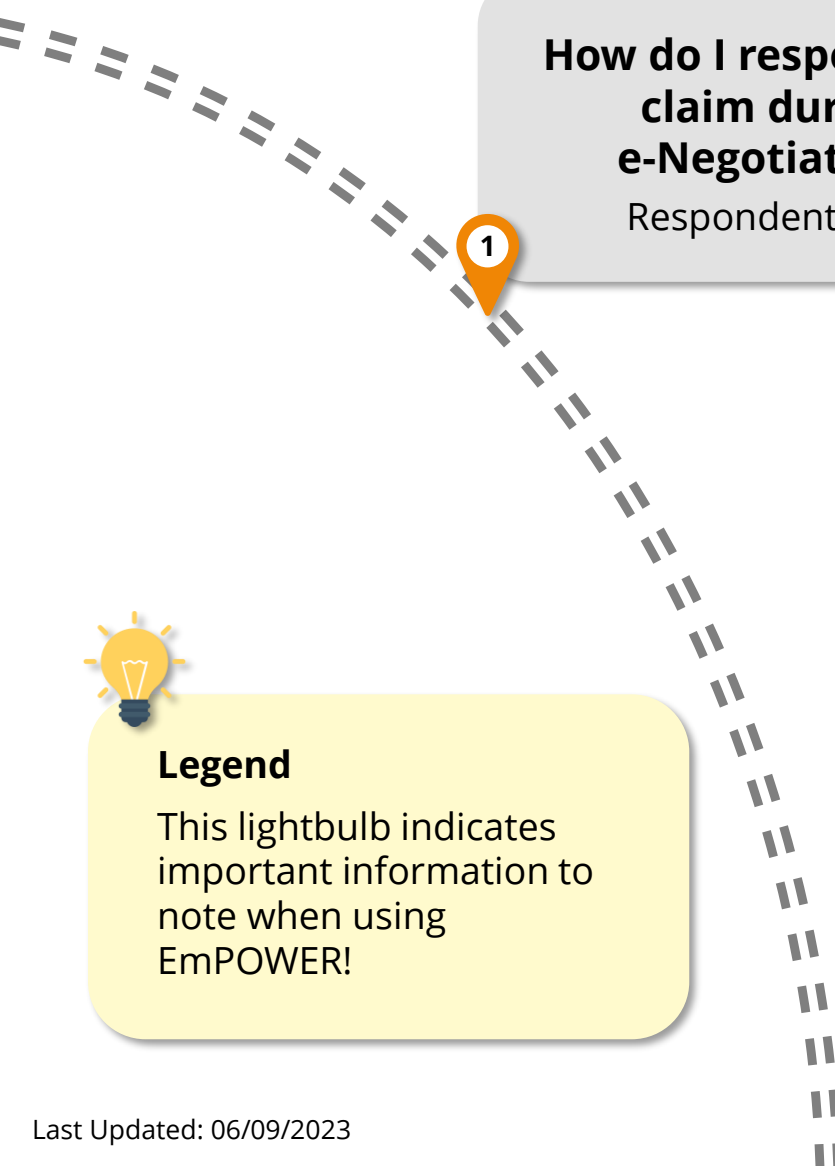


# e-Negotiation (Respondent)

A Quick Guide to responding to a claim during e-Negotiation on EmPOWER

## Content Page



**How do I respond to a claim during e-Negotiation?**  
Respondent, p.2



### Legend

This lightbulb indicates important information to note when using EmPOWER!

# How do I respond to a claim during e-Negotiation?

For Respondent



## e-Negotiation: Claimant vs Respondent

The **claimant** refers to the party who has filed the claim(s).

The **respondent** refers to the party whom the claim(s) has been filed against.

**e-Negotiation** is the first stage lasting 5 working days, where the claimant and respondent can negotiate for a private settlement.

The respondent will respond first by accepting the initial claim(s) or presenting a counter-offer for the claimant to consider.

#1

## Access TADM eServices Website

You will be notified to participate in e-Negotiation via email. Upon receiving notification, access TADM eServices ([www.tal.sg/tadm/eservices](http://www.tal.sg/tadm/eservices)) and select your persona:

- For employees, select  and click on . You will be directed to log in with **Singpass** to access the system dashboard.
- For employers, select  and click on . You will be directed to log in to **Corpass** (using your Singpass) to access the system dashboard.

#2

## Access Claim

From your dashboard, there are two ways to access the claim case.

1. Under **"My Next Steps"**, you are notified to respond to e-Negotiation.
2. Under **"My Recent Cases"**, you can click **"View All"** to view the full list of cases and identify the Claim with status **"eNego - Pending Respondent"**. Click  to access the claim(s).

#3

## Respond to Claim(s)

Click **"Respond"** in the "Respond to e-Negotiation" tab to begin the e-Negotiation process.

Respond to e-Negotiation

# How do I respond to a claim during e-Negotiation?

For Respondent



#4

## Respond during e-Negotiation

Under the **Claim Item** section, click on each "Claim Item" to view the details.

> [Claim Item 1 - Payment of salary](#)

If needed, review and calculate the claim with these tool tips:

1. [e-Negotiation History](#) to view previous e-Negotiation with Claimant
2. [Claim Lodgement Details](#) to view the other details provided by the claimant.
3. [Calculator Tool](#) to help in computing a suggested claim amount.



## Multiple Claim Items

Within a single case, there can be multiple claim items. Repeat step **#4** to review each of the claim items, if applicable.

#5

## Accept or Counter-Offer / Dispute

Review the total claim amount.

Claimant has submitted a claim of \$1,500.00.

Under the **My Response** section, select either "Accept" or "Counter Offer/Dispute" to the claim.

### My Response

- Accept
- Counter Offer / Dispute

*Refer to steps #6a / #6b to understand the next steps following your selected response.*

# How do I respond to a claim during e-Negotiation?

For Respondent




#6a

## If you select “Accept”

Review the total payment amount and scroll down to the **Payment Schedule** section to declare your payment schedule.

Payment Schedule

- Full payment has been made
- I am able to make full payment within 2 weeks
- I am unable to make full payment within 2 weeks

Under the Supporting Document(s) section, click on  to upload any proof of payment.

Click on  to review the information provided.



## What’s Next?



If you choose **“Accept”** and indicate:

- a) **“Full payment has been made”**, the claimant will be notified to update payment status
- b) **“I am able to make full payment within 2 weeks”**, both you and the claimant will be notified to update payment status before the deadline

*Refer to the Quick Reference Guide on “How to Update Payment” for more information on updating payment status*

- c) **“I am unable to make full payment within 2 weeks”**, the claim(s) will proceed further to mediation, and you will be notified to attend mediation at a future date. Where possible, please make payment within 2 weeks to avoid having to attend mediation.

# How do I respond to a claim during e-Negotiation?

For Respondent



#6b

## If you select “Counter Offer / Dispute”

Select the “Grounds of Disagreement” and amount of deduction, provide a counter offer amount and the reason for the amount.

To add multiple “Grounds of Disagreement”, click on

[+ Add grounds of dispute](#)

Under the Supporting Document(s) section, click on [Upload Files](#) to upload any documentation to support your “Grounds of Disagreement.”

Click on [Next →](#) to review the information provided.



## Need help in calculating the counter-offer amount?

Use the calculator tool located beside the counter-offer amount field.

Counter-Offer Amount

\$  [Calculator Tool](#)

The calculator tool may be used to help the customer calculate the accurate payment amount according to the Employment Act formula. If the claim calculation is not based on legislation, it is not compulsory to use the calculator tool.



## What's Next?



If you chose “**Counter Offer / Dispute**”:

- The claimant will be notified to review and respond to your counter offer. You will be notified of the next step thereafter.
- If no settlement could be reached during the e-Negotiation stage (that lasts for **5 working days**), both parties will be notified to attend mediation.

#7

## Acknowledgement Page

Click [Submit →](#) to complete the process and you will be directed to the acknowledgement page. No further action is required at this moment.