## **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.



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

#### Things to note

Registration fees for medition	<ul> <li>\$10 if you are claiming \$10,000 or less</li> <li>\$20 if your claim exceeds \$10,000</li> <li>Fees are not refundable and are based on the claim amount declared when you file</li> </ul>
	when you file.
Payment methods	You can pay by: Visa or MasterCard credit or debit cards. NETS 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.

A CONTRACTOR OF		
🕞 🕣 D\Project\ESOL\Template\dashboard-high\dashbo	D:\Project\ESOL\Template\ ×	
👍 @ ACCESS @ ACES @ TADM @ aces_intranet @ Suggested Sites ▼ @ Baldwin slams late-nig ▼		
Tigarite Allance for Double Management		Singapore Government Integrity - Service - Excellence
Mediation Registration Fees		
For Employment Claims		
I am making payment for employment related claims lodge against		
O Employer O Employee		
Continue >		

#### 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.

Tripartite Alliance for Dispute Management	
Mediation Registration Fees	
For Employment Claims	
l am making payment for employment related claims lodge against ● Employer         ● Employee	
Continue >	
Copyright © 2014 Government of Singapore Terms of use Privacy policy	☑ Rate this eService

## Figure 3

Click "Continue".



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#### **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".

Tipartite Allarce for Dispute Management				
Mediation Degistrat	tion Ease			A
Case Reference No	lion rees			
2011000091E-001     NRIC/FIN				
* G59821741 Search				
	CASE TYPE		STATUS	DAVMENT STATUS
2011000091E-001 NAME1	Claim Against Employer	31-Jan-2011	Submitted	Not Paid

#### 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.



#### 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 Loc	kup				
*	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	E. LTD.			Select
	199002477Z	PRUDENTIAL ASSURANCE	E COMPANY SINGAF	PORE (PTE) LIMITED		Select
	201132916D	BERKELEY EDUCATION A	LLIANCE FOR RESE	ARCH IN SINGAPORE LIMITED		Select
	T06FC6925F	FERRERO ASIA LIMITED (	SINGAPORE BRANC	H)		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".

Tigartis Allance ror Dispute Management					
Mediatio	on Registra	tion Fees			A A 1
Case Reference N * 2014000206E-00	umber )1				
UEN * 198000071W		Company Lookup			
Search				STATUS	DAVAGENT STATUS
2014000: rommelE	206E-001 N	CASE TYPE Recover notice pay from ex-employee	28-Aug-2014	Submitted	Not Paid
Pay for Sele	cted Items				

### Figure 9

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

# 4. Make Payment

D) Brojact/ ESOI / Tame Inter day	bhoard bigb/dacbhoard bigb/dachtered big			
ESS @ ACES @ TADM @ aces	s_intranet 🗿 Suggested Sites 🔻 🎒 Baldwir	n-dwit () + O   (2) Dashboard	U:\Project\ESOL\Template\ ×	
Tigartite Allance for Dispute Management				Singapore Government Integrity - Service - Excellence
Mediation Reg	jistration Fees	3	4	
		Malua Davianant		
important Notes	rayment Keview	Waker ayment	Acknowledgement	
<ol> <li>ATMENTS MADE</li> <li>TADM will not be h to the wrong address</li> <li>All information will</li> <li>I consent to the col disclosure, between t</li> </ol>	The STRETCH NORMERON PARES IN Net liable for any loss or damages in t I be treated as confidential. Ilection and use of my personal data the following parties – (a) TAL c/o TA	by Tripartite Alliance Limited (TAL;	elivery of documents or summons sent c/o TADM. I also consent to the thorities (including the Ministry of	
Manpower) and (d) a of any and all inform	uthorised parties (including the Nati ation that these parties may subsequ	onal Trade Unions Congress' U Care iently possess or collect in connection	Centre and Migrant Workers' Centre), on to my claim/dispute.	
TAL c/o TADM collec (i) providing advisory (ii) facilitating access (iii) providing assistar (iv) complying with la	ts, uses and discloses the data above , mediation and other services for di to financial/social assistance; nce with the enforcement of court or aws, guidelines and directions.	e for the purposes of - spute management; ders; and		
□ By clicking "OK"	<sup>v</sup> , I have read, understood and agree	to the above paragraphs.		

## Figure 10

Tick "Agreement" and click "Continue".



## **Mediation Registration Fees**



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#### Figure 11

Click "Continue".

Mediation Registration Fees
Important Notes Payment Review Make Payment Acknowledgement
Make Payment
Case Reference Number 2014000206E-001
Amount Payable (SGD) \$20
Payment Mode
eNETS via Internet Banking     Credit/ Debit card O/sa or Masterrard)
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.



S

Consumer

eNET

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

THE REPORT OF THE OTHER FINE	2	
	MasterCard. Verified by SecureCore. VISA	32-
Merohant Name	TEST: Tripartite Alliance	22
Merohant Reference Code NET8 Reference Code	201703000992 20170327120403521	
Amount	830 10.00	
Important Notice: Please note down t	the	1
transaction		
to	ve you need	
raise any query on this transaction.		
COLDIT THE DUT COOR INCOMPATION		
CREDIT/DEBIT CRRD INFORMATION		
CREDIT/DEBIT CRRD INFORMATION		1
CREDIT/DEBIT CARD INFORMATION	VISA	
CREDIT/DEBIT CRRD INFORMATION	📀 VISA	
CREDIT/DEBIT CARD INFORMATION	See VISA	AT BOA
CREDIT/DEBIT CARD INFORMATION	See VISA	N Ma
CREDIT/DEBIT CARD INFORMATION	See VISA	N Mar
CREON/DEBNI CARID INFORMATION	See VISA	17
Name on Card Number	VISA	T
Name on Card Number Please note that the Credit Card Numb	er should be 13 or 16 digits.	17
Name on Card Card Number Please note that the Credit Card Numb Please note that the Credit Card Numb	er should be 13 or 16 digits. spece or desh.	M

Figure 13

Enter card information in E-nets page.

Policy.

Expliny Date

Month

~

relevant products / services.

(eg: 2017) I have read, understood and accepted the following:

. The return & refund policy for the purchase of

. 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

Monday, 27 March 2017

Fast, Secure

& Hassie-free transactions

## 1. After the payment made :

(i) Payment Successful

Mediation Re	egistration Fee	s	
Important Notes	Payment Review	3 Make Payment	4 Acknowledgement
Acknowledgement			
Please note that the registra	tion fee is non-refundable regard	ess of your attendance at the in	quiry proceeding(s)
Case Reference Number Date & time of Submission Payment Status Receipt No	2017000202E-0	51	
Payment Mode Total Amount Paid	\$10		
Payment Date & Time			

Figure 14- Payment successful

## (ii) Payment Unsuccessful

Payment for your	Case Application registration fe	e is Unsucht
Your card has not been charge	https://test.enets.sg/enets/netsTxnEnd	
Transaction Amount not within all	owed range	CNETS TRANSACTION NOTICE
Case Reference Number	2017000213E-001	TRAINSACTION INCOMPLETE Menciant Enformance Code: 2017/2020/001 VETS Reference Code: 2017/0224110423800
If we do not receive the mediation	fee payment from you within 3 calendar days, your case w	Des & Time: 24 or 2017 11:06-43 - Unsuccessful fransaction mount not within range. Please contact your service provider and wenton = 1200
What you can do next		DETRILE C
Try to pay again after 5 minute	s.	
· If problem persists, contact eN	ETS customer service/technical hotline at 6274 1212 or ema	all them at info@nets.
Alternatively, you can refer to eNB	TS FAQs at the following URL: https://www.nets.com.sg/su	pport/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
PART 1 - EMPLOYEE DETAI	1.5	CLAIMS	REGISTRATION			
PART / ENT COTCE DETAI			EMPLOYMENT			
EMPLOYEE'S NAME	1	WEIWEI	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 PR	OFILE					
EMPLOYMENT CONTRACT	:	YES				
	:		JOB TITLE	:	OFFICER	
EMPLOYMENT PERIOD	:	Already Left Employment	START DATE	:	01/02/2012	
	1		END DATE	:	01/02/2014	
EMPLOYMENT TYPE	1	FULL-TIME				
BASIC SALARY	1	1600 PER MONTH				
NOTICE TYPE	:	YES - AS IN WRITTEN CONTRACT	NOTICE REQUIRED	:	1 MONTH(S)	
			NOTICE IS GIVEN FROM	:		
			то	:		
PART 3 - DETAILS OF CLAIN	1					
CLAIMANT NAME		:	MANAGEMENT CORPO	RATI	ON STRATA T	TLE NO.958
CLAIM	түр	E DURA	TION START DATE		END DATE	REMARKS
SALARY IN LIEU OF NOTICE 12 DAY		Y(S) 03/02/2014		14/02/2014		
PART 4 - REMARKS						

Figure 16- Registration Form