

Tripartite Alliance for Dispute Management
Union official filing on behalf of a General Branch member
Online Help

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1. Accessing Filing on behalf of General Branch Member

Steps:

1. Access from TADM Web site.

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

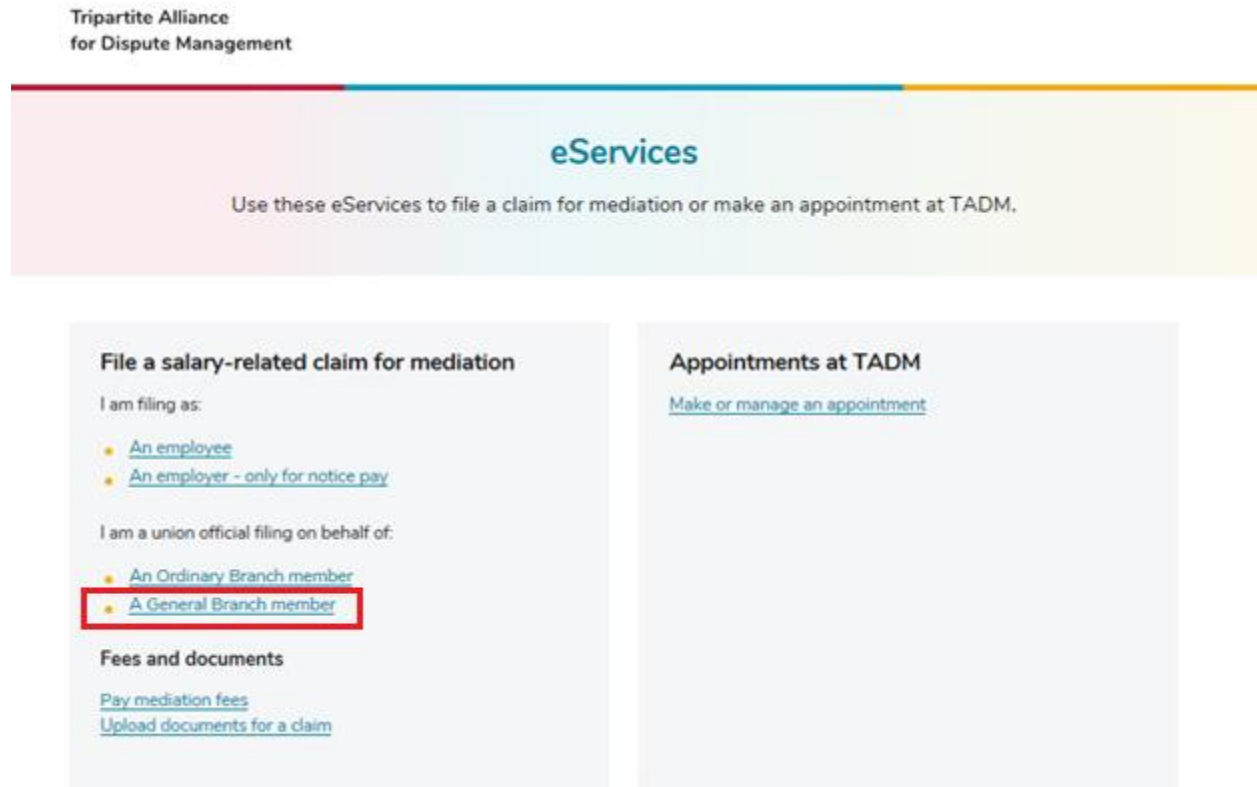


Figure 1

2. Click on “A General Branch Member”, the following page will be displayed.

[Back to eServices](#)

(For unions) File a claim for a General Branch member

For trade unions to file a salary-related claim on behalf of a General Branch member.

[File using CorpPass](#)

[File using SingPass](#)

- This service is available from 8am to midnight daily.
- Sign up for [CorpPass](#) .

Things to note

Who can file	Trade unions, on behalf of a union member.
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[What claims are eligible](#)

[When to file](#)

[What you will need](#)

Figure 2

3. Click on “File using Singpass” will redirect to Singpass login page.
4. Click on ‘File using Corppass’ will redirect to Corp pass login page.



Search...

Announcement for Upcoming Scheduled Maintenance

SingPass will be undergoing scheduled maintenance from 12am to 8am on 2 Apr 2017, and will not be available during this period. [Note: Your SingPass account contains a lot of personal data. Please do not share your username, password and 2FA details (SMS or Token OTPs)].

Better protect your personal data with 2FA

If you have NOT set up your 2FA, please allow seven to 10 working days for setup before you can transact online. Details: tinyurl.com/SingPass2FA.

Security Advisory



Use strong passwords that are alphanumeric and contain 8-24 characters
Change your passwords regularly
Get tips from the [GoSafeOnline](#) website on how to protect yourself against cyber threats

Login

SingPass ID

Password

Cancel

Login

[Forgot SingPass ID or Password?](#)

Don't have a SingPass ID? [Register Now](#)

Received an SMS about 2FA auto-registration? [Find Out More](#)

Figure 3 – Singpass login page

5. Enter both your SingPass ID and SingPass Password and click the button 'Login', After successful sing pass login, the File a notice-pay claim for General Branch member Dashboard page will be displayed. (Refer to Figure 5).

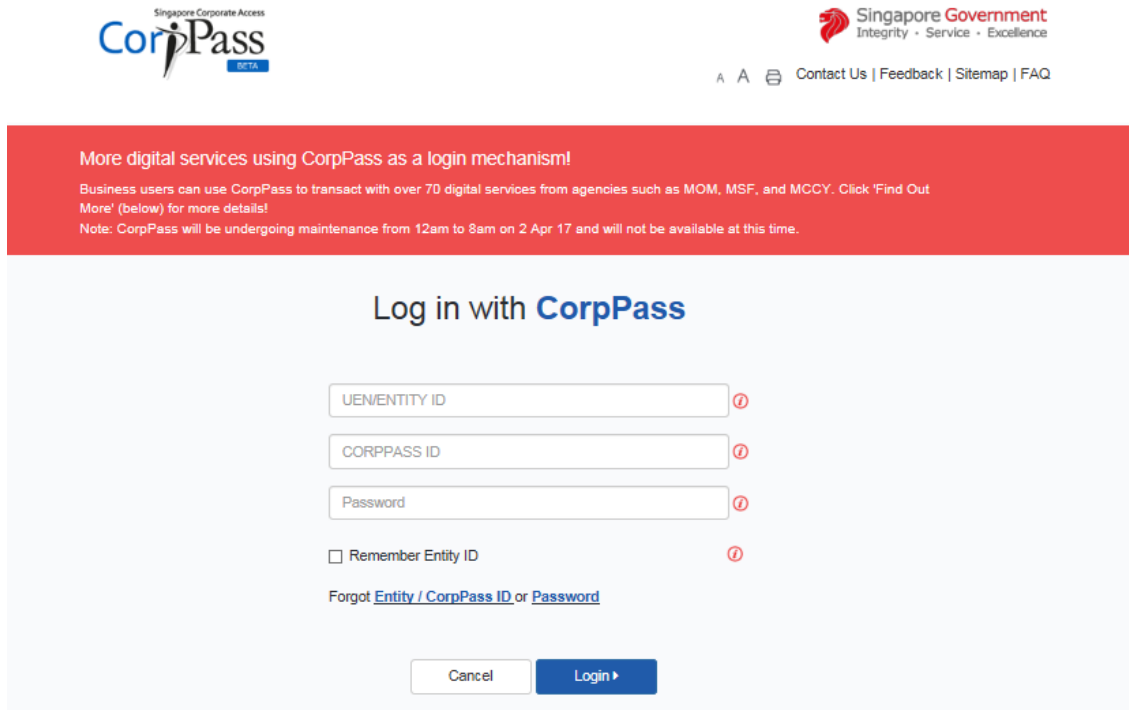


Figure 4- Corp pass login

6. Enter both your UEN ID, CorpPass ID and CorpPass password and click the button 'Login', After successful sing pass login, the File a notice-pay claim for General Branch member Dashboard page will be displayed. (Refer to Figure 6).

File a claim for a General Branch member

Union Name: THE SINGAPORE NATIONAL EMPLOYERS FEDERATION

Create A New Notification

Update User Profile

Create a Copy

Delete

Select Another Union

1 items | Page 1 > >

CASE	UNION MEMBER	COMPANY	SUBMISSION DATE	CREATED / SUBMITTED BY	SUPPORTING DOCUMENTS
<input type="checkbox"/> 2017000348T-001	test	SINGAPORE AIRLINES LIMITED	30-Nov-2017	HENG CHEE HOW	

Figure 5 – Singpass login page

File a claim for a General Branch member

Union Name: SINGAPORE INDUSTRIAL & SERVICES EMPLOYEES UNION

Create A New Notification

0 items | Page > >

CASE	UNION MEMBER	COMPANY	SUBMISSION DATE	CREATED / SUBMITTED BY	SUPPORTING DOCUMENTS
No Records Found					

Figure 6 – Corppass login page

Click “Create a new Notification” will redirect to Case Registration form (Please refer Section 2 Case Registration)

2. Case Registration

The following 'Trade Union Details' page is displayed after Clicking 'Create A New Notification'. Refer to [Section 1](#).

TADM
Tripartite Alliance
for Dispute Management

Services | View Transaction History | Welcome HENG CHEE HOW! | Logout

File a claim for a General Branch member

1 Trade Union Details | 2 Company Details | 3 Union Member Details | 4 Case Details | 5 Supporting Documents | 6 Review & Submit | 7 Acknowledgement

* Indicates a Required Field

Trade Union Information

Union
THE SINGAPORE NATIONAL EMPLOYERS FEDERATION

Address
3 Ang Mo Kio St 62 #10-320 Sun Plaza 640003

Contact
6234999
6111111

Fax
67800000

Trade Union Representative Details

Terms and Condition

< Back | OK | Save As Draft | Reset | Cancel

Figure 7

Tip:

Click on the 'Add Another' button to add another contact number.
Click on the "OK" button to go to next tab.
Click on the 'Save As Draft' to save the form details before submission.

Steps:

1. Enter all mandatory fields.
2. If you click on the 'Add another' button, there will be one more Text Box displayed for entering the contact number.

Trade Union Representative Details

Name

* TEST

* Designation

Contact

* 90111111

Add another

Email Address

* TEST@MAIL.COM

Fax

Figure 8

- 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.

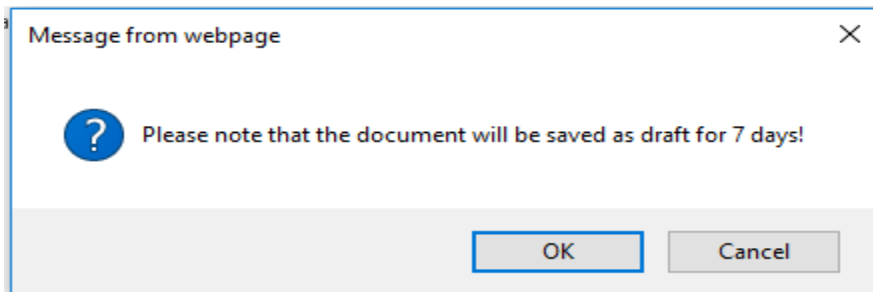


Figure 9

Services | View Transaction History | Welcome HENG CHEE HOW! | Logout

File a claim for a General Branch member

1 Trade Union Details | 2 Company Details | 3 Union Member Details | 4 Case Details | 5 Supporting Documents | 6 Review & Submit | 7 Acknowledgement

Success
Draft record saved successfully

* Indicates a Required Field

Trade Union Information

Union
THE SINGAPORE NATIONAL EMPLOYERS FEDERATION

Address
3 Ang Mo Kio St 62 #10-320 Sun Plaza 640003

Contact
6234999
6111111

Fax
6780000

Figure 10

4. Click on the 'OK' button, 'Declaration is required to proceed further'

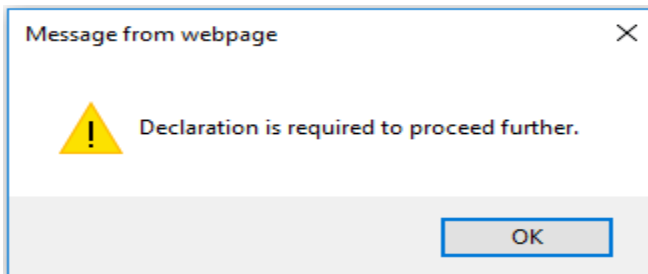



Figure 11

 **Terms and Condition**

I consent to the collection and use of my personal data by Tripartite Alliance Limited (TAL) c/o TADM. I also consent to the disclosure, between the following parties – (a) TAL c/o TADM, (b) the State Courts, (c) the authorities (including the Ministry of Manpower) and (d) authorised parties (including the National Trade Unions Congress' U Care Centre and Migrant Workers' Centre), of any and all information that these parties may subsequently possess or collect in connection to my claim/dispute.

TAL c/o 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 financial/social assistance;
(iii) providing assistance with the enforcement of court orders; and
(iv) complying with laws, guidelines and directions.

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

[< Back](#) **OK** Save As Draft [Reset | Cancel](#)

Figure 12

5. Click on the 'OK' button, the following 'Company Details' page will be displayed.

File a claim for a General Branch member



* Indicates a Required Field

Company Details

* Company Name

* Postal Code

* Street Name

Building Name

* Block/House #

Floor/Unit #

Company's Correspondence Details

Designation

Contact

Email Address

[< Back](#)

[Reset](#) | [Cancel](#)

Figure 13

Tip: Click on the 'Back' link will return the users to the previous tab. Tab(s) are highlighted based on the status of completion.

6. If you click on the 'Search' button to search a company name, it will display a 'Company Lookup' page in a separate new window.
7. Enter the name of the company involved and click the 'Search' button.

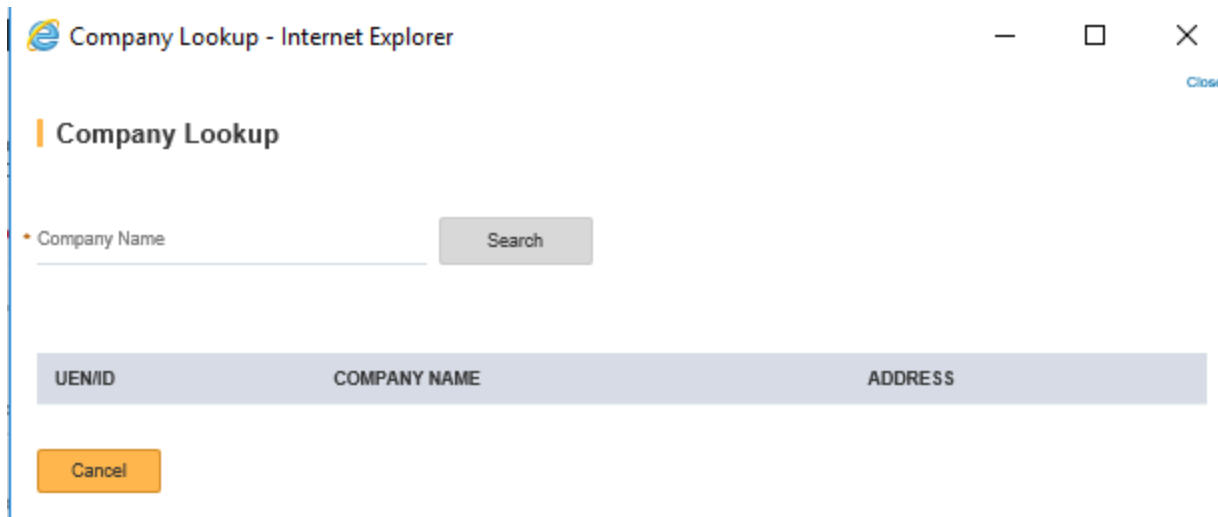


Figure 14

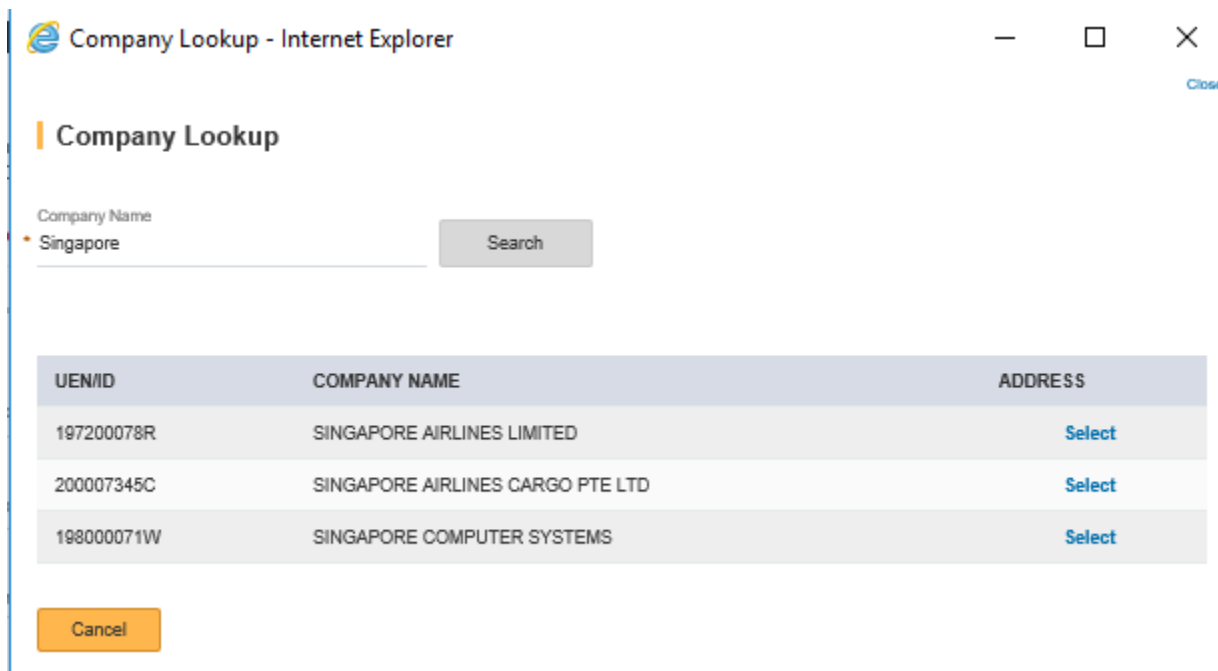


Figure 15

8. Click the 'Select' link of the associated company. System will close the new window and return to the main form, prepopulated with the company details.
9. If you click on 'Get address' button on 'Company Details' page after entering the Postal Code (Refer to [Figure 9](#)), 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.

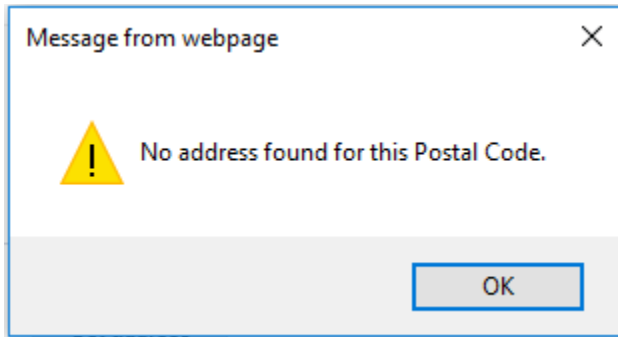



Figure 16

10. Enter all mandatory fields and click the 'Continue' button (Refer to [Figure 9](#)).
11. Following which, the 'Union Member Details' page will be displayed.

The screenshot shows the TADM web application interface. At the top left is the TADM logo with the text "Tripartite Alliance for Dispute Management". Below the logo is a navigation bar with "Services | View Transaction History" on the left and "Welcome HENG CHEE HOW! Logout" on the right. The main heading is "File a claim for a General Branch member". Below this is a progress bar with seven steps: 1. Trade Union Details (checked), 2. Company Details (checked), 3. Union Member Details (highlighted in orange), 4. Case Details, 5. Supporting Documents, 6. Review & Submit, and 7. Acknowledgement. Below the progress bar is a red asterisk and the text "* Indicates a Required Field". The main form area is titled "Member Details" and contains three required fields: "Member's Name", "Member's NRIC or FIN", and "Member's Union Name" (a dropdown menu). Below these fields are two expandable sections: "Correspondence Address" and "Additional Information". At the bottom of the form are three buttons: "< Back", "Continue", and "Save As Draft". On the far right, there are links for "Reset" and "Cancel".

Figure 17

 **Correspondence Address**

* Postal Code

* Street Name

Building Name


* Block/House #


Floor/Unit #

* Contact

Email Address

Figure 18

 **Additional Information**

* Date of Birth 
dd/mm/yyyy

Nationality
* Select one

Race
* Select one

* Gender
 MALE FEMALE

Marital Status
* Select one

Educational Qualification
* Select one

Preferred Language
* Select one

[< Back](#) [Reset | Cancel](#)

Figure 19

12. Enter all mandatory fields and click the 'Continue' button. The following 'Case Details' page will be displayed.

The screenshot shows the TADM (Trade Alliance for Dispute Management) interface. At the top, there is a navigation bar with 'Services | View Transaction History' and a user greeting 'Welcome HENG CHEE HOW!' with a 'Logout' link. The main heading is 'File a claim for a General Branch member'. Below this is a progress indicator with seven steps: 1. Trade Union Details (checked), 2. Company Details (checked), 3. Union Member Details (checked), 4. Case Details (highlighted in orange), 5. Supporting Documents, 6. Review & Submit, and 7. Acknowledgement. A red asterisk indicates a required field. The 'Employment Details' section includes: 'Employment Type' (dropdown menu), 'Job Title' (text input), 'Basic Salary' (text input with example 'eg. \$2000 per month') and 'PER MONTH' (dropdown menu), 'Employment Period' (checkbox for 'Still in employment'), 'From' and 'To' (date pickers), and 'Employment Contract' (radio buttons for 'Written' and 'Non-Written'). Below this are three expandable sections: 'Case Details', 'Termination Details', and 'Additional Information'. At the bottom, there are buttons for '< Back', 'Continue', 'Save As Draft', and 'Reset | Cancel'.

Figure 20

13. Click on 'Save/Add' to save or add the dispute.
14. Click on 'Add Another' to add another allowance information.

⊖ Case Details

TYPE OF DISPUTES	BRIEF DESCRIPTION	
Select one	500 Characters Left	Select action Save/Add

Figure 21

⊖ Termination Details

Notice Type
* Select one

* Required Notice
e.g. 20 days

Select one

* Actual Notice Given
 No Notice Given

From
dd/mm/yyyy

To
dd/mm/yyyy

Duration: 0 days

Remarks

500 Characters Left

Figure 22

⊖ Additional Information

TYPE	AMOUNT
Select one	S\$ 0 Select one

Add Another [Select action](#)

Figure 23

15. Enter all mandatory fields and click the 'Continue' button. The following 'Support Documents' page will be displayed.
16. Click on 'Select file from computer' button to browse the file you want to upload.
17. Enter the file description and click on 'Upload' button to upload the file.

TADM
Tripartite Alliance
for Dispute Management

Services | View Transaction History Welcome HENG CHEE HOW! Logout

File a claim for a General Branch member


Trade Union Details ✓ Company Details ✓ Union Member Details ✓ Case Details ✓ **Supporting Documents** 5 Review & Submit 6 Acknowledgement 7

* Indicates a Required Field

Supporting Documents

Please prepare the soft copies of your documents. ⓘ
Each file size must be less than 10 MB and the maximum size for all files is 25 MB.

Document

 **Select file from computer**
File size must be less than 5 mb

No File Selected


* Description

[< Back](#) [Reset](#) | [Cancel](#)


Figure 24

18. 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.

Supporting Documents

Please prepare the soft copies of your documents. 
Each file size must be less than 10 MB and the maximum size for all files is 25 MB.

Document



Select file from computer
File size must be less than 5 mb

No File Selected

* Description

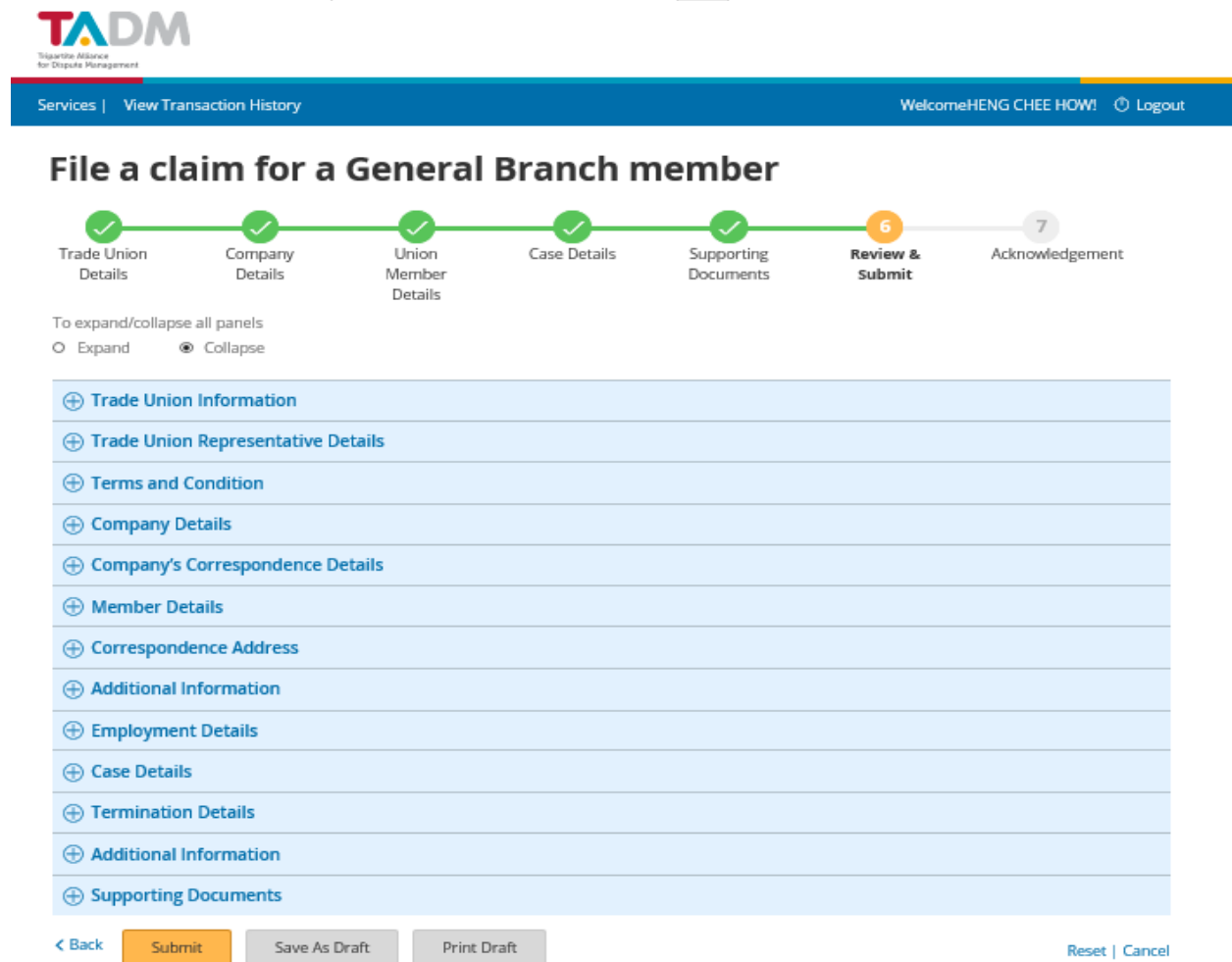
Upload

Supporting Documents

REMARKS	DOCUMENT	
Document	Test.xlsx	Delete

Figure 25

19. Click on the 'Continue' button. The following 'Review & Submit' page will be displayed.



TADM
Trade Alliance
for Dispute Management

Services | View Transaction History | Welcome HENG CHEE HOW! | Logout

File a claim for a General Branch member


Trade Union Details ✓ | Company Details ✓ | Union Member Details ✓ | Case Details ✓ | Supporting Documents ✓ | **Review & Submit** 6 | Acknowledgement 7

To expand/collapse all panels
 Expand Collapse

- Trade Union Information
- Trade Union Representative Details
- Terms and Condition
- Company Details
- Company's Correspondence Details
- Member Details
- Correspondence Address
- Additional Information
- Employment Details
- Case Details
- Termination Details
- Additional Information
- Supporting Documents

< Back | Submit | Save As Draft | Print Draft | Reset | Cancel

Figure 26

 Trade Union Information


Union
THE SINGAPORE NATIONAL EMPLOYERS FEDERATION

Address
3 ANG MO KIO ST 62 #10-320 SUN PLAZA 640003

Contact
6234999
6111111

Fax
67800000

Figure 27

 Trade Union Representative Details

Name
TEST [🔗 Make Changes](#)


Designation
ADMIN

Contact

Email Address
TEST@MAIL.COM

Fax

Figure 28

 Terms and Condition

I consent to the collection and use of my personal data by Tripartite Alliance Limited (TAL) c/o TADM. I also consent to the disclosure, between the following parties – (a) TAL c/o TADM, (b) the State Courts, (c) the authorities (including the Ministry of Manpower) and (d) authorised parties (including the National Trade Unions Congress' U Care Centre and Migrant Workers' Centre), of any and all information that these parties may subsequently possess or collect in connection to my claim/dispute.

TAL c/o 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 financial/social assistance;
- (iii) providing assistance with the enforcement of court orders; and
- (iv) complying with laws, guidelines and directions.

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


Figure 29

 **Company Details**

Company Name
SINGAPORE AIRLINES LIMITED [🔗 Make Changes](#)

Correspondence Address
NA BEDOK SOUTH ROAD SINGAPORE COMPUTER BUILDING 469272


Figure 30

 **Company's Correspondence Details**

Name [🔗 Make Changes](#)

Designation
HR ADMIN

Figure 31


 **Member Details**

Member's Name [🔗 Make Changes](#)
TESTING

Member's NRIC or FIN
NRIC S4634766H

Member's Union Name
AMALGAMATED UNION OF PUBLIC DAILY RATED WORKERS

Figure 32

 **Correspondence Address**

Address [🔗 Make Changes](#)
NA BEDOK SOUTH ROAD SINGAPORE COMPUTER BUILDING 469272

Contact

Email

Figure 33

⊖ Additional Information

Date of Birth
14/03/2002 [🔗 Make Changes](#)

Nationality
ID INDONESIAN

Race
MALAY

Gender
MALE

Marital Status
SINGLE

Educational Qualification
SECONDARY

Preferred Language
MALAY

Figure 34

⊖ Employment Details

Employment Details [🔗 Make Changes](#)

Employment Type
FULL-TIME

Job Title
TESTING

Basic Salary
S\$ 50 PER DAY

Employment Period
STILL IN EMPLOYMENT From 06/03/2002

Employment Contract
WRITTEN

Figure 35

⊖ Case Details

Case Details [🔗 Make Changes](#)

TYPES OF DISPUTES	BRIEF DESCRIPTION
SALARY	Testing

Figure 36

Termination Details

Termination Details [Make Changes](#)

Notice Type
YES - AS IN WRITTEN CONTRACT

Required Notice
10 DAY(S)

Actual Notice Given
NO NOTICE GIVEN

Remarks

Figure 37

Additional Information

Additional Information [Make Changes](#)

Allowance

TYPE	AMOUNT
ATTENDANCE	\$ 20.00 PER HOUR

Figure 38

Supporting Documents

[Make Changes](#)

REMARKS	DOCUMENT
Document	Test.xlsx

Figure 39

20. Clicking on the 'Make Changes' button will redirect the user to the respective tab, for the necessary amendment.
21. Click on 'Print Draft' button to print the draft out.
22. Click on the 'Submit' button, the following acknowledgement page will be displayed.

File a claim for a General Branch member



Acknowledgement

Success

Your Dispute Notification Has Been Submitted

Reference Number: **2018000115T-001**
Date & Time of Submission: **27 March 2018 1535 hrs**
Name of Company: **SINGAPORE AIRLINES LIMITED**
Name of the Union Member: **TESTING**
Type of Dispute: **SALARY**

Union member will be notified within 14 calendar days from the date of submission.

[Print Acknowledgement](#) [Print Notification Form](#) [View Transaction History](#)

Figure 40

23. Click on the 'Print Acknowledgement' button to print the acknowledgement form.
Note: User must remember to print the acknowledgement.
24. Click on the 'View Transaction History' button to return to the Dashboard (Refer to Section 3).
25. Click on the 'Print Notification Form' button, the Notification Form will be displayed on a new window (Refer to Figure 21).

TRIPARTITE MEDIATION ONLINE: SUBMISSION OF DISPUTE NOTIFICATION			
PART 1 - TRADE UNION DETAILS			
Trade Union Details		Contact Person Details	
Name of Trade Union	: THE SINGAPORE NATIONAL EMPLOYERS FEDERATION BLK 3, #10-320, SUN PLAZA, ANG MO KIO ST 62, SINGAPORE - 640003	Name of Contact Person	: TEST
Address	: ANG MO KIO ST 62, SINGAPORE - 640003	Designation	: ADMIN
Contact	: 6234999	Contact 1	: 90111111
Fax	:	Contact 2	:
		Email	: TEST@MAIL.COM
		Fax	:
PART 2 - UNION MEMBER DETAILS			
Name of Union Member	: TESTING	Union Member (NRIC/Passport/Fin No.)	: 84634766H
Address	: BLK NA, SINGAPORE COMPUTER BUILDING, BEDOK SOUTH ROAD, SINGAPORE - 469272	Home Tel	:
Contact 1	: 91234567	Contact 2	:
Email	:	Date of Birth	: 14/03/2002
Race	: MALAY	Gender	: MALE
Nationality	: INDONESIAN	Marital Status	: SINGLE
Highest Education	: SECONDARY	Language Used	: MALAY
PART 3 - COMPANY DETAILS			
Company Information		Contact Person Details	
Name of Company	: SINGAPORE AIRLINES LIMITED	Name of Contact Person	:
Registered Address	: BLK NA, SINGAPORE COMPUTER BUILDING, BEDOK SOUTH ROAD, SINGAPORE - 469272	Designation	: HR ADMIN
Correspondence Address	: BLK NA, SINGAPORE COMPUTER BUILDING, BEDOK SOUTH ROAD, SINGAPORE - 469272	Contact 1	: 91234567
		Contact 2	:
		Fax	:
		Email	: testing@yahoo.com.sg
PART 4 - EMPLOYMENT DETAILS			
Written Employment Contract	: NO	Job Title	: TESTING
Employment Period	: Already Left Employment	Start Date	: 06/03/2002 End Date :
Employment Type	: FULL-TIME	Length of Service	: 16 Years - 11 months 22 Days
Basic Salary	: \$50 PER DAY	Allowance	: ATTENDANCE: 20 PER HOUR
Average no. of working days in a week	:	Notice Required	: 10 DAY(S)
Termination Notice	: YES - AS IN WRITTEN CONTRACT	Notice is given from: to:	:
PART 5 - DISPUTE DETAILS			
S/No.	Type of Dispute	Remarks	
1	SALARY	TESTING	
PART 6 - REMARKS			

Figure 41

File a claim for a General Branch member

Union Name: THE SINGAPORE NATIONAL EMPLOYERS FEDERATION

Create A New Notification

Update User Profile

Create a Copy

Delete

Select Another Union

3 items | Page 1 2 3 > >

CASE	UNION MEMBER	COMPANY	SUBMISSION DATE	CREATED / SUBMITTED BY	SUPPORTING DOCUMENTS
<input type="checkbox"/> 2018000115T-001	TESTING	SINGAPORE AIRLINES LIMITED	27-Mar-2018	HENG CHEE HOW	ViewUploadFiles

Figure 42

3.1 Case List

With reference to **Figure** , the case list page will

- Display a list of all cases submitted by user to date.
- List cases 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 case link, it will display the case registration form in a separate new window. Refer to Figure 21.

2.2 Create a Copy

With reference to **Figure** , the 'Create a Copy' feature allows user to register a new case using the same type of case, trade union, company and registration details of a previously submitted case.

Note: This feature is not applicable for drafts.

Employee and employment details will not be editable.

Steps:

1. Select a previously submitted case from the Case List.
2. Click on the 'Create a Copy' button.

2.3 Delete

With reference to Item 3 in **Figure** , the 'Delete' button allows a user to delete drafts saved in the system. Select the Draft Case and click "Delete" button.

Steps:

1. Select previously saved drafts from the list.
Tip: Allows multiple selections.
2. Click on the Delete Button