



Tripartite Alliance
for Dispute Management

User Guide to Register Company Representative for Mediation

Overall procedure flow

Pre-requisites

- You are the Corppass user of the company
- You are assigned the required digital service on Corppass (MOM – ESOL)
- You are either the Director or an paid employee of the company with the Letter of Authorisation (if you are the Director, prepare documentation of your position- ACRA, name card)

Access TADM e-service

- Access TADM e-service to register a representative
- Login via Singpass
- Select the entity you are transacting on behalf
- Key in the case reference number

Successful registration

- Upon successful registration, TADM will contact the representative within 2 weeks
- Please monitor your email inbox, including your junk/spam folders during this period
- If you did not receive any notification from TADM after 2 weeks, please contact us at www.tal.sg/tadm/Contact-Us

Pre-requisite

Access TADM e-service

Successful registration

- Before accessing TADM e-service, ensure that the Corppass user is being assigned to the below e-service: MOM – Employment Standards Online
- Please refer to <https://www.corppass.gov.sg/corppass/common/userguides> if you are using Corppass for the first time or need detailed user guides

Assign Selected e-Services

1 2 3 4
Select Users Select e-Services Enter Details Review & Submit

Can't find an e-Service? Click [here](#) to add e-Service to your Entity.

Assign Selected e-Services to
1 Selected Users +

e-Services with [icon] require additional details. For more information, contact the relevant agency.

* - denotes mandatory fields

Govt Agency	Entity's selected e-Services	Agency Check Required	Additional Details Required
MINISTRY OF MANPOWER (MOM)	EMPLOYMENT STANDARDS ONLINE		

Pre-
requisite

Access
TADM e-
service

Successful
registration

1) Access TADM e-service- : <https://www.tal.sg/tadm/eservices> and select “Register a representative for mediation”

The screenshot shows the TADM eServices portal. At the top, it says "eServices" and "Use these eServices to file a claim for mediation or make an appointment at TADM." Below this, there are three main sections: "File an employment-related claim for mediation", "Appointments at TADM", and "Mediation-related processes". The "Mediation-related processes" section contains two options: "(For Employers) Register a representative for mediation" and "(For Employers and Employees) Login to TADM Online Dispute Resolution portal". The first option is highlighted with a red box.

eServices

Use these eServices to file a claim for mediation or make an appointment at TADM.

File an employment-related claim for mediation

I am filing as:

- [An employee](#)
- [An employer - only for notice pay](#)

I am a union official filing on behalf of:

- [An Ordinary Branch member](#)
- [A General Branch member](#)

Fees and documents

- [Pay mediation fees](#)
- [Upload documents for a claim](#)

Appointments at TADM

[Make or manage an appointment](#)

Mediation-related processes

- [\(For Employers\) Register a representative for mediation](#)
- [\(For Employers and Employees\) Login to TADM Online Dispute Resolution portal](#)

Pre-requisite

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Successful
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2) Click Register using Singpass (for Business users):

- Note: If you are a sole-proprietor, choose “Register using Singpass (for individual users)”

The screenshot shows the TADM website interface. At the top left is the TADM logo with the text 'Tripartite Alliance for Dispute Management'. To the right are navigation links: 'About Us', 'FAQs', and 'Contact Us', followed by a search bar. Below these are more navigation links: 'Know your options', 'Mediation guide', 'Case studies', and 'eServices'. The main content area features two links with right-pointing chevrons: 'What happens after registration' and 'User guide'. Below these are two prominent blue buttons: 'Register using Singpass(for Business users)' and 'Register using Singpass (for Individual users)'. At the bottom, there are two bullet points: 'This service is available 24 hours daily.' and 'Sign up for [Corppass](#)'.

Pre-requisite

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3) Login using Singpass

The screenshot shows the Singpass login interface. At the top, it says "A Singapore Government Agency Website" and "singpass" with navigation icons. An "Advisory Note" states: "Your SingPass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone." Below this, there is a "Log in with Singpass" section with a person icon and the text "Your trusted digital identity". To the right, there is a "Singpass app" login option with a QR code and the text "Scan with Singpass app to log in". At the bottom of the QR code section, it says "Don't have Singpass app? [Download now](#)".

Pre-
requisite

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TADM e-
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4) Select entity you are transacting

corppass

A A

Select UEN/Entity ID

12345XXXXG
BANK OF ABCDE LIMITED

199102507H
TEMPCO SOLO PTE LTD

Pre-requisite

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TADM e-
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Successful
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5) Verify details. Key in case reference number with no spaces at the start and end of the number. Then click search before entering the representative details

Verify your contact details

1 Contact Details 2 Upload File 3 Acknowledgement

* Indicates a Required Field

Please enter Case Reference Number to Register a Representative
To register a representative for multiple cases, please enter the case reference number and click on Search. The case details will be populated below.

* Case Reference Number

Company Name
ABC Ltd

Company UEN
198000071W

Salutation
* Select one

Representative's Name as per NRIC/FIN
* SS

Representative's ID as per NRIC/FIN
S7272892J

If you are using Corppass, your Company Name and UEN will be auto-generated

If you are using Singpass, your Name and NRIC will be auto-generated

Pre-requisite

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6) Upload authorisation letter if you are paid employee. Upload ACRA/name card if you are the Director. Click continue after uploading.

Verify your contact details

1 Contact Details 2 Upload File 3 Acknowledgement

* Indicates a Required Field

Supporting Documents

Please prepare the soft copies of the authorisation letter authorising the registered representative for mediation. ¹
Each file size must be less than 10 MB and the maximum size for all files is 12 MB.
You may upload more than one file for each document.

Document

Select file...

No File Selected

Upload

DOCUMENT	DESCRIPTION	ACTION
payment.png	Authorisation Letter	Delete

Continue

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- Upon successful registration, TADM will contact the registered representative within 2 weeks.
 - For cases on TADM Online Dispute Resolution platform, you should receive an email titled “Invitation to TADM ODR platform” within 2 working days.

Verify your contact details



Acknowledgement

You have completed the registration for the following case(s):

Case(s)

202101 E-001

Date/Time submitted

03 September 2021 16:53 hrs

Print Acknowledgement