Tripartite Alliance for Dispute Management

File a notice-pay claim for Mediation

Online Help

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1. Accessing File a notice-pay for mediation Steps: or red and steps: or red and

1. Accessing from TADM eService website.

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

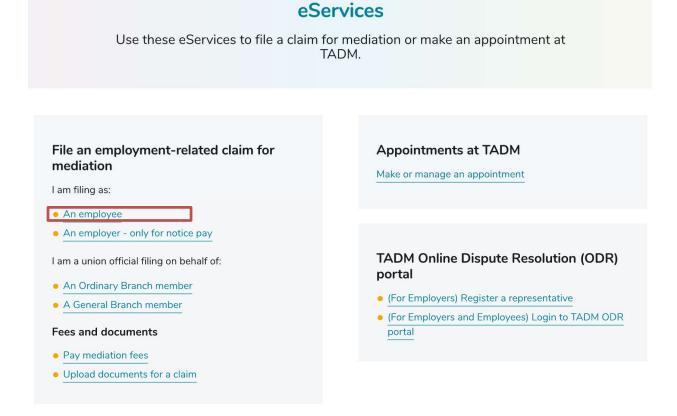


Figure 1

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

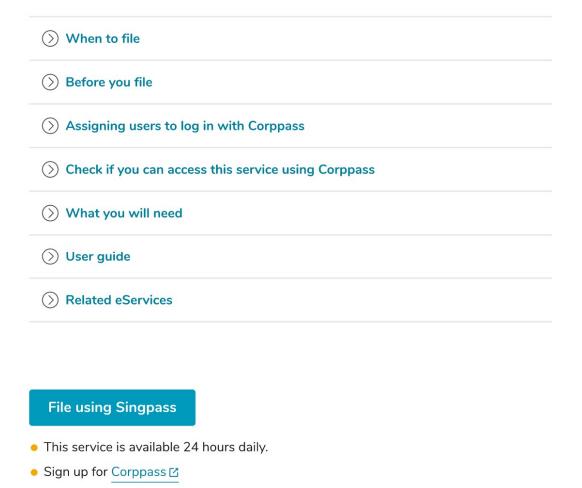


Figure 2

3. After click "File using Singpass" button, it will redirect to Singpass login page (Refer to Figure 3). To login with Singpass, scan with Singpass app or enter both Singpass ID, and Singpass password and click the button 'Login', After successful Singpass login, choose appropriate UEN/ Company (Refer to Figure 3.1) then File a notice-pay claim for mediation Dashboard page will be displayed. (Refer to Figure 4).

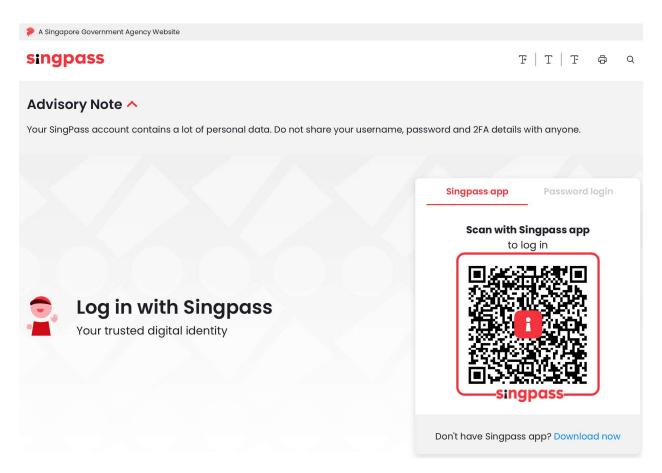


Figure 3 - Singpass login



Figure 3.1 - Choose appropriate UEN/Company after login with Singpass







Figure 4 - Notice-pay Dash board

2. File Claim

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



Important Notes

- 1. Only cases for which TADM has received payment will be processed. Payment to be made upon registration of case.
- 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 barrred will not be mediated nor heard by TADM or the Employment Claims Tribunal.
- 3. Your claims details and information provided would be shared with your employer so that he may respond to the claims.
- 4. PAYMENTS MADE FOR THE REGISTRATION FEES ARE STRICTLY NON-REFUNDABLE.
- If you are an undischarged bankrupt, you must inform the Official Assignee (QA) of this lodgement. This is because we are guided by the Official
 Assignee's direction on the payment mode. Failure to disclose such information to the QA is an offence under the Bankruptcy Act. You must also
 alert the mediator of your bankruptcy status.
- 6. Lawyers are not allowed to be present in the mediation.
- 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 artifices or emities.
- I consent to the collection and use of my personal data by Tripartite Alliance Limited (TAL) t/o TADM. Lalso consent to the disclosure, between the following parties:
 - a. TAL
 - b. An organisation and where applicable, the MOM, the State Courts and authorised parties (including inter alia, employers, SNEF, NTUC or any other union, NTUC U Care Centre and Migrant Workers' Centrej to follow up on your case unless you expressly inform us otherwise;
 - c. Relevant authorities (including MOM and MOM's Vendor) and other government regulatory bodies (including the State Courts) upon their official requests:
 - d. Any other party to whom you authorise us to disclose your Personal Data:
 - e. An Intern, employee, independent contractor or data intermediary providing services to support TAL, whom are under a duty of confidentiality to TAL;
 - f, Third parties who perform market research and customer surveys and polls on behalf of TAL; and
 - g. Any third party engaged to maintain, repair or enhance this website or otherwise perform services for us for any purpose deemed appropriate by any or both of us.

TAL c/g 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 linancial/social assistance
- iii. providing assistance with the enforcement of court orders;
- iv. conducting market research and analysis including focus group discussions, customer satisfaction or other surveys and polls to develop or to enhance our programmes and services; and
- v, complying with laws, guidelines and directions.

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



Figure 5 - Important Notes

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

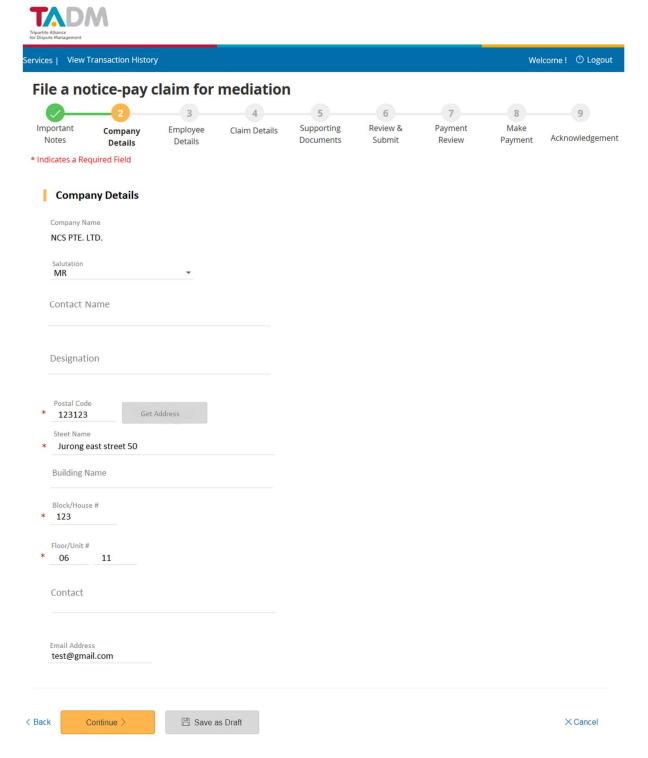


Figure 6 - Company Details

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.

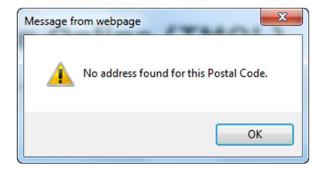


Figure 7 - No address found

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.

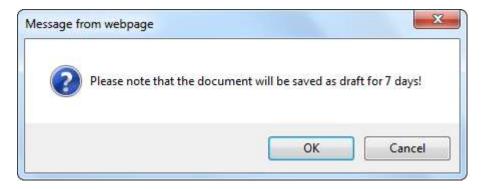


Figure 8 - Save as Draft

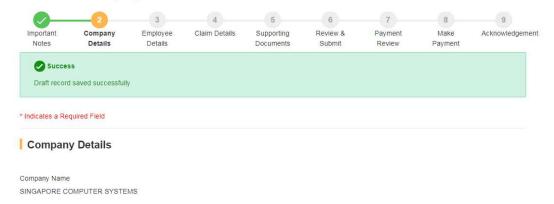
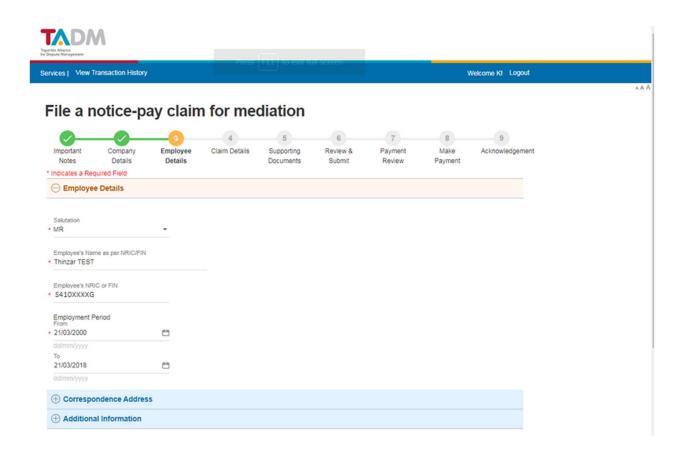
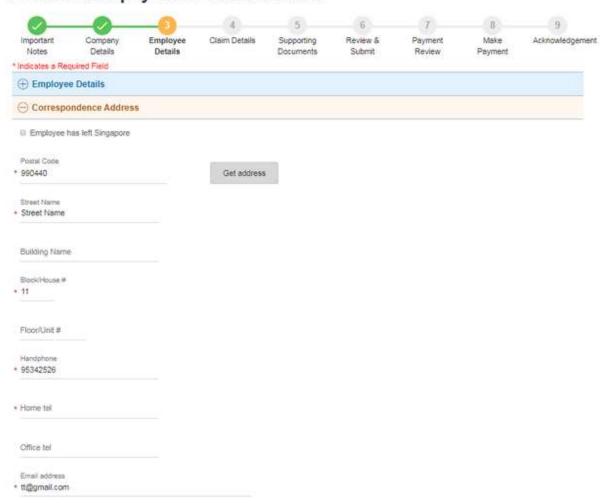


Figure 9 - Save as Draft

- 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.





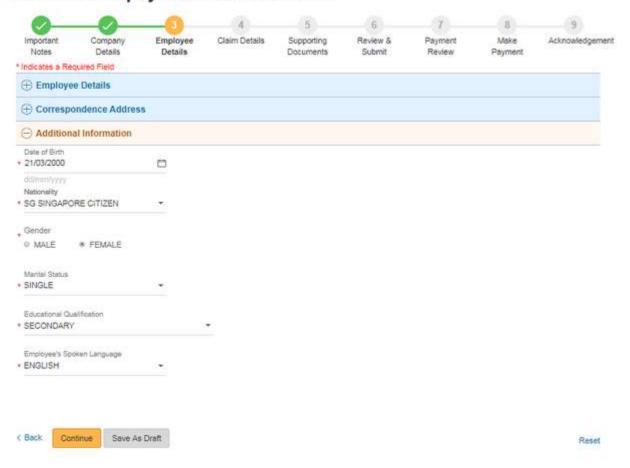
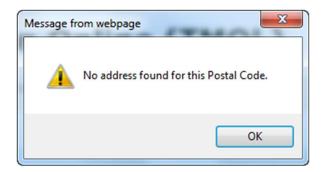


Figure 10 - Employee Details

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.

Welcome K! Logout

File a notice-pay claim for mediation



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

afasdfasdfasdfasdf 482 Characters Left

Remarks

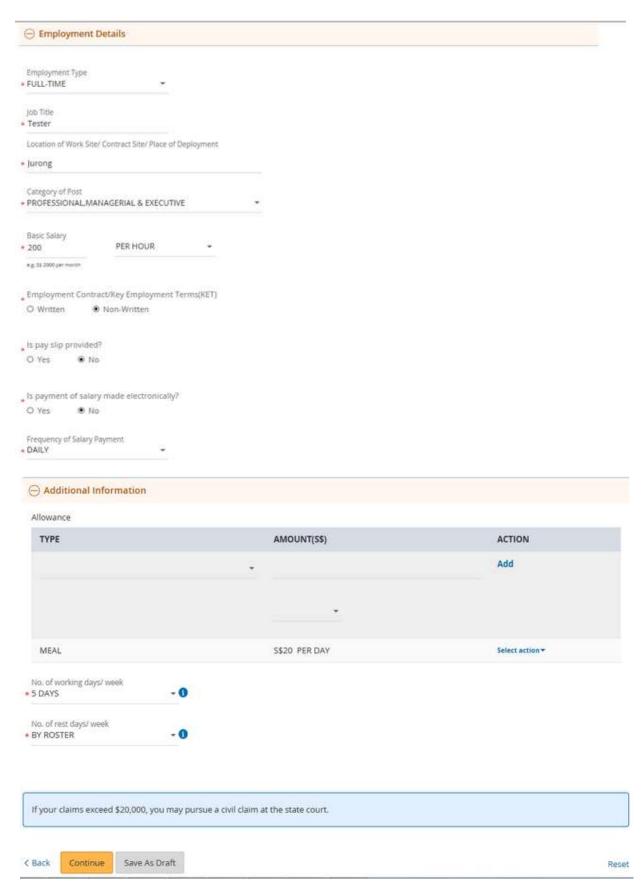


Figure 11 - Claim Details

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

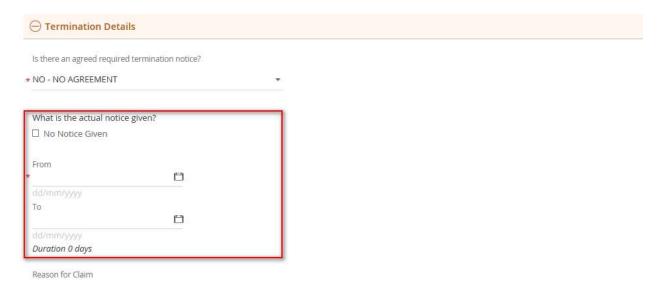


Figure 12 - Unselect the checkbox 'No Notice Given'

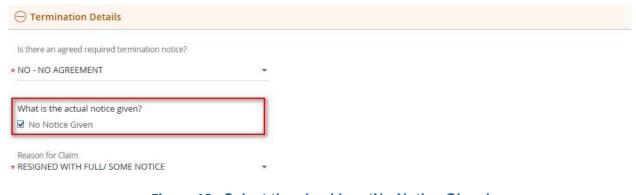


Figure 13 - Select the checkbox 'No Notice Given'



Figure 14 – Agreement

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

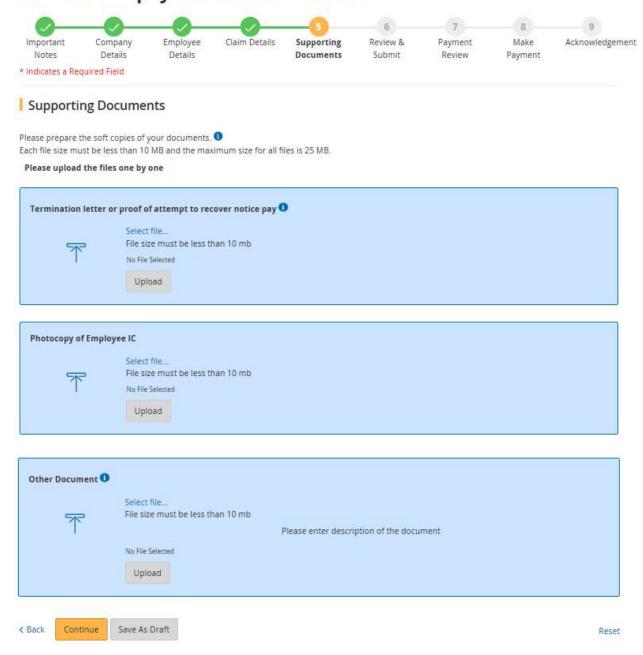
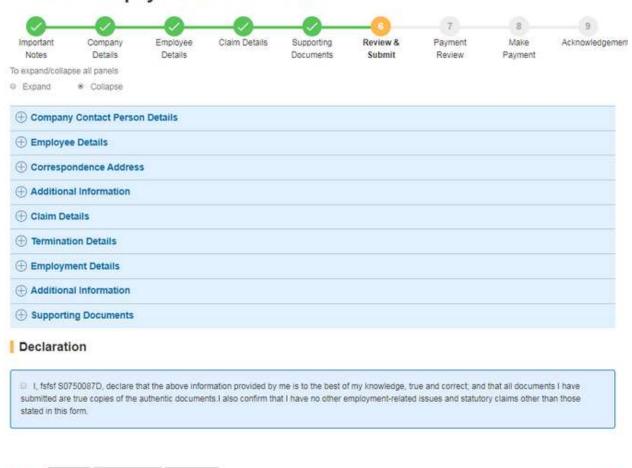


Figure 15 - Supporting Documents

- 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.



Reset



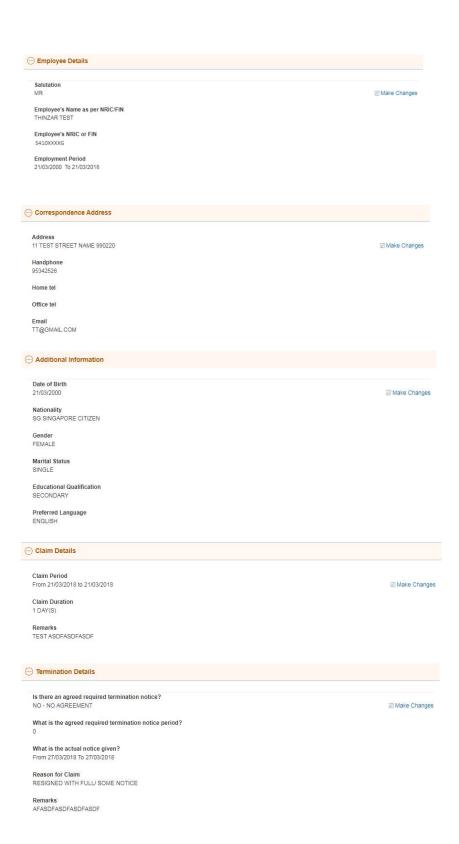
Save As Draft

< Back

Submit



Print Draft



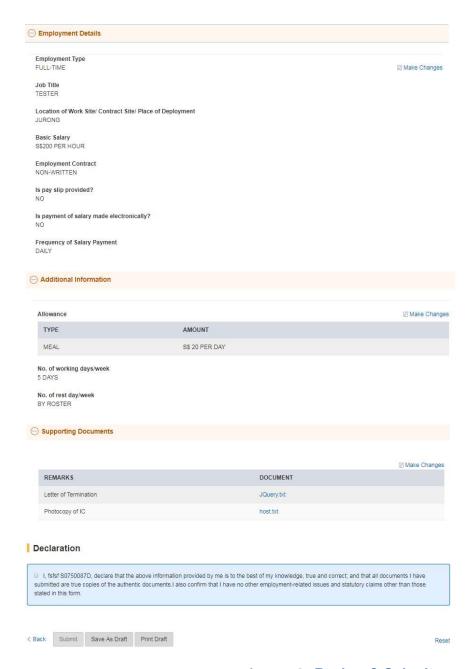


Figure 16 - Review & Submit

- 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.



Payment Review

Payment for case application registration fee

Case Reference Number

2021000083E-001

Amount Payable (SGD)

\$10

You can pay by:

- · Visa or Mastercard credit or debit cards
- eNETS via internet banking from DBS, UOB, OCBC or Standard Chartered Bank

Payment must be made within 3 days from the date you filed your claim for it to be deemed successful.

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

Figure 17 - Payment Review

- 19. Click on "Continue" button to go "Make Payment" tab.
- 20. You can pay by:
 - Visa or MasterCard credit or debit cards
 - eNETS via internet banking from DBS, UOB, OCBC or Standard Chartered Bank

Payment must be made within 3 days from the date you filed your claim for it to be deemed successful.

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

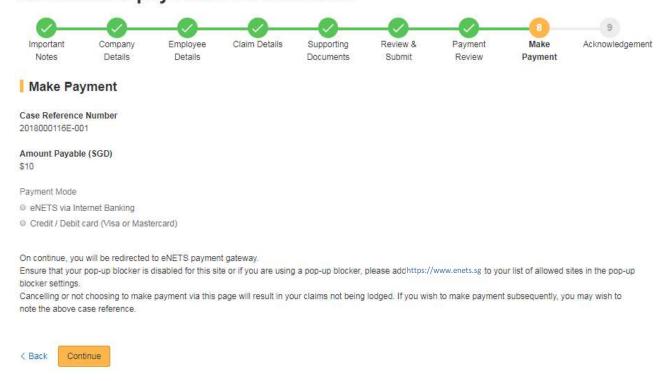


Figure 18 - Make Payment

21. Select the payment mode and click "Continue". You will be redirected to the eNETS page.



Figure 19 - eNets payment

22. After the payment is made:

(i) Payment Successful

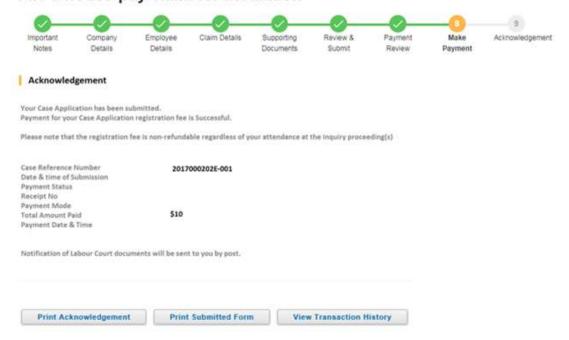


Figure 20 - Payment successful

- 23. Acknowledgement email will be sent to company representative email address.
- 24. Click on the 'Print Acknowledgement' button to print the acknowledgement form.

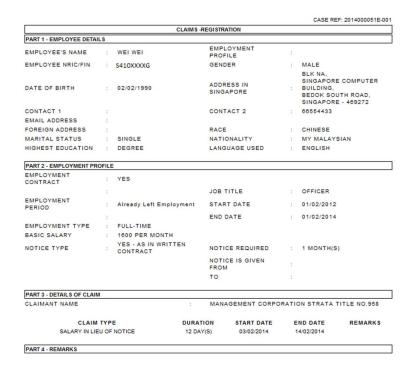


Figure 21 - Registration Form

3. File a notice-pay claim for mediation Dashboard

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

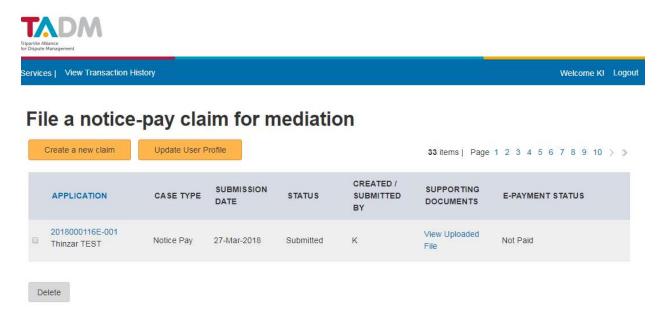


Figure 22 - Dashboard

3.1 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.

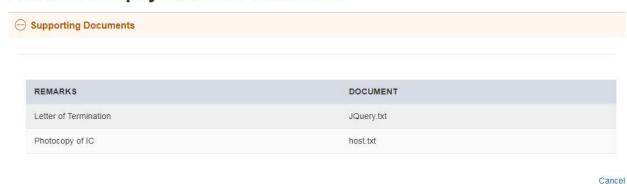


Figure 23

Clicking on Cancel link, it will redirect to Dashboard page (Refer to Figure 22 - Dashboard).

3.2 Delete

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

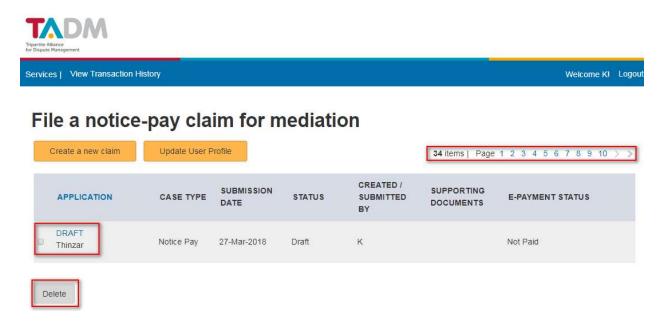


Figure 24 - Dashboard

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 25

3.3 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.

3.4 Pagination Controls

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

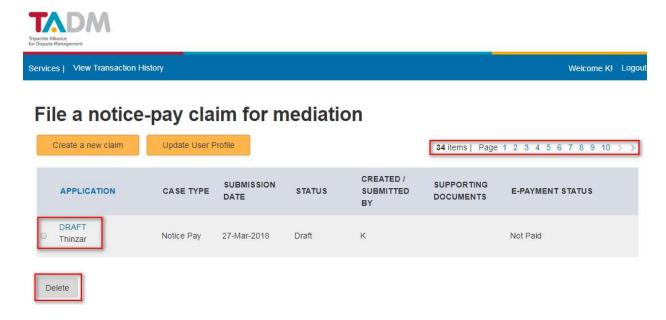


Figure 26

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 exemployee Dashboard (main page) at any point of transaction.

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

3.5 View All Transaction History

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