

Updating Payment Status

A Quick Guide to Update Payment Status on the EmPOWER portal

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Legend

This lightbulb indicates important information to note when using EmPOWER!

¹Respondent: Person whom a claim is filed against.

²Claimant: Person who filed a claim.

Last Updated: 06/09/2023

How do I update Payment Status?

For Respondent







#1

Access TADM eServices Website

You will be notified to update payment via your preferred channel (SMS and/or Email). Upon receiving notification, access TADM eServices

(www.tal.sg/tadm/eservices) and select your persona:


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

#2

Access the case

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



1. Under **"My Next Steps"**, you are notified to respond to update Payment Status.
2. Under **"My Cases"**, you can click **"View All"** to view the full list of cases and identify the Claim with status **"Pending Payment Updates"**.

Click  View Case to access the claim(s).

#3

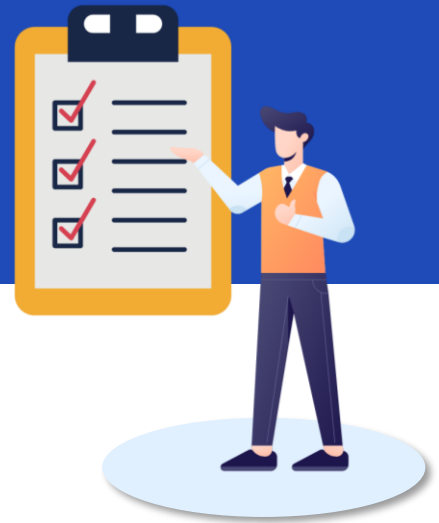
Respond to Claim(s)

Click **"Respond"** in the "Respondent Payment Update" tab to begin the payment updating process.

 Respondent Payment Update
 Respond

How do I update Payment Status?


For Respondent



#4

View Payment Status and update instalments

You will be directed to the Payment Status Update page where you may proceed to review Payment Details and Payment Summary.

If the payment is in instalments, click on  icon to display the instalment needing update.

If the payment is one-time, simply scroll down to **Update Payment Status Section** to update it.

#5

Update Payment Status

View Payment Due Date and select Mode of Payment.

A screenshot of a dropdown menu for selecting the mode of payment. The menu is open, showing four options: Bank Transfer (highlighted in blue), Cash, Cheque, and Others.

Indicate whether full payment has been made.

A screenshot of a radio button selection for the question "Made Full Payment?". There are two radio buttons: "Yes" and "No". The "No" radio button is selected.

Repeat this process if there is more than one instalment.



Settlement Agreement / Employment Claims Tribunal Ordered Amount

“SA/ECT Ordered Amount” will only be displayed if payment status update is made after Mediation or Employment Claims Tribunal.

This field will not show if payment status update is made after e-Negotiation.

A screenshot of a text input field labeled "SA/ECT Ordered Amount". The field contains the value "\$3,000.00".

How do I update Payment Status?

For Respondent



#6a

If Full Payment has been made

View full amount auto-populated by the system.

Fill in **Income Tax Paid / Employee CPF Contribution (optional)** and indicate **Payment Date**.

Take note of the Payment Due Date.



Are you a Migrant or Local Worker?

- **Migrant Worker:** You may see fields related to **"Income Tax"**
- **Local Worker:** You may see fields related to **"Employee CPF Contribution"**.

Please note that **"Income Tax Paid"** and **"Employee CPF Contribution"** fields should only be filled if deductions have been made from the settlement sum. Else, leave these fields blank.

#6b

If Full Payment has not been made

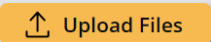
Fill in the **Amount Paid (excluding Incoming Tax Paid / Employee CPF Contribution)**.

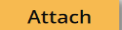
Fill in **Income Tax Paid- / Employee CPF Contribution (optional)** and select **Payment Date**.


Provide the **reason for non full payment**.

#7

Upload Supporting Documents

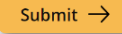
Click on  to upload Supporting Documents such as proof of payment, if required.

Select category of document and  the file to the case.

Once all documents have been uploaded, proceed to  the update of payment status.

#8

Acknowledgement Page

After clicking on , you will be directed to the acknowledgement page.

How do I update Payment Status?

For Claimant







#1

Access TADM eServices Website

You will be notified to update payment via your preferred channel (SMS and/or Email). Upon receiving notification, access TADM eServices


(www.tal.sg/tadm/eservices) and select your persona:

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

#2

Access the case

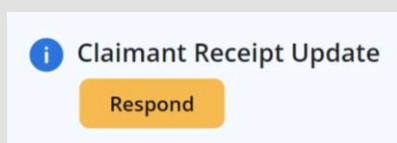
From your dashboard, there are two ways to access the claim case.

1. Under **"My Next Steps"**, you are notified to respond to update Payment Status.
2. Under **"My Cases"**, you can click **"View All"** to view the full list of cases and identify the Claim with status **"Pending Payment Updates"**. Click  View Case to access the claim(s).

#3

Respond to Claim(s)

Click **"Respond"** under **"Claimant Receipt Update"** to begin the payment updating process.



How do I update Payment Status?

For Claimant



#4

View Payment Status Update Details

You will be directed to the Payment Status Update page where you may proceed to review Payment Summary, Payer Payment Status, and Payment History.

Under Payment History, information on **“Last Updated Officer”** and **“Last Updated Date”** will only be filled if claim has been updated by officer.

Last Updated Officer	Last Updated Date



Settlement Agreement / Employment Claims Tribunal Ordered Amount

“SA/ECT Ordered Amount” will only be displayed if payment status update is occurring after Mediation or Employment Claims Tribunal.

This field will not show if payment status update is occurring after e-Negotiation.

SA/ECT Ordered Amount
\$3,000.00

#5a

If the Claimant has not received any payment

Scroll down to view Instalment No. and Payment Due Date.

Click on the checkbox to indicate no payment has been received from the Respondent.

As a Claimant, I have not received any payment from the Respondent

Upon checking the box, amount received will be auto-populated as zero.

Fill in Remarks, if any.

How do I update Payment Status?

For Claimant



#5b

If the Claimant has received payment

Scroll down to view Instalment No. and Payment Due Date. If the payment is one-time, the Instalment No. will be reflected as 1.

Leave this box unchecked.

As a Claimant, I have not received any payment from the Respondent

Fill in details of the amount and date received, and provide remarks, if any.



Checkbox Option

This option only appears when the claimant is updating payment status on or beyond the payment due date.

As a Claimant, I have not received any payment from the Respondent

#6

Assess Writ of Seizure Sale Viability

Select relevant options under WSS Viability section.

This section is only applicable when there is a default in payment past the due date.

#7

Upload Supporting Document(s)

Click on [Upload Files](#) to upload Supporting Documents such as proof of payment, if required.

Select category of document and [Attach](#) the file to the case.

Once all documents have been uploaded, proceed to [Submit](#) the update of payment status.

#8

Acknowledgement Page

After clicking on [Submit](#), you will be directed to the acknowledgement page.