

Tripartite Alliance for Dispute Management

Pay Mediation Fees

Online Help

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1. Pay mediation Fees

Steps:

1. Access from TADM eService website.

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

Click on the “Pay mediation Fees”, the following page will be displayed.

The Pay Mediation Fees service is for Employer / Employee to make payment if the employment related claim case they lodged against Employer / Employee is not yet paid.

[Back to eServices](#)

Pay mediation fees

If you have filed a claim for mediation at TADM, use this service to pay the registration fees.

Pay fees

- This service is available from 8am to midnight daily.

Things to note

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 <p>Fees are not refundable and are based on the claim amount declared when you file.</p>
Payment methods	<p>You can pay by:</p> <ul style="list-style-type: none">• Visa or MasterCard credit or debit cards.• eNETS via internet banking from Citibank, DBS, UOB, OCBC or Standard Chartered.

What you will need

You will need:

- Your case reference number. If you cannot recall your case reference number, log in to the claim filing eService and check your transaction history.
- For employer: company's UEN.
- For employee: NRIC or FIN.
- Internet banking user ID and PIN (for eNETS payment).
- Credit card or debit card details (for credit or debit card payment).

[Download the user guide](#) for detailed instructions on using this service.

Figure 1

Click on 'Pay Fees' will redirect to following page.

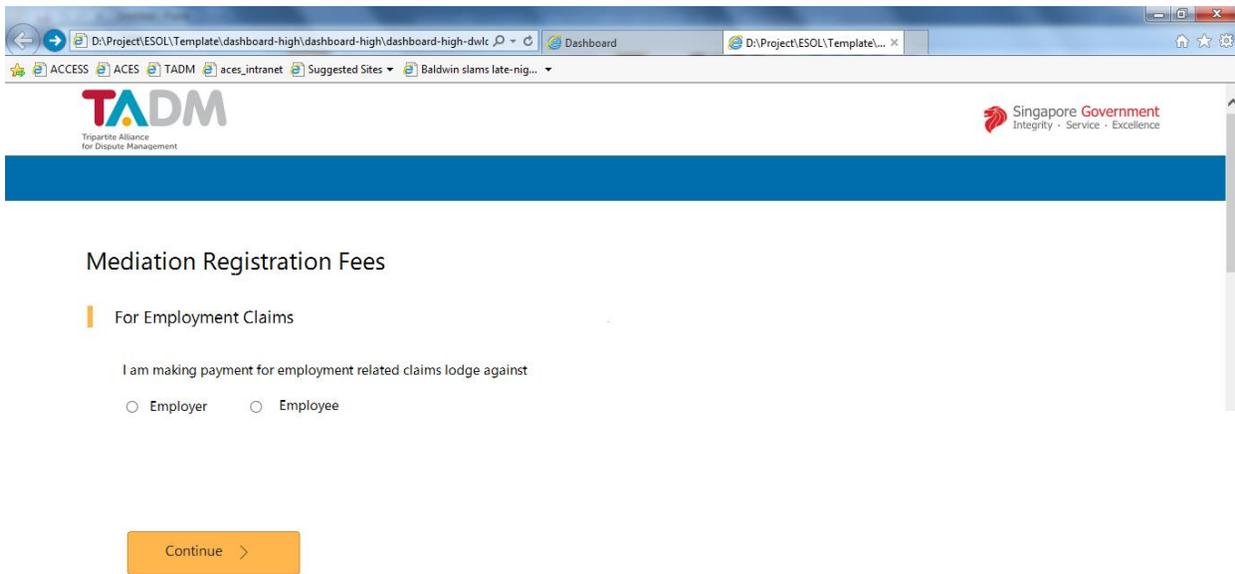


Figure 2

Choose make payment for employment related claims lodge against Employer or Employee.

2. Claim against Employer

Select “Employer” to make payment for the employment related claim against employer.

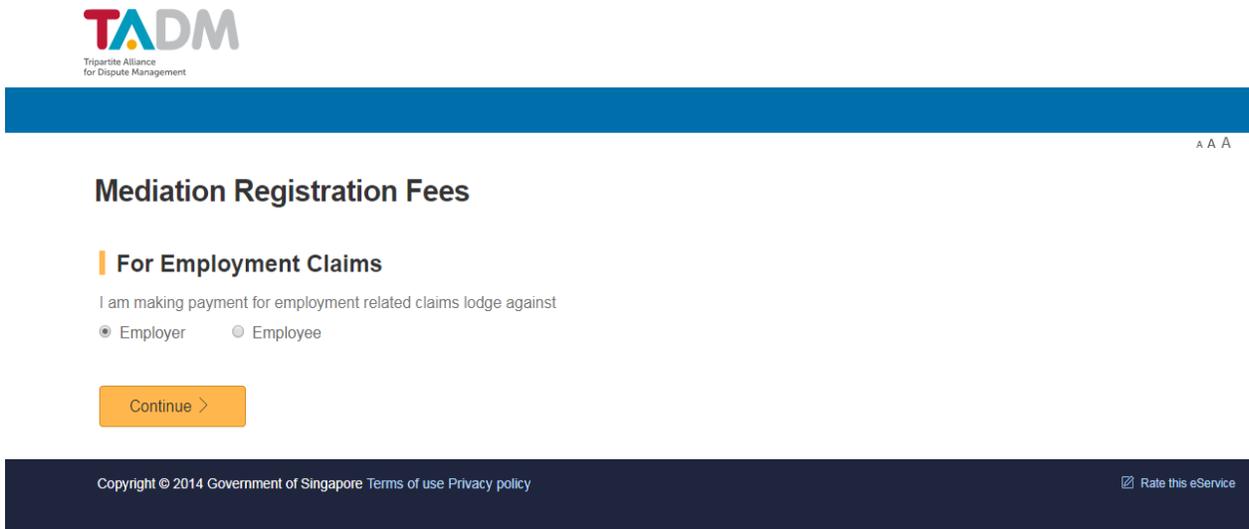


Figure 3

Click “Continue”.

Mediation Registration Fees

Case Reference No
 * 2011000091E-001

NRIC/FIN
 * G5982174T

Search

Figure 4

In search form, Enter Case reference number and Employee’s NRIC/FIN and click “Search”. Employee’s claim case against employer with payment status “Not Paid” will appear, Select the case and Click “Pay for selected items”.

Mediation Registration Fees

Case Reference No
 * 2011000091E-001

NRIC/FIN
 * G5982174T

Search

CASE REFERENCE NUMBER	CASE TYPE	SUBMISSION DATE	STATUS	PAYMENT STATUS
<input type="checkbox"/> 2011000091E-001 NAME1	Claim Against Employer	31-Jan-2011	Submitted	Not Paid

Pay for Selected Items

Figure 5

Click “Pay for Selected Items” will redirect Payment form (Please refer Section 4 Make Payment)

3. Claim against Employee

Select “Employee” to make payment for the claim against employee.

Mediation Registration Fees

For Employment Claims

I am making payment for employment related claims lodge against

Employer Employee

Continue >

Figure 6

Click on “Continue” button.

Mediation Registration Fees

Case Reference Number
* 2014000206E-001

UEN
* 198000071W

Company Lookup

Search

Figure 7

Enter Case Reference number and Click “Company Lookup” to search the company and fill up Company’s UEN. Click “Search”.

Enter company name and click “Search” for the company lookup. Select the required company by clicking “Select” link.

Company Lookup

Company Name
* %SINGAPORE

Search

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

UEN/ID	COMPANY NAME	ADDRESS
198200257N	SODEXO SINGAPORE PTE. LTD.	Select
199002477Z	PRUDENTIAL ASSURANCE COMPANY SINGAPORE (PTE) LIMITED	Select
201132916D	BERKELEY EDUCATION ALLIANCE FOR RESEARCH IN SINGAPORE LIMITED	Select
T06FC6925F	FERRERO ASIA LIMITED (SINGAPORE BRANCH)	Select
197500868K	MEIDEN SINGAPORE PTE. LTD.	Select

Cancel

Figure 8

Employer’s claim case against employee with payment status “Not Paid” will appear, Select the case and Click “Pay for selected items”.



AAA

Mediation Registration Fees

Case Reference Number
* 2014000206E-001

UEN
* 198000071W

Company Lookup

Search

CASE REFERENCE NUMBER	CASE TYPE	SUBMISSION DATE	STATUS	PAYMENT STATUS
<input type="checkbox"/> 2014000206E-001 rommeIEN	Recover notice pay from ex-employee	28-Aug-2014	Submitted	Not Paid

Pay for Selected Items

Figure 9

Click “Pay for Selected Items” will redirect Payment form (Please refer Section 4 Make Payment)

Mediation Registration Fees



Make Payment

Case Reference Number
2014000206E-001

Amount Payable (SGD)
\$20

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 Proceed for Payment

Figure 11

Click “Continue”.

Mediation Registration Fees



Make Payment

Case Reference Number
2014000206E-001

Amount Payable (SGD)
\$20

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 Proceed for Payment

Figure 12

Select Payment mode and click “Proceed for Payment” will redirect to following E-nets page.



- 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
 Merchant Reference Code
 NETS Reference Code
 Amount



TEST: Tripartite Alliance Limited
 201703000992
 20170327120403521
 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
 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/CVC2/CID]

Expiry Date Month (eg: 2017)

- I have read, understood and accepted the following:
- The return & refund policy for the purchase of relevant products / services.
 - The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in **NETS' Data Protection Policy.**



Figure 13

Enter card information in E-nets page.

1. After the payment made :
 - (i) Payment Successful



Mediation Registration Fees



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.

[Continue >](#)

Figure 14- Payment successful

- (ii) Payment Unsuccessful

Payment for your Case Application registration fee is Unsuccessful

Your card has not been charged.

Transaction Amount not within allowed range

Case Reference Number	2017000213E-001
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If we do not receive the mediation fee payment from you within 3 calendar days, your case will be treated as closed.

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.com.sg. Alternatively, you can refer to eNETS FAQs at the following URL: <https://www.nets.com.sg/support/faqs/faq-enets>

[Print Acknowledgement](#)



Figure 15- Payment unsuccessful

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

CLAIMS-REGISTRATION				
CASE REF. 2014000051E-001				
PART 1 - EMPLOYEE DETAILS				
EMPLOYEE'S NAME	: WEI WEI	EMPLOYMENT PROFILE	:	
EMPLOYEE NRIC/FIN	: G5139724Q	GENDER	:	MALE
DATE OF BIRTH	: 02/02/1990	ADDRESS IN SINGAPORE	:	BLK NA, SINGAPORE COMPUTER BUILDING, BEDOK SOUTH ROAD, SINGAPORE - 469272
CONTACT 1	:	CONTACT 2	:	66554433
EMAIL ADDRESS	:		:	
FOREIGN ADDRESS	:	RACE	:	CHINESE
MARITAL STATUS	: SINGLE	NATIONALITY	:	MY MALAYSIAN
HIGHEST EDUCATION	: DEGREE	LANGUAGE USED	:	ENGLISH
PART 2 - EMPLOYMENT PROFILE				
EMPLOYMENT CONTRACT	: YES	JOB TITLE	:	OFFICER
EMPLOYMENT PERIOD	: Already Left Employment	START DATE	:	01/02/2012
		END DATE	:	01/02/2014
EMPLOYMENT TYPE	: FULL-TIME		:	
BASIC SALARY	: 1600 PER MONTH		:	
NOTICE TYPE	: YES - AS IN WRITTEN CONTRACT	NOTICE REQUIRED	:	1 MONTH(S)
		NOTICE IS GIVEN FROM	:	
		TO	:	
PART 3 - DETAILS OF CLAIM				
CLAIMANT NAME	:	MANAGEMENT CORPORATION STRATA TITLE NO.958		
CLAIM TYPE	DURATION	START DATE	END DATE	REMARKS
SALARY IN LIEU OF NOTICE	12 DAY(S)	03/02/2014	14/02/2014	
PART 4 - REMARKS				

Figure 16- Registration Form