

e-Negotiation (Claimant)

A Quick Guide to responding to an offer or counter-offer during e-Negotiation on EmPOWER

Content Page

How do I participate in e-Negotiation?

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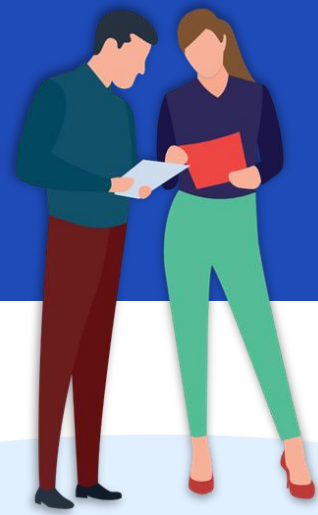


Legend

This lightbulb indicates important information to note when using EmPOWER!

How do I participate in e-Negotiation?

For Claimant



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) 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 will be notified to review and respond to an offer or propose a counter-offer.
2. Under **"My Cases"** where you can click **"View All"** to assess the full list of cases and select the one with the claim status **"eNegotiation - Pending Claimant"**. Click to access the claim(s).

#3

Respond to Claim(s)

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

Respond to e-Negotiation

How do I participate in e-Negotiation?

For Claimant






#4

Respond to e-Negotiation Page

Under the **Claim Items** 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, Counter-Offer / Dispute or Withdraw

Review the response and offer made by the respondent.

Respondent has made a counter-offer amount of \$1,000.00.

Under the **My Response** section, select either "Accept" or "Counter Offer/Dispute" or "Withdraw Claim"

My Response

- Accept
- Counter Offer / Dispute
- Withdraw Claim

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

How do I participate in e-Negotiation?

For Claimant



#6a

If you selected "Accept"

Click on **Next →** to submit your response. No further action will be required at this moment.



What's Next?



If you choose "Accept":

- The respondent will be notified to make payment and state the date of payment. You will be notified of the payment accordingly.

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

#6b

If you select "Withdraw Claim"

Click on **Next →** to submit your response. No further action will be required at this moment.



What's Next?



If you choose "Withdraw Claim":

- If this is the only claim item, your case will be closed.
- If there are other claim item(s) in your case, this claim item will be withdrawn while any remaining unresolved claim items will continue to be negotiated.
- If you wish to withdraw the entire case, you can do so under "Additional Actions" in your Case Summary page

Additional Actions

Withdrawal of Claims

How do I participate in e-Negotiation?

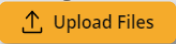
For Claimant

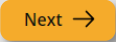


#6c

If you select “Counter-Offer / Dispute”

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

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

Click on  to review the information provided.



What’s Next?



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

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



Need help in calculating the counter-offer amount?


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

A screenshot of a web form. It shows a text input field labeled "Counter-Offer Amount" with a dollar sign (\$) on the left. To the right of the input field is a blue button with a calculator icon and the text "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 calculation to be done is not based on legislation, it is not compulsory to use the calculator tool.

#7

Acknowledgement Page

Click  to complete the process and you will be directed to the acknowledgement page. No further action is required at this moment.