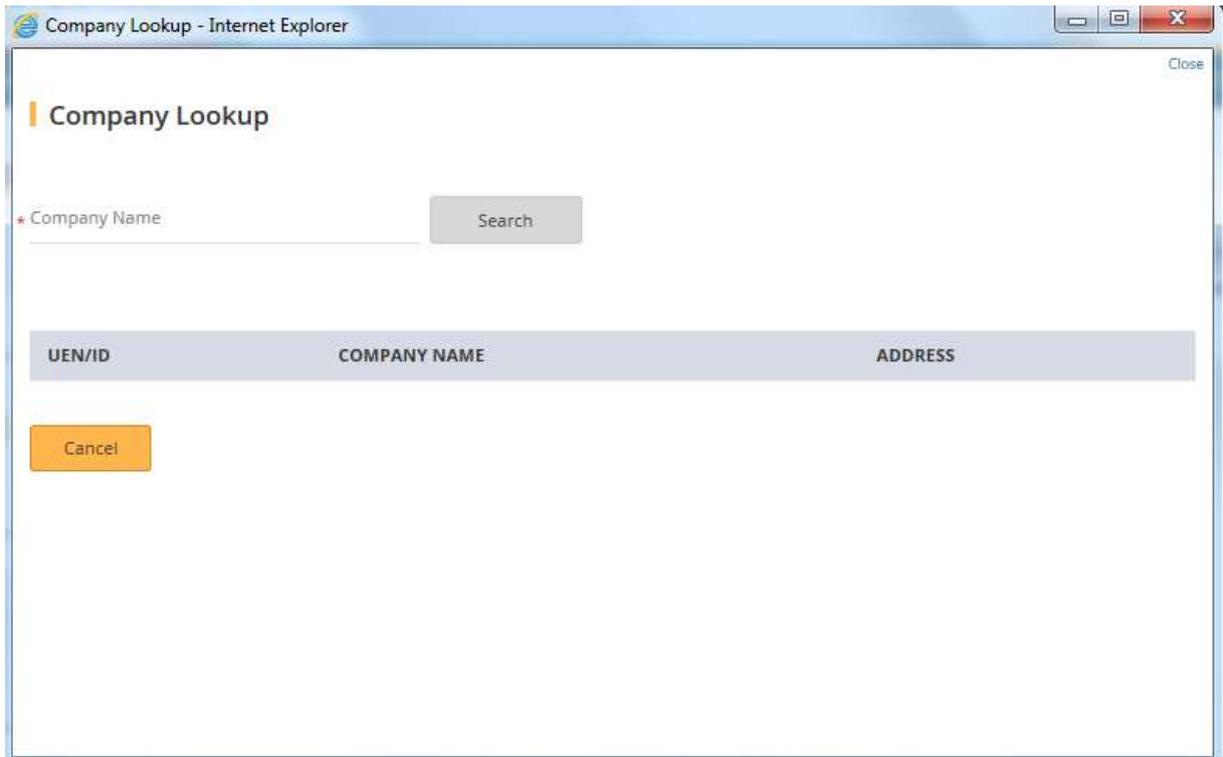


Figure 41

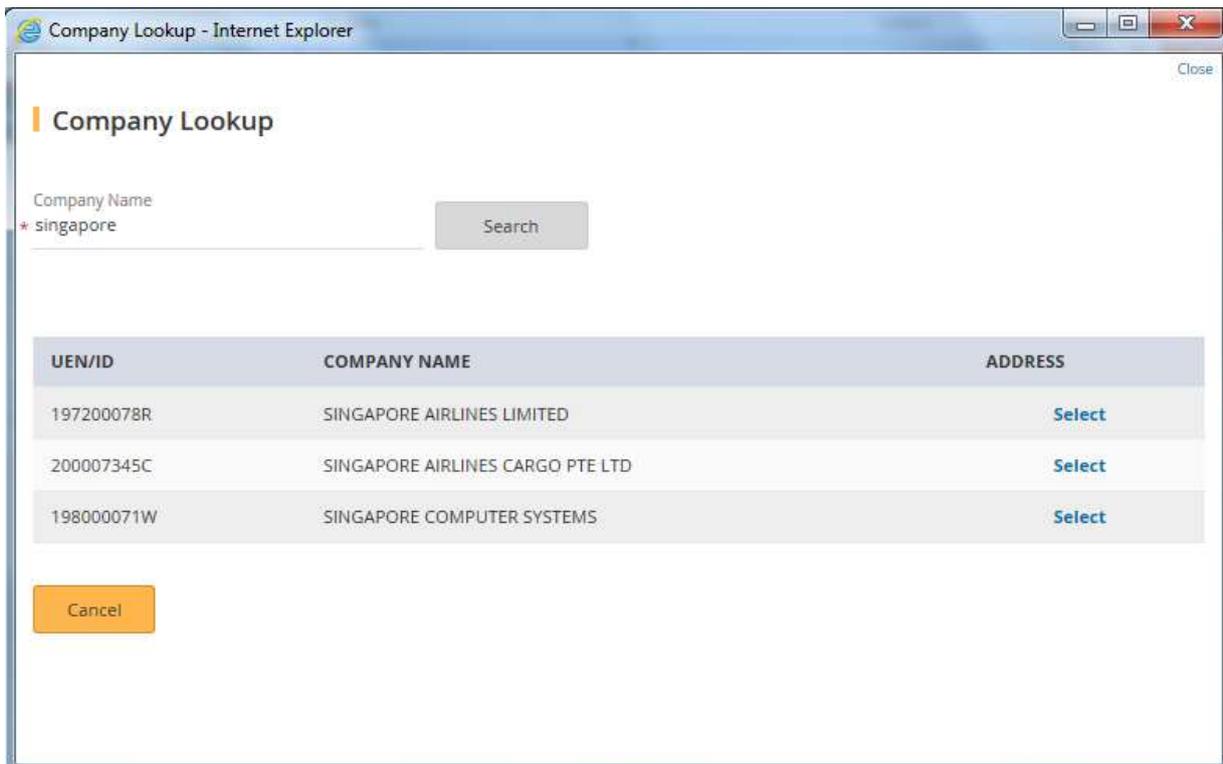


Figure 42

Click on 'Get address' button on 'Company Details' page after entering the Postal Code (Refer to [Figure 25](#)), 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.

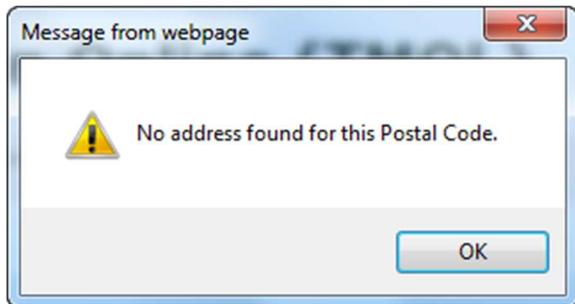


Figure 43

Click on 'Add another' to add another Contact Number.

Enter all mandatory fields and click the 'Continue' button. The following 'Support Documents' tab will be displayed.

File an employment-related claim for mediation



* Indicates a Required Field

Supporting Documents

Please prepare the soft copies of your documents. ¹
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

NRIC/PIN/Passport

Select file...
File size must be less than 10 mb
No File Selected

Other Document

Select file...
File size must be less than 10 mb
Please enter description of the document

No File Selected

[< Back](#)

[Reset](#)

Figure 44

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.

File an employment-related claim for mediation



Supporting Documents

Please prepare the soft copies of your documents. **1**
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 45

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 documents 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.

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.

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

NRIC/FIN/Passport

 Select file...
File size must be less than 10 mb
No File Selected

Other Document

 Select file...
File size must be less than 10 mb
Please enter description of the document

No File Selected

[< Back](#) [Reset](#)

Figure 46

4. Click on the 'Continue' button. The following 'Review & Submit' tab will be displayed.

File an employment-related claim for mediation

To expand/collapse all panels
○ Expand ● Collapse

⊕ Employee Details		
⊕ Employment Period		
⊕ Case Details		
⊕ Termination Details		
⊕ Employment Details		
⊕ Additional Information		
⊕ Company Details		
⊕ Company's Correspondence Details	SXXXXXXXXF	SXXXXXXXXF

Declaration

I, ANDY SXXXXXXXXF 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.

Figure 47

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.

Open each panel and click “Make changes” if require to amend.

⊖ Employee Details

Salutation

MR

[☑ Make Changes](#)

Employee's Name as per NRIC/FIN

ANDY

Employee's NRIC or FIN

S7768982F

Address

SS SS # SS 120987

Date of Birth

08/03/1987

Nationality

SG SINGAPORE CITIZEN

Gender

FEMALE

Marital Status

MARRIED

Educational Qualification

Tick the Declaration and click “Continue” button.

- ⊕ Additional Information
- ⊕ Company Details
- ⊕ Company's Correspondence Details

Declaration

I, ANDY 57768982F, 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 **Continue** Save As Draft Print Draft Reset

The screenshot shows the TADM (Trade Dispute Mediation) interface. At the top, there's a navigation bar with 'Services | View Transaction History' and 'Welcome | Logout'. The main heading is 'File an employment-related claim for mediation'. Below this is a progress bar with 9 steps: Important Notes, Employee Details, Case Details, Company Details, Supporting Documents, Review & Submit, **Payment Review** (highlighted in orange), Make Payment, and Acknowledgement. A red asterisk indicates a required field. The 'Payment Review' section includes: 'Payment for case application registration fee', 'Case Reference Number: 2018000118E-001', and 'Amount Payable (SGD): \$10'. It also provides payment options: Credit / Debit card (Visa or Mastercard) or eNETS via Internet Banking (only Citibank, DBS, UOB, OCBC and Standard Chartered). A note at the bottom asks users to ensure their pop-up blocker is disabled for this site or to add <https://nest.enets.sg> to their list of allowed sites. A 'Continue' button is at the bottom.

Figure 48 – Payment Review

Click on "Continue" button, and 'Make payment' tab will be displayed.

File an employment-related claim for mediation

* Indicates a Required Field

Make Payment

Case Reference Number
201800011BE-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 49 - Make Payment

Choose the payment mode and click "Continue" and you will be redirected to the E-Nets 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	201703000963
NETS Reference Code	20170301105958748
Amount	SGD 10.00

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	<input type="text"/>
Card Number	<input type="text"/>

Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.

CVW / CVC2 [What is CVW/CV2/CID]

Expiry Date: Month (eg: 2017)

I have read, understood and accepted the following:

Figure 50

Case Application has been submitted and Payment successful.

File an employment-related claim for mediation



Acknowledgement

Your claim has been submitted.

You have successfully paid your registration fee.

Please note that the registration fee is non-refundable regardless if a mediation is arranged or your attendance at the mediation session.

Case Reference Number

2019000449E-001

Date & time of Submission

28 Mar 2019 12:12 PM

Payment Status

Success

Receipt No

20190328121341790

Payment Mode

eNETS Credit

Total Amount Paid

\$10

Payment Date & Time

28 Mar 2019 12:14 PM

TADM will contact you either via email or phone call within 3 working days to advise on the next steps of dispute resolution process. Please download/print a copy of this acknowledgement page for your reference.

If you wish to withdraw your claim, please inform us in writing.

If you have other accompanying salary claims(s) (e.g salary in lieu of notice), you will need to lodge a separate case.

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](#)

[Print Acknowledgement](#)

[Print Submitted Form](#)

[View Transaction History](#)

Figure 51

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 (Refer to **Section 3**). 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) wrongfully dismissed and wish to seek compensation/reinstatement or 2) Filing a salary-related claim for mediation. (Refer to *Figure 9 –Purpose of Claim selection page*)

3. Dashboard

TADM
Tribunal Adjudicator
for Dispute Management

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

File an employment-related claim for mediation

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**

[File Case](#)

CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> 2018001093E-001 MR TEST	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	View Uploaded File	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

[Delete](#)

Figure 52

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 53

3.1 Case List

With reference to **Figure 52**, 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 and depending on the 'Purpose of claim' selected (Example: If the purpose of claim (Refer to Figure 9 –Purpose of Claim selection page) 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 (**Figure**) when the 'case' link is selected.

3.2 File Case

With reference to **Figure 52**, 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 **Figure 10 – Tick “Terms and Conditions” and Click “OK”**., to process filing a case. For details, refer File a case.

3.3 Delete

With reference to **Figure 52**, the 'Delete' button allows a user to delete drafts saved in the system.

File an employment-related claim for mediation

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](#)

[File Case](#)

CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> DRAFT	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	View Uploaded File	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

[Delete](#)

Figure 54

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

Steps:

1. Select previously saved drafts from the list.

Tip: Allows multiple selections.

2. Click on the Delete Button.

3.4 Pagination Controls

With reference to in **Figure 52**, the pagination controls allow user to traverse through the pages in the case list.

File an employment-related claim for mediation

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](#)

[File Case](#) 2 items | Page 1 2 > >

CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> 2018001093E-001 MR TEST	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	View Uploaded File	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

[Delete](#)

Figure 55

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.

3.6 Quick Links

With reference **Figure 52**, the quick links will be available throughout ESOL (on any transaction).

File an employment-related claim for mediation

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](#)

[File Case](#)

CASE	NAME OF COMPANY	SUBMISSION DATE	STATUS	SUPPORTING DOCUMENTS	CASE TYPE	E-PAYMENT STATUS
<input type="checkbox"/> 2018001093E-001 MR TEST	ABC AGENCY PTE. LTD.	12-Dec-2018	Processing	View Uploaded File	Salary claims	Paid Amount : \$10 Payment Date/Time : 12 Dec 2018 06:07 PM Receipt No. : 20181212180720898

[Delete](#)

Figure 56

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 any point of transaction.