



**NAVIGATION TIPS FOR
NEW ESERVICE TO
APPLY FOR, RENEW, ISSUE OR CANCEL
A PASS**

Contents

1.	Getting Started	3
2.	Log-in: Corppass and <i>myMOM</i> Portal	4
3.	Apply for Employment Pass (EP) & S pass.....	5
3.1	How to apply for an Employment Pass (EP) or S Pass.....	5
3.2	Application (Stage 1)	6
3.3	Application (Stage 2)	10
3.4	Summary.....	22
3.4.4	Payment & Acknowledgement	23
4.	Apply for a Dependant's Pass/Long-Term Visit Pass	26
4.1	How to apply for a Dependant's Pass/Long-Term Visit Pass	26
4.2	Stage: Identification of main pass holder	27
4.3	Stage: Application	28
4.4	Summary.....	30
4.5	Payment & Acknowledgement	31
5.	Apply for a Letter of Consent	33
5.1	How to apply for a Letter of Consent.....	33
5.2	Stage 1: Identification	34
5.3	Stage 2: Application	35
5.4	Summary.....	37
5.5	Acknowledgement	40
6.	Renewal Request for Employment Pass (EP) & S pass.....	41
6.1	How to renew an Employment Pass (EP) or S Pass.....	41
6.2	Renewal Request (Stage 1)	41
6.3	Renewal Request (Stage 2)	42
6.4	Summary.....	47
6.5	Acknowledgement	48
7.	Retrieving Drafts.....	49
8.	Checking Application Status & Outcome	50
9.	Issue a pass.....	53
9.1	How to get a pass issued	53
9.2	Issuance form.....	55
9.3	Summary.....	57
9.4	Payment & Acknowledgement	58

9.5	Checking Issuance Request & Payment.....	59
10.	Cancel a pass	63
10.1	How to cancel a pass	63
10.2	Cancellation form.....	64
10.3	Acknowledgement of cancellation.....	67
10.4	Withdraw Advance Cancellation Request	68
10.5	Request for Short-Term Visit Pass (STVP).....	69
10.6	Payment & Acknowledgement of STVP.....	71
10.7	Check Cancellation and STVP Request	72

1. Getting Started

1.1 When

- The eService for users to perform transactions in *myMOM* Portal are as shown below.

Transaction	When you can use <i>myMOM</i> Portal for it
Apply for an Employment Pass, S Pass, Dependant's Pass, Long-Term Visit Pass	Currently
Renew an Employment Pass or S Pass	
Issue or Cancel a pass (for all pass types, except Work Permit)	
Other transactions (e.g. renew a Dependant's Pass or Long-Term Visit Pass)	Progressively

1.2 What must be done

- Ensure that your organisation's users have access to the *myMOM* portal e-Service by referring to [this onboarding guide](#).

1.3 Browser Requirements

For the best user experience, please use any of these browsers and enable JavaScript:

- Chrome version 81 or higher (recommended)
- Firefox version 75 or higher
- Safari version 13.1 or higher
- Edge version 81 or higher

1.4 Getting Help and Giving Feedback

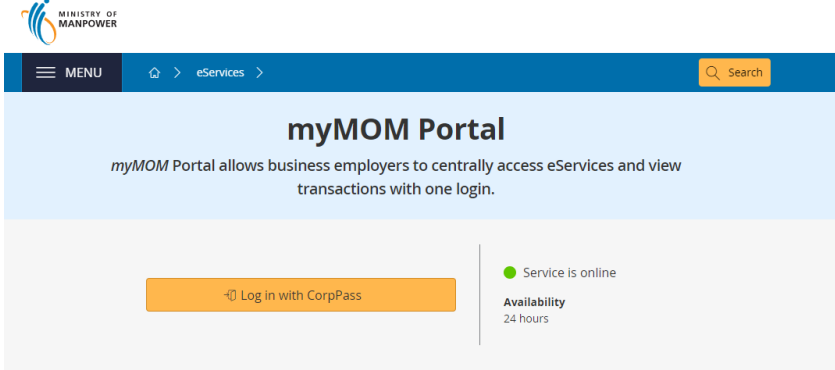
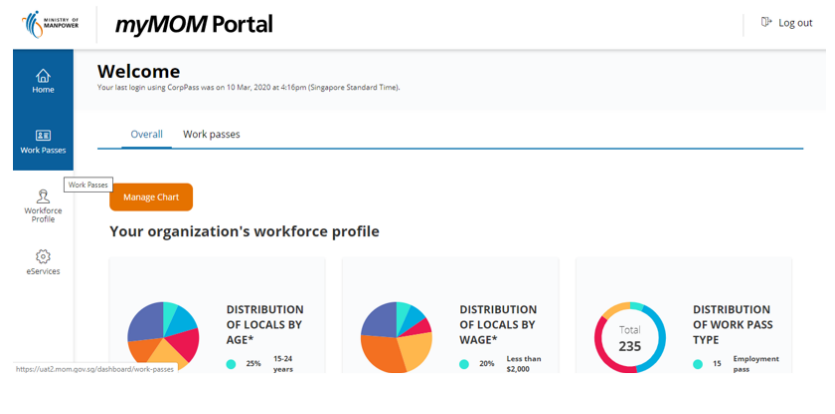
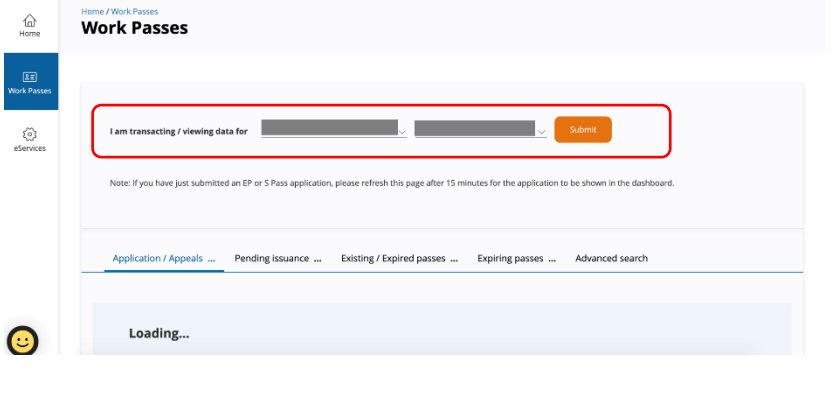
- If you encounter problems or navigation issues while using the new e-Service, please refer to the FAQs at www.mom.gov.sg/eservices/services/apply-for-a-new-ep-and-s-pass.

If you are unable to find the answers you need, you may contact us at <https://go.gov.sg/mom-efeedback>

- To troubleshoot your issues quickly, please:
 - Take a screenshot of the error or page in question;
 - State the login user, company UEN and date/time when error or issue occurred; and
 - Provide the URL of the page when the error or issue occurred

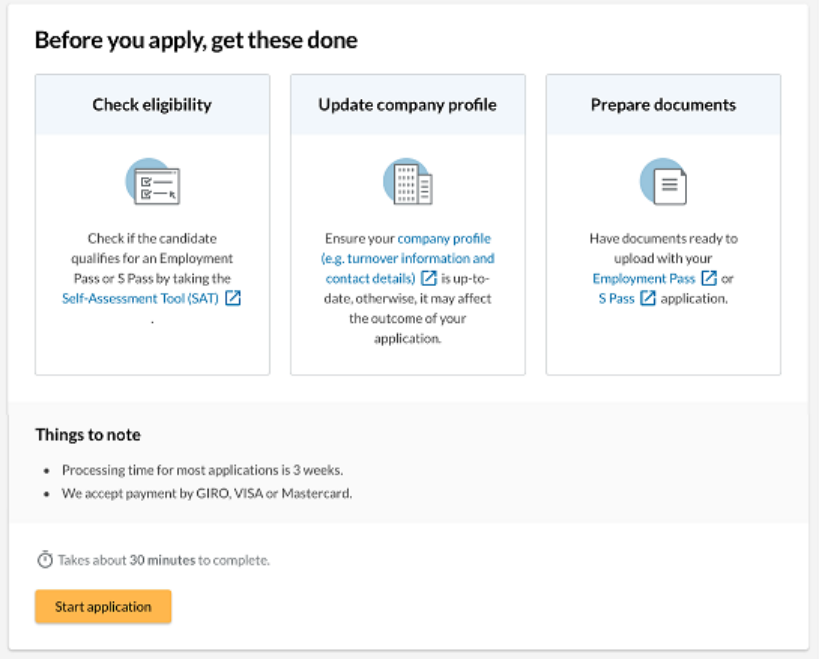






2. Log-in: Corppass and *myMOM* Portal

- 2.1 Log in to [myMOM Portal](#)
- 2.2 **Do not** click on your browser’s “Back” and “Refresh” buttons as it may result in data loss.
- 2.3 **Do not** open concurrent sessions using the same Corppass ID as you may be logged out from all sessions.

Illustrations and Highlights	Remarks
	<ul style="list-style-type: none"> • Log in with Corppass to <i>myMOM</i> Portal.
	<ul style="list-style-type: none"> • Upon successful log in, you will be directed to <i>myMOM</i> Portal. • Click on ‘Work Passes’ tab or icon on the left-hand menu
	<ul style="list-style-type: none"> • Select the organisation that you are transacting for. • Employment Agencies (EAs) can select to transact for themselves or for the client’s organisation.

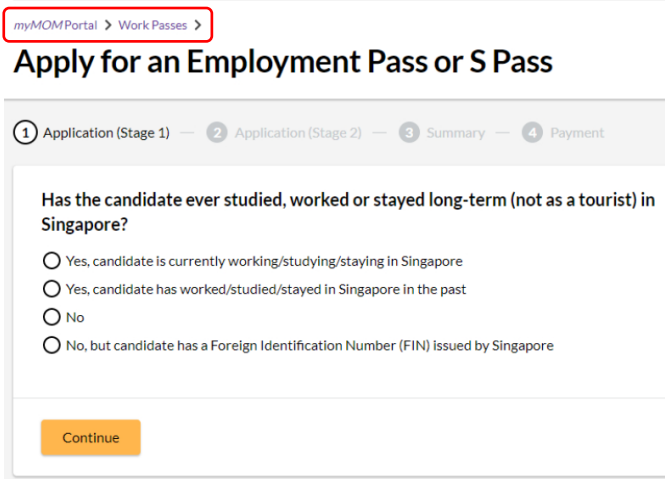
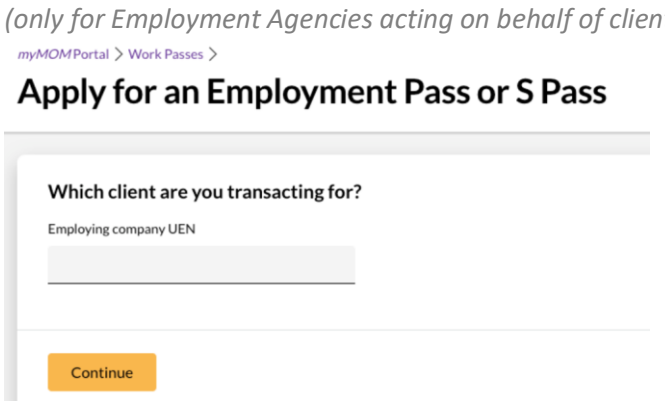
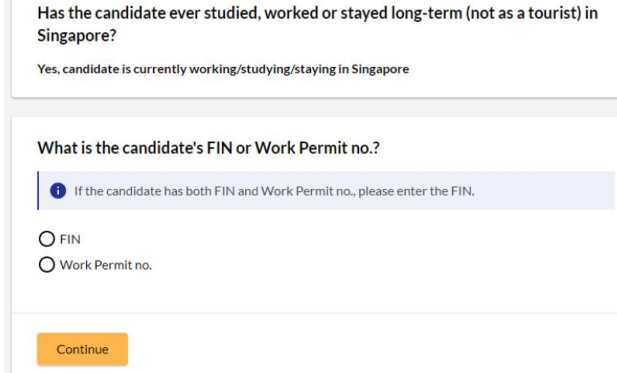
3. Apply for Employment Pass (EP) & S pass

3.1 How to apply for an Employment Pass (EP) or S Pass

Illustrations and Highlights	Remarks
 <p>Before you apply, get these done</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; background-color: #e6f2ff; padding: 2px;">Check eligibility</p> <div style="text-align: center; margin: 5px 0;">  </div> <p style="font-size: 0.8em;">Check if the candidate qualifies for an Employment Pass or S Pass by taking the Self-Assessment Tool (SAT)</p> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; background-color: #e6f2ff; padding: 2px;">Update company profile</p> <div style="text-align: center; margin: 5px 0;">  </div> <p style="font-size: 0.8em;">Ensure your company profile (e.g. turnover information and contact details) is up-to-date, otherwise, it may affect the outcome of your application.</p> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; background-color: #e6f2ff; padding: 2px;">Prepare documents</p> <div style="text-align: center; margin: 5px 0;">  </div> <p style="font-size: 0.8em;">Have documents ready to upload with your Employment Pass or S Pass application.</p> </div> </div> <p>Things to note</p> <ul style="list-style-type: none"> Processing time for most applications is 3 weeks. We accept payment by GIRO, VISA or Mastercard. <p> Takes about 30 minutes to complete.</p> <p style="text-align: center; background-color: #ff9933; padding: 5px; color: white; border-radius: 3px;">Start application</p>	<ul style="list-style-type: none"> Make sure you get these done before starting the application process: <ul style="list-style-type: none"> Use the self-assessment tool (SAT) to ensure that the candidate is eligible for an Employment or S Pass Update your company's profile (in particular, the turnover and contact information). Please wait for at least 30 minutes before returning to this page to submit the application. Prepare the required documents you need to upload <ul style="list-style-type: none">  Docs for EP  Docs for S Pass Click Start application when you are ready to start.




3.2 Application (Stage 1)

- 3.2.1 You must answer all questions in Stage 1 before you can proceed to Stage 2.
- 3.2.2 You cannot save draft while at Stage 1.
- 3.2.3 A copy of the application will be auto-saved when you proceed to Stage 2.

Sample Questions / Fields	Remarks
 <p><i>(only for Employment Agencies acting on behalf of client)</i></p> 	<ul style="list-style-type: none"> • This is the first question in Application (Stage 1) – Let us know if the candidate has ever studied, worked or stayed long-term (not as a tourist) in Singapore. • You can use the breadcrumbs at the top of the page to return to myMOM Portal. • For Employment Agencies, you will also be prompted to enter your client organisation’s UEN.
	<ul style="list-style-type: none"> • After each question is answered, you will be shown a summary view. • You will be shown the next question to be answered. • FIN or Work Permit number is mandatory if the candidate is currently working/studying/staying in Singapore.

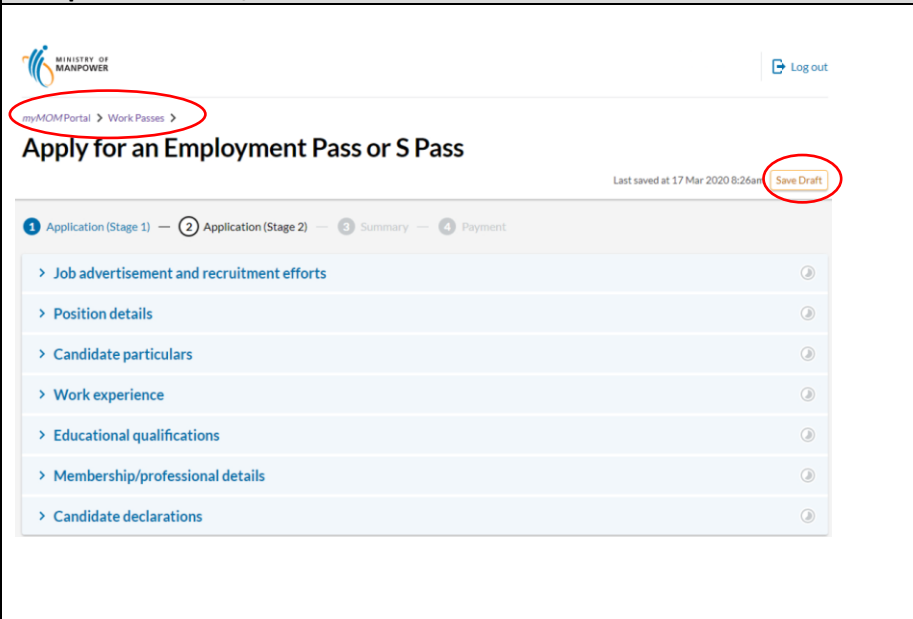
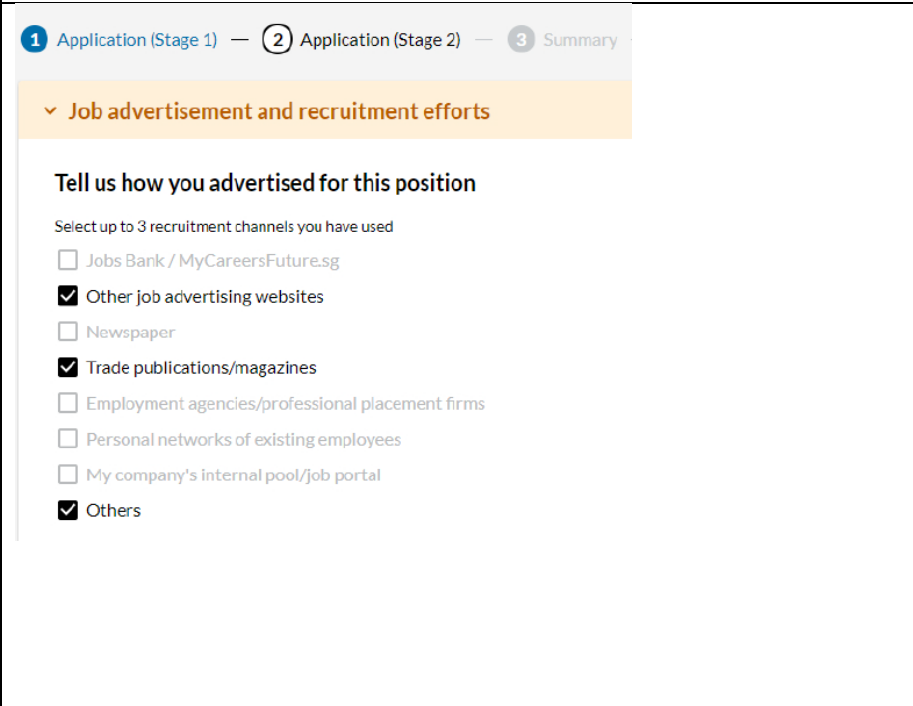
<p>Has the candidate ever studied, worked or stayed long-term (not as a tourist) in Singapore?</p> <p>Yes, candidate has worked/studied/stayed in Singapore in the past</p> <hr/> <p>What is the candidate's FIN or Work Permit no.?</p> <p>i If the candidate has both FIN and Work Permit no., please enter the FIN.</p> <p><input type="radio"/> FIN</p> <p><input type="radio"/> Work Permit no.</p> <p><input type="radio"/> Candidate can't remember both</p> <hr/> <p>Continue</p>	<ul style="list-style-type: none"> • If the candidate had previously worked/studied/stayed in Singapore but is unable to recall the FIN or Work Permit number, you can select "Candidate can't remember both".
<p>Has the candidate ever studied, worked or stayed long-term (not as a tourist) in Singapore?</p> <p>No, but candidate has a Foreign Identification Number (FIN) issued by Singapore</p> <hr/> <p>What is the candidate's FIN?</p> <p>FIN</p> <p><input type="text"/></p> <hr/> <p>Continue</p>	<ul style="list-style-type: none"> • You must declare the candidate's FIN if one has already been issued.
<p>Is the candidate a partner, sole proprietor or director of any Singapore-registered company?</p> <p>Yes</p> <hr/> <p>Which pass are you applying for?</p> <p>i The candidate cannot hold an S pass as a director, sole proprietor or partner of any Singapore-registered company, but can hold an Employment Pass as a director of a Private Limited Company or partner of a Limited Liability Partnership.</p> <p><input type="radio"/> S Pass only \$105</p> <p><input checked="" type="radio"/> Employment Pass only \$105</p> <p><input type="radio"/> Employment Pass or S Pass \$105 Candidate will be considered for an EP first.</p> <hr/> <p>Continue</p>	<ul style="list-style-type: none"> • If the candidate is a partner, sole-proprietor or director of a company registered in Singapore, you can only submit an EP application (see information in the blue banner).

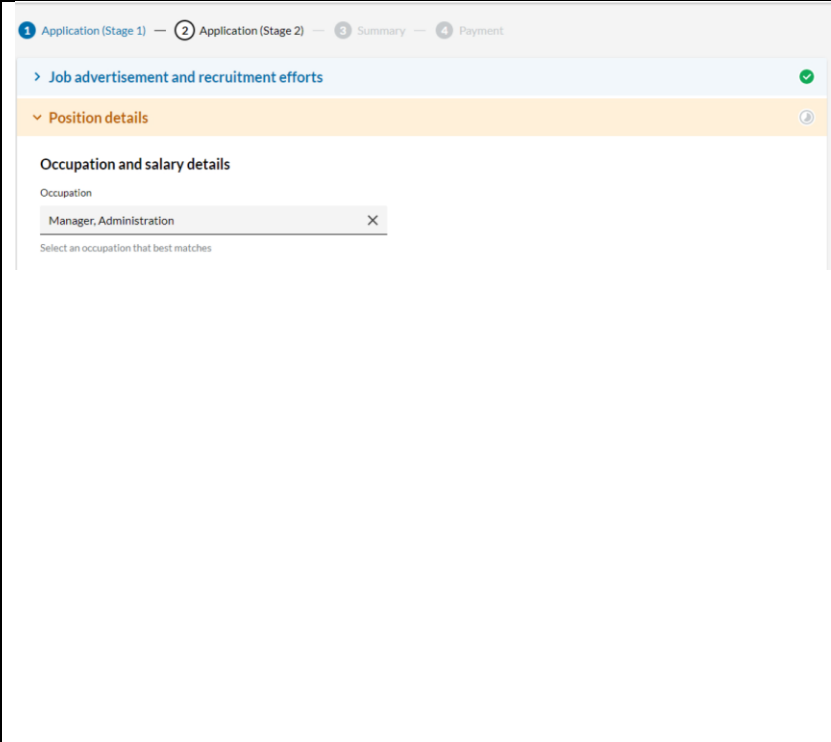

<p>Which pass are you applying for?</p> <p>S Pass only</p> <hr/> <p>Select the business activity the candidate will be employed under</p> <p><i>i</i> Only CPF submission numbers with a declared business activity can be selected. Find out how to declare your business activity</p> <table border="1"> <thead> <tr> <th>Company Name</th> <th>CPF submission no.</th> <th>Business activity</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> MINISTRY OF MANPOWER</td> <td>T</td> <td>E ADMIN</td> </tr> <tr> <td><input type="radio"/> C -MINISTRY OF MANPOWER</td> <td>T</td> <td>-</td> </tr> </tbody> </table> <p>Continue</p>	Company Name	CPF submission no.	Business activity	<input type="radio"/> MINISTRY OF MANPOWER	T	E ADMIN	<input type="radio"/> C -MINISTRY OF MANPOWER	T	-	<ul style="list-style-type: none"> • If you are applying for an S Pass, you will not be able to select CPF submission numbers if the business activity has not yet been declared.
Company Name	CPF submission no.	Business activity								
<input type="radio"/> MINISTRY OF MANPOWER	T	E ADMIN								
<input type="radio"/> C -MINISTRY OF MANPOWER	T	-								
<p>What is the duration of pass applied for? <i>i</i></p> <p>5 years 11 months</p> <p><i>i</i> You cannot exceed the maximum pass duration of 5 years.</p> <p>Continue</p>	<ul style="list-style-type: none"> • Pass duration must be between 1 month and 5 years. • If you see an error message, please rectify the error before you can continue. • You can mouse over the <i>i</i> for useful information or tips related to the question. 									
<p>Tell us about your job advertisement.</p> <p>Job posting ID</p> <p>MCF - 2020 - 1234567</p> <p><input type="checkbox"/> I do not need a job advertisement. Learn more</p> <p>Occupation Manager, Administration</p> <p>Company name ABCD PTE LTD</p> <p>Gross monthly salary range SGD 3,300 - SGD 6,300</p> <p>Job posting expiry date 09 Jan 2020</p>	<ul style="list-style-type: none"> • If you are applying for an EP or S Pass, you need to provide a Job posting ID as part of the Fair Consideration requirements. • The job ad details displayed are from your job ad in WSG's myCareersFuture.sg portal. 									


<p>Tell us about your job advertisement.</p> <p>I do not need a job advertisement.</p> <hr/> <p>Is the candidate currently working for a branch, affiliate or subsidiary of the employing company?</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p> Your application will likely be rejected unless the hiring company or job is exempted from the Jobs Bank advertising requirement.</p> <hr/> <p>Save and continue</p>	<ul style="list-style-type: none"> • Indicate if the candidate is currently working for an overseas branch/ affiliate or subsidiary of the employing company. If you select “Yes”, you will be required to submit an organisation chart later in Application (Stage 2). • You will see a warning message on Fair Consideration requirements while applying for an EP or S Pass, if: <ul style="list-style-type: none"> ○ You do not have a valid job posting ID. ○ The candidate is not transferring from a branch/affiliate or subsidiary.
<p>What is the duration of pass applied for? </p> <p>2 years 0 months Edit</p> <hr/> <p>Tell us about your job advertisement.</p> <p>I do not need a job advertisement. Edit</p> <hr/> <p>Is the candidate currently working for a branch, affiliate or subsidiary of the employing company?</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p> Your application will likely be rejected unless the hiring company or job is exempted from the Jobs Bank advertising requirement.</p> <hr/> <p>Save and continue</p>	<ul style="list-style-type: none"> • You may edit previous questions by clicking Edit • You are at the last question of Stage 1 when you see the Save and continue

3.3 Application (Stage 2)

- 3.3.1 You can fill up the questions and sections in Stage 2 in a non-sequential manner
- 3.3.2 You may be asked to upload relevant documents in the respective sections. Please note that:
 - a. Documents should be clear and correct. If not, you may be asked to resubmit them.
 - b. Each document upload should be less than 2MB in file size.
 - c. Documents that are not in English should be submitted together with an official English translation.
- 3.3.3 You can save draft when in Stage 2

Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> • You will see up to a total of 7 sections in Stage 2. • The first section will be expanded for you. • You may save draft in Stage 2 by clicking the “Save Draft” button at the top right-hand corner of the page. • At any time, you may return to <i>myMOM</i> Portal by clicking at the link on the top left-hand corner of the page, under the MOM logo.
	<ul style="list-style-type: none"> • If you are applying for an EP or S Pass, you need to tell us your recruitment efforts (even if you are exempted from the job ad requirement, e.g. your candidate is an intra-corporate transferee). • Click Continue after you have completed this section. • The next section (top-down order) will be expanded for you once you have successfully completed any section in Stage 2.

	<ul style="list-style-type: none"> • Each section will be marked with a  when it is successfully completed. • Occupation: You need to select an occupation from the drop-down list (choose the closest match if you cannot find it on the list). • Occupation will be pre-populated if you had indicated a valid job posting ID in Stage 1. This information is taken from “Job Classification” in your job ad at MyCareersFuture.sg portal
<p>Fixed monthly salary</p> <p>SGD 6,000</p> <p>Basic salary and fixed allowances, excluding variables. Learn more</p> <p>Basic monthly salary</p> <p>SGD 600</p> <p>Fixed monthly allowances</p> <p>SGD 5,400</p> <p>Salary paid</p> <p><input checked="" type="radio"/> Locally</p> <p><input type="radio"/> Overseas</p> <p><input type="radio"/> Both locally and overseas</p>	<ul style="list-style-type: none"> • Fixed monthly salary: you need to enter a number from 0 – 999,999. • Basic monthly salary will be displayed after you have indicated a Fixed monthly salary (similarly, enter a number from 0 – 999,999). • Fixed monthly allowances will be computed.
<p>Work location</p> <p>Postal code</p> <p>038987</p> <p>Block/house no.</p> <p>7</p> <p>Street name</p> <p>TEMASEK BOULEVARD</p> <p>Floor no. Unit no.</p> <p># - #</p> <p>Building name</p> <p>SUNTEC TOWER ONE</p>	<ul style="list-style-type: none"> • Work location: Enter the postal code of the candidate’s workplace. • The address will be retrieved automatically (Building name may not be shown) and you can enter the floor and unit number, if applicable.

<p>Is the premises (at the above address) a food establishment?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>NEA/Singapore Food Agency (SFA) licence type</p> <p><input checked="" type="radio"/> Food shop</p> <p><input type="radio"/> Food stall</p> <p><input type="radio"/> Cold drink shop</p>	<ul style="list-style-type: none"> Tell us whether the workplace is a food establishment (you may be required to upload the NEA/SFA licence).
<p>Agency support</p> <p>Is this application supported by any relevant professional bodies or vetting/accreditation agencies? ⓘ</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Agency support 1</p> <p>Name of professional body or vetting/accreditation agency</p> <p>Singapore Medical Council</p> <p>Upload registration or support letter</p> <p> Drag and drop or browse files. Jpg, png or pdf only. Total file size must not exceed 2MB.</p> <p>+ Add another supporting agency</p>	<ul style="list-style-type: none"> Agency support: Healthcare professionals, lawyers, football players or coaches will need supporting documents from the respective professional bodies. You will see a document upload feature if we require you to upload a document. Each agency can only be selected once.
<p>Deployment details</p> <p>Is the employing company an employment agency/headhunter or does it supply employees to supplement another company's manpower resources?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Is the candidate going to supplement another company's manpower?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Client company UEN</p> <p>Client company name</p> <p>MINISTRY OF MANPOWER</p>	<ul style="list-style-type: none"> Deployment details: please let us know if the candidate will be deployed to another company to supplement its manpower.
	<ul style="list-style-type: none"> Employment agency recruitment: if the services of an EA* was used in the hiring process, tell us the EA's licence number. <p><i>* this includes introduction or recommendation of the applicant, recruitment of the</i></p>


<p>Employment agency recruitment</p> <p>Has the applicant used the services of a Singapore-registered employment agency? ⓘ</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Employment agency licence number</p> <p><u>14C6050</u></p> <p>Employment agency name</p> <p>BEST EMPLOYMENT AGENCY</p> <p>Continue</p>	<p><i>foreigner and application of the work pass of the foreigner</i></p> <ul style="list-style-type: none"> Click Continue after you have completed this section.
<p>▼ Candidate particulars</p> <p>Travel document details</p> <p>Full name (in the same order of appearance as travel document) ⓘ</p> <p>Kevin</p> <p>Exclude salutations</p> <p>Alias (only if printed on travel document)</p> <p></p> <p>Date of birth</p> <p>05 Jan 1970 </p> <p>Sex</p> <p><input type="radio"/> Female</p> <p><input checked="" type="radio"/> Male</p>	<ul style="list-style-type: none"> Fill in the details as stated in the travel document. Please refer to the actual document when doing so. Name should be entered in full (including surname) and in the same sequence as stated in the travel document Date of Birth: You can either select a date from the date picker or input in DD MMM YYYY format.
<p>Nationality/Citizenship</p> <p>Malaysian ×</p> <p>State/Province</p> <p>×</p> <p>Old Malaysian identity card number</p> <p></p> <p>New Malaysian identity card number</p> <p></p> <p>Malaysian identity card colour</p> <p><input type="radio"/> Blue</p> <p><input checked="" type="radio"/> Pink</p>	<ul style="list-style-type: none"> You may need to provide additional information, such as the Malaysian, Chinese, or Bangladeshi identity card number depending on the candidate's nationality/citizenship. You will also need to indicate the State/Province* when Nationality/Citizenship is Chinese, Malaysian, or Indian. <p><i>* Refers to the State/Province the person was residing in when he acquired citizenship of that country</i></p>


<p>Travel document type</p> <p>International Passport</p> <p>Travel document number ⓘ</p> <p>Travel document issue date</p> <p>01 Mar 2020</p> <p>Travel document expiry date</p> <p>06 Feb 2025</p> <p>Next</p>	<ul style="list-style-type: none"> • Click “Next” after you have completed this section – the system will then check if you need to upload a copy of the candidate’s travel document. • A second set of questions will be asked after you have clicked “Next”.
<p>Travel document expiry date</p> <p>06 Feb 2025</p> <p>Country/Region of birth</p> <p>Malaysia</p> <p>State/Province of birth</p> <p>Penang</p> <p>Country/Region of origin ⓘ</p> <p>Singapore</p> <p>Race</p> <p>Chinese</p> <p>Religion</p> <p>Others</p> <p>Marital status</p> <p>Married</p>	<ul style="list-style-type: none"> • If the candidate’s Country/Region of Birth or Country/Region of Origin is United Kingdom, China, Malaysia, or India, you need to indicate the State/Province of birth/origin. • “Country/Region of Origin” refers to the place where the person obtained his first citizenship (by birth or parentage).
<p>Marital status</p> <p>Married</p> <p>Is spouse a Singapore Citizen, Permanent Resident, EP, S Pass or WP holder?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Full name of spouse (in the same order of appearance as travel document)</p> <p>Sisley</p> <p>Exclude salutations</p> <p>Spouse ID type</p> <p><input checked="" type="radio"/> NRIC <input type="radio"/> FIN</p> <p>Spouse NRIC</p> <p>S9000000A</p>	<ul style="list-style-type: none"> • You need to provide more information if the candidate is married and his/her spouse is a Singapore Citizen, PR, or work pass holder.


<p>Candidate's contact details</p> <p>Email</p> <p>kevinxyz@gmail.com</p> <p>Singapore mobile number (optional)</p> <p>+65</p> <p>Enter only if the candidate has a local Singapore number</p> <p>Continue</p>	<ul style="list-style-type: none"> • Provide the candidate's personal contact details and click Continue to proceed.
<p>Work experience</p> <p>Include 2 most recent work experience.</p> <p>+ Add work experience</p> <p>Skip, no work experience to add</p>	<ul style="list-style-type: none"> • You can add up to 2 sets of information under "Work experience". • You can skip this part if the candidate does not have any work experience – click Skip, no work experience to add • If you have a work experience to add, click + Add work experience
<p>Work experience</p> <p>Total work experience</p> <p>years months</p> <p>Relevant work experience</p> <p>years months</p>	<ul style="list-style-type: none"> • You will need to indicate the candidate's length of total and relevant work experience, if you are adding a work experience.


<p>Include 2 most recent work experience.</p> <p>Work experience 1 Remove</p> <p>Name of company</p> <p>Country/Region of employment</p> <p>Occupation</p> <p>Period of employment</p> <p>From To</p> <p><input type="checkbox"/> Candidate's current position</p> <p>Last drawn fixed monthly salary</p> <p>SGD</p> <p>Basic monthly salary + fixed monthly allowance. Learn more</p> <p>Add another work experience</p> <p>Continue</p>	<ul style="list-style-type: none"> • You can click “Remove” to delete details of a work experience that you have added. • Click “Add another work experience”, if applicable. • If the candidate is currently still working in the company, tick “Candidate’s current position” – You do not need to indicate a “To” date. • Click “Continue” to proceed.
<p>Work experience 1</p> <p>Name of company</p> <p>Country/Region of employment</p> <p>Occupation</p> <p>Period of employment</p> <p>From</p> <p><input checked="" type="checkbox"/> Candidate's current position</p> <p>Last drawn fixed monthly salary</p> <p>SGD</p> <p>Basic monthly salary + fixed monthly allowance. Learn more</p> <p>Upload the employer's organisation chart showing the candidate's position, as proof that he/she is an intra-corporate transferee.</p> <p>Upload organisational chart</p> <p>Drag and drop or browse files. Jpg, png or pdf only. Total file size must not exceed 2MB.</p>	<ul style="list-style-type: none"> • If you have declared (Stage 1) that the candidate is currently working for an overseas branch/affiliate or subsidiary of the employing company, you will need to fill in his/her current employment details and upload an organisation chart.

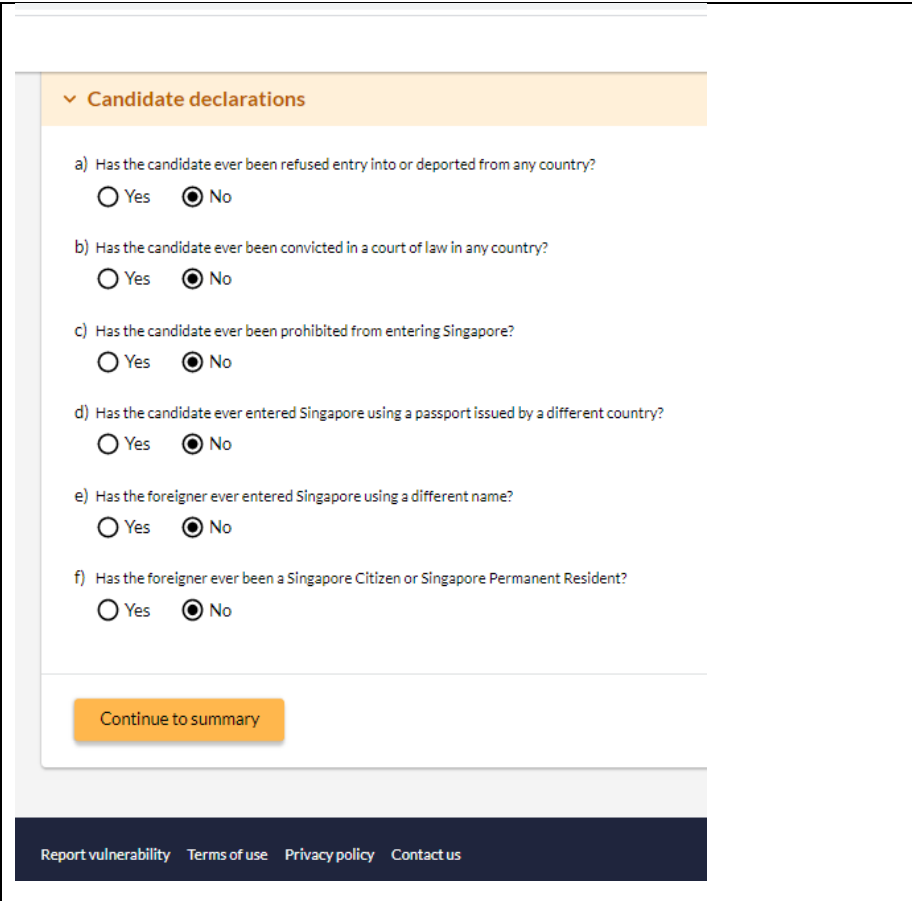
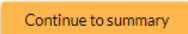
<p>▼ Educational qualifications</p> <p>If you are applying for 'Employment Pass (EP) only', or 'EP or S Pass':</p> <ul style="list-style-type: none"> • Diploma and above qualifications declared to MOM will have to be supported with verification proofs to confirm their authenticity. • Enter the details as they appear on the educational certificate and the verification proof. • For an awarding institution not found in the list, you must provide, from a background screening company: <ol style="list-style-type: none"> i. Verification proof of authenticity of the educational qualification, and ii. The awarding institution's accreditation status. • For a 'degree equivalent' professional qualification, please select the recognised qualification level. • For selected professional occupations (e.g. healthcare), verification proofs from Singapore's professional bodies are also accepted. <p>If you are applying for 'S Pass only':</p> <ul style="list-style-type: none"> • Enter the details as they appear on the educational certificate. If a verification proof is required, enter the details as they appear on the educational certificate and the verification proof. • For an awarding institution not found in the list, you must provide, from a background screening company: <ol style="list-style-type: none"> i. Verification proof of authenticity of the educational qualification, and ii. The awarding institution's accreditation status. <p>+ Add a qualification</p> <hr/> <p>Skip, no qualifications to add</p>		<ul style="list-style-type: none"> • Read the guidelines before you fill in this section (see bullet points just under the header) • You can skip this section by clicking Skip, no qualifications to add if you do not wish to declare any of the candidate's qualifications.
<p>Qualification 1</p> <p>Awarding institution ⓘ</p> <input type="text" value="national university of singapore"/> <ul style="list-style-type: none"> National University Of Singapore (NUS) <small>Singapore</small> Yale Nus College Of The National University Of Singapore <small>Singapore</small> None of the above. Use "national university of singapore" <p>Continue</p>	<p>Remove</p>	<ul style="list-style-type: none"> • Type the awarding institution name exactly as stated in the educational certificate or verification proof.
<p>Qualification 1</p> <p>Awarding institution ⓘ</p> <input type="text" value="National University Of Singapore (NUS)"/>		<ul style="list-style-type: none"> • Click on the awarding institution as it appears on the list.

<p>Qualification 1</p> <p>Awarding institution ⓘ</p> <p>National University Of Singapore (NUS) ✕</p> <p>Country/Region of awarding institution Singapore</p> <p>Qualification ⓘ</p> <p>Bachelor's Degree ✕</p> <p>Faculty</p> <p>Accountancy ✕</p> <p>Verification method</p> <p><input type="radio"/> Background screening company</p> <p><input type="radio"/> Government/awarding institution's verification portal or verification by a professional body</p> <p><input type="radio"/> Digital certificate verified through OpenCerts portal</p> <p>Learn more about the verification methods.</p> <p>Did the candidate attend classes on campus?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<ul style="list-style-type: none"> You will be required to upload verification proof based on the verification method you have selected. If your awarding institution is not on the drop-down list, you will need to submit verification proof from a background screening company.
<p>Qualification 1</p> <p>Awarding institution ⓘ</p> <p>National University Of Singapore (NUS) ✕</p> <p>Country/Region of awarding institution Singapore</p> <p>Qualification ⓘ</p> <p>Bachelor's Degree ✕</p> <p>Faculty</p> <p>Accountancy ✕</p> <p>Verification method</p> <p><input checked="" type="radio"/> Background screening company</p> <p><input type="radio"/> Government/awarding institution's verification portal or verification by a professional body</p> <p><input type="radio"/> Digital certificate verified through OpenCerts portal</p> <p>Learn more about the verification methods.</p> <p>Verification reference number</p> <p><input type="text"/></p> <p>Enter the reference number found on the verification proof.</p> <p>Upload verification proof from background screening company</p> <div style="border: 1px dashed gray; padding: 5px;"> <p> Drag and drop or browse files. jpeg, png or pdf only. Total file size must not exceed 2MB.</p> </div>	<ul style="list-style-type: none"> If you have selected “Background screening company” as the verification method, key in the MOM “Verification reference number” as stated on the verification proof. Upload the verification proof from the background screening company.

<p>Qualification 1</p> <p>Awarding institution ⓘ</p> <p>National University Of Singapore (NUS) ✕</p> <p>Country/Region of awarding institution Singapore</p> <p>Qualification ⓘ</p> <p>Bachelor's Degree ✕</p> <p>Faculty</p> <p>Accountancy ✕</p> <p>Verification method</p> <p><input type="radio"/> Background screening company</p> <p><input checked="" type="radio"/> Government/awarding institution's verification portal or verification by a professional body</p> <p><input type="radio"/> Digital certificate verified through OpenCerts portal</p> <p>Learn more about the verification methods.</p> <p>Upload verification proof from government/awarding institution's verification portal or verification by a professional body</p> <div style="border: 1px dashed gray; padding: 5px;"><p> Drag and drop or browse files. Jpeg, png or pdf only. Total file size must not exceed 2MB.</p></div> <p>Did the candidate attend classes on campus?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<ul style="list-style-type: none">• If you have selected “Government/awarding institution’s verification portal or verification by a professional body” as the verification method, then upload the respective verification proof.
---	--

<p>Qualification 1</p> <p>Awarding institution ⓘ</p> <p>National University Of Singapore (NUS) ×</p> <p>Country/Region of awarding institution Singapore</p> <p>Qualification ⓘ</p> <p>Bachelor's Degree ×</p> <p>Faculty</p> <p>Accountancy ×</p> <p>Verification method</p> <p><input type="radio"/> Background screening company</p> <p><input type="radio"/> Government/awarding institution's verification portal or verification by a professional body</p> <p><input checked="" type="radio"/> Digital certificate verified through OpenCerts portal</p> <p>Learn more about the verification methods.</p> <p>Upload digital certificate</p> <div style="border: 1px dashed gray; padding: 5px; text-align: center;">  Drag and drop or browse files. OpenCerts only. Total file size must not exceed 2MB. </div> <p>Did the candidate attend classes on campus?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<ul style="list-style-type: none"> • If you have selected “Digital certificate verified through OpenCerts portal” as the verification method, then upload the digital certificate in OpenCerts format.
<p>Qualification 1 Remove</p> <p>Awarding institution ⓘ</p> <p>National University Of Singapore (NUS) ×</p> <p>Country/Region of awarding institution Singapore</p> <p>Qualification ⓘ</p> <p>Bachelor's Degree ×</p> <p>Faculty</p> <p>Accountancy ×</p> <p>Verification method</p> <p><input checked="" type="radio"/> Background screening company</p> <p><input type="radio"/> Government/awarding institution's verification portal or verification by a professional body</p> <p><input type="radio"/> Digital certificate verified through OpenCerts portal</p> <p>Learn more about the verification methods.</p> <p>Verification reference number</p> <p><input type="text"/></p> <p>Enter the reference number found on the verification proof.</p>	<ul style="list-style-type: none"> • You can click “Remove” to delete a qualification that you have added. • Click “Add another qualification” if the candidate has another qualification to declare. • Where applicable, tell us if the candidate is currently serving a Tuition Grant bond with MOE.

<p>Upload verification proof from background screening company</p> <div style="border: 1px dashed gray; padding: 5px; margin-bottom: 10px;">  Drag and drop or browse files. .jpeg, .png or .pdf only. Total file size must not exceed 2MB. </div> <p>Did the candidate attend classes on campus? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Is the campus in Singapore? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Mode of study <input checked="" type="radio"/> Full-time <input type="radio"/> Part-time</p> <p>Period of study From <input type="text" value="Feb 2000"/> <input type="calendar"/> To <input type="text" value="Feb 2002"/> <input type="calendar"/></p> <hr/> <p>+ Add another qualification</p> <p>Is the candidate currently serving a Tuition Grant bond with the Ministry of Education (Singapore)? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <hr/> <p>Continue</p>	
<p>Membership/professional details</p> <p>Include 2 most recent memberships with societies/organisations with the past 5 years .</p> <p>+ Add a society/organisation</p> <hr/> <p>Skip, no memberships to add</p>	<ul style="list-style-type: none"> • You can declare up to 2 professional memberships with organisations/societies. • You can skip this section if it is not applicable.
<p>Membership/professional details</p> <p>Include 2 most recent memberships with societies/organisations with the past 5 years .</p> <p>Society/organisation 1 Remove</p> <p>Society/organisation <input type="text" value="The Chartered Institute of Marketing (CIM)"/></p> <p>Position held <input type="text" value="Associate"/></p> <p>Period held From <input type="text" value="01 Mar 2020"/> <input type="calendar"/> To <input type="text" value="18 Mar 2020"/> <input type="calendar"/></p> <p><input type="checkbox"/> Candidate is currently a member</p>	<ul style="list-style-type: none"> • You can click “Remove” to delete the details added. • Click “Add another society/organisation” if the candidate has more than 1 membership or professional position to declare. • Click “Continue” to proceed.

	<ul style="list-style-type: none"> • You are at the last section of Stage 2 when you see  • Ensure that you check with the applicant before answering the questions in this section. • If you answer “Yes” to any of the declarations, you must provide information (as detailed as possible) on it.
---	--

3.4 Summary

- 3.4.1 You can review all the information entered for the application here and edit if necessary
- 3.4.2 You can download a copy of the application details
- 3.4.3 You need to confirm and acknowledge the declarations

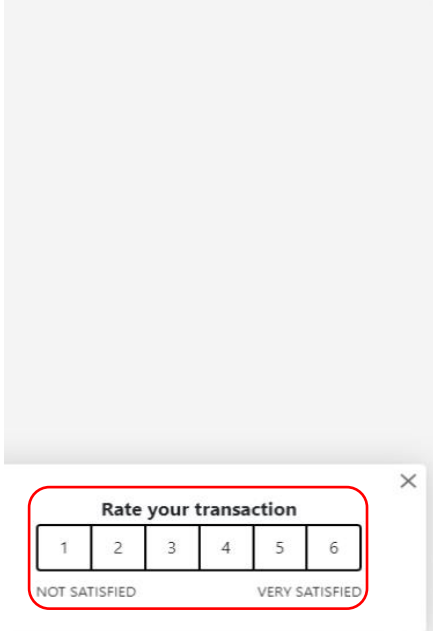
Sample Questions / Fields	Remarks
---------------------------	---------

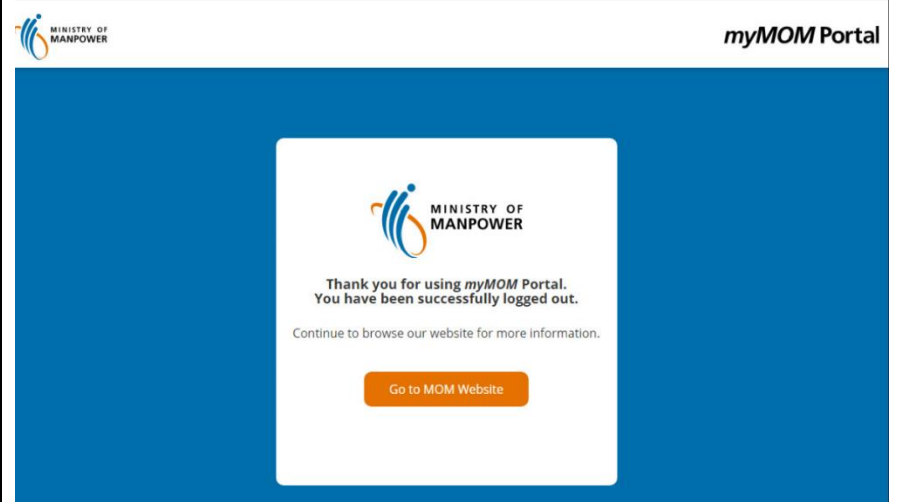
	<ul style="list-style-type: none"> • You can review all the information entered for this application. • You can click Edit if you need to make changes. You will be brought back to the relevant section.
	<ul style="list-style-type: none"> • You must provide us with an email address, so that we can notify you of the application outcome, or ask for more documents for our assessment. All notifications will now be done via email instead of SMS. • You need to confirm and acknowledge the declarations. • You can download a copy of the application summary when you click Download form summary as PDF • You should also save a copy of the supporting documents that are submitted with this application.

3.4.4 Payment & Acknowledgement

3.4.5 You may pay by GIRO (this option will be available if you have an existing GIRO arrangement with EP Online) or credit card (Amex, Mastercard or Visa)

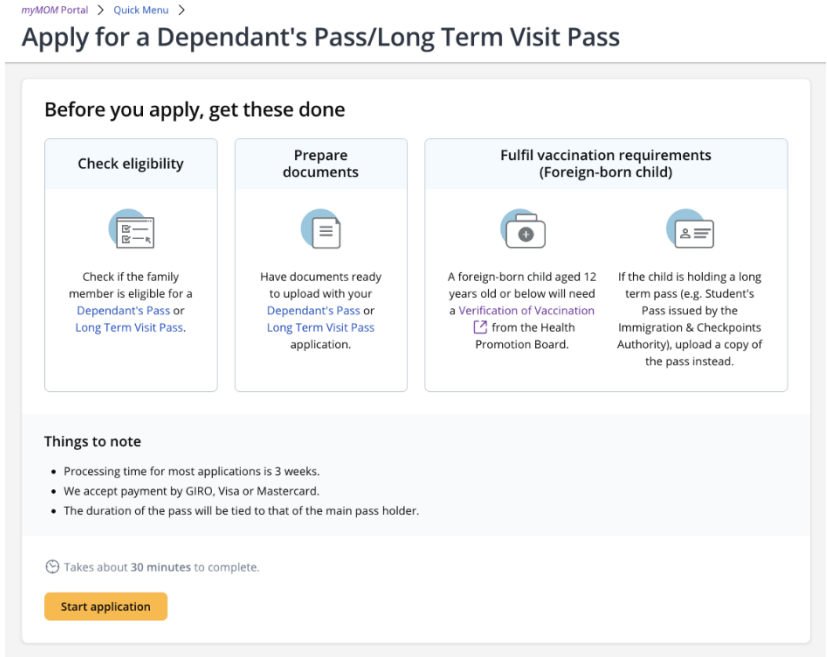
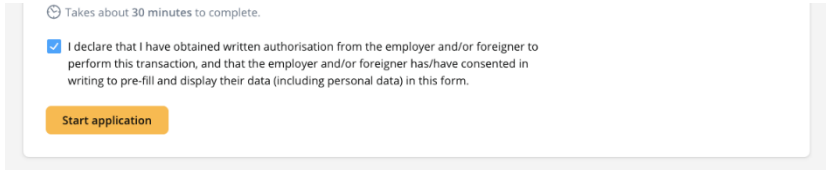
3.4.6 You will receive an email from MOM to acknowledge successful submission of your application. A PDF copy of the application summary will be attached in this email for your reference.

Sample Questions / Fields	Remarks																
<p>✔ Application submitted successfully</p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <table border="0"> <tr><td>Candidate's full name</td><td>kelvin</td></tr> <tr><td>Candidate's FIN/Work Permit no.</td><td>-</td></tr> <tr><td>Pass type</td><td>Employment Pass or S Pass</td></tr> <tr><td>Application no.</td><td>A290520502601</td></tr> <tr><td>Date and time of application</td><td>29 May 2020, 1:23pm (GMT +0800)</td></tr> <tr><td>Payment mode</td><td>Visa/Mastercard</td></tr> <tr><td>Total amount paid</td><td>\$105</td></tr> <tr><td>Payment reference number</td><td>20502601</td></tr> </table> </div> <p>You will receive an email acknowledgement with a summary of the application.</p> <p>Processing time usually takes about 3 weeks, but may be longer during peak periods or if we need to verify the application details.</p> <p>You will be notified when there is an outcome or if we need more documents.</p> <hr/> <p>What do you want to do next?</p> <ul style="list-style-type: none"> Return to myMOM Portal For more information, please visit MOM website 	Candidate's full name	kelvin	Candidate's FIN/Work Permit no.	-	Pass type	Employment Pass or S Pass	Application no.	A290520502601	Date and time of application	29 May 2020, 1:23pm (GMT +0800)	Payment mode	Visa/Mastercard	Total amount paid	\$105	Payment reference number	20502601	<ul style="list-style-type: none"> Your application has been submitted when you see this acknowledgement page. You may return to <i>myMOM</i> Portal to put another application or log out of the e-Service. After you have submitted an application and do not see it appear on the <i>myMOM</i> Portal, please refresh the page after 15 minutes.
Candidate's full name	kelvin																
Candidate's FIN/Work Permit no.	-																
Pass type	Employment Pass or S Pass																
Application no.	A290520502601																
Date and time of application	29 May 2020, 1:23pm (GMT +0800)																
Payment mode	Visa/Mastercard																
Total amount paid	\$105																
Payment reference number	20502601																
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p>The screenshot shows the 'Application submitted successfully' confirmation page. A feedback survey titled 'Rate your transaction' is overlaid on the bottom left, featuring a 6-point scale from 'NOT SATISFIED' to 'VERY SATISFIED'. The survey is currently empty.</p> </div> <div style="width: 50%;"> <p>✔ Application submi</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>Candidate's full name</p> <p>Candidate's FIN/Work Permit</p> <p>Pass type</p> <p>Application no.</p> <p>Date and time of application</p> <p>Payment mode</p> <p>Total amount paid</p> <p>Payment reference number</p> </div> <p>You will receive an email acknowl</p> <p>Processing time usually takes abo</p> <p>verify the application details.</p> <p>You will be notified when there is</p> <hr/> <p>What do you want to do n</p> </div> </div>	<ul style="list-style-type: none"> You can give us your feedback after you have submitted the application. 																
	<ul style="list-style-type: none"> Once you are logged out, you would need to log in through <i>myMOM</i> Portal to access the 																

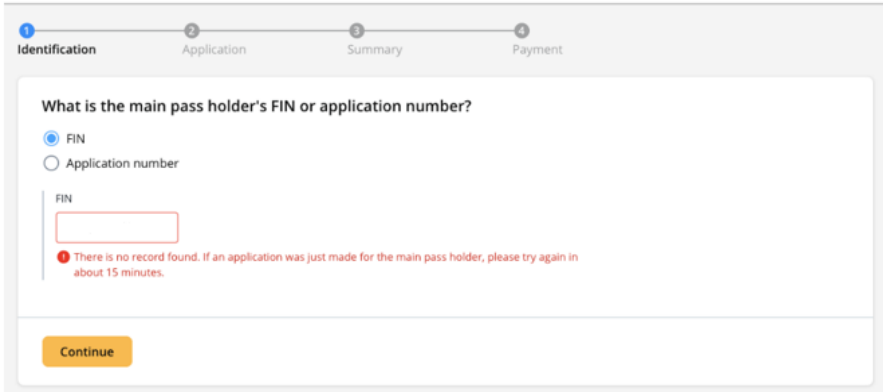
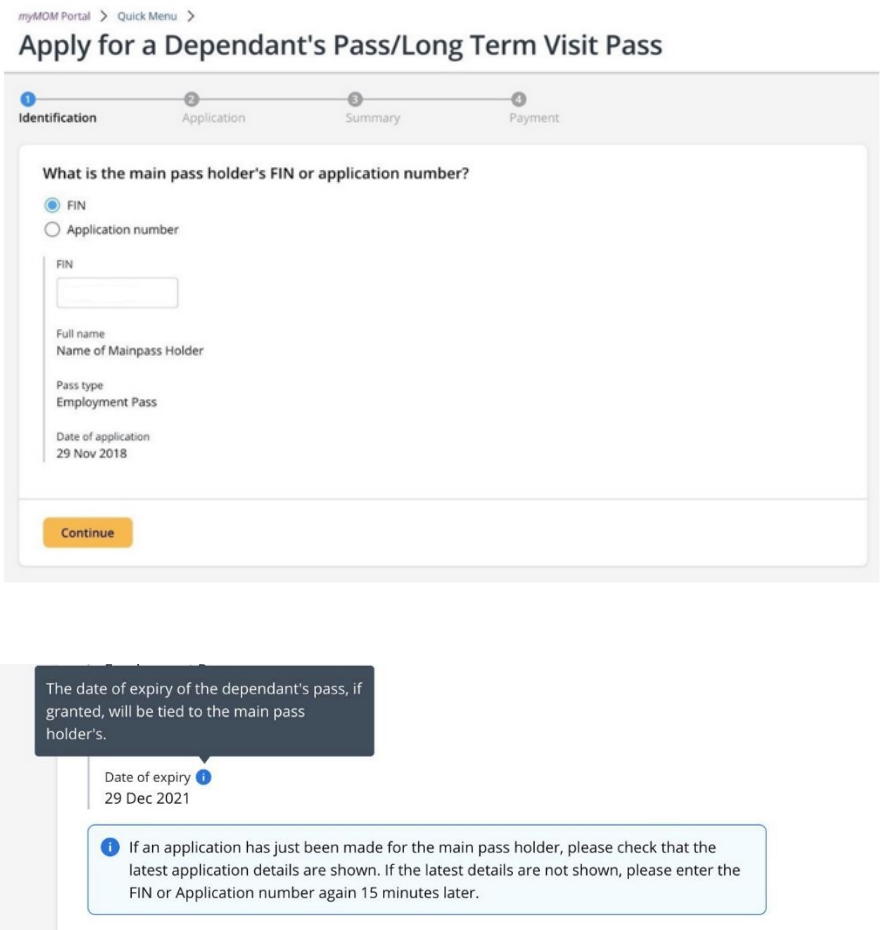
	<p>EP & S pass application eService again.</p>
--	--

4. Apply for a Dependant’s Pass/Long-Term Visit Pass

4.1 How to apply for a Dependant’s Pass/Long-Term Visit Pass

Screenshots	Remarks
 <p>The screenshot shows the application page with the following content:</p> <ul style="list-style-type: none"> Before you apply, get these done <ul style="list-style-type: none"> Check eligibility: Check if the family member is eligible for a Dependant's Pass or Long Term Visit Pass. Prepare documents: Have documents ready to upload with your Dependant's Pass or Long Term Visit Pass application. Fulfil vaccination requirements (Foreign-born child): <ul style="list-style-type: none"> A foreign-born child aged 12 years old or below will need a Verification of Vaccination from the Health Promotion Board. If the child is holding a long term pass (e.g. Student's Pass issued by the Immigration & Checkpoints Authority), upload a copy of the pass instead. Things to note <ul style="list-style-type: none"> Processing time for most applications is 3 weeks. We accept payment by GIRO, Visa or Mastercard. The duration of the pass will be tied to that of the main pass holder. Takes about 30 minutes to complete. Start application button. 	<ul style="list-style-type: none"> • Make sure you get these done before starting the application process: <ul style="list-style-type: none"> ✓ Check the candidate is eligible for a Dependant’s Pass or Long-Term Visit Pass <ul style="list-style-type: none"> ▪ Eligibility for Dependant’s Pass ▪ Eligibility for Long-Term Visit Pass ✓ Prepare the required documents you need to upload <ul style="list-style-type: none"> ▪ Docs for DP ▪ Docs for LTVP ✓ Fulfil HPB vaccination requirements if the applicant is a foreign-born child aged 12 years and below • Click Start application when you are ready to start
<p><i>(only for Employment Agencies acting on behalf of client)</i></p>  <p>The screenshot shows the declaration step with the following content:</p> <ul style="list-style-type: none"> Takes about 30 minutes to complete. <input checked="" type="checkbox"/> I declare that I have obtained written authorisation from the employer and/or foreigner to perform this transaction, and that the employer and/or foreigner has/have consented in writing to pre-fill and display their data (including personal data) in this form. Start application button. 	<ul style="list-style-type: none"> • Employment agencies acting on behalf of client must read and acknowledge the declaration by ticking the checkbox.

4.2 Stage: Identification of main pass holder

Screenshots	Remarks
	<ul style="list-style-type: none"> You need to enter a valid main pass holder's FIN or application number. If the application or renewal had just been submitted, try again after 15 minutes.
	<ul style="list-style-type: none"> If the main pass holder's record displayed is not the latest, please wait for 15 minutes and try again. If the application for the Dependant's Pass is approved, its expiry date will be the same as the main pass holder's. If the main pass holder's application is still in progress, the validity of the Dependant's pass will be capped to the validity of the main pass applied for. Please check all information before proceeding.

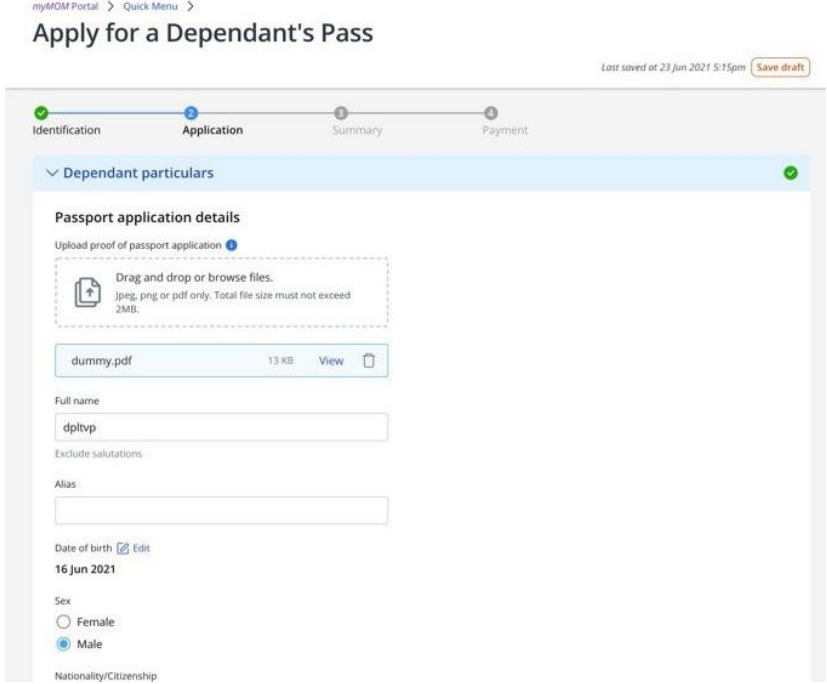

4.3 Stage: Application

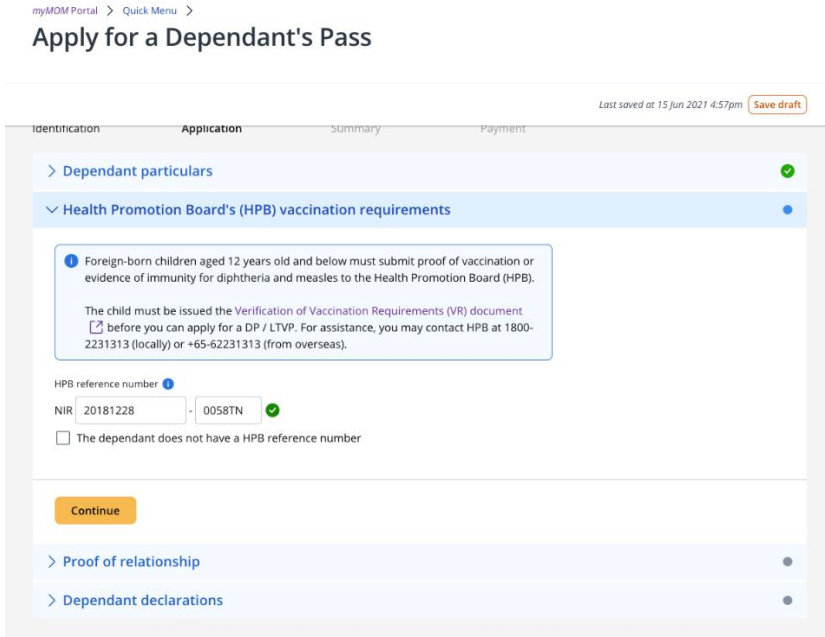
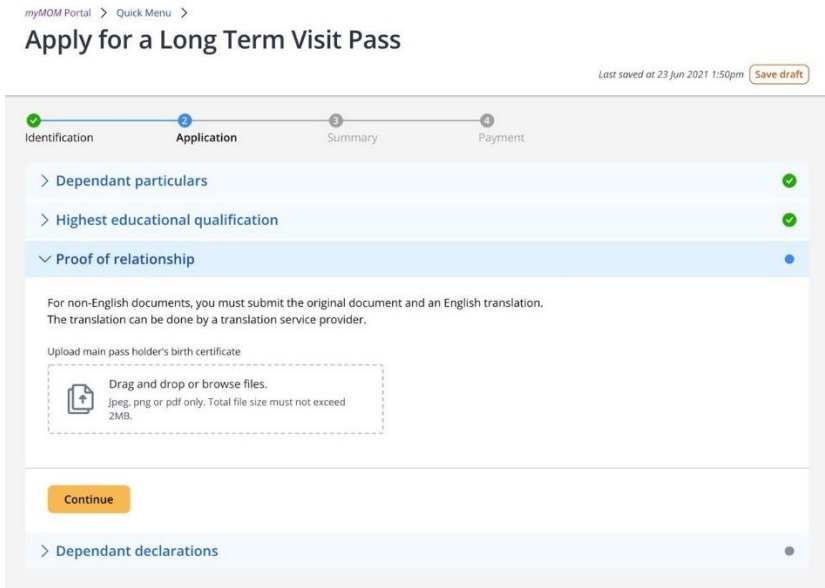
4.3.1 You must fill up all the questions and sections in this stage.

4.3.2 You may be asked to upload relevant documents in the respective sections. Please note that:

- a. Documents should be clear, complete, and correct. If not, you may be asked to resubmit them.
- b. Each document upload should be less than 2MB in file size.
- c. Documents that are not in English should be submitted together with an official English translation.

4.3.3 You can save your draft in Application stage.


Screenshots	
	<ul style="list-style-type: none">• You may save draft in Application stage by clicking the “Save Draft” button at the top right-hand corner of the page• At any time, you may return to <i>myMOM</i> Portal by clicking the link on the top left-hand corner of the page• Each section will be marked with a  when all relevant fields are completed.

	<p>For foreign-born children aged 12 years old and below:</p> <ul style="list-style-type: none"> You need to fulfil <i>Health Promotion Board's (HPB) vaccination requirements</i> by providing either: <ul style="list-style-type: none"> ✓ valid HPB reference number, or ✓ other necessary information if the dependant does not have a HPB reference number.
	<ul style="list-style-type: none"> You will see a document upload feature if we need you to upload a document. <ul style="list-style-type: none"> Docs for DP Docs for LTVP

	<ul style="list-style-type: none"> • In the <i>Dependant declarations</i> section, please check with the applicant before you answer the questions. • If you answer “Yes” to any of the declarations, you must provide information (as detailed as possible).
--	---

4.4 Summary

- 4.4.1 You can review all the information entered for the application here and edit, if necessary.
- 4.4.2 You can download a copy of the application details.
- 4.4.3 You must confirm and acknowledge the declarations.

Screenshots	Remarks
	<ul style="list-style-type: none"> • Please click  if you need to make any changes. You will be brought back to the relevant section.

<p>Notification</p> <hr/> <p>We will notify you of the application outcome or if we need more documents. The email address you provide must belong to a user authorised to transact for your company.</p> <p>Email</p> <p><input type="text" value="a@g.com"/></p> <p>Declaration</p> <p>Please read and acknowledge the following:</p> <ul style="list-style-type: none"> • I am the registered user of this EP Online account and personally filled in the information in this Application for a Dependant's Pass and in any related appeals. • I declare that the information in this Application for a Dependant's Pass and any related appeals is, to the best of my knowledge, true and correct; and that all documents submitted in support for this Application, and any related appeals, are true copies of the originals. • All data entered in this Application form is accurate. • All documents uploaded (if any) are correct, clear and complete. • With reference to this Application for a Dependant's Pass and residence in Singapore, the foreigner has given the consent to the Government of Singapore to obtain from and verify the information with any person, organisation, or any other source for assessing the Application. • I have explained to the foreigner that a SingPass will help him/her to access Government e-services in Singapore, and I confirm that I have obtained the foreigner's consent for the Ministry of Manpower to share his/her personal details to the SingPass issuing agency in order for the foreigner to apply for a SingPass account at a later time if he/she is eligible for a SingPass. • I declare that should this Application be approved, I will make an application to the Ministry of Manpower to allow this foreigner to enter Singapore subject to prevailing entry requirements at the point of entry into Singapore. <p><input checked="" type="checkbox"/> I declare that all of the above is true.</p> <p>Continue to payment</p> <p>Download form summary as PDF</p>	<ul style="list-style-type: none"> • You must provide a valid and correct email address for us to notify you of the application outcome or ask for more documents for our assessment. All notifications will be done via email. • You must read and acknowledge the declaration by ticking the checkbox. • You can download a copy of the application summary when you click Download form summary as PDF • Please keep the copy of the supporting document(s) that are submitted with this application.
---	--


4.5 Payment & Acknowledgement

- 4.5.1 You may pay by GIRO (this option will be available if you have an existing GIRO arrangement with EP Online) or credit card (Amex, Mastercard or Visa).
- 4.5.2 You will receive an email from MOM to acknowledge successful submission of your application. A PDF copy of the application summary will be attached in this email for your reference.

Screenshots	Remarks
	<ul style="list-style-type: none"> • Your application has been successfully submitted when you see this acknowledgement page. • After you have submitted an application and do not see it appear on the <i>myMOM</i> Portal, please refresh the page after 15 minutes. • You are encouraged to download and save a copy of the

myMOM Portal > Quick Menu >

Apply for a Long Term Visit Pass

 **Application submitted successfully**

Dependant's full name	dpltpv dependant	Download acknowledgement and summary as PDF
Dependant's FIN/Work Permit number	-	
Pass type	Long Term Visit Pass	
Application number	A230621500000	
Date and time of application	23 Jun 2021, 1:51pm (GMT +0800)	
Payment mode	Visa/Mastercard	
Total amount paid	\$105	
Payment reference number	95a498d7f50c41	

You will receive an email acknowledgement with a summary of the application.

Processing time usually takes about 3 weeks, but may be longer during peak periods or if we need to verify the application details.

You will be notified when there is an outcome or if we need more documents.

What do you want to do next?

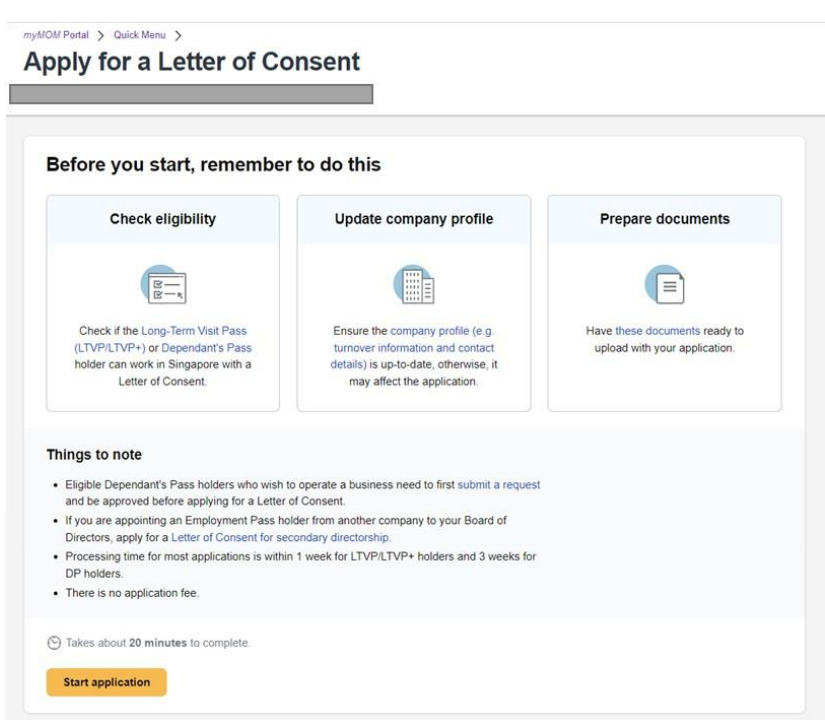
- Go to myMOM Portal
- Go to Quick Menu
- For more information, please visit MOM website

acknowledgement and summary as PDF.

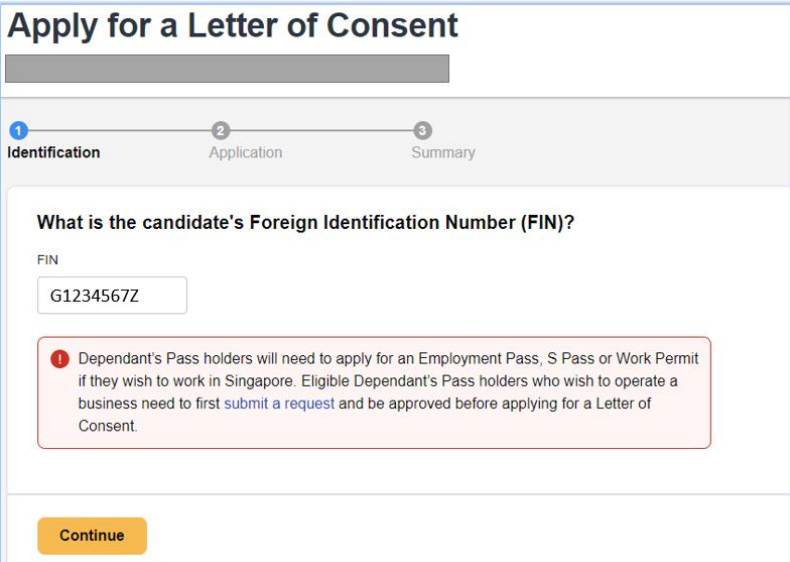
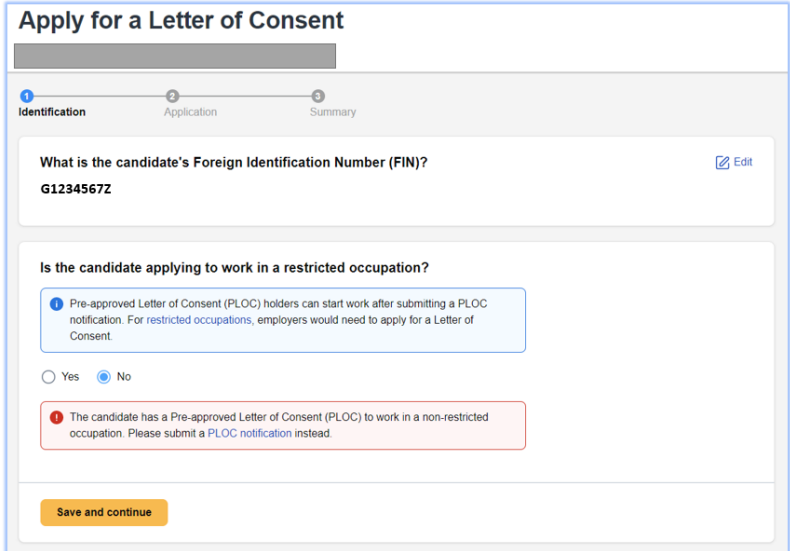
- You may return to myMOM Portal to submit another application or perform another transaction. Else, to log out of the eService, press the “Log Out’ button at the top of the page.

5. Apply for a Letter of Consent

5.1 How to apply for a Letter of Consent

Screenshots	Remarks
 <p>myMOM Portal > Quick Menu ></p> <h3>Apply for a Letter of Consent</h3> <p>Before you start, remember to do this</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p>Check eligibility</p> <p>Check if the Long-Term Visit Pass (LTVP/LTVP+) or Dependant's Pass holder can work in Singapore with a Letter of Consent.</p> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p>Update company profile</p> <p>Ensure the company profile (e.g. turnover information and contact details) is up-to-date, otherwise, it may affect the application.</p> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p>Prepare documents</p> <p>Have these documents ready to upload with your application.</p> </div> </div> <p>Things to note</p> <ul style="list-style-type: none"> Eligible Dependant's Pass holders who wish to operate a business need to first submit a request and be approved before applying for a Letter of Consent. If you are appointing an Employment Pass holder from another company to your Board of Directors, apply for a Letter of Consent for secondary directorship. Processing time for most applications is within 1 week for LTVP/LTVP+ holders and 3 weeks for DP holders. There is no application fee. <p>Takes about 20 minutes to complete.</p> <p>Start application</p>	<ul style="list-style-type: none"> Make sure you get these done before starting the application process: <ul style="list-style-type: none"> Check that the candidate is eligible for a Letter of Consent (LOC) <ul style="list-style-type: none"> Eligibility for ICA-issued LTVP/LTVP+ holders Eligibility for Dependant's Pass Prepare the required documents you need to upload <ul style="list-style-type: none"> Docs for ICA-issued LTVP/LTVP+ holders If the candidate is an eligible Dependant's Pass (DP) holder, ensure that the request to apply for a LOC has been approved <ul style="list-style-type: none"> Click Start application when you are ready to start

5.2 Stage 1: Identification

Screenshots	Remarks
 <p>Apply for a Letter of Consent</p> <p>1 Identification 2 Application 3 Summary</p> <p>What is the candidate's Foreign Identification Number (FIN)?</p> <p>FIN G1234567Z</p> <p>! Dependant's Pass holders will need to apply for an Employment Pass, S Pass or Work Permit if they wish to work in Singapore. Eligible Dependant's Pass holders who wish to operate a business need to first submit a request and be approved before applying for a Letter of Consent.</p> <p>Continue</p>	<ul style="list-style-type: none"> You need to enter a valid DP or ICA-issued LTVP/LTVP+ FIN. Candidate who is a DP holder and wishes to operate a business will need to submit a request before applying for LOC.
 <p>Apply for a Letter of Consent</p> <p>1 Identification 2 Application 3 Summary</p> <p>What is the candidate's Foreign Identification Number (FIN)? Edit</p> <p>G1234567Z</p> <p>Is the candidate applying to work in a restricted occupation?</p> <p>i Pre-approved Letter of Consent (PLOC) holders can start work after submitting a PLOC notification. For restricted occupations, employers would need to apply for a Letter of Consent.</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>! The candidate has a Pre-approved Letter of Consent (PLOC) to work in a non-restricted occupation. Please submit a PLOC notification instead.</p> <p>Save and continue</p>	<ul style="list-style-type: none"> If the candidate is a Pre-approved Letter of Consent (PLOC) holder, submit a LOC application only if the candidate is applying to work in a restricted occupation. Otherwise, please submit a PLOC notification.

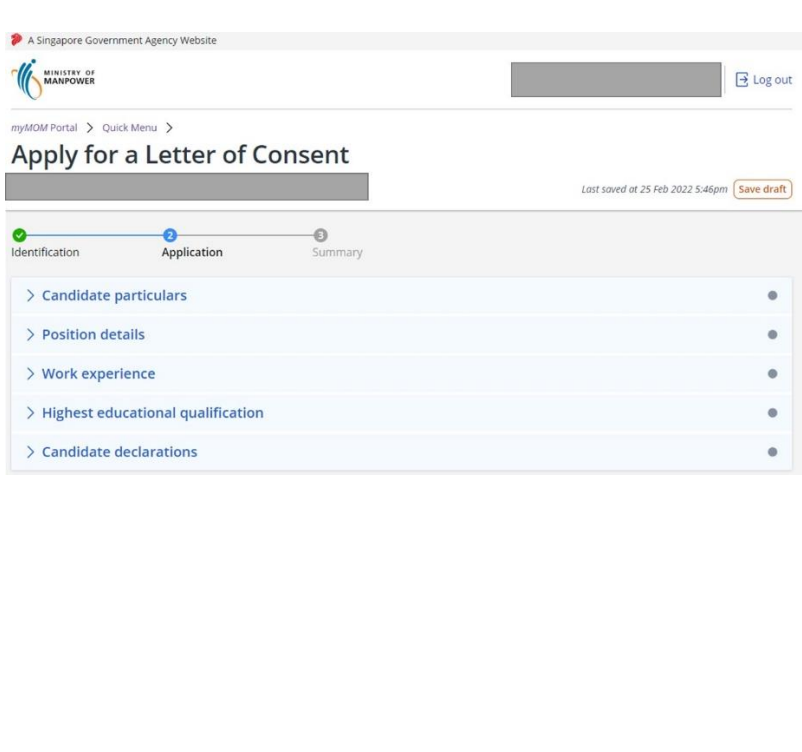

5.3 Stage 2: Application

5.3.1 You must fill up all the questions and sections in this stage.

5.3.2 You may be asked to upload relevant documents in the respective sections. Please note that:

- a. Documents should be clear, complete, and correct. If not, you may be asked to resubmit them.
- b. Each document upload should be less than 2MB in file size.
- c. Documents that are not in English should be submitted with an official English translation.

5.3.3 You can save your draft in the Application stage.


Screenshots	
	<ul style="list-style-type: none">• You may save draft in Application stage by clicking the “Save draft” button at the top right-hand corner of the page.• At any time, you may return to <i>myMOM</i> Portal by clicking the “<i>myMOM</i> Portal” link on the top left-hand corner of the page.• Each section will be marked with a  when all relevant fields are completed.

<p>▼ Candidate particulars</p> <p>Full name (in the same order of appearance as travel document) ⓘ</p> <input type="text" value="tan ah kow"/> <p>Exclude salutations</p> <p>Date of birth</p> <input type="text" value="01 Jan 1900"/> <p>Sex</p> <p><input type="radio"/> Female</p> <p><input checked="" type="radio"/> Male</p> <p>Nationality/Citizenship</p> <input type="text" value="Australian"/> <div style="border: 1px solid #f08080; padding: 5px; margin-top: 10px;"><p>ⓘ Please check that the candidate's particulars are correct. If so, notify MOM to update our records before you can proceed with this application.</p></div> <p style="text-align: center;">Continue</p>	<ul style="list-style-type: none">• Ensure that the candidate's particulars are entered correctly.• If the candidate's particulars differ from our records, please notify MOM or ICA to update the particulars before you proceed with the application.
<p>▼ Candidate particulars</p> <p>Full name (in the same order of appearance as travel document) ⓘ</p> <input type="text" value="Tan Ah Kow"/> <p>Exclude salutations</p> <p>Date of birth</p> <input type="text" value="01 Jan 1990"/> <p>Sex</p> <p><input type="radio"/> Female</p> <p><input checked="" type="radio"/> Male</p> <p>Nationality/Citizenship</p> <input type="text" value="Australian"/> <div style="border: 1px solid #f08080; padding: 5px; margin-top: 10px;"><p>ⓘ Please check that the candidate's particulars are correct. If so, notify the Immigration & Checkpoints Authority to update their records. You may proceed with this application 2 days after updating ICA.</p></div> <p style="text-align: center;">Continue</p>	

	<ul style="list-style-type: none"> • In the “Candidate declarations” section, please check with the candidate before you answer the questions. • If you answer “Yes” to any of the declarations, you must provide information (as detailed as possible).
--	--

5.4 Summary

- 5.4.1 You can review all the information entered for the application here and edit if necessary.
- 5.4.2 You can download a copy of the application details.
- 5.4.3 You must confirm and acknowledge the declarations.

Screenshots	Remarks
	<ul style="list-style-type: none"> • Please click  if you need to make any changes. You will be brought back to the relevant section.

<p>Declaration Form</p> <p>The Declaration Form must be signed by the candidate, employer and employment agent (if applicable), and uploaded with the application.</p> <p>Please check that the information provided is correct before you generate the Declaration Form.</p> <p>Generate Declaration Form</p> <p>Upload signed Declaration Form V1 View upload guide</p> <p>Drag and drop or browse files. Jpeg, png or pdf only. Total file size must not exceed 2MB.</p>	<ul style="list-style-type: none"> • Click “Generate Declaration Form” <ul style="list-style-type: none"> ○ You will need to re-generate the declaration form if you amend the candidate’s particulars, occupation or salary. • You need to upload a signed copy of the declaration form. We accept both electronic (Adobe Sign or equivalent) or wet-ink signatures.
	<ul style="list-style-type: none"> • Click on “View upload guide” for tips to generate and upload the declaration form correctly.

<p>Notification</p> <hr/> <p>We will notify you of the application outcome or if we need more documents. The email address you provide must belong to a user authorised to transact for your company.</p> <p>Email</p> <input type="text"/>	<ul style="list-style-type: none">• You must provide a valid and correct email address for us to notify you of the application outcome or ask for more documents for our assessment. All notifications will be done via email.• You must read and acknowledge the declaration by ticking the checkbox.• You can download a copy of the application summary when you click Download form summary as PDF• Please keep a copy of the supporting document(s) that are submitted with this application.
--	---

Declaration

Please read and acknowledge the following:

- I am the registered user of this account and personally filled in the information in this Application for a Letter of Consent and in any related appeals.
- I declare that the information in this Application for a Letter of Consent and any related appeals is, to the best of my knowledge, true and correct; and that all documents submitted in support for this Application, and any related appeals, are true copies of the originals.
- By submitting this application on behalf of my client, I had ensured that all the details pertaining to this application for Letter of Consent are provided to me by my client. If required, I am able to provide documentary proof in the form of hardcopy application forms signed by my client.
- All data entered in this Application form is accurate.
- All documents uploaded (if any) are correct, clear and complete.
- With reference to this Application for a Letter of Consent and residence in Singapore, the candidate has given the consent to the Government of Singapore to obtain from and verify the information with any person, organisation, or any other source for assessing the application.
- I declare that I have obtained written consent from the employer and the candidate to perform this transaction. I will produce this consent when requested by the authority.
- I declare that I have informed my client that should this Application be approved, the client is required to make application to Ministry of Manpower to allow this candidate to enter Singapore subject to prevailing entry requirements at the point of entry into Singapore.

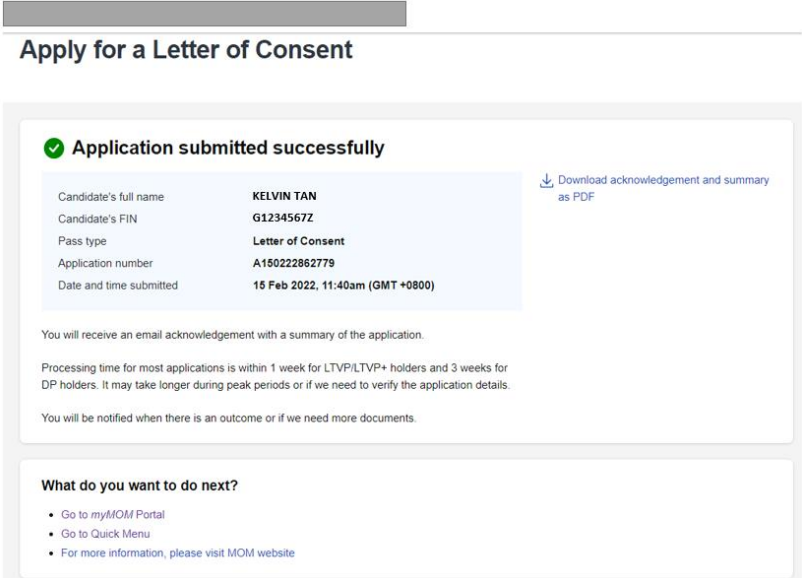
I declare that all of the above is true.

[Submit application](#)

[Download form summary as PDF](#)





5.5 Acknowledgement

5.5.1 You will receive an email from MOM to acknowledge successful submission of your application. A PDF copy of the application summary will be attached in this email for your reference.

Screenshots	Remarks										
 <p>Apply for a Letter of Consent</p> <p>Application submitted successfully</p> <table border="1"> <tr> <td>Candidate's full name</td> <td>KELVIN TAN</td> </tr> <tr> <td>Candidate's FIN</td> <td>G1234567Z</td> </tr> <tr> <td>Pass type</td> <td>Letter of Consent</td> </tr> <tr> <td>Application number</td> <td>A150222862779</td> </tr> <tr> <td>Date and time submitted</td> <td>15 Feb 2022, 11:40am (GMT+0800)</td> </tr> </table> <p>Download acknowledgement and summary as PDF</p> <p>You will receive an email acknowledgement with a summary of the application.</p> <p>Processing time for most applications is within 1 week for LTVPI/LTVP+ holders and 3 weeks for DP holders. It may take longer during peak periods or if we need to verify the application details.</p> <p>You will be notified when there is an outcome or if we need more documents.</p> <p>What do you want to do next?</p> <ul style="list-style-type: none"> • Go to myMOM Portal • Go to Quick Menu • For more information, please visit MOM website 	Candidate's full name	KELVIN TAN	Candidate's FIN	G1234567Z	Pass type	Letter of Consent	Application number	A150222862779	Date and time submitted	15 Feb 2022, 11:40am (GMT+0800)	<ul style="list-style-type: none"> • Your application has been submitted successfully when you see this acknowledgement page. • If you have submitted an application but do not see it appear on the <i>myMOM</i> Portal, please refresh the page after 15 minutes. • You are encouraged to download and save a copy of the acknowledgement and summary as PDF. • You may return to <i>myMOM</i> Portal to submit another application or perform another transaction. Else, to log out of the eService, click the “Log Out” button at the top of the page.
Candidate's full name	KELVIN TAN										
Candidate's FIN	G1234567Z										
Pass type	Letter of Consent										
Application number	A150222862779										
Date and time submitted	15 Feb 2022, 11:40am (GMT+0800)										

6. Renewal Request for Employment Pass (EP) & S pass

6.1 How to renew an Employment Pass (EP) or S Pass

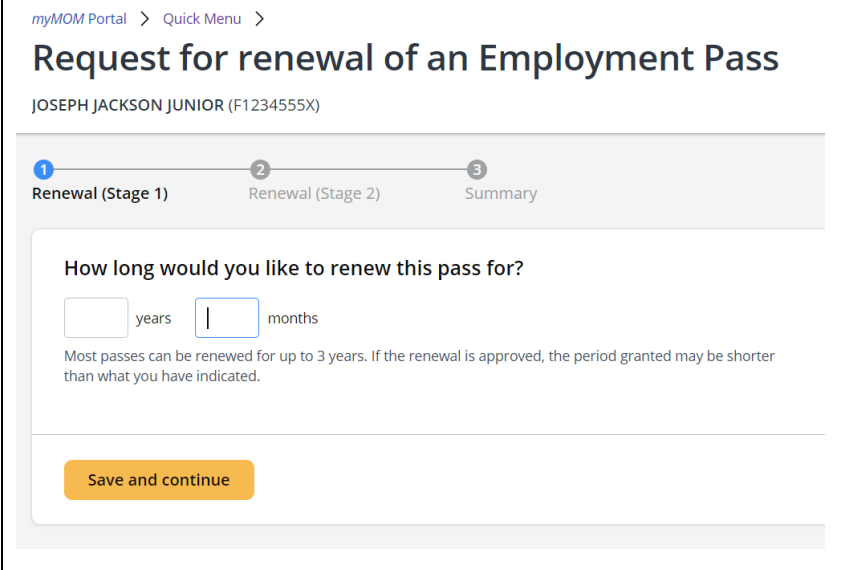
Illustrations and Highlights	Remarks
<p>Before you start, remember to do this</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; background-color: #e6f2ff; padding: 2px;">Check eligibility</p> <div style="text-align: center; margin: 5px 0;">  </div> <p style="font-size: 0.8em;">Check if the candidate qualifies for an Employment Pass or S Pass by taking the Self-Assessment Tool (SAT).</p> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; background-color: #e6f2ff; padding: 2px;">Update company profile</p> <div style="text-align: center; margin: 5px 0;">  </div> <p style="font-size: 0.8em;">Ensure the company profile (e.g. turnover information and contact details) is up-to-date, otherwise, it may affect the renewal.</p> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; background-color: #e6f2ff; padding: 2px;">Prepare documents</p> <div style="text-align: center; margin: 5px 0;">  </div> <p style="font-size: 0.8em;">Have documents ready to upload with the Employment Pass or S Pass renewal.</p> </div> </div> <p>Things to note</p> <ul style="list-style-type: none"> Processing time for most renewals is 3 weeks. <p> Takes about 30 mins to complete.</p> <p style="text-align: center; background-color: #ffcc00; padding: 2px 10px; border: 1px solid #ccc; display: inline-block;">Start renewal</p>	<ul style="list-style-type: none"> Make sure you get these done before starting the renewal request process: <ul style="list-style-type: none"> ✓ Update your company’s profile (in particular, the turnover and contact information). Please wait for at least 30 minutes before returning to this page to submit the renewal request. ✓ Prepare the required documents you need to upload. Click on the “Start renewal” button when you are ready to start. To perform any of the following transactions, please wait for at least 20 minutes after submitting this renewal request. <ul style="list-style-type: none"> - Apply for new DP/LTVP using myMOM Portal - Renew DP/LTVP using EP Online

6.2 Renewal Request (Stage 1)

6.2.1 You must answer all questions in Stage 1 before you can proceed to Stage 2.

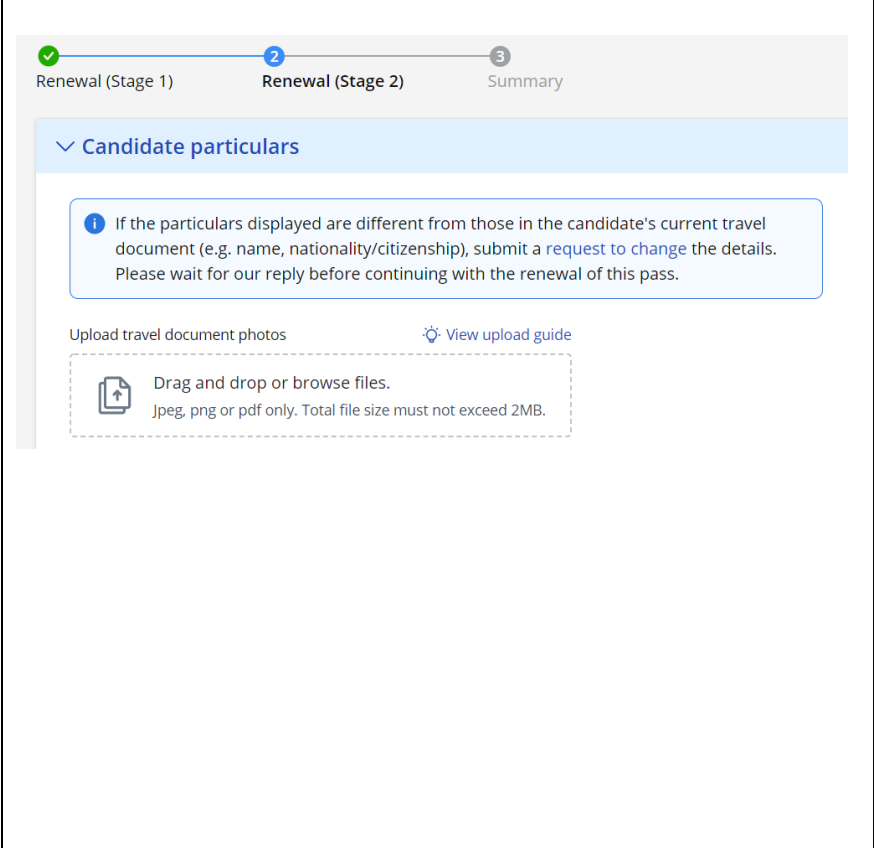
6.2.2 A copy of the renewal request will be auto-saved when you proceed to Stage 2.

Sample Questions / Fields	Remarks

	<ul style="list-style-type: none"> • This is the first question in the renewal request (Stage 1) – Let us know how long you would like to renew this pass for. • You can use the breadcrumbs at the top of the page to return to myMOM Portal. • You may also click on the “Save and continue” button to navigate to the next stage.
--	---



6.3 Renewal Request (Stage 2)

- 6.3.1 You can fill up the questions and sections in Stage 2 in a non-sequential manner.
- 6.3.2 You may be asked to upload relevant documents in the respective sections. Please note that:
 - a. Documents should be clear and correct. If not, you may be asked to resubmit them.
 - b. Each document upload should be less than 2MB in file size.
 - c. Documents that are not in English should be submitted together with an official English translation.
- 6.3.3 You can save draft at any point.

Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> • The personal particulars of the pass holder will be automatically retrieved and displayed for verification. • A clear copy of the travel document will be required to be uploaded, if you have not submitted it to us previously. • If your travel document details has changed, please enter the latest information. • You will need to enter the Travel document

Sample Questions / Fields	Remarks
<p>Full name (in the same order of appearance as travel document) JOSEPH JACKSON JUNIOR</p> <p>FIN F1234555X</p> <p>Date of birth 02 Mar 1975</p> <p>Sex Male</p> <p>Nationality/Citizenship Belgian</p> <p>Travel document type International Passport</p> <p>Travel document number ⓘ AXXX7777</p> <p>Travel document issue date dd mmm yyyy 📅</p> <p>Travel document expiry date 22 Aug 2023 📅</p> <p>Continue</p>	<p>issue date if it is blank.</p> <ul style="list-style-type: none"> You may save a draft copy of this request if you wish to continue another day. Click on the “Continue” button to proceed to the next section.

<p>Work location</p> <p>Postal code 188537</p> <p>Block/house no. 15</p> <p>Street name QUEEN STREET</p> <p>Floor no. Unit no. # 03 - 05</p> <p>Building name TAN CHONG TOWER</p> <p>Is the premises (at the above address) a food establishment? <input type="radio"/> Yes <input checked="" type="radio"/> No </p>	<ul style="list-style-type: none"> Work location: Edit and update the workplace address, if applicable. The address will be retrieved automatically (Building name may not be shown) and you can enter the floor and unit number, if applicable.
	<ul style="list-style-type: none"> Agency support: Edit and update the list of agency

<p>Agency support</p> <p>Is this renewal supported by any relevant professional bodies or vetting/accreditation agencies? ?</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Agency support</p> <p>Is this renewal supported by any relevant professional bodies or vetting/accreditation agencies? ?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Agency support 1</p> <p>Name of professional body or vetting/accreditation agency</p> <p><input type="text" value=""/></p> <p> Remove</p> <p>Upload registration or support letter</p> <div style="border: 1px dashed gray; padding: 5px;"> <p> Drag and drop or browse files. Jpeg, png or pdf only. Total file size must not exceed 2MB.</p> </div> <p>+ Add another supporting agency</p>	<p>support you have received that is different from the current pass.</p> <ul style="list-style-type: none"> You will see a document upload feature if we require you to upload a document. Each agency can only be selected once.
<p>Work experience</p> <p>Total work experience</p> <p><input type="text" value="3"/> years <input type="text" value="0"/> months</p> <p>Relevant work experience</p> <p><input type="text" value="1"/> years <input type="text" value="5"/> months</p>	<ul style="list-style-type: none"> You may edit and update the pass holder's length of total and relevant work experience.
	<ul style="list-style-type: none"> The existing qualifications from current pass is retrieved and displayed, excluding those with awarding institution not in the standard listing. You will be required to upload relevant documents, such as the educational certificate and verification proof

<p>▼ Educational qualifications</p> <p>Include up to 2 of the candidate's qualifications:</p> <ul style="list-style-type: none">• Enter the details exactly as they appear on the educational certificate.• Select from the drop-down list whenever possible. Otherwise, you must upload verification proof to confirm that the qualification is genuine and was awarded by an accredited institution.• For non-English documents, you must upload the original document with an English translated copy. The translation can be done by a translation service provider.• This application will be rejected if any of the qualifications are doubtful or from an institution that is not accredited or recognised by its country's education authorities. <p>Qualification 1</p> <p>Awarding institution</p> <p>Royal Melbourne Institute Of Technology (ALSO KNOW... X)</p> <p>Country/Region of awarding institution</p> <p>Australia</p> <p>Qualification</p> <p>Bachelor's Degree X</p> <p>Faculty</p> <p>Science (Computer Studies) X</p> <p>Did the candidate attend classes on campus?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Is the campus in Australia?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Mode of study</p> <p><input checked="" type="radio"/> Full-time <input type="radio"/> Part-time</p> <p>Period of study</p> <p>From To</p> <p>Jan 2017 Feb 2019</p> <p>+ Add another qualification</p>	<p>for each new qualification that is added.</p> <ul style="list-style-type: none">• You can click “Remove” icon to delete a qualification that you have added.• Click “Add another qualification” if the candidate has another qualification to declare.
--	--

<p> Membership/professional details </p> <p>Include up to 2 most recent memberships with societies/organisations within the past 5 years.</p> <p> + Add a society/organisation </p> <hr/> <p> Skip, no memberships to add </p>	<ul style="list-style-type: none"> You can declare up to 2 professional memberships with organisations /societies. You can skip this section, if it is not applicable.
<p> Candidate declarations </p> <p>(a) Has the candidate ever been refused entry into or deported from any country?</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p> <p>(b) Has the candidate ever been convicted in a court of law in any country?</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p> <p>(c) Has the candidate ever been prohibited from entering Singapore?</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p>	<ul style="list-style-type: none"> Ensure that you check with the applicant before answering the questions in this section. If you answer “Yes” to any of the declarations, you must provide detailed explanations.
<div style="border: 1px solid #add8e6; padding: 10px;"> <p>Your declarations have changed</p> <p>As the answer(s) to the declarations have changed, it may affect the outcome of the renewal. Do you wish to continue?</p> <hr/> <p> Cancel Continue </p> </div>	<ul style="list-style-type: none"> If your declaration answer has changed from “Yes” in the current pass to “No” in the renewal request, you will be prompted to confirm that your declarations have changed. Click on the “Continue” button if you wish to continue with the change. Otherwise, click the “Cancel” button to return to the main form to edit the answer.

6.4 Summary

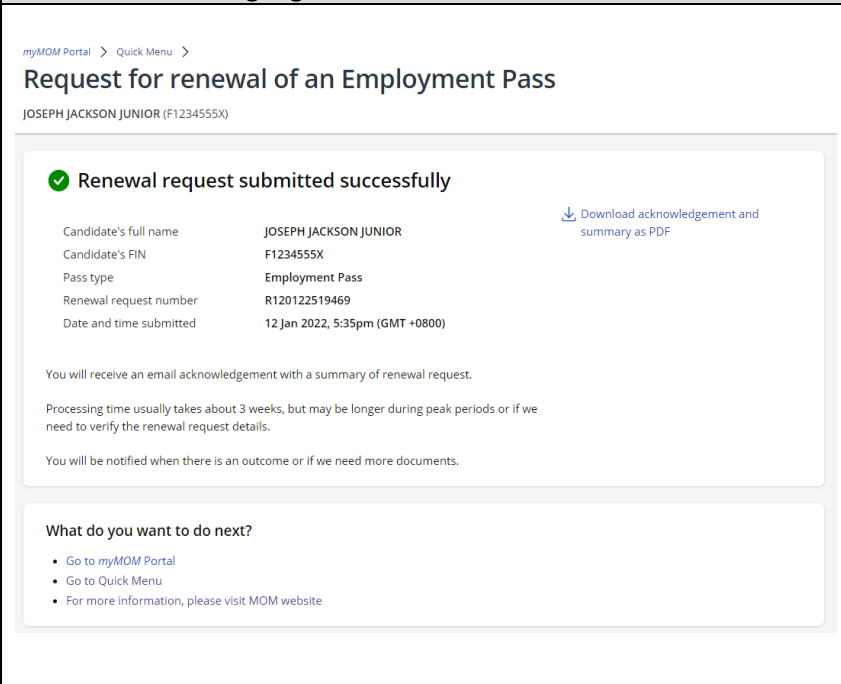
- 6.4.1 You can review all the information entered for the renewal request here and edit, if necessary.
- 6.4.2 You can download a copy of the renewal request details.
- 6.4.3 You need to confirm and acknowledge the declarations.

Illustrations and Highlights	Remarks
<p>myMOM Portal > Quick Menu > Request for renewal of an Employment Pass JOSEPH JACKSON JUNIOR (F1234555X)</p> <p>Renewal (Stage 1) Renewal (Stage 2) Summary</p> <p>⚠ Based on the information provided, the candidate is unlikely to qualify for an Employment Pass or S Pass. You are strongly advised not to submit this renewal as it will most likely be rejected.</p> <p>Renewal request summary Edit</p> <p>How long would you like to renew this pass for? 2 years 0 months</p> <p>Candidate particulars Edit</p> <p>Full name (in the same order of appearance as travel document) JOSEPH JACKSON JUNIOR FIN F1234555X Date of birth 02 Mar 1975 Sex Male Nationality/Citizenship Belgian</p> <p>Pass holder declarations Edit</p> <p>a) Has the pass holder ever been refused entry into or deported from any country? Yes b) Has the pass holder ever been convicted in a court of law in any country? No c) Has the pass holder ever been prohibited from entering Singapore? No</p> <p>⚠ You have changed your answer for this question, it may affect the outcome of the renewal.</p>	<ul style="list-style-type: none"> • You can review all the information entered for this renewal request. • If the candidate is unlikely to qualify for an Employment Pass or S Pass based on the information provided, the system will show an alert at the top of the summary form. • You can click Edit if you need to make changes. You will be brought back to the relevant section. • If you have confirmed earlier that your declarations have changed, it will be highlighted in the summary form.
<p>Notification</p> <p>We will notify you of the renewal outcome or if we need more documents. The email address you provide must belong to a user authorised to transact for your company.</p> <p>Email</p> <input type="text"/>	<ul style="list-style-type: none"> • You must provide us with an email address, so that we can notify you of the renewal request outcome or ask for more documents for our assessment. All notifications will now be sent via email instead of SMS. • You need to confirm and acknowledge the declaration clauses.

<p>Declaration</p> <p>Please read and acknowledge the following:</p> <ul style="list-style-type: none"> • I am the registered user of this EP Online account and personally filled in the information in this Renewal for an Employment Pass and in any related appeals. • I declare that the information in this Renewal for an Employment Pass and any related appeals is, to the best of my knowledge, true and correct; and that all documents submitted in support for this Renewal, and any related appeals, are true copies of the originals. • All data entered in this Renewal form is accurate. • All documents uploaded (if any) are correct, clear and complete. • With reference to this Renewal for an Employment Pass and residence in Singapore, the candidate has given his/her consent to the Government of Singapore to obtain from and verify the information with any person, organisation, or any other source for assessing the Renewal. • I have obtained written consent from the candidate to apply for an Employment Pass for him/her. I will produce this consent when requested by the authority. • I declare that should this Renewal be approved, I will make an application to Ministry of Manpower to allow this candidate to enter Singapore subject to prevailing entry requirements at the point of entry into Singapore. <p><input type="checkbox"/> I declare that all of the above is true.</p> <p>Submit renewal</p> <p>Download form summary as PDF</p>	<ul style="list-style-type: none"> • You can download a copy of the renewal request summary when you click Download form summary as PDF • You should also save a copy of the supporting documents that are submitted with this renewal request.
--	---

6.5 Acknowledgement

6.5.1 You will receive an email from MOM to acknowledge successful submission of your application. A PDF copy of the application summary will be attached in this email.

Illustrations and Highlights	Remarks
 <p>The screenshot shows the 'Request for renewal of an Employment Pass' page for JOSEPH JACKSON JUNIOR (F1234555X). A green checkmark indicates 'Renewal request submitted successfully'. A table lists the candidate's details: full name (JOSEPH JACKSON JUNIOR), FIN (F1234555X), pass type (Employment Pass), request number (R120122519469), and submission date (12 Jan 2022, 5:35pm GMT +0800). Below the table, there are instructions on receiving an email acknowledgement, processing time (3 weeks), and notification of outcomes. At the bottom, a 'What do you want to do next?' section offers links to the myMOM Portal, Quick Menu, and MOM website.</p>	<ul style="list-style-type: none"> • Your renewal request has been submitted when you see this acknowledgement page. • You may return to <i>myMOM</i> Portal to make another renewal request or log out of the eService. • After you have submitted a renewal request and do not see it appear on the <i>myMOM</i> Portal, please refresh the page after 15 minutes.

7. Retrieving Drafts

A Singapore Government Agency Website

MINISTRY OF MANPOWER

myMOMPortal > Work Passes >

My drafts

All pass type All last saved Search

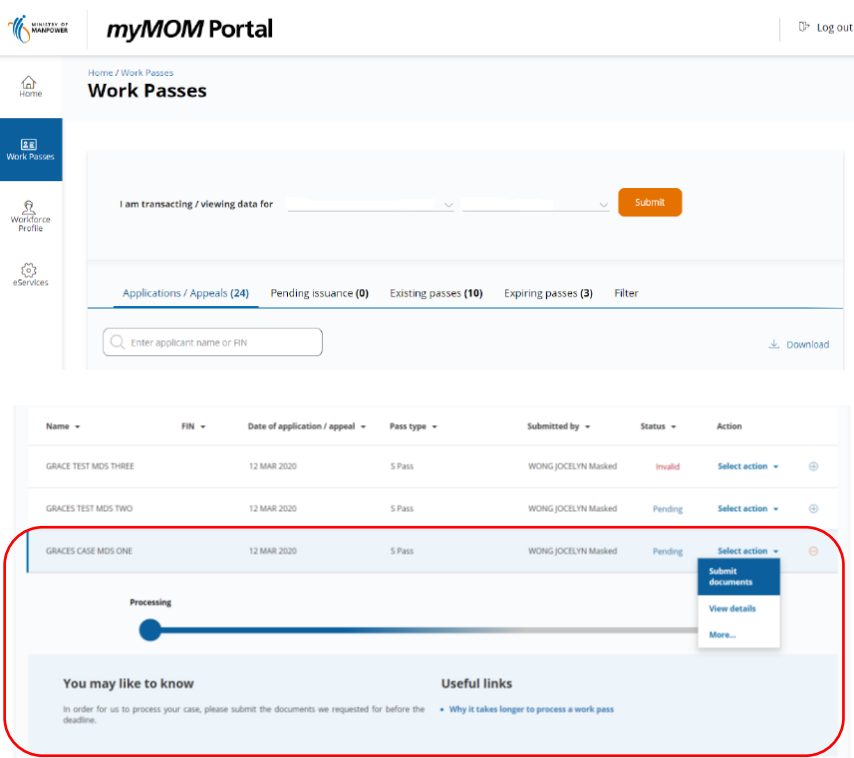
Name	FIN/Work Permit no.	Travel document number	Pass type	Employer UEN	Last saved
Desmond Li He		QW34523583	EP	195700119M-00-000	03 Mar 2020 03:33:33 pm
Riri Erlina	F9890569M	G345672303	EP	195700119M-00-000	03 Mar 2020 03:35:41 pm
Robinson Harvard		T345678345	EP	195700119M-00-000	03 Mar 2020 03:32:40 pm
			EP	195700119M-00-000	20 Feb 2020 11:26:09 am
			EP	195700119M-00-000	17 Feb 2020 04:41:54 pm
	G5515074K		EP	195700119M-00-000	11 Feb 2020 03:21:43 pm



1 to 6 of 6 < Prev 1 Next >

- The “My drafts” page lists all drafts saved for the organisation.
- Clicking on a selected draft will bring you to that saved draft.
- You can use the search filters (e.g. Name, Travel document number) to find your draft.
- Drafts that are inactive for 90 days (from last saved date) will be automatically deleted.
- If you wish to return to the main menu of *myMOM* Portal, click on the link at the top left-hand corner of the page.

8. Checking Application Status & Outcome

- 8.1.1 You can check the status of the application via *myMOM* Portal.
- 8.1.2 You will receive an email from MOM, via the email address you had provided in the application form (“Notification email”), when:
 - a. **We need you to re-submit documents or submit additional supporting documents.** Please refer to the email on for more details. Log in to *myMOM* Portal and search for the candidate’s application. Under the ‘Action’ column, click on ‘Submit Documents’.

Screenshots	Remarks
 <p>The screenshot shows the 'myMOM Portal' interface for 'Work Passes'. A table lists applications with columns: Name, FIN, Date of application/appeal, Pass type, Submitted by, Status, and Action. The third row, 'GRACES CASE MDS ONE', is highlighted in blue and has a 'Processing' status. A red box highlights the 'Processing' progress bar and the 'Submit documents' button in the 'Action' column for this row. Below the table, there are sections for 'You may like to know' and 'Useful links'.</p>	<ul style="list-style-type: none"> • Search for the candidate’s application under “Applications/Appeals” tab and click Submit documents. • Documents must be submitted by the due date stated in the email. • The Submit documents action will not be available after the due date, and the application will be voided. You will be required to submit a new application for the candidate.

 <h3>Upload your documents</h3> <div style="border: 1px solid #0070C0; padding: 5px; margin: 10px 0;"> <p>ⓘ We need these documents from you</p> <p>You are required to upload the documents below by 27 Mar 2020 in order for us to proceed with your application</p> </div> <h4>Application information</h4> <p>Full name: [Redacted] case mds one FIN: - Date of application: 12 Mar 2020 Application no.: A120320502505</p> <h4>Travel Document</h4> <p>You need to submit the document because:</p> <ul style="list-style-type: none"> The photograph on the travel document does not show the foreigner's facial features clearly as there is a reflection. Please use a camera to take a picture of the travel document and ensure that the foreigner's photograph is clear. <p>Travel doc.pdf</p> <div style="border: 1px dashed #ccc; padding: 10px; margin-top: 10px;">  <p>Drag and drop or browse files. Jpg, png or pdf only. Total file size must not exceed 2MB.</p> </div>	<ul style="list-style-type: none"> You will be brought to this page upon clicking the Submit documents link. Upload the documents as requested. 						
<p>myMOMPortal > Work Passes ></p> <h3>Upload your documents</h3> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>✔ Documents have been submitted successfully</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Candidate's full name</td> <td style="padding: 5px;">[Redacted] mds case one</td> </tr> <tr> <td style="padding: 5px;">Travel Document</td> <td style="padding: 5px;">AAC6jiA.jpg</td> </tr> <tr> <td style="padding: 5px;">Date of submission</td> <td style="padding: 5px;">15 Mar 2020</td> </tr> </table> <p>Processing time usually takes about 3 weeks, but may be longer during peak periods or if we need to verify the application details.</p> <p>You will be notified when there is an outcome or if we need more documents.</p> </div> <h4>What do you want to do next?</h4> <ul style="list-style-type: none"> Return to myMOMPortal For more information, please visit MOM website 	Candidate's full name	[Redacted] mds case one	Travel Document	AAC6jiA.jpg	Date of submission	15 Mar 2020	<ul style="list-style-type: none"> Your documents have been submitted successfully when you see this acknowledgement page.
Candidate's full name	[Redacted] mds case one						
Travel Document	AAC6jiA.jpg						
Date of submission	15 Mar 2020						

b. Your application cannot be processed due to errors or omissions in your application information or documents

Refer to the email for the actions needed. When you are ready to re-apply with the required information and/or documents, log in to *myMOM* Portal and search for the candidate's application. Click on "Apply" under the 'Action' column.

Navigation tips for new e-Service

- Click on “Apply” under the “Action” column.
- You will be brought to the first page of the new application or renewal request for EP/S Pass/ DP/LTVP.

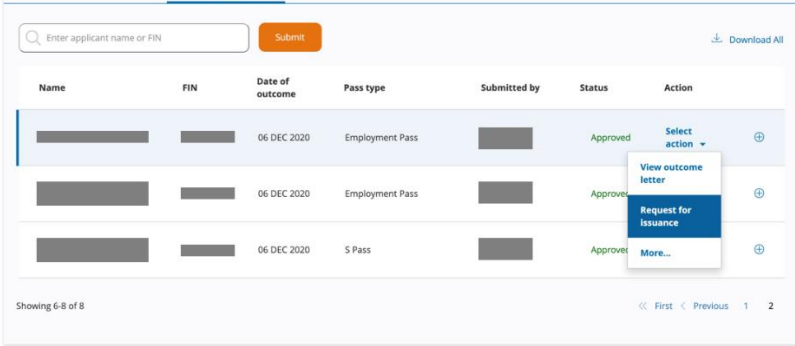
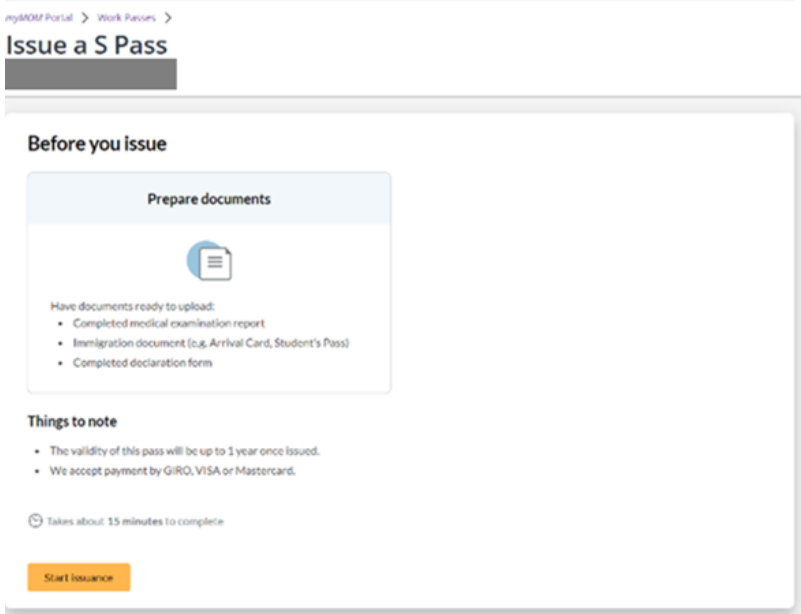
c. Your outcome letter (approval or rejection) is ready

You will be brought to EP Online when you select to ‘View Outcome Letter’ for that candidate’s application in *myMOM* Portal. In EP Online, click on ‘Apply > Check Status – Application Outcome’ on the left menu bar to retrieve the relevant application record, and press the “Print Outcome letter” button to get it.

Screenshots	Remarks
 	<ul style="list-style-type: none"> • Click “View Outcome Letter” for that record in <i>myMOM</i> Portal. • In the EPOL Apply> Check Status- Application Outcome results screen, click on the radio button for the record and press “Print Outcome Letter” button.

9. Issue a pass

9.1 How to get a pass issued

Illustrations and Highlights	Remarks																												
 <p>The screenshot shows a table with the following data:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>FIN</th> <th>Date of outcome</th> <th>Pass type</th> <th>Submitted by</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>[Redacted]</td> <td>[Redacted]</td> <td>06 DEC 2020</td> <td>Employment Pass</td> <td>[Redacted]</td> <td>Approved</td> <td>Select action</td> </tr> <tr> <td>[Redacted]</td> <td>[Redacted]</td> <td>06 DEC 2020</td> <td>Employment Pass</td> <td>[Redacted]</td> <td>Approved</td> <td>[Redacted]</td> </tr> <tr> <td>[Redacted]</td> <td>[Redacted]</td> <td>06 DEC 2020</td> <td>S Pass</td> <td>[Redacted]</td> <td>Approved</td> <td>[Redacted]</td> </tr> </tbody> </table>	Name	FIN	Date of outcome	Pass type	Submitted by	Status	Action	[Redacted]	[Redacted]	06 DEC 2020	Employment Pass	[Redacted]	Approved	Select action	[Redacted]	[Redacted]	06 DEC 2020	Employment Pass	[Redacted]	Approved	[Redacted]	[Redacted]	[Redacted]	06 DEC 2020	S Pass	[Redacted]	Approved	[Redacted]	<ul style="list-style-type: none"> • Click on “Pending issuance” tab. • Search for the foreigner and select the action “Request for issuance”.
Name	FIN	Date of outcome	Pass type	Submitted by	Status	Action																							
[Redacted]	[Redacted]	06 DEC 2020	Employment Pass	[Redacted]	Approved	Select action																							
[Redacted]	[Redacted]	06 DEC 2020	Employment Pass	[Redacted]	Approved	[Redacted]																							
[Redacted]	[Redacted]	06 DEC 2020	S Pass	[Redacted]	Approved	[Redacted]																							
 <p>The screenshot shows the 'Issue a S Pass' page with the following content:</p> <p>Before you issue</p> <p>Prepare documents</p> <p>Have documents ready to upload:</p> <ul style="list-style-type: none"> • Completed medical examination report • Immigration document (e.g. Arrival Card, Student's Pass) • Completed declaration form <p>Things to note</p> <ul style="list-style-type: none"> • The validity of this pass will be up to 1 year once issued. • We accept payment by GIRO, VISA or Mastercard. <p>Takes about 15 minutes to complete</p> <p>Start Issuance</p>	<ul style="list-style-type: none"> • Make sure you get these done before requesting to get the pass issued: <ul style="list-style-type: none"> ✓ Ensure you have the contact information of the foreigner. ✓ Prepare required documents for uploading. • Click Start Issuance when you are ready to start. • Use the breadcrumbs at the top of the page to return to myMOM Portal. 																												

(Only for an employment agent who is handling the foreigner's transactions for the first time)

myMOM Portal >
Welcome, what would you like to do?

Start a transaction

I want to

Action

- Issue a pass
- Resubmit document (issuance)
- Cancel a pass
- Withdraw cancellation request
- Request for Short-Term Visit Pass

dd mmm yyyy

Date of application

dd mmm yyyy

Continue

- Under action, type 'Issue a pass' or select from the drop-down list.

myMOM Portal >
Welcome, what would you like to do?

Start a transaction

I want to

Action

For this foreigner

PIN

Date of birth

dd mmm yyyy

Date of application

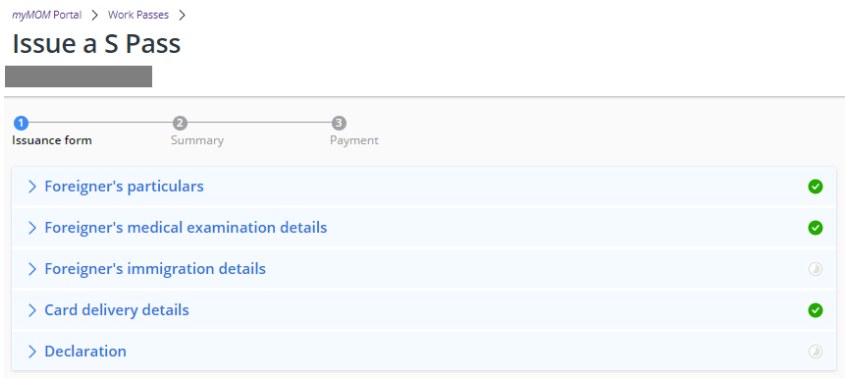








dd mmm yyyy

Continue

- Complete the form and click "Continue".

9.2 Issuance form

- 9.2.1 You must fill up all the questions and sections, and you can do so in a non-sequential manner.
- 9.2.2 You will be asked to upload relevant documents in the respective sections.
- 9.2.3 You cannot save a draft for issuance form.

Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> • Depending on pass type, you will see up to 5 sections. • The first section i.e. Foreigner's particulars, will expand by default. • Each section after successful completion will be marked by 
<p>Travel document details</p> <p>Ensure the foreigner's travel document details are correct and updated</p> <div style="border: 1px solid orange; padding: 5px; margin: 10px 0;"> <p> This S Pass will only be issued up to 1 month before the expiry of the travel document or pass duration granted in the IPA, whichever is earlier.</p> </div>	<ul style="list-style-type: none"> • The warning message provides information that may have implications on the foreigner's pass.
<p>Travel document type</p> <p>International Passport </p> <p>Travel document number </p> <p>Issue date</p> <p>dd mmm yyyy </p> <p> You must answer this question</p> <p>Expiry date</p> <p>08 Dec 2025 </p>	<ul style="list-style-type: none"> • If you see an error message, please rectify the error before you can continue. • You can hover your cursor over the  for useful information or tips related to the question.

<p>Travel document details</p> <p>Ensure the foreigner's travel document details are correct and updated</p> <div data-bbox="220 271 564 331"><p>⚠ This S Pass will only be issued up to 1 month before the expiry of the travel document or pass duration granted in the IPA, whichever is earlier.</p></div> <p>Travel document type International Passport</p> <p>Travel document number</p> <p>Issue date 01 Sep 2020</p> <p>Expiry date 08 Dec 2025</p> <div data-bbox="220 622 564 683"><p>⚠ The information entered is different from our records. You need to upload the foreigner's latest travel document.</p></div> <p>Upload travel document View upload guide</p> <div data-bbox="220 734 564 795"><p>Drag and drop or browse files. Jpeg, png or pdf only. Total file size must not exceed 2MB.</p></div> <p>Only jpg and png files will display a preview.</p>	<ul style="list-style-type: none">• You will see a document upload feature if we require you to upload a document (e.g. travel document in this case).
<p>Foreigner's contact details</p> <p>Email spassname@onemail.com</p> <p>Does the foreigner have a Singapore mobile number? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Foreigner's mobile number +65 98888888</p> <p>Foreigner's residential address</p> <p>Residential type Postal Code Address</p> <p>Postal code</p>	<ul style="list-style-type: none">• You must provide the foreigner's contact details as we will email him/her the issuance outcome, and may contact him/her for other purposes.

	<ul style="list-style-type: none"> • You are at the last section when you see Continue to summary. • You must upload a completed declaration form in the in-principle approval (IPA) letter to continue.
--	--

9.3 Summary

9.3.1 You can review all the information entered for the issuance request and edit, if necessary.

9.3.2 You need to confirm and acknowledge the declarations.

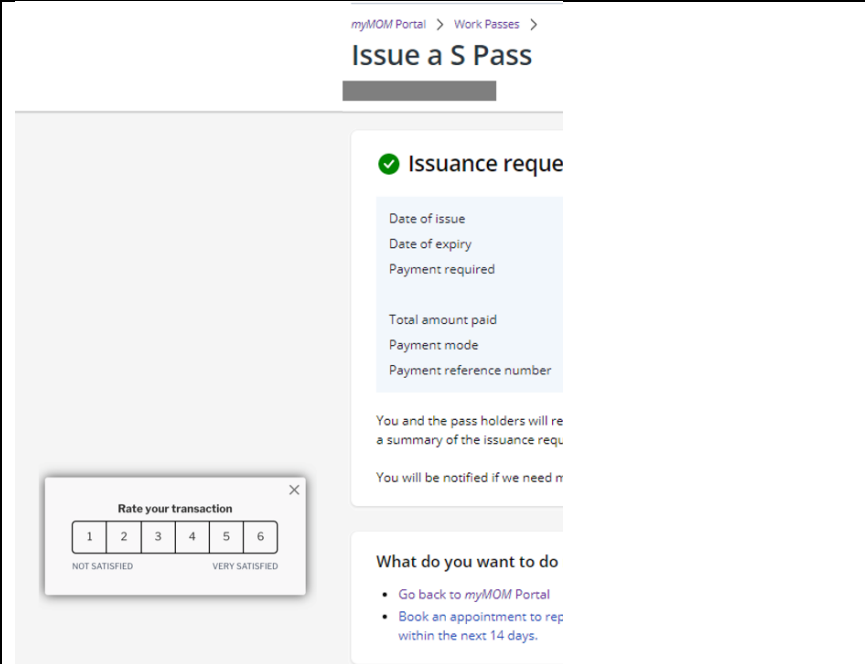
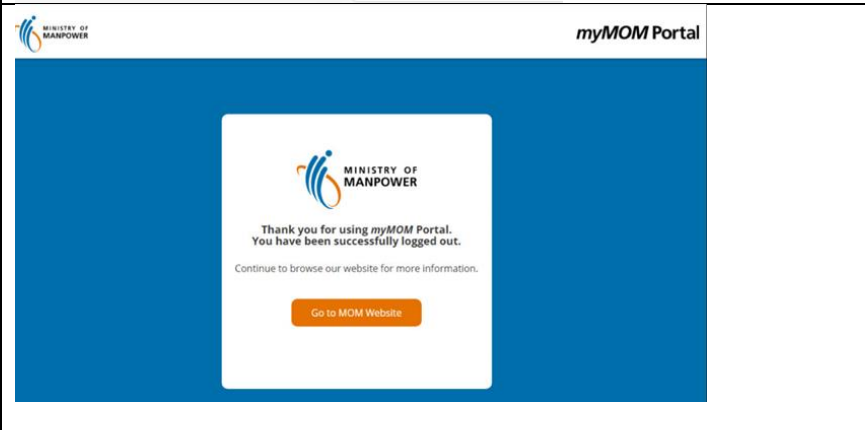
Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> • You can review all the information entered for this request. • You can click Edit to make changes. You will be brought back to the relevant section.

<p>Declaration</p> <hr/> <p>Full and completed Declaration Form in the IPA letter Declaration form.pdf</p> <p><input checked="" type="checkbox"/> I declare that:</p> <ul style="list-style-type: none"> I have obtained authorisation in writing from the employer to make this declaration. All the information and documents I have submitted for this request are true and correct to the best of my knowledge and belief. I made it knowing that I will be liable to prosecution and administrative action if I have stated in it anything which I know to be false or do not believe to be true. I confirm that the foreigner consents to the display of his/her pass information when the pass card is scanned using the MOM's mobile application on passes. By submitting this form, I confirm that the foreigner consented to the collection and use of the information in the form by the Government of Singapore, and consented to the sharing of that information with other government and non-government agencies, for such purposes as are relevant to that agency. I have a written declaration from the employer that it understands that it may be prosecuted, and its work pass privileges may be withdrawn if it does not comply with the Government's requirements in accordance with any written law, advisory, guideline or other similar instrument issued by any competent authority. <p>Continue to payment</p>	<ul style="list-style-type: none"> You need to confirm and acknowledge the declarations. A copy of the summary will be sent to you, the employer and foreigner once you submit the request for the pass issued.
---	---

9.4 Payment & Acknowledgement

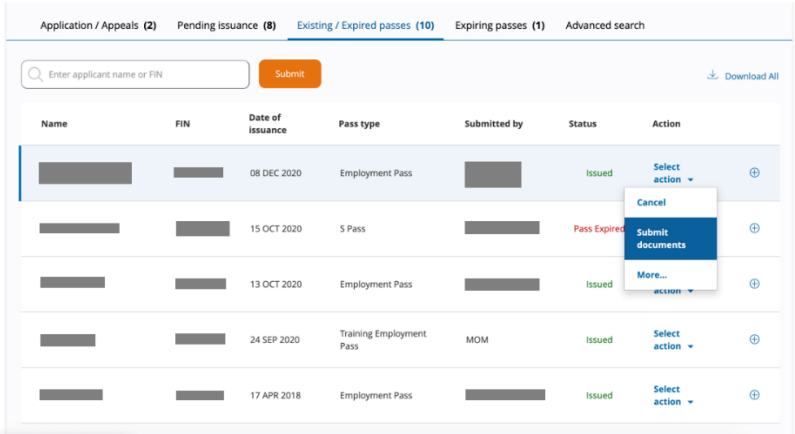
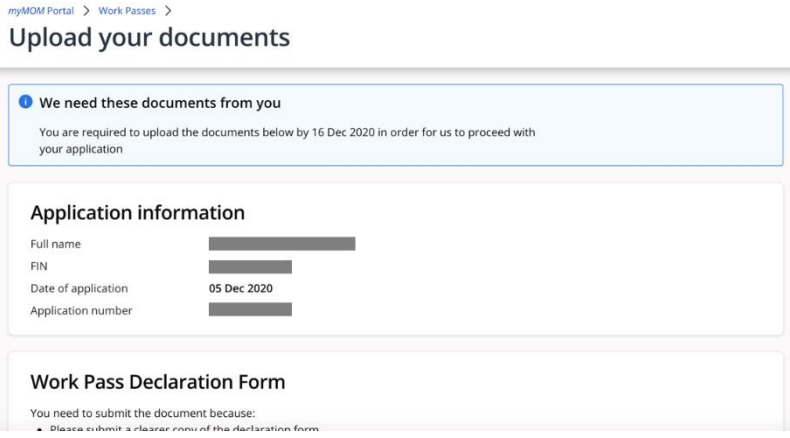
- 9.4.1 You may pay by GIRO (this option will be available if you have an existing GIRO arrangement with EP Online) or credit card (Amex, Mastercard or Visa)
- 9.4.2 You and the foreigner will receive an email from MOM to acknowledge successful submission of your issuance request. A PDF copy of the issuance summary and the notification letter will be attached in the email for your reference.

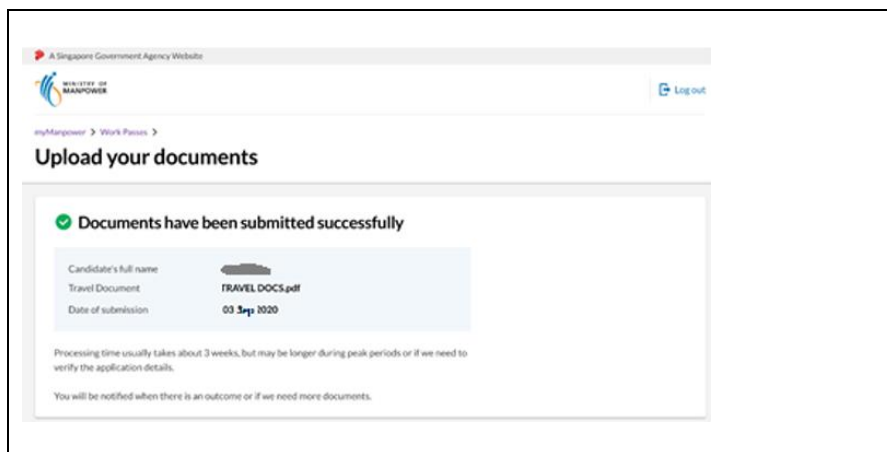
Sample Questions / Fields	Remarks												
<p>myMOM Portal > Work Passes ></p> <p>Issue a S Pass</p> <p><input checked="" type="checkbox"/> Issuance request submitted successfully</p> <table border="1"> <tr> <td>Date of issue</td> <td>11 Sep 2020</td> </tr> <tr> <td>Date of expiry</td> <td>11 Sep 2022</td> </tr> <tr> <td>Payment required</td> <td>Issuance fee -- \$100 Multi-Journey Visa -- \$30</td> </tr> <tr> <td>Total amount paid</td> <td>\$130</td> </tr> <tr> <td>Payment mode</td> <td>Visa/Mastercard</td> </tr> <tr> <td>Payment reference number</td> <td>86c1cbd1050849</td> </tr> </table> <p>Print acknowledgement page</p> <p>You and the pass holders will receive an email acknowledgement with notification letter and a summary of the issuance request.</p> <p>You will be notified if we need more documents.</p> <p>What do you want to do next?</p> <ul style="list-style-type: none"> Go back to myMOM Portal Book an appointment to report for card registration at the MOM Services Centre - Hall C within the next 14 days. 	Date of issue	11 Sep 2020	Date of expiry	11 Sep 2022	Payment required	Issuance fee -- \$100 Multi-Journey Visa -- \$30	Total amount paid	\$130	Payment mode	Visa/Mastercard	Payment reference number	86c1cbd1050849	<ul style="list-style-type: none"> You will see this acknowledgement page when you have successfully submitted the request to get the pass issued. You may return to myMOM Portal to get another pass issued, or log out of the eService. Once a request is submitted, you would need to wait for 15 minutes for the record to appear on the myMOM Portal (please refresh the browser).
Date of issue	11 Sep 2020												
Date of expiry	11 Sep 2022												
Payment required	Issuance fee -- \$100 Multi-Journey Visa -- \$30												
Total amount paid	\$130												
Payment mode	Visa/Mastercard												
Payment reference number	86c1cbd1050849												

	<ul style="list-style-type: none"> You can give us your feedback after you submitting your request.
	<ul style="list-style-type: none"> Once you are logged out, you would need to log in through myMOM Portal.

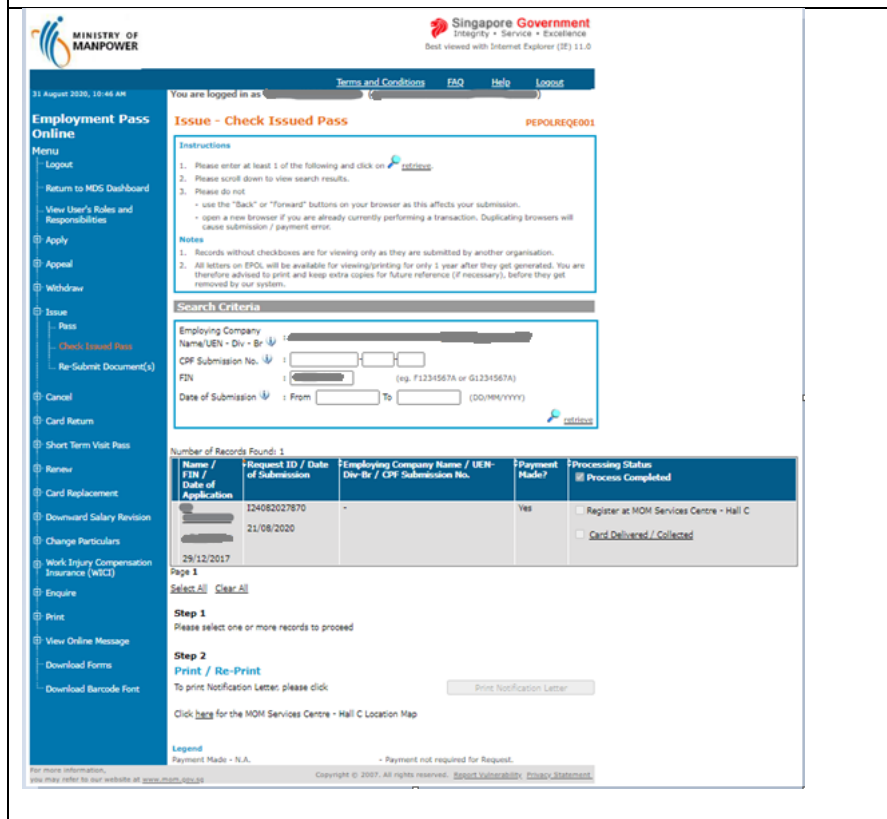
9.5 Checking Issuance Request & Payment

- 9.5.1 You can check the outcome of the issuance request via *myMOM Portal* or under 'Issue' > 'Check Issued Passes' in EP Online
- 9.5.2 You can also check the payment of the issuance request under 'Enquire' > 'Payment Status' in EP Online
- 9.5.3 You will receive an email from MOM if we need you to resubmit documents / submit additional supporting documents. Log in to *myMOM Portal* and search for the foreigner's issuance request. Click on 'Submit Documents'
- 9.5.4 You and the foreigner will receive the outcome of the issuance via the company's email address found in the company profile with MOM and the pass holder's email provided at the issuance form respectively.

Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> You can check the issued pass in <i>myMOM</i> Portal. If you need to resubmit a document or submit supporting documents, search for the foreigner under <i>Existing passes</i> tab and click Submit documents. Documents must be submitted by the due date stated in the email. The Submit documents action would not be available after the due date.
	<ul style="list-style-type: none"> Upload the requested documents by the due date.



- Your documents have been successfully submitted when you see this acknowledgement page.



- You can also check the issued pass in EP Online.
- However, you will not be able to “Print Notification Letter”.
- You can view more details by clicking on the hyperlink under the foreigner’s name.

MINISTRY OF MANPOWER Singapore Government
Integrity • Service • Excellence
Best viewed with Internet Explorer (IE) 11.0

2 September 2020, 7:49 PM You are logged in as [redacted] Terms and Conditions FAQ Help Logout

Enquire - Payment Status - Issue Request PEPOLENQP004

Search Criteria

Instructions

- Please enter at least 1 of the following and click on [retrieve](#).
- For more search criteria, click [Advanced Search](#).
- Please scroll down to view search results.

Notes

- Please note that you may enquire payment records made this month and the past 2 months.

Advanced Search

Employing Company Name/UEN - Div : [redacted]
 Br : [redacted]
 FIN : [redacted] (eg. F1234567A or G1234567A)
 Date of Payment : From [redacted] To [redacted] (DD/MM/YYYY)
 Payment Status : **-SELECT-**

Number of Records Found: 2

Name / FIN	Date of Application	Payment Date	Fees / Charges, Receipt No., ePayment Ref No.	Payment Status, Mode	Payment Amount (S\$)
[redacted]	30/11/2017		ISSUE (S PASS), -, -	GIRO PENDING DEDUCTION, GIRO	[redacted]
[redacted]	30/11/2017		MULTIPLE JOURNEY VISA, -, -	GIRO PENDING DEDUCTION, GIRO	[redacted]

Page 1

Step 1
Please select one or more records to proceed

Step 2
To print Payment Acknowledgement, please click [Print Payment Acknowledgement](#)

Legend
Print Payment Acknowledgement - To open printer friendly version of Payment Acknowledgement

Menu

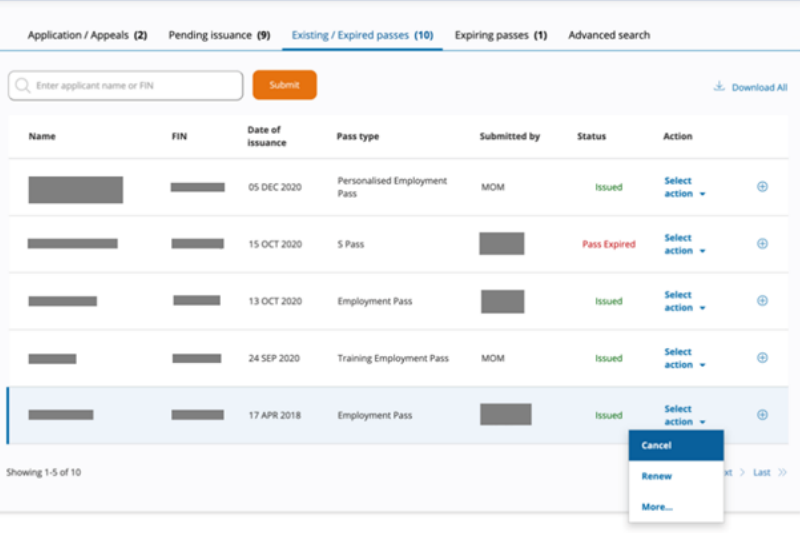
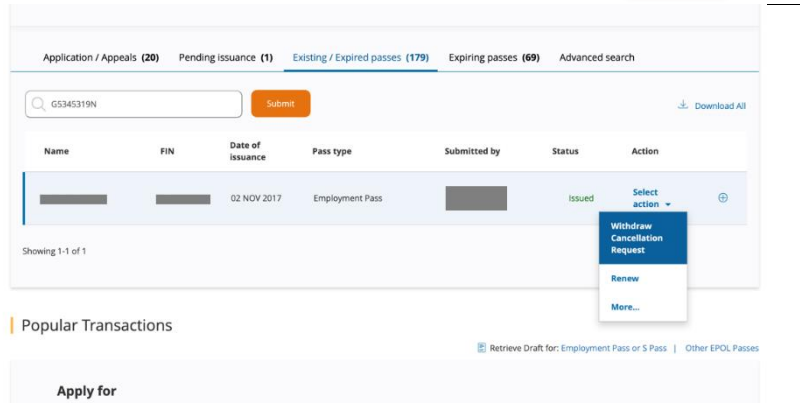
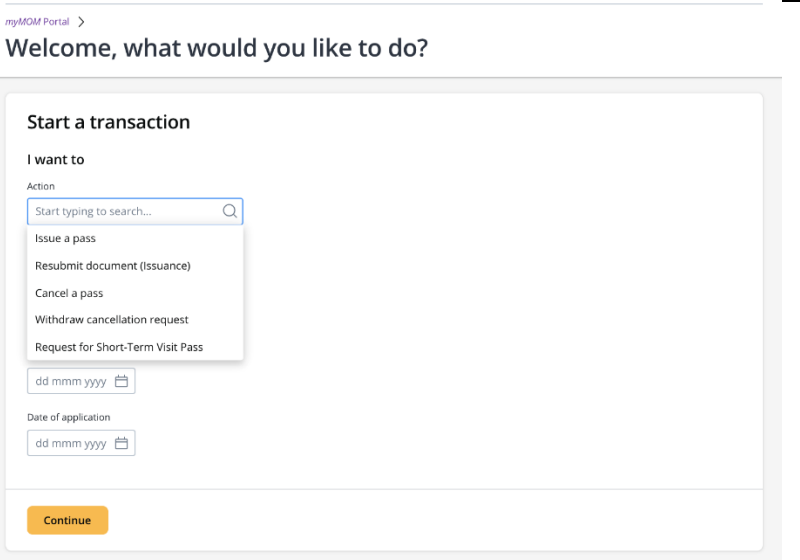
- Logout
- Return to MDS Dashboard
- View User's Roles and Responsibilities
- Apply
- Appeal
- Withdraw
- Issue
- Cancel
- Card Return
- Short Term Visit Pass
- Renew
- Card Replacement
- Downward Salary Revision
- Change Particulars
- Manage User Account
- Work Injury Compensation Insurance (WICI)
- Enquire
 - Employment and Related Passes Details
 - Company S Pass Quota / Tier Information
 - Company Profile
 - Payment Status**
 - Monthly GIRO Payment
 - Work Injury Compensation Insurance Requirement
 - Card Delivery / Collection Status
- Print
- View Online Message
- Download Forms
- Download Barcode Font

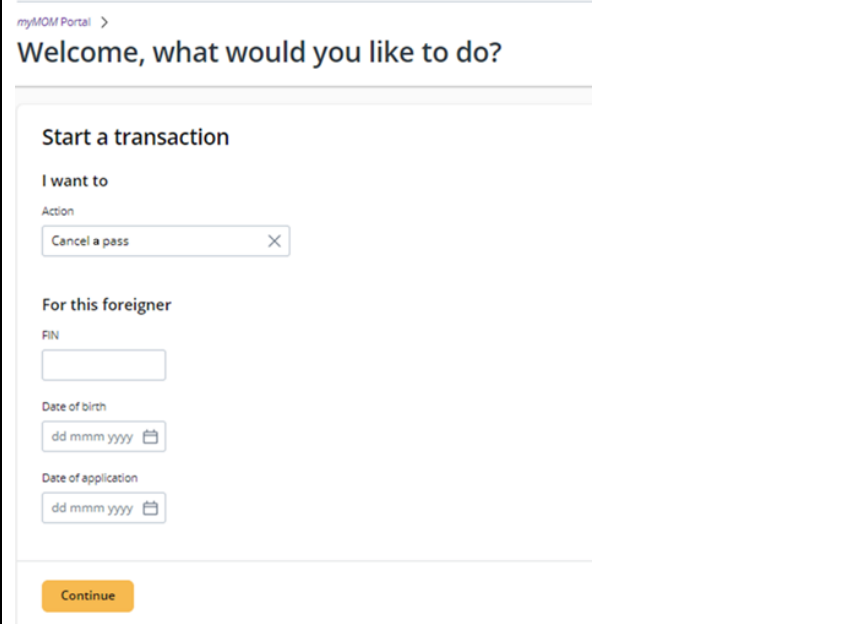
For more information, you may refer to our website at www.mom.gov.sg Copyright © 2007. All rights reserved. [Report Vulnerability](#) [Privacy Statement](#)

- You can also check the payment status of the issued pass in EP Online using FIN.
- You can view more details by clicking on the hyperlink under the foreigner's name.

10. Cancel a pass

10.1 How to cancel a pass

Illustrations and Highlights	Remarks
 <p>The screenshot shows the 'Existing / Expired passes' tab with a search bar and a table of passes. The table has columns for Name, FIN, Date of issuance, Pass type, Submitted by, Status, and Action. The selected row is an 'Employment Pass' issued on 17 APR 2018. The 'Action' dropdown menu is open, showing 'Cancel', 'Renew', and 'More...' options.</p>	<ul style="list-style-type: none"> • Click on “Existing/Expired passes” tab. • Search for the pass holder and select the action “Cancel”. • For foreigners who are still in Singapore, you can request for a 30-day Short-Term Visit Pass to give them a valid stay in the meantime.
 <p>The screenshot shows the 'Existing / Expired passes' tab with a search bar containing 'G5345319N'. The search results show one 'Employment Pass' issued on 02 NOV 2017. The 'Action' dropdown menu is open, showing 'Withdraw Cancellation Request', 'Renew', and 'More...' options.</p>	<ul style="list-style-type: none"> • You can only withdraw a cancellation request for advance cancellations that have not been processed. • To do so, click on the ‘Existing/Expired passes’ tab.
<p>(Only for an employment agent who is handling the foreigner’s transactions for the first time)</p>	
 <p>The screenshot shows the 'myMOM Portal' with a 'Welcome, what would you like to do?' message. Below it is a 'Start a transaction' form with a search bar and a dropdown menu. The dropdown menu is open, showing options: 'Issue a pass', 'Resubmit document (issuance)', 'Cancel a pass', 'Withdraw cancellation request', and 'Request for Short-Term Visit Pass'. There are also date input fields and a 'Continue' button.</p>	<ul style="list-style-type: none"> • Under action, type ‘Cancel a pass’/‘Withdraw cancellation request’ or select from the dropdown list.

	<ul style="list-style-type: none"> • Fill in the required information and click “Continue”.
--	--

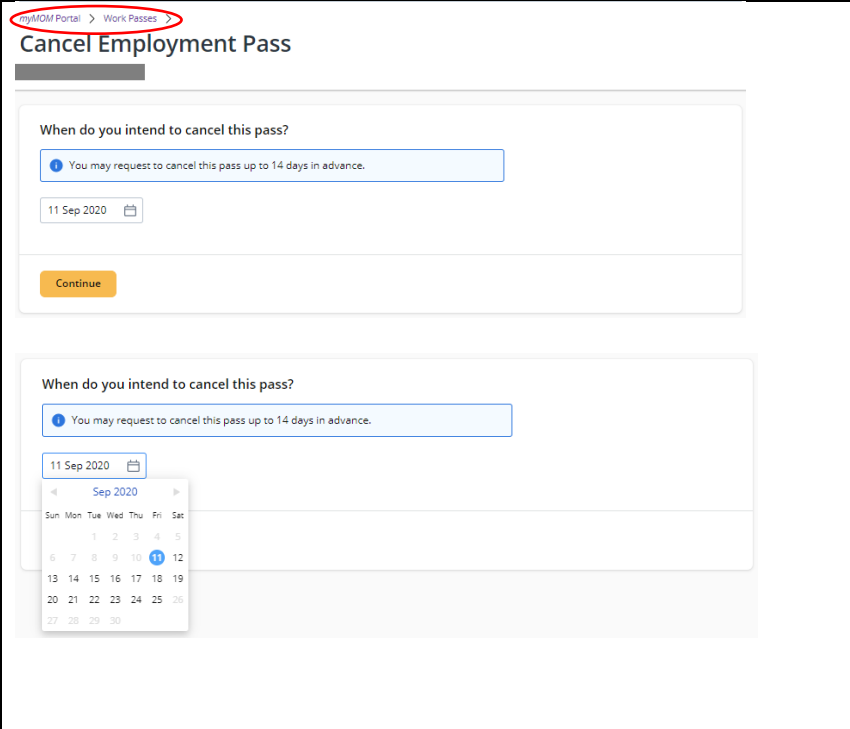

10.2 Cancellation form

10.2.1 You must answer all the questions.

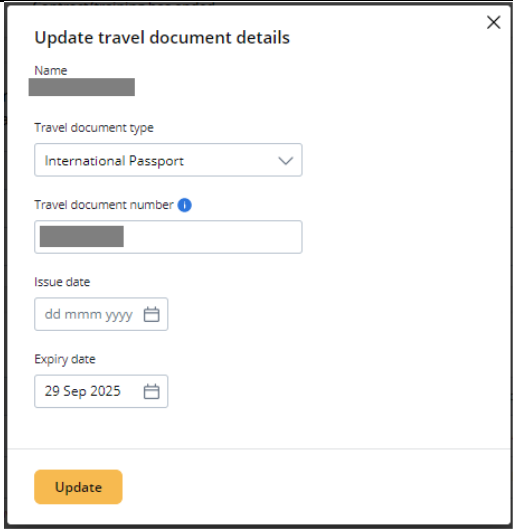
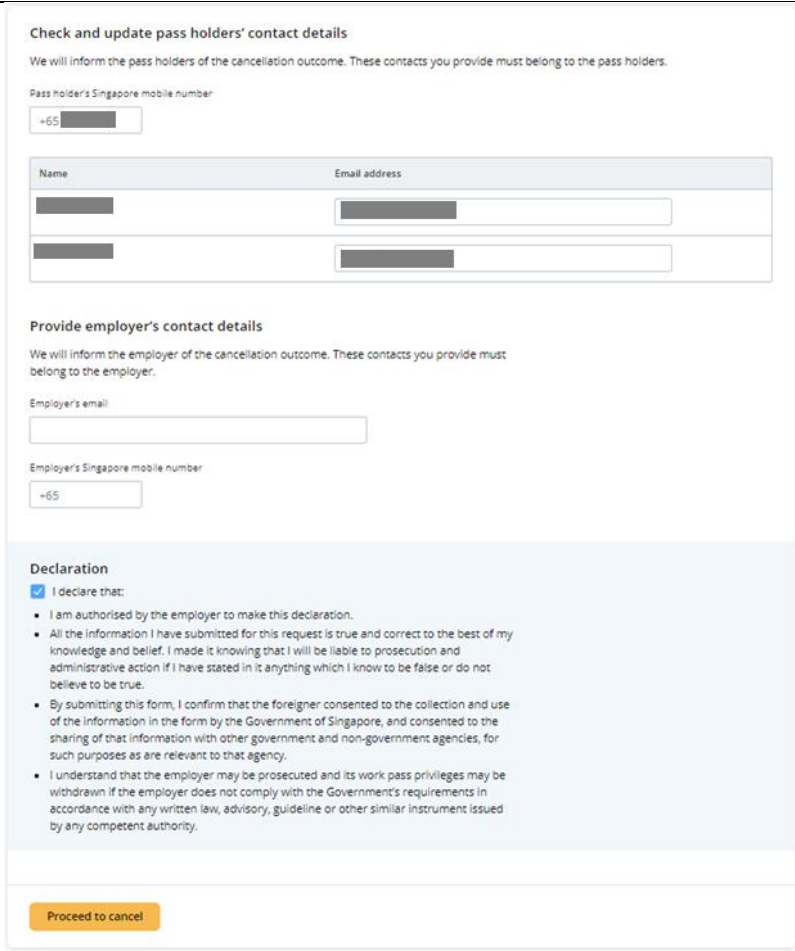
10.2.2 You will be asked to upload relevant documents in the respective section.

10.2.3 You will need to indicate if the pass holder requires a Short-Term Visit Pass (STVP).

10.2.4 You need to confirm and acknowledge the declarations to proceed with the cancellation request.

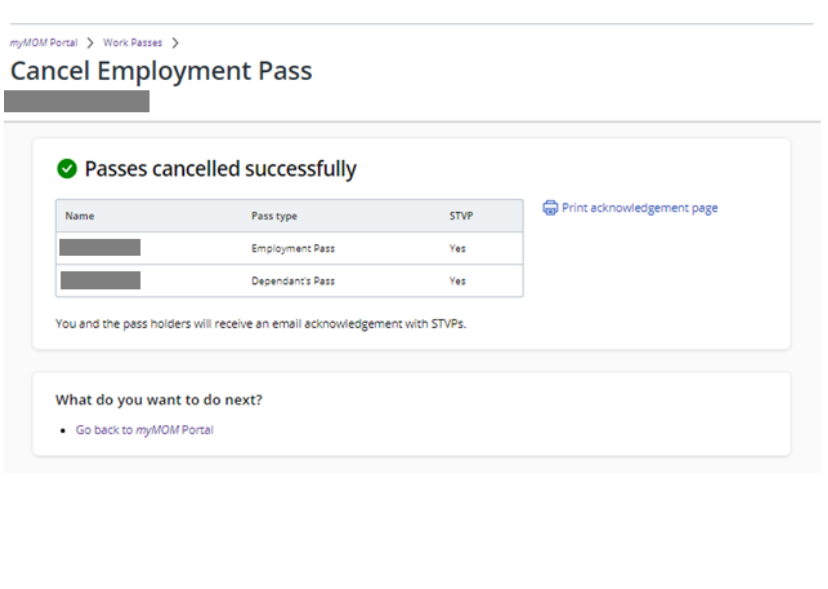
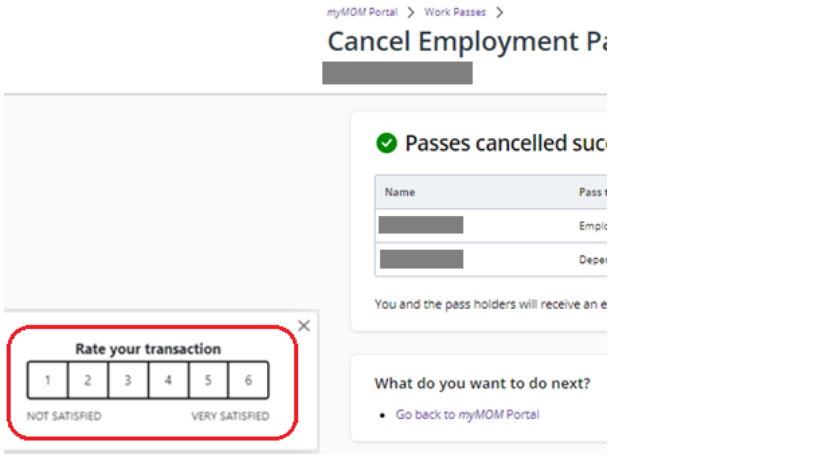
Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> • You need to enter the intended date of pass cancellation. You can choose up to 14 days in advance by clicking the date-picker . • You can use the breadcrumbs at the top of the page to return to myMOM Portal.

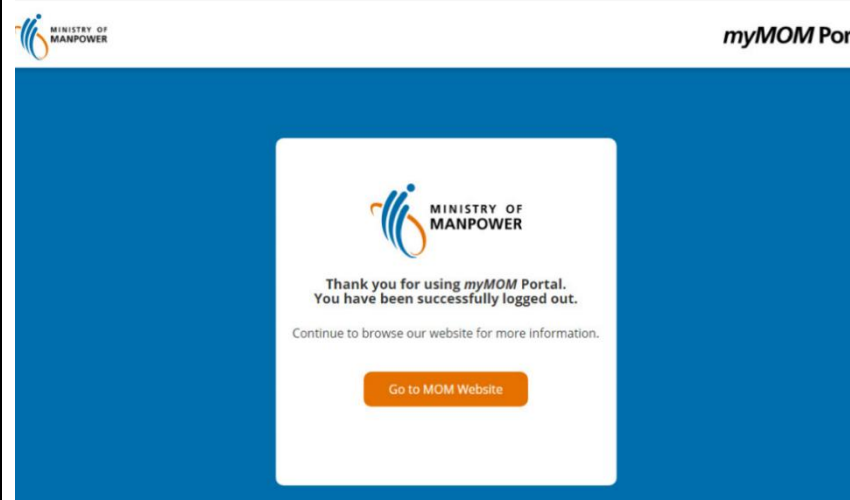
<p>When do you intend to cancel this pass?</p> <p>Date of cancellation 11 Sep 2020</p> <hr/> <p>Why are you cancelling this pass?</p> <p><input type="text" value=""/></p> <p>Continue</p>	<ul style="list-style-type: none"> • After each question is successfully validated, you will be shown a summary view. • You may edit previous questions by clicking Edit • You will be shown the next question to be answered. 												
<p>Why are you cancelling this pass?</p> <p><input type="text" value="Pass holder has gone missing"/></p> <p>Date pass holder went missing</p> <p><input type="text" value="dd mmm yyyy"/></p> <p>Police report number</p> <p><input type="text" value=""/></p> <p>Upload police report</p> <p> Drag and drop or browse files. Jpeg, png or pdf only. Total file size must not exceed 2MB.</p> <p>Continue</p>	<ul style="list-style-type: none"> • You will see a document upload feature if we require you to upload a document (e.g. a police report in this case). 												
<p>These passes will be cancelled. Tell us who will be in Singapore on the date of cancellation so that a Short-Term Visit Pass (STVP) can be granted.</p> <p>i If you proceed, any ongoing application, work permit, Letter of Consent, appeal and early cancellation request tied to these passes will be cancelled/withdrawn.</p> <table border="1"> <thead> <tr> <th><input checked="" type="checkbox"/></th> <th>Name</th> <th>Pass type</th> <th>FIN</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>[REDACTED]</td> <td>Employment Pass</td> <td>[REDACTED]</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>[REDACTED]</td> <td>Dependant's Pass</td> <td>[REDACTED]</td> </tr> </tbody> </table> <p>Continue</p>	<input checked="" type="checkbox"/>	Name	Pass type	FIN	<input checked="" type="checkbox"/>	[REDACTED]	Employment Pass	[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	Dependant's Pass	[REDACTED]	<ul style="list-style-type: none"> • If the pass holder need a STVP, check the box of the left of the pass holder's name. (e.g. in the screenshot, it shows that all pass holders require STVP).
<input checked="" type="checkbox"/>	Name	Pass type	FIN										
<input checked="" type="checkbox"/>	[REDACTED]	Employment Pass	[REDACTED]										
<input checked="" type="checkbox"/>	[REDACTED]	Dependant's Pass	[REDACTED]										
<p>Check travel document details to be printed on the STVPs</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Travel document number</th> <th>Issue date</th> <th>Expiry date</th> </tr> </thead> <tbody> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>(Please update)</td> <td>29 Apr 2024 Edit</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>(Please update)</td> <td>07 Feb 2019 (expired) Edit</td> </tr> </tbody> </table> <p>i You must provide the latest travel document details</p> <p>Continue</p>	Name	Travel document number	Issue date	Expiry date	[REDACTED]	[REDACTED]	(Please update)	29 Apr 2024 Edit	[REDACTED]	[REDACTED]	(Please update)	07 Feb 2019 (expired) Edit	<ul style="list-style-type: none"> • If you see an error message, please rectify the error before you can continue. • You can update the pass holder's travel document details by clicking Edit.
Name	Travel document number	Issue date	Expiry date										
[REDACTED]	[REDACTED]	(Please update)	29 Apr 2024 Edit										
[REDACTED]	[REDACTED]	(Please update)	07 Feb 2019 (expired) Edit										

	<ul style="list-style-type: none"> • An “Update travel documents details” window will pop up.
	<ul style="list-style-type: none"> • You can check all the information entered for this cancellation request. • You are at the last section when you see the declaration. • You need to confirm and acknowledge the declarations before you can proceed to cancel.

10.3 Acknowledgement of cancellation

10.3.1 We will notify you and your pass holder of the outcome of your cancellation request. A PDF copy of the STVP, if requested, will be attached in this email.

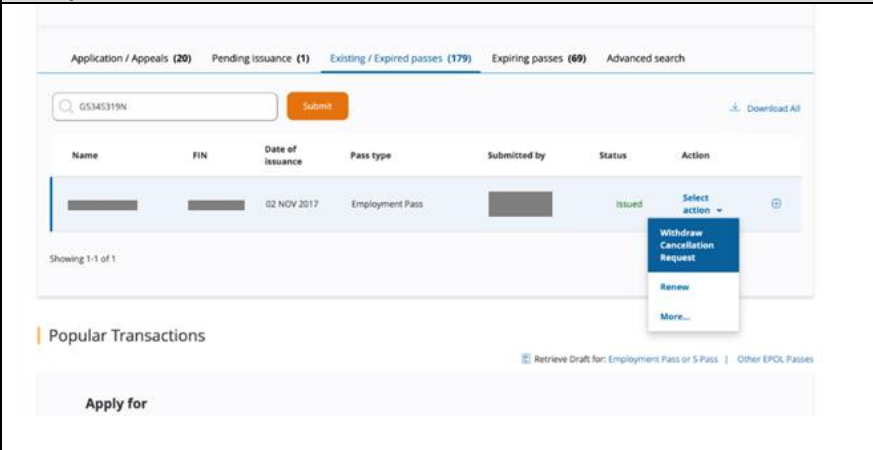
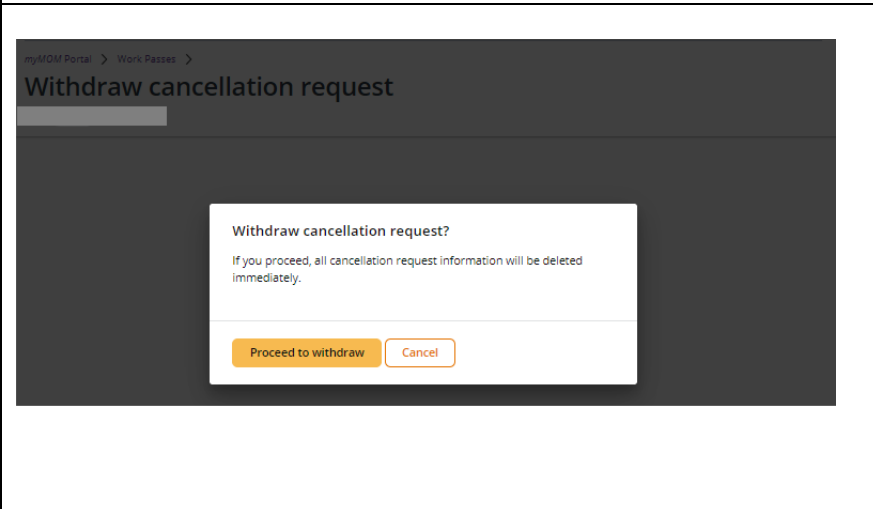
Sample Questions / Fields	Remarks
 <p>The screenshot shows the 'Cancel Employment Pass' page in the myMOM Portal. It features a green checkmark and the text 'Passes cancelled successfully'. Below this is a table with columns for Name, Pass type, and STVP. The table lists two cancelled passes: an Employment Pass and a Dependant's Pass, both with 'Yes' in the STVP column. A 'Print acknowledgement page' link is visible. Below the table, it states 'You and the pass holders will receive an email acknowledgement with STVPs.' At the bottom, a 'What do you want to do next?' section contains a link to 'Go back to myMOM Portal'.</p>	<ul style="list-style-type: none"> Your cancellation request has been submitted when you see this acknowledgement page. You may return to myMOM Portal to request for another cancellation or log out of the eService. Once a request is submitted, you would need to wait for 15 minutes for the record to appear on the myMOM Portal (please refresh the browser).
 <p>This screenshot is similar to the previous one but includes a feedback widget in the bottom left corner. The widget is titled 'Rate your transaction' and features a scale from 1 to 6. Below the scale, it says 'NOT SATISFIED' on the left and 'VERY SATISFIED' on the right. The widget is highlighted with a red border.</p>	<ul style="list-style-type: none"> You can give us your feedback on the transaction after you have submitted your request.

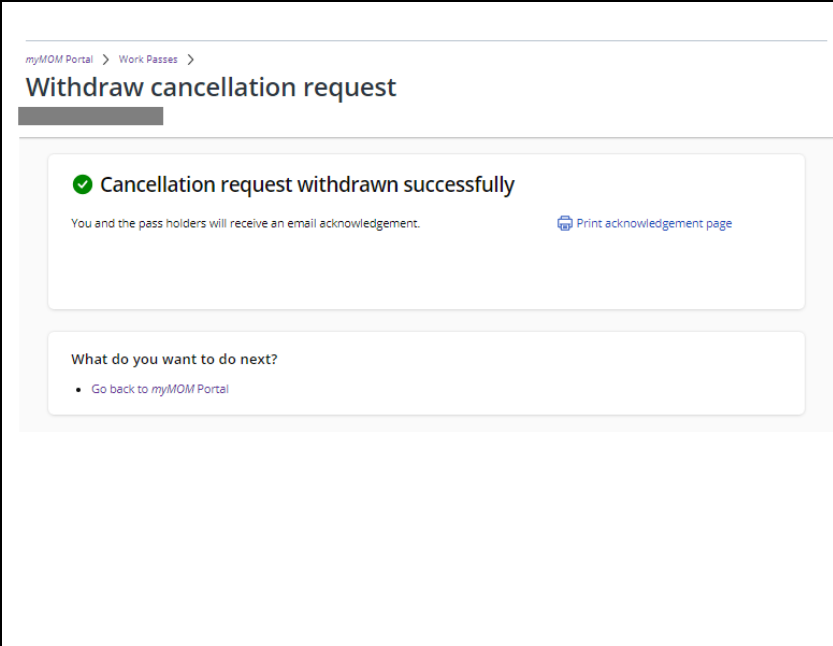
 <p>The screenshot shows the myMOM Portal interface. At the top left is the Ministry of Manpower logo. The main content area has a blue background with a white box in the center. The white box contains the Ministry of Manpower logo, the text "Thank you for using myMOM Portal. You have been successfully logged out.", and a button labeled "Go to MOM Website".</p>	<ul style="list-style-type: none"> Once you are logged out, you would need to log in through <i>myMOM</i> Portal to cancel a pass again.
---	---

10.4 Withdraw Advance Cancellation Request

10.4.1 You can withdraw the advance cancellation request before the effective date of cancellation.

10.4.2 We will notify you and your pass holder when the advance cancellation request is withdrawn.

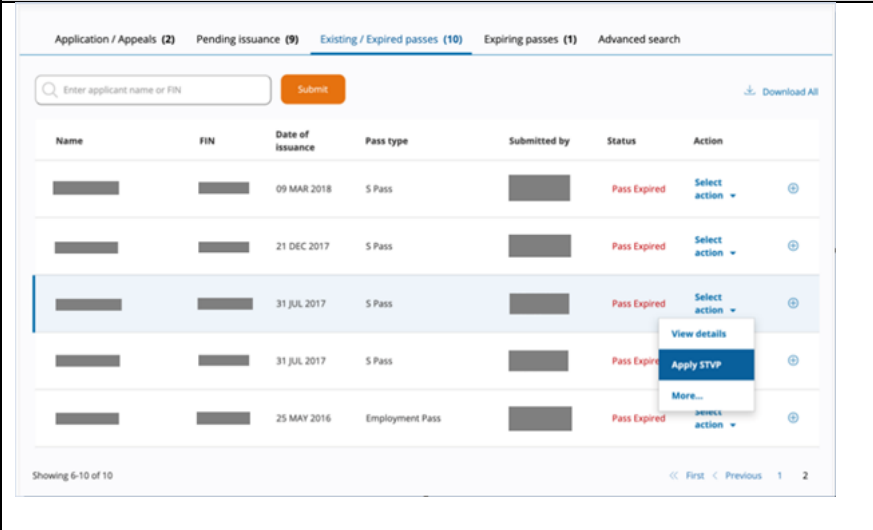
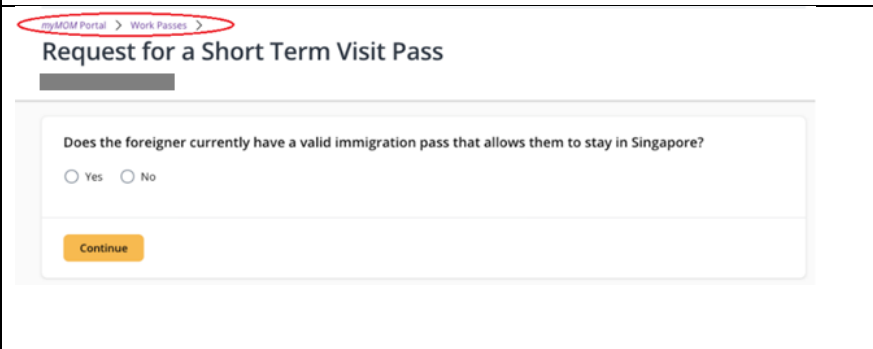
Sample Questions / Fields	Remarks
 <p>The screenshot shows the 'Existing / Expired passes' page in the myMOM Portal. It features a search bar with the value 'G534E319N' and a 'Submit' button. Below the search bar is a table with columns: Name, FIN, Date of issuance, Pass type, Submitted by, Status, and Action. A row is visible with '02 NOV 2017' in the Date of issuance column and 'Employment Pass' in the Pass type column. The Status column shows 'Issued'. A dropdown menu is open under the 'Action' column, showing options: 'Withdraw Cancellation Request', 'Renew', and 'More...'. Below the table, there is a 'Popular Transactions' section with a button labeled 'Apply for'.</p>	<ul style="list-style-type: none"> At <i>myMOM</i> Portal, select the action “Withdraw Cancellation Request” if you want to change the details of the advance cancellation request submitted.
 <p>The screenshot shows a confirmation dialog box titled 'Withdraw cancellation request'. The dialog contains the text: 'Withdraw cancellation request? If you proceed, all cancellation request information will be deleted immediately.' At the bottom of the dialog, there are two buttons: 'Proceed to withdraw' and 'Cancel'.</p>	<ul style="list-style-type: none"> You can withdraw your advance cancellation request by clicking Proceed to withdraw.

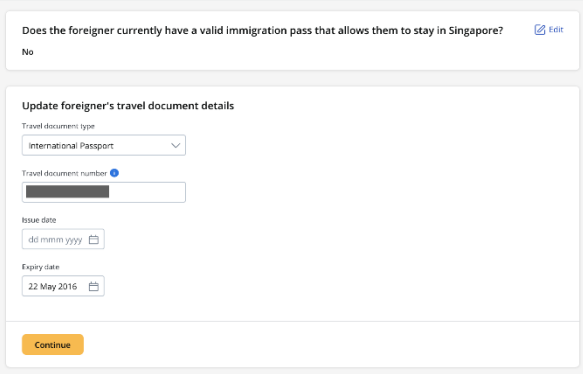
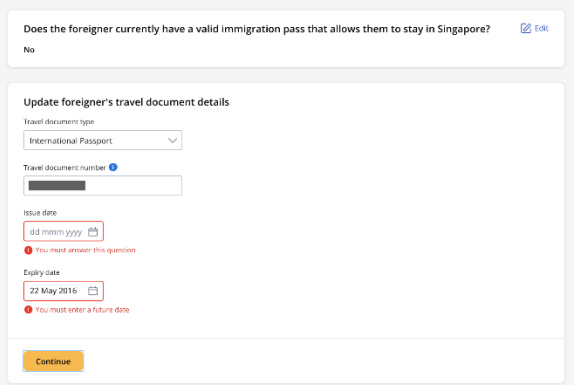

	<ul style="list-style-type: none"> • Your advance cancellation request has been withdrawn when you see this acknowledgement page. • You may return to myMOM Portal to request for another cancellation or log out of the eService. • Once a request is submitted, you would need to wait for 15 minutes for the record to appear on the myMOM Portal (please refresh the browser).
--	--

10.5 Request for Short-Term Visit Pass (STVP)

10.5.1 You can request for a STVP for the foreigner, if pass has expired.

10.5.2 We will notify you and your foreigner when the STVP is issued.

Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> • At myMOM Portal, select the action “Apply STVP”.
	<ul style="list-style-type: none"> • Ensure the foreigner does not have an existing immigration pass that allows them to stay in Singapore. • You can use the breadcrumbs at the top of the page to return to myMOM Portal.

 <p>Request for a Short Term Visit Pass</p> <p>Does the foreigner currently have a valid immigration pass that allows them to stay in Singapore? Edit</p> <p>No</p> <p>Update foreigner's travel document details</p> <p>Travel document type: International Passport</p> <p>Travel document number: [Redacted]</p> <p>Issue date: dd/mm/yyyy</p> <p>Expiry date: 22 May 2016</p> <p>Continue</p>	<ul style="list-style-type: none"> • After each question is completed, you will see a summary view. • You may edit previous questions by clicking Edit. • You will be asked to update the foreigner's travel document details.
 <p>Request for a Short Term Visit Pass</p> <p>EP 02113424N (02113424N)</p> <p>Does the foreigner currently have a valid immigration pass that allows them to stay in Singapore? Edit</p> <p>No</p> <p>Update foreigner's travel document details</p> <p>Travel document type: International Passport</p> <p>Travel document number: [Redacted]</p> <p>Issue date: dd/mm/yyyy</p> <p>You must answer this question</p> <p>Expiry date: 22 May 2016</p> <p>You must enter a future date</p> <p>Continue</p>	<ul style="list-style-type: none"> • If you see an error message, please rectify the error before you can continue.
 <p>Does the foreigner currently have a valid immigration pass that allows them to stay in Singapore? Edit</p> <p>No</p> <p>Update foreigner's travel document details Edit</p> <p>Travel document type: International Passport</p> <p>Travel document number: [Redacted]</p> <p>Issue date: 01 Feb 2019</p> <p>Expiry date: 01 Jan 2029</p>	<ul style="list-style-type: none"> • You can review all the information entered for this STVP request.

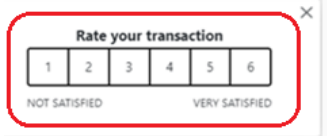
<p>Check and update foreigner's contact details</p> <p>We will inform the foreigner of the STVP outcome. These contacts you provide must belong to the foreigner.</p> <p>Foreigner's email <input type="text"/></p> <p>Foreigner's Singapore mobile number <input type="text" value="+65"/></p> <p>Provide employer's contact details</p> <p>We will inform the employer of the STVP outcome. These contacts you provide must belong to the employer.</p> <p>Employer's email <input type="text"/></p> <p>Employer's Singapore mobile number <input type="text" value="+65"/></p> <p>Declaration</p> <p><input checked="" type="checkbox"/> I declare that:</p> <ul style="list-style-type: none"> I have obtained authorisation in writing from the employer to make this declaration. All the information I have submitted for this request is true and correct to the best of my knowledge and belief. I made it knowing that I will be liable to prosecution and administrative action if I have stated in it anything which I know to be false or do not believe to be true. By submitting this form, I confirm that the foreigner consented to the collection and use of the information in the form by the Government of Singapore, and consented to the sharing of that information with other government and non-government agencies, for such purposes as are relevant to that agency. I have a written declaration from the employer that it understands that it may be prosecuted and its work pass privileges may be withdrawn if it does not comply with the Government's requirements in accordance with any written law, advisory, guideline or other similar instrument issued by any competent authority. <p>Proceed to pay</p>	<ul style="list-style-type: none"> You need to confirm and acknowledge the declarations before you can proceed.
--	--

10.6 Payment & Acknowledgement of STVP

10.6.1 You may pay by credit card (Amex, Mastercard or Visa) for any outstanding overstaying fine.

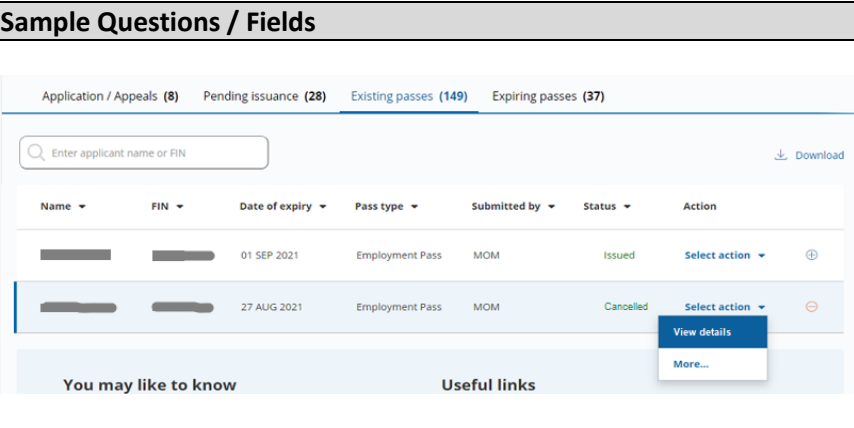
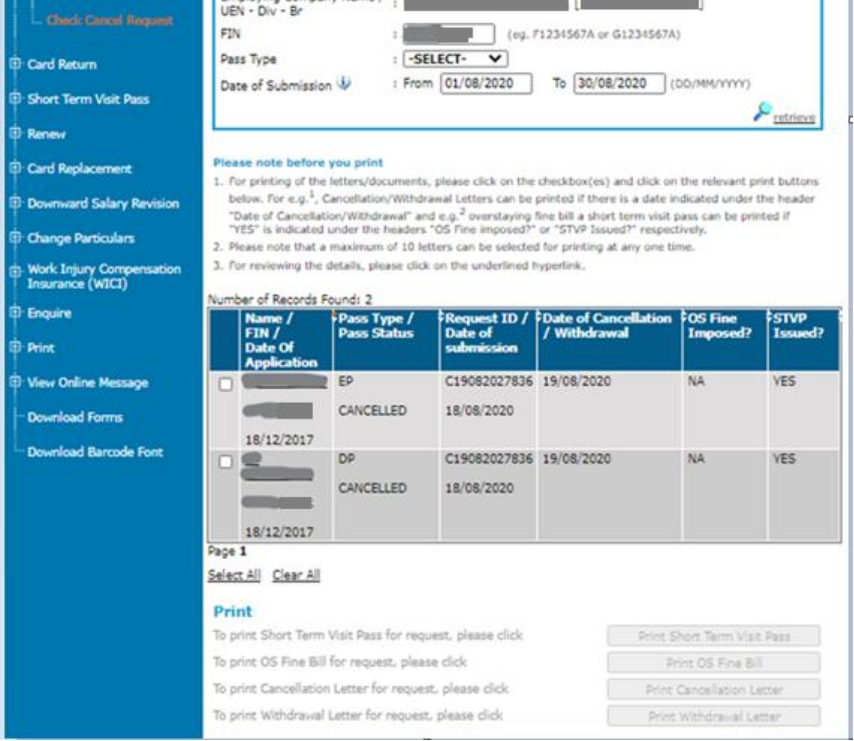
10.6.2 We will notify you and your foreigner of the outcome of your request. A PDF copy of the STVP will be attached in this email.

Sample Questions / Fields	Remarks										
<p>myMOM Portal > Work Passes ></p> <p>Request for a Short Term Visit Pass</p> <p>Request for Short Term Visit Pass submitted successfully</p> <p>Print acknowledgement page</p> <table border="1"> <tr> <td>Name</td> <td>[REDACTED]</td> </tr> <tr> <td>Travel document number</td> <td>[REDACTED]</td> </tr> <tr> <td>Overstaying fine</td> <td>[REDACTED]</td> </tr> <tr> <td>Payment mode</td> <td>Visa/Mastercard</td> </tr> <tr> <td>Payment reference number</td> <td>003bb0e6876d48</td> </tr> </table> <p>We will email the outcome of the Short Term Visit Pass request to you and the foreigner shortly.</p>	Name	[REDACTED]	Travel document number	[REDACTED]	Overstaying fine	[REDACTED]	Payment mode	Visa/Mastercard	Payment reference number	003bb0e6876d48	<ul style="list-style-type: none"> Your STVP request has been submitted when you see this page. You may return to myMOM Portal to request for another STVP or log out of the eService. Once a request is submitted, you would need to wait for 15 minutes for the record to appear on the myMOM Portal (please refresh the browser).
Name	[REDACTED]										
Travel document number	[REDACTED]										
Overstaying fine	[REDACTED]										
Payment mode	Visa/Mastercard										
Payment reference number	003bb0e6876d48										

	<ul style="list-style-type: none"> You can give us your feedback on the transaction after you have submitted your request.
---	---

10.7 Check Cancellation and STVP Request

10.7.1 You can check the cancelled pass via *myMOM* Portal or under **Cancel > Check Cancel Request** in EP Online.

Sample Questions / Fields	Remarks
	<ul style="list-style-type: none"> You can check the status of the cancellation request in <i>myMOM</i> Portal.
	<ul style="list-style-type: none"> You can also check the cancelled pass in EP Online. However, you will not be able to print any documents from this page, except the 'Withdrawal Letter' by using the button below. You can view more details by clicking on the hyperlink under the foreigner's name.

- Short Term Visit Pass
 - Extend Short Term Visit Pass
 - Check Short Term Visit Pass
- Renew
- Card Replacement
- Downward Salary Revision
- Change Particulars
- Work Injury Compensation Insurance (WICI)
- Enquire
- Print
- View Online Message
- Download Forms
- Download Barcode Font

[retrieve](#)

1. For printing of the letters / documents, please click on the checkboxes and click on the relevant print buttons below. Please note that the overstaying fine bill can be printed if "YES" is indicated under the header "OS Fine Imposed?".

2. For viewing the details, please click on the underlined hyperlink.

Number of Records Found: 1

Name / FIN / Date of Application	DE No.	Date of STVP Issue / Date of STVP Expiry	STVP First Print Date	Print Counter	OS Fine Imposed?
[Redacted]	[Redacted]	19/08/2020	31/08/2020	1	NA
18/12/2017		18/09/2020			

Page 1

[Print OS Fine Bill](#)
[Print Short Term Visit Pass](#)
[Print Short Term Visit Pass Extension Letter](#)

Legend

Print OS Fine Bill - Print OS Fine Bill
 Print Short Term Visit Pass - Print Short Term Visit Pass
 Print Short Term Visit Pass Extension Letter - Print Short Term Visit Pass Extension Letter

Definition of The Letters / Documents

Cancellation Letter - This letter is an acknowledgement for the cancellation of a pass.
 Withdrawal Letter - This letter is an acknowledgement for the withdrawal of a pending application or an approved application.
 Short Term Visit Pass Letter - This letter legalizes the foreigner's stay in Singapore following the cancellation of his / her pass or pending the processing of his / her work pass or related pass application.
 OS Fine Bill - This document is an acknowledgement for the payment of overstaying fine.

For more information, you may refer to our website at www.mam.gov.sg Copyright © 2007. All rights reserved. [Report Vulnerability](#) [Privacy Statement](#)

- You can also check the STVP issued to the foreigner in EP Online.
- However, you will not be able to print any document from this page.
- You can view more details by clicking on the hyperlink under the foreigner's name.

-End of Guide-