



Onboard Booking User Guide

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Part A:
Getting Started

1. Navigating to Onboard centre Page

Step 1: Refer to the In-Principle Approval (IPA) letter sent by MOM. **Click on the URL link** located in the bottom box on the left column named *“Book a slot with Onboard centre”*.

The screenshot displays the Ministry of Manpower website with a list of requirements for getting a Work Permit card, divided into 'Before they arrive' and 'After they get here' sections. A blue arrow points to the 'Book a slot with Onboard Centre' step in the 'Before they arrive' column.

What you must do to get the Work Permit card:

| Before they arrive | After they get here |
|---|--|
| <p>Check their employment details in the Work Permit application form. If there is an error, visit (www.mom.gov.sg/update-wp-details) to upload the supporting documents.</p> | <p>Within 14 days</p> <p>Send them to a Singapore-registered doctor for their medical examination. Make sure they bring along the medical examination form (go to www.mom.gov.sg > search for full medical examination form for foreigner workers) and their in-principle approval letter. Refer to www.mom.gov.sg/fwme for the prevailing medical examination requirements.</p> |
| <p>Send them the Employee's Copy of the in-principle approval letter. It is their visa and must be shown to Immigration to enter Singapore.</p> | <p>Ask them to attend the Construction Safety Orientation Course or Apply Workplace Safety and Health in Construction Sites course. If they already have the certificate, it must be valid for at least 1 month from the date the work permit is issued.</p> |
| <p>Send them a copy of their employment contract. This contract must state their job scope, working days and hours, basic monthly salary and terms such as deductions and leave entitlements.</p> | <p>Some jobs require professional registration (e.g. medicine, law) or licensing (e.g. massage establishment licensing from Police) to be carried out in Singapore. This approval does not exempt the pass holder or the employer from these requirements.</p> |
| <p>Buy a \$5,000 security bond that is valid for 26 months from a bank or insurance company. Ensure your insurer sends MOM the bond before your worker arrives. Log in to WP Online > click Enquire > Security Bond Status to check. The bond must also take effect when the worker arrives. If not, the worker will be refused entry and you will have to pay to send him/her home.</p> | <p>Log in to our Online Foreign Worker Address Service (OFWAS) to register their Singapore residential address and mobile number.</p> |
| <p>Buy medical insurance (hospital care and day surgery) of at least \$60,000 coverage per year for them.</p> | <p>Send them for the Foreign Worker Settling-in Programme (SIP). For more details on the SIP registration, refer to www.mom.gov.sg/fwsip.</p> |
| <p>Book a slot with Onboard Centre Refer to www.mom.gov.sg/onboard-centre</p> | <p>Log in to WP Online to get the Work Permit card issued. For more details refer to www.mom.gov.sg/issue-wp.</p> |
| | <p>When your request has been approved, please print the Notification Letter. Follow the instructions on the Notification Letter to receive the Work Permit card.</p> |

(w.e.f 1st July 2024)

Step 2: When directed to the Onboard centre page, under “*Book an Onboard centre slot*” section, **click on the URL link.**

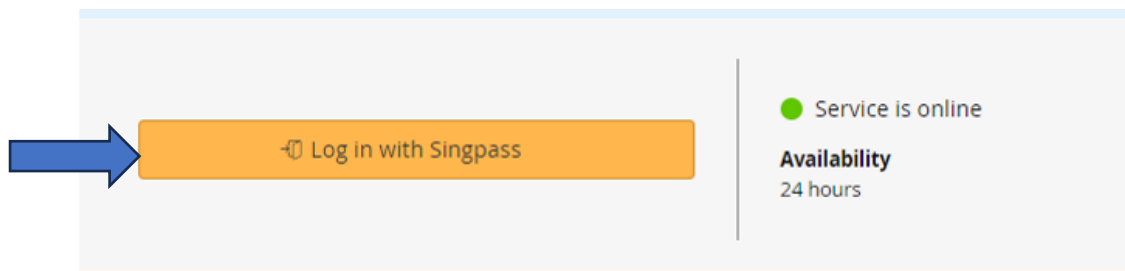
Book an Onboard centre slot



[Book an Onboard centre slot.](#)

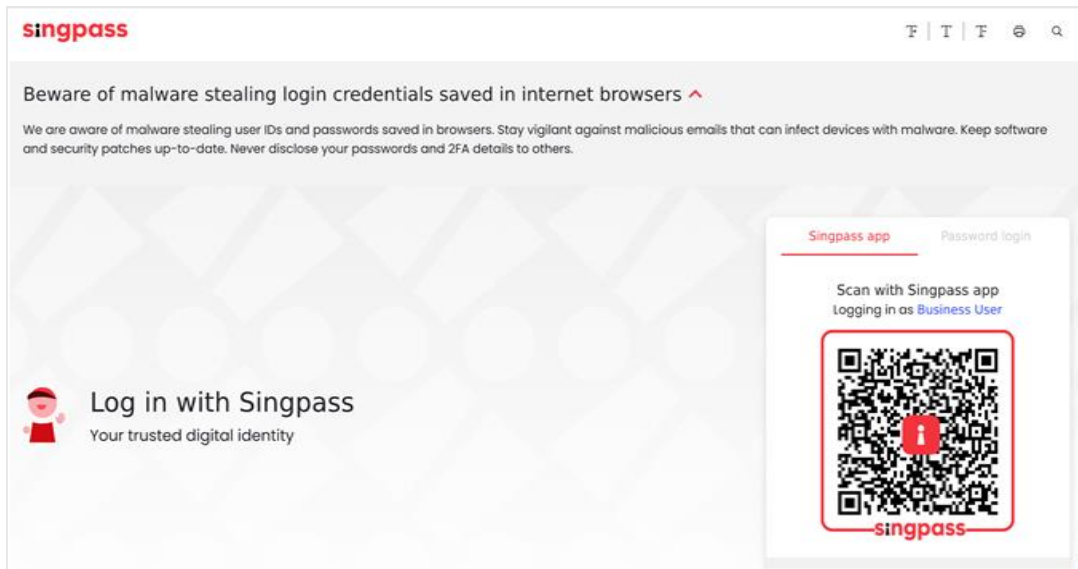
- To book an Onboard slot for check-in on or after 19 September 2023, you need to first **submit proof** of acceptable accommodation for your worker and receive the pre-entry housing check approval from us.
- If you make a booking without the pre-entry housing check approval, your worker’s Onboard slot will be cancelled. If you bring your worker into Singapore without such approval, your company’s work pass privileges may be suspended.

Step 3: You will be directed to the e-Service page to book an Onboard slot.

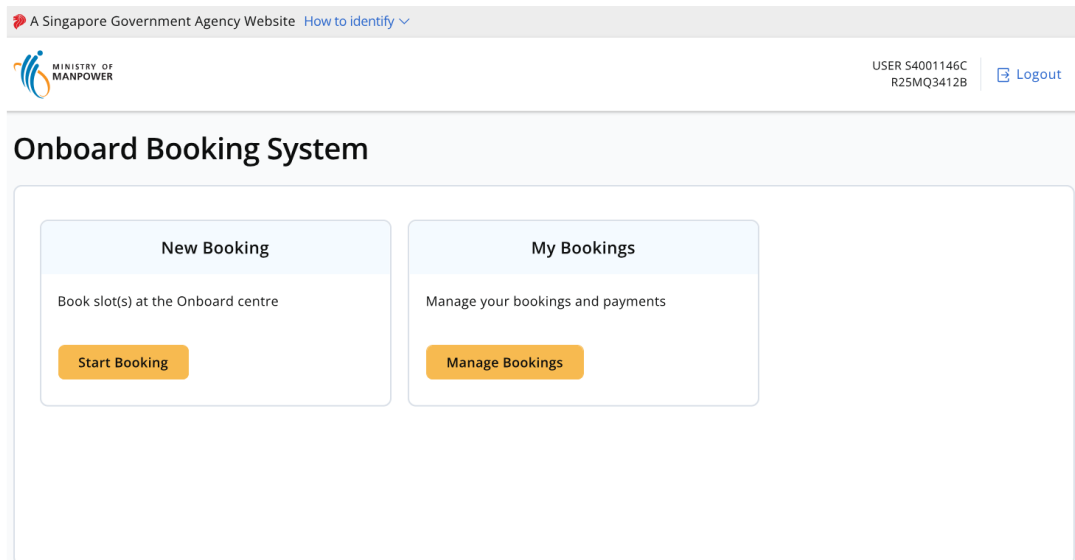


2. Login / Logout

Step 1: You will be directed to the Singpass login website. **Log in** using your Corppass Business User account either by scanning the QR Code or entering your account ID and password.



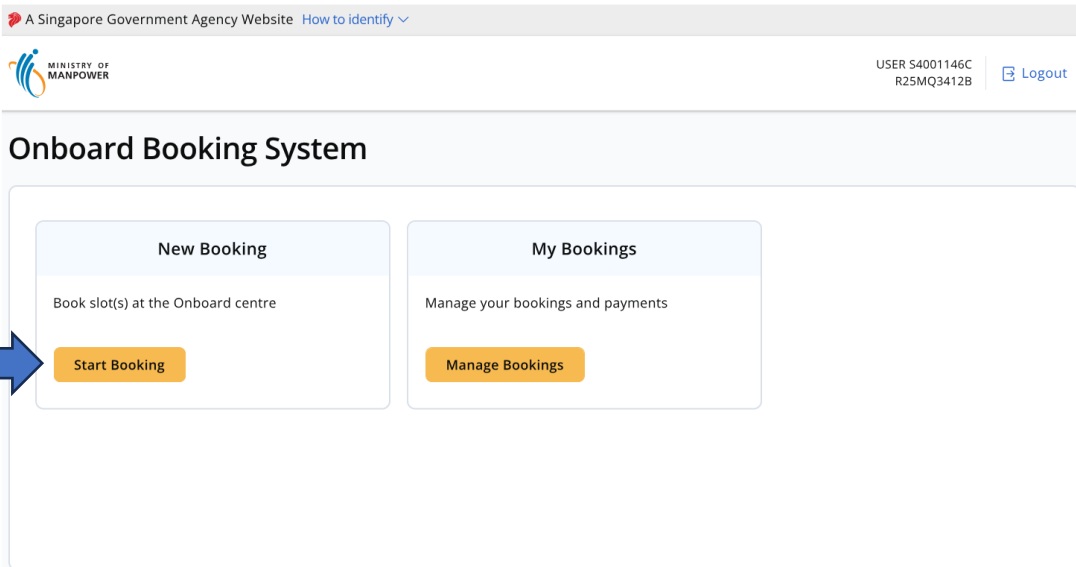
Step 2: Upon successful login, you will be directed to the system’s main page, enabling you to start using the services.



Step 3: When you have finished using the services, **click on** the “Logout” button located at the top right corner of the page to exit the system (see above).

Part B: Making New Booking(s)

Step 1: Click on the “*Start Booking*” button within the “*New Booking*” box.



A Singapore Government Agency Website [How to Identify](#)

MINISTRY OF MANPOWER USER S4001146C
R25MQ3412B [Logout](#)

Onboard Booking System

New Booking

Book slot(s) at the Onboard centre

[Start Booking](#)

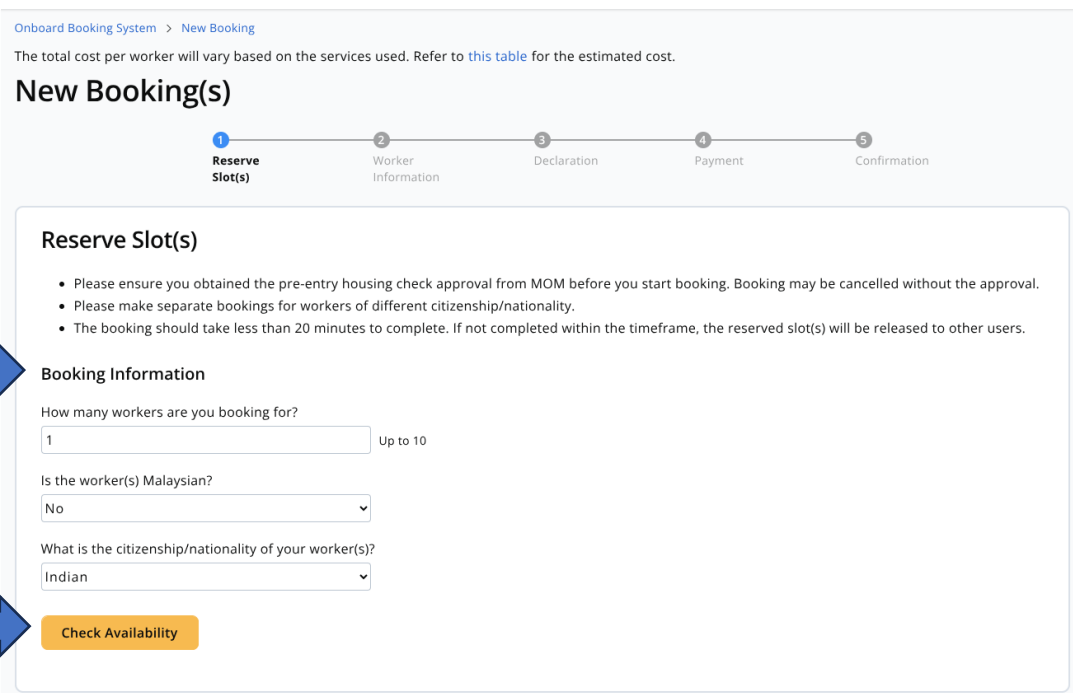
My Bookings

Manage your bookings and payments

[Manage Bookings](#)

Step 2: Complete the fields under “*Booking Information*” and then click on “*Check Availability*”.

When you click on the “Start Booking” button, the system will prompt you if your company is unable to make a booking e.g. if outstanding payments need to be made.



Onboard Booking System > New Booking

The total cost per worker will vary based on the services used. Refer to [this table](#) for the estimated cost.

New Booking(s)

1 Reserve Slot(s) **2 Worker Information** **3 Declaration** **4 Payment** **5 Confirmation**

Reserve Slot(s)

- Please ensure you obtained the pre-entry housing check approval from MOM before you start booking. Booking may be cancelled without the approval.
- Please make separate bookings for workers of different citizenship/nationality.
- The booking should take less than 20 minutes to complete. If not completed within the timeframe, the reserved slot(s) will be released to other users.

Booking Information

How many workers are you booking for?
 Up to 10

Is the worker(s) Malaysian?

What is the citizenship/nationality of your worker(s)?

[Check Availability](#)

Step 3: Choose your preferred available check-in date by clicking on it (shaded in white). Then, **click on “Reserve Slot(s)”**.

Select check-in date

Click on the calendar date below to select your check-in date

< Prev March 2024 Next >

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 25 | 26 | 27 | 28 | 29 | 01 | 02 |
| 03 | 04 | 05 | 06 | 07 | 08 | 09 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | 01 | 02 | 03 | 04 | 05 | 06 |

Unavailable
 Limited Slots
 Available
 Selected

Selected check-in date: **13 Mar 2024**

Reserve Slot(s)

Step 4: Complete the required fields under “Enter Worker Information”. Then, **click on “Begin Declaration”** button.

The system will prompt you if you are unable to make a booking for your worker after clicking on the "Begin Declaration" button. e.g. if worker does not need to attend Onboard programme as he is not a Work Permit holder holding an in-principle approval (IPA).

Onboard Booking System > New Booking

The total cost per worker will vary based on the services used. Refer to [this table](#) for the estimated cost.

New Booking(s)

✔ Reserve Slot(s)
 2 **Worker Information**
3 Declaration
 4 Payment
 5 Confirmation

Enter Worker Information

You are booking for 1 worker(s) to check-in on 20 May 2024. Slot(s) are reserved for another 17:13 before they are released to other users.

Worker Information

| S/N | Worker's FIN | Employer UEN | Preferred Language | Dietary Requirement | Cuisine | Action |
|-----|--------------|--------------|--------------------|---------------------|---------|--------|
| 1. | G1234567C | 101029101U | Tamil | Halal | Indian | Remove |

Cancel Booking
Begin Declaration

Step 5: Enter your 8-digit contact number in the “*Singapore Contact No.*” field. Then, **click on the “Verify”** button. You will receive a one-time password (OTP) via SMS to verify your phone number.

Next, **Key in** the OTP into the “*Contact No. OTP*” field.

Onboard Booking System > New Booking

The total cost per worker will vary based on the services used. Refer to [this table](#) for the estimated cost.

New Booking(s)

Reserve Slot(s) ✓ Worker Information ✓ **Declaration** 3 Payment 4 Confirmation 5

Complete Declaration

You are booking for 1 worker(s) to check-in on 20 May 2024. Slot(s) are reserved for another 17:52 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Business Entity Name
R25MQ3412B

Business Entity UEN
R25MQ3412B

Singapore Contact No.
98765432

Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)

Confirm Secondary Email

Step 6: Enter your email in the “*Contact Email (Primary)*” field. Then, **click on the “Verify”** button. You will receive an OTP via your email inbox to verify your email address.

Next, **Key in** the OTP into the “*Email OTP*” field.

The screenshot shows a web form titled "Complete Declaration". At the top, it states: "You are booking for 1 worker(s) to check-in on 20 May 2024. Slot(s) are reserved for another 12:52 before they are released to other users." Below this is the "Contact Information" section. It contains several input fields: "User Name" (USER 54001146C), "User NRIC" (S4001146C), "Business Entity Name" (R25MQ3412B), and "Business Entity UEN" (R25MQ3412B). There are also fields for "Singapore Contact No." (12345678) with a "Resend OTP" button, and "Contact No. OTP" (177950). The "Contact Email (Primary)" field is highlighted with a blue arrow pointing to it, and a "Verify" button is next to it. Below it is the "Email OTP" field, also highlighted with a blue arrow. A grey button labeled "Click verify to receive email OTP" is positioned between the "Contact Email (Primary)" and "Email OTP" fields. At the bottom, there are fields for "Contact Email (Secondary)" and "Confirm Secondary Email".

Step 7: The secondary contact email field is mandatory. If you would like another company representative to receive the same booking-related information, please enter a secondary email address. Otherwise, you may enter the same email address as the primary email address.

Ministry of Manpower

Complete Declaration

You are booking for 1 worker(s) to check-in on 21 Mar 2024. Slot(s) are reserved for another 7:39 before they are released to other users.

Contact Information

User Name
Chimeric Staff

User NRIC
S0000001A

Business Entity Name
Chimeric Technologies Pte Ltd

Business Entity UEN
000000

Singapore Contact No.
90000001 Resend OTP


Contact No. OTP
1234

Contact Email (Primary)
sampleuser@company.com Resend OTP

Email OTP
1234

Contact Email (Secondary)
sampleuser@company.com

Confirm Secondary Email
sampleuser@company.com



Step 8: Scroll down and **select** the checkbox to confirm that you have read and agreed with the declaration. After that, you can **click on the “Make Prepayment”** button to proceed with payment and complete the booking process.

Declaration to the Controller of Work Passes, Ministry of Manpower ("the Controller")

I declare that:

1. I have been authorised by the above-mentioned organisation ("the organisation") to submit this form and make the declarations herein to the Controller on behalf of the organisation.
2. I understand that, by submitting this form, the information given will be submitted to the Controller or an authorised officer who may act on the information given by me. I further declare that the information that I have provided is true and accurate to the best of my knowledge and belief. I also understand that I may be liable to enforcement action if I have given any information which I know to be false and do not believe to be true.
3. I give my consent to MOM to collect and use my data (including personal data) in this form and disclose them to other Government ministries, departments and organs of state, statutory boards and authorised agents for the purposes in connection with the Onboard booking.

I declare and undertake, for and on behalf of the organisation, that:

Collection, Use and Disclosure of Data

4. The organisation has obtained written consent from the above-mentioned migrant worker ("the worker") to fill in his data (including personal data) in this form and submit this form to MOM, and for MOM to collect and use such information and disclose the information to other Government ministries, departments and organs of state, statutory boards and authorised agents for the purposes in connection with the Onboard booking. The organisation will furnish a copy of such written consent to MOM if requested.
5. The organisation gives its consent to MOM to collect and use the information submitted in this form and disclose them to other Government ministries, departments, organs of state, statutory boards and authorised agents for the purposes in connection with the Onboard booking.

Requirements for check-in to the Onboard centre(s)

6. The organisation has submitted proof of acceptable accommodation for the worker to MOM and received the pre-entry housing check approval from MOM. The organisation understands that if it has submitted this form without receiving the pre-entry housing check approval, the worker's Onboard centre slot shall be cancelled.
7. The organisation will endeavour to ensure that the worker's arrival to the Onboard centre(s) is on the same day as the worker's confirmed Onboard centre slot and understands that if the worker arrives at the Onboard centre(s) without having confirmed an Onboard centre slot for that day, he may not be allowed to check-in to the Onboard centre(s).
8. The organisation understands that MOM may impose additional requirements in order for the worker to enter or work in Singapore and/or to check-in to the Onboard centre(s), and that MOM may cancel the worker's Onboard centre slot if the organisation does not meet such requirements as published on MOM's website from time to time and/or communicated to the organisation in writing.

9. The organisation acknowledges that the price schedule, in relation to all the fees which may be incurred by a worker during the Onboard programme, is available for viewing in the Onboard booking system.
10. In addition to the initial payment made at the point of booking of the Onboard programme, the organisation agrees to pay for any additional fees incurred by the worker during the programme. The amount of such additional fees may be found in the invoice which can be accessed through the Onboard booking system. These additional fees shall be deducted from the primary credit/debit card provided by the organisation in the Onboard booking system on the invoice date. The invoice status will be reflected as "Paid" once the payment of these additional fees is successfully processed, serving as an official receipt. The organisation understands that failure to make such payments may result in the denial of its access to make any new booking in the Onboard booking system and if access is denied, it may take up to 20 calendar days for the access to be restored.
11. The organisation acknowledges that, if the worker's Onboard centre slot is cancelled after the submission of this form, any refund of the initial payment (either in whole or in part) to the primary credit / debit card provided by the organisation in the Onboard booking system shall be subject to MOM's sole discretion. The refund status and amount will be available for viewing in the Onboard booking system.
12. The organisation shall be subject to late payment interest at the prevailing government interest rate on the amount due on the invoice issued, should payment for the cost of the worker's Onboard programme and stay at the Onboard centre not be made successfully by the due date stated in the invoice. Interest on overdue payments will subsist until the total outstanding amount is paid. The prevailing government interest rate is currently at 15% per annum.

False Declaration

13. The organisation understands that it may be liable to enforcement action if I have given any information in this form which I know to be false and do not believe to be true, or if the organisation does not fulfill the above responsibilities. This may include your company being debarred from hiring foreign workers.

I have read and agreed to the above declarations.

Step 9: For first-time users, go to the "Select the Payment Method" section, select the checkbox for "New Credit Card" and add your preferred credit or debit card information. This information will be automatically saved as the primary card under your login account.

Any card information previously saved in the system will also appear here – you may also select that preferred card for payment by clicking on the correct checkbox.

Click on the “Confirm Booking” button to make the transaction.

If you exceed the specified time for reservation or if the slot(s) is/are no longer available, the system will prompt you that you cannot proceed with the booking confirmation.

You can refer to **Part D: Credit/Debit Card Information** in the user guide for more details on how to manage your card details.

Onboard Booking System > New Booking

The total cost per worker will vary based on the services used. Refer to [this table](#) for the estimated cost.

New Booking(s)

Reserve Slot(s) ✓ Worker Information ✓ Declaration ✓ **Payment 4** Confirmation 5

Confirm Payment Information

You are booking for 1 worker(s) to check-in on 29 May 2024. Slot(s) are reserved for another 18:37 before they are released to other users.

| S/N | Worker's FIN | Amount (SGD) | GST (SGD) | Total (SGD) | Action |
|-------|--------------|--------------|-----------|-------------|--------|
| 1. | G1234567C | 321.81 | 22.53 | 344.34 | Remove |
| Total | | | | 344.34 | |

Select Payment Method

New Credit Card 344.34
Add new card to payment profile

The total cost per worker will vary based on the services used. Refer to [this table](#) for the estimated cost.

New Booking(s)



Confirm Payment Information

You are booking for 1 worker(s) to check-in on 29 May 2024. Slot(s) are reserved for another 16:29 before they are released to other users.

| S/N | Worker's FIN | Amount (SGD) | GST (SGD) | Total (SGD) | Action |
|--------------|--------------|--------------|-----------|-------------|--------|
| 1. | G1234567C | 321.81 | 22.53 | 344.34 | Remove |
| Total | | | | 344.34 | |

Select Payment Method

New Credit Card 344.34
Add new card to payment profile

Card number: 1234 1234 1234 1234 VISA MasterCard Amex Discover

Expiration: MM / YY CVC: CVC

Country: Singapore

By providing your card information, you allow Ministry of Manpower to charge your card for future payments in accordance with their terms.

Credit card information stored securely via [stripe](#)

[Back](#) [Confirm Booking](#)

Step 10: When you see this screen, your booking has been confirmed and payment is successful. **Click on** the invoice no. to view payment details. After viewing the payment details, click on the web browser **“Go back”** sign to the previous web page.

✔ Onboard centre Booking Success
Your booking(s) have been confirmed.

Transaction Completed

Booking Details

Payment date: 15 May 2024
Number of workers: 1
Check-in date: 20 May 2024
Worker(s)'s citizenship/
nationality: Indian
Payment method: Credit Card
Amount paid (SGD): 344.34
Onboard centre address: 20A Seletar West Road 1, Singapore 798991

Invoice(s):

| S/N | Booking Reference | Worker's FIN | Invoice No. |
|-----|-------------------|--------------|--------------------|
| 1. | 20240500012 | G1234567C | OC-PRA-20240500016 |



Print

Start New Booking

Go to My Bookings

What to do next?

Please remind your worker(s) to check in to the Onboard centre on the booked date.
Ensure that your worker(s) bring along the following documents to the Onboard centre:

- IPA letter - employee's copy (full set)
- Printout of Onboard booking confirmation email
- [Documentary proof of vaccination](#)
- A working smartphone



Step 11: You will receive a confirmation email (as per the sample below) in your email inbox once your booking has been confirmed.

Ministry of Manpower

Dear Employer,

Your Onboard booking request for the slot indicated below has been **confirmed**.

Booking for: **Sengkang West**. Booking Reference: **20240500012**

Please ensure that your worker shows the following documents when he arrives at the Onboard centre:

- A copy of his booking confirmation email; and
- A copy of his IPA letter.

Onboard booking detail

Migrant Worker's FIN indicated: **G1234567C**

Booking status: **Confirmed**

Check-in date: **11 Apr 2024**

Check-out date: **14 Apr 2024** (you will receive a separate email on the check-out date)

Worker's language: **Tamil**

Migrant Worker's dietary requirement indicated: **Halal**

For Onboard location / directions, please click on this link: Onboard@Sengkang_West

To reschedule or cancel the Onboard slot for your worker, please go to the ER portal to do so:
<https://service2-uat.mom.gov.sg/obs/live/employerweb/login>

You should endeavour to ensure that the worker's arrival to the Onboard centre will be on the same day as the worker's confirmed Onboard centre slot.

If you have any queries, please contact us at www.mom.gov.sg/efeedback (Select Foreign workforce management → About Onboard centre).

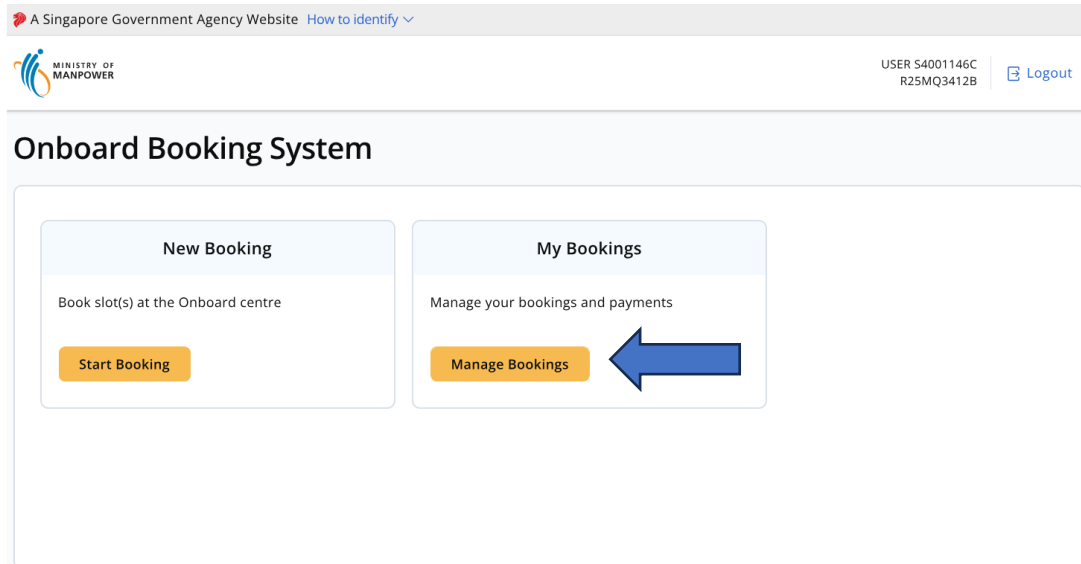
Yours sincerely

Assurance, Care and Engagement Group
Ministry of Manpower

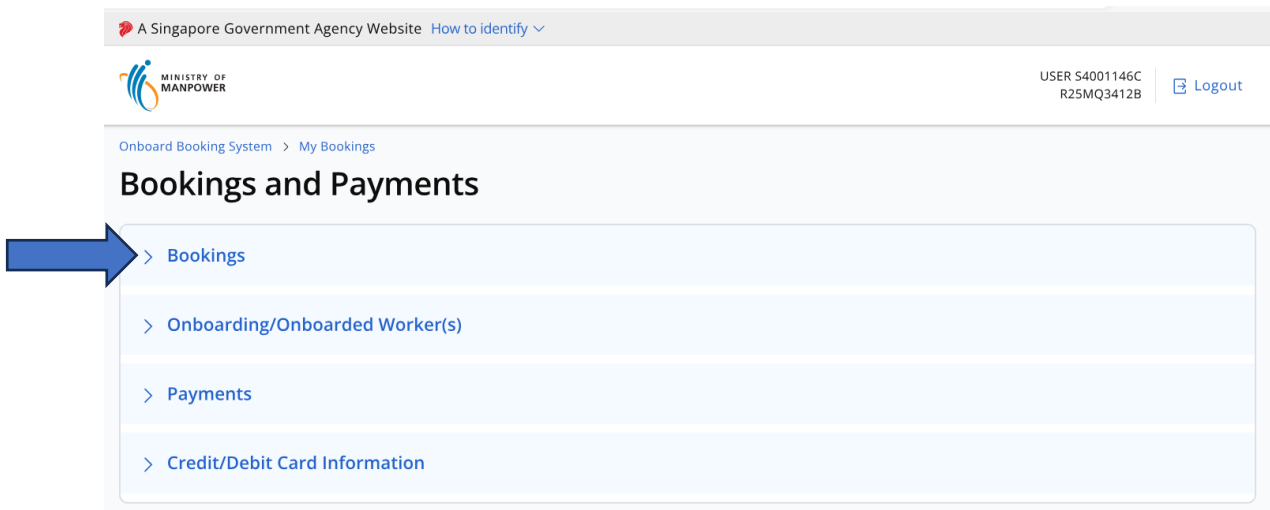
Part C: Manage Your Bookings

1. View Your Bookings

Step 1: To view and manage the current and past bookings, **click on** the “Manage Bookings” button located in the “My Bookings” box.



Step 2: Click on the “Bookings” section to access and view all your bookings.



Step 3: Click on any of the booking tabs to display all the bookings you have made. The booking tabs indicate the current status of the booking for each worker. You may also enter your worker’s FIN in the search box to find a specific booking.

| Tab Name | Type of Records Displayed |
|-------------------|---|
| Booking Confirmed | Display the valid bookings that you are still able to reschedule or cancel. |
| Booking Locked | Display the valid bookings that you are unable to reschedule but will still be able to cancel . You are unable to reschedule 1 day before the planned check-in date. E.g. The deadline to reschedule the planned check-in date for May 20th is before May 18th, 23:59hrs. |
| Booking Cancelled | Display bookings that are cancelled by you or by MOM. Bookings cancelled by MOM will indicate reasons for cancellation. |

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

- Bookings will be under "Booking Locked" tab 3 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search Search

[Booking Confirmed](#)
[Booking Locked](#)
[Booking Cancelled](#)

| <input type="checkbox"/> | Booking Reference | Booked On | Worker's FIN | Check-in Date | Action |
|--------------------------|-------------------|-------------|--------------|---------------|----------------------------|
| <input type="checkbox"/> | 20240500012 | 15 May 2024 | G1234567C | 20 May 2024 | Reschedule |
| <input type="checkbox"/> | 20240500011 | 15 May 2024 | G1234567D | 27 May 2024 | Reschedule |

[Cancel Booking](#)
[Export \(Excel\)](#)
[Start New Booking](#)

2. Reschedule an Onboard Booking

Step 1: In the "Booking Confirmed" tab, **click on** the "Reschedule" link if you would like to reschedule the date for a booking. **You can only reschedule one booking at a time.**

Bookings and Payments

Bookings

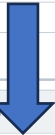
- Bookings will be under "Booking Locked" tab 3 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search Search

Booking Confirmed Booking Locked Booking Cancelled

| <input type="checkbox"/> | Booking Reference | Booked On | Worker's FIN | Check-in Date | Action |
|--------------------------|-------------------|-------------|--------------|---------------|----------------------------|
| <input type="checkbox"/> | 20240500012 | 15 May 2024 | G1234567C | 20 May 2024 | Reschedule |
| <input type="checkbox"/> | 20240500011 | 15 May 2024 | G1234567D | 27 May 2024 | Reschedule |

Cancel Booking Export (Excel) Start New Booking



Step 2: Ensure that you choose the correct booking that you wish to reschedule.

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

Reschedule Booking

Booking Reference
20240500012

Worker's FIN
G1234567C

Previous check-in date
20 May 2024

Step 3: Click on your new preferred check-in date that is still available (shaded in white). Next, click on the "Confirm Reschedule" button.

Select new check-in date

Click on the calendar date below to select your check-in date

< Prev May 2024 Next >

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 28 | 29 | 30 | 01 | 02 | 03 | 04 |
| 05 | 06 | 07 | 08 | 09 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 01 |

Legend: Unavailable Limited Slots Available Selected

New check-in date: 27 May 2024

Cancel Confirm Reschedule

Step 4: You will be redirected to the “*Booking Confirmed*” tab. If the new date is displayed, the change is successful. No further actions are required.

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

- Bookings will be under “Booking Locked” tab 3 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search Search

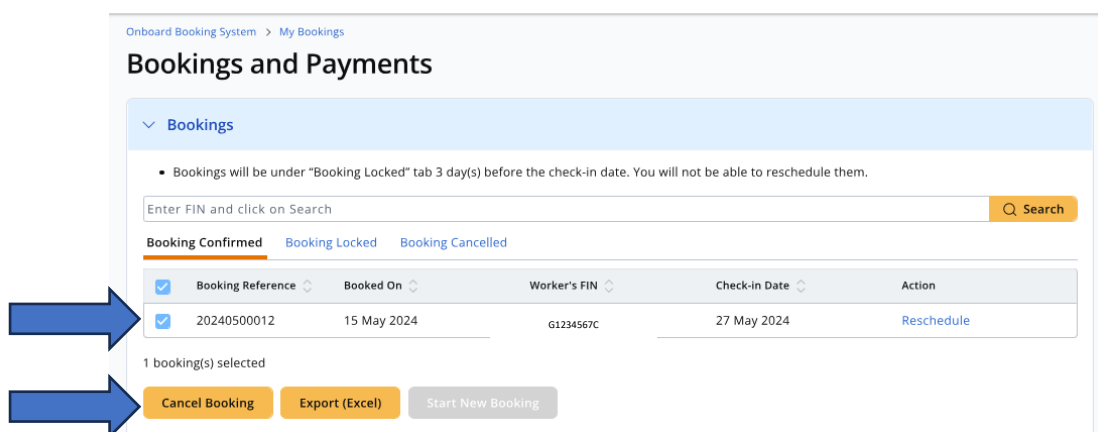
Booking Confirmed Booking Locked Booking Cancelled

| <input type="checkbox"/> | Booking Reference | Booked On | Worker's FIN | Check-in Date | Action |
|--------------------------|-------------------|-------------|--------------|---------------|----------------------------|
| <input type="checkbox"/> | 20240500012 | 15 May 2024 | G1234567C | 27 May 2024 | Reschedule |

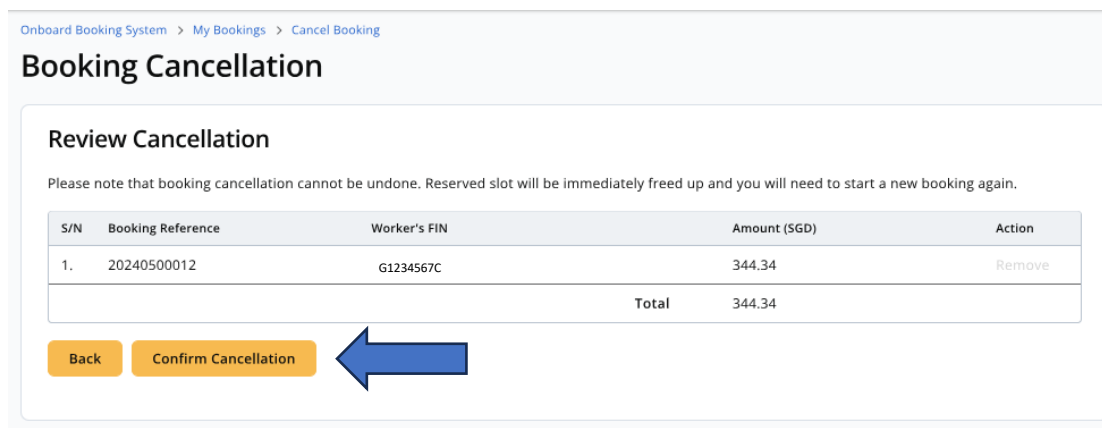
Cancel Booking Export (Excel) Start New Booking

3. Cancel Onboard Booking(s)

Step 1: Under the “*Booking Confirmed*” or “*Booking Locked*” tab, select the booking(s) you want to cancel by ticking the relevant checkbox(es). **Click on** the “*Cancel Booking*” button at the bottom to **review** your selected booking(s) for cancellation.



Step 2: **Verify** that the correct booking(s) has been selected. The “*Amount (SGD)*” shows the value that will be refunded to your credit card, which was used for the booking. Next, **click on** the “*Confirm Cancellation*” button to complete the cancellation.



Step 3: When you see this screen, your booking cancellation is successful. **Click** the “*Credit Note No.*” to view the refund details. After viewing the refund details, click on the web browser “**Go back**” sign to the previous web page.

✔ Cancellation Successful

Transaction Completed

Cancellation Details

Cancellation date: 29 May 2024
Number of cancellation(s): 1
Booking email: zhao_lan@mom.gov.sg
Amount to refund (SGD): 344.34

Credit Note(s):

| S/N | Booking Reference | Worker's FIN | Credit Note No. |
|-----|-------------------|--------------|--------------------|
| 1. | 20240500154 | G1234567C | OC-CNB-20240500072 |



Go to My Bookings



4. Export Onboard Booking Records

If you wish to manage your bookings on your personal laptop or desktop machine, you can export the records following the steps here.

Step 1: Under any booking tabs, choose the displayed record(s) to export by clicking on the relevant checkboxes. You can also click on the top-leftmost checkbox to select all records. Next, **click on** the “Export (Excel)” button.

The screenshot shows the 'Onboard Booking System > My Bookings' page. Under the 'Bookings' tab, there is a search bar and three sub-tabs: 'Booking Confirmed', 'Booking Locked' (which is selected), and 'Booking Cancelled'. A table lists four bookings, each with a checked checkbox in the first column. A blue arrow points to the first checkbox. Below the table, it says '4 booking(s) selected'. At the bottom, there are three buttons: 'Cancel Booking', 'Export (Excel)', and 'Start New Booking'. A second blue arrow points to the 'Export (Excel)' button.

| <input checked="" type="checkbox"/> | Booking Reference | Booked On | Worker's FIN | Check-in Date | Remarks |
|-------------------------------------|-------------------|-------------|--------------|---------------|--|
| <input checked="" type="checkbox"/> | 20240400034 | 18 Apr 2024 | G1234567A | 25 Apr 2024 | The booking will be cancelled on 26 May 2024 if the worker has not checked in. |
| <input checked="" type="checkbox"/> | 20240400031 | 18 Apr 2024 | G1234567B | 25 Apr 2024 | The booking will be cancelled on 26 May 2024 if the worker has not checked in. |
| <input checked="" type="checkbox"/> | 20240400029 | 17 Apr 2024 | G1234567C | 20 Apr 2024 | The booking will be cancelled on 21 May 2024 if the worker has not checked in. |
| <input checked="" type="checkbox"/> | 20240400024 | 15 Apr 2024 | G1234567D | 15 Apr 2024 | The booking will be cancelled on 16 May 2024 if the worker has not checked in. |

Step 2: After a successful download, your selected records will be launched automatically on Microsoft Excel. You may now save the Microsoft Excel file on your device.

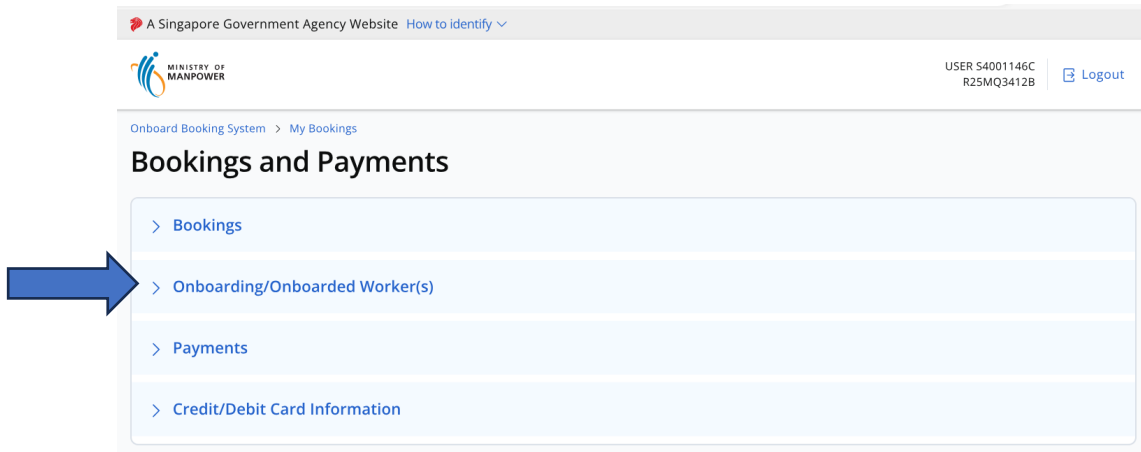
The screenshot shows Microsoft Excel with the following data in the worksheet:

| Booking Reference | Booked On | Worker's FIN | Check-in Date | Cancellation Date | Remarks |
|-------------------|-------------|--------------|---------------|-------------------|-----------------------|
| 20240300046 | 14 Mar 2024 | G1234567A | 24 Mar 2024 | 15 Mar 2024 | Reason: No Valid IPA. |

5. Status of Onboarding/Onboarded Workers

This section enables you to track the status of your worker(s) – If he is still residing or have checked out from the Onboard centre.

Step 1: Click on “Onboarding/Onboarded Worker(s)” section.



Step 2: Click on either “Checked In” or “Checked Out” tab to display the checked in or out status of your worker(s) at the Onboard centre. If your worker(s) has not checked in, he will not appear in both tabs.

| Tab Name | Type of Records Displayed |
|-------------|---|
| Checked In | Display worker(s) (by Booking Reference and FIN) who had checked-in and is still at the Onboard centre. |
| Checked Out | Display worker(s) (by Booking Reference and FIN) who had checked-out from the Onboard centre. |

Ministry of Manpower

Onboarding/Onboarded Worker(s)

- If you fail to pick your worker(s) up on the day of check-out, your company may incur additional charges.

Enter FIN and click on Search Search


Checked In [Checked Out](#)

| <input type="checkbox"/> | Booking Reference | Worker's FIN | Planned Days of Stay | Planned Check-in Date | Actual Check-in Date | Planned Check-out Date |
|-------------------------------------|-------------------|--------------|----------------------|-----------------------|----------------------|------------------------|
| <input checked="" type="checkbox"/> | 20240400044 | G1234567A | 3 | 30 Apr 2024 | 25 Apr 2024 | 27 Apr 2024 |
| <input type="checkbox"/> | 20240400043 | G1234567B | 3 | 30 Apr 2024 | 25 Apr 2024 | 27 Apr 2024 |

1 to 10 of 50 Prev **1** 2 3 4 5 Next

1 worker(s) selected

Export (Excel)

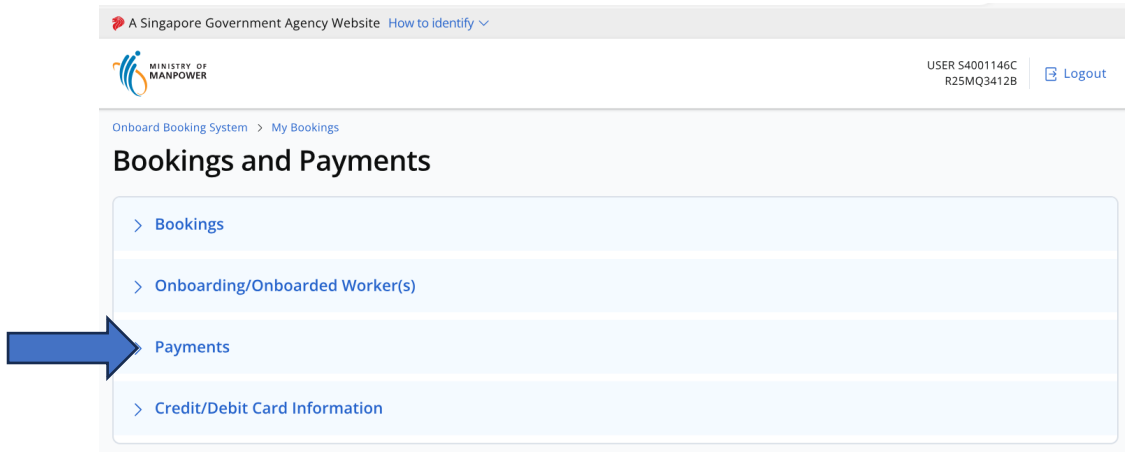


Step 3: You may export the records by following the same steps from *Part C Section 4: Export Onboard Booking Records*.

6. Manage Payments

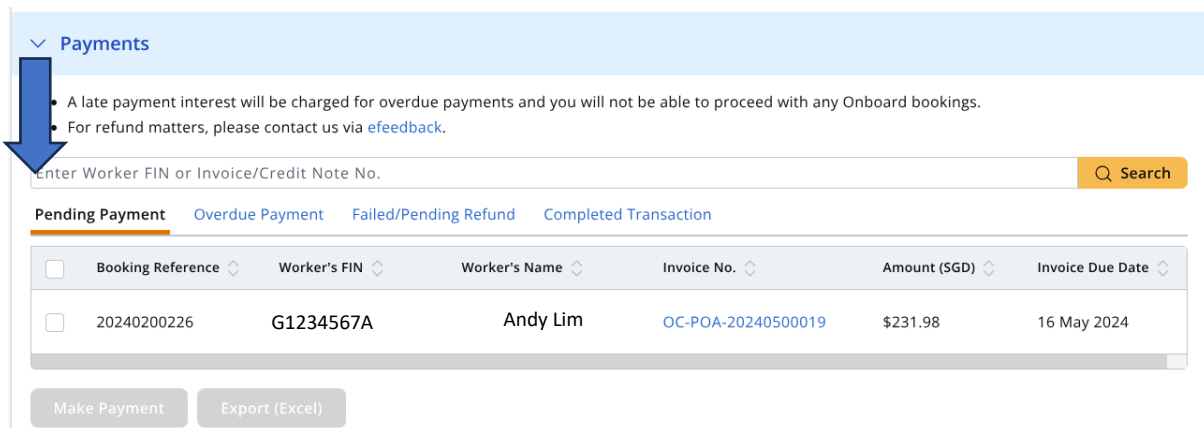
i. Make Payments

Step 1: Click on “Payments” section.

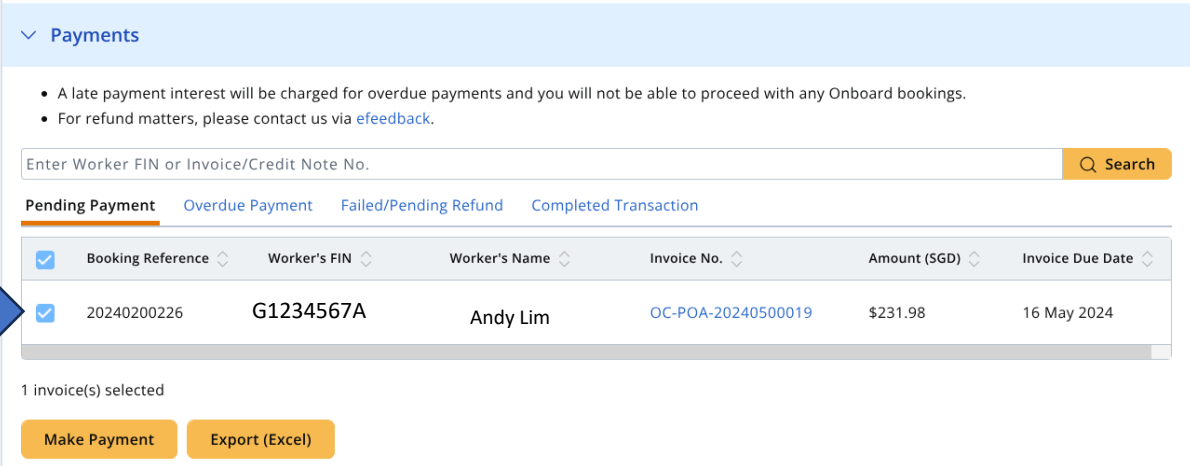


Step 2: Click on either the “Pending Payment” or “Overdue Payment” tab to display all payments that you are required to make.

| Tab Name | Type of Records Displayed |
|-----------------------|---|
| Pending Payment | Invoices that are not paid and not overdue yet. |
| Overdue Payment | Invoices that are not paid but overdue. |
| Failed/Pending Refund | Refund(s) that have not yet been successfully processed. |
| Completed Transaction | Invoice(s) and credit note(s) that are successfully paid or refunded. |



Step 3: Select the invoice(s) by clicking on the relevant checkboxes. **You may make multiple payments at the same time.** Next, **click on the "Make Payment"** button to proceed. You will be asked to confirm the payment(s).



Payments

- A late payment interest will be charged for overdue payments and you will not be able to proceed with any Onboard bookings.
- For refund matters, please contact us via [efeedback](#).

Enter Worker FIN or Invoice/Credit Note No. Search

Pending Payment Overdue Payment Failed/Pending Refund Completed Transaction

| <input checked="" type="checkbox"/> | Booking Reference | Worker's FIN | Worker's Name | Invoice No. | Amount (SGD) | Invoice Due Date |
|-------------------------------------|-------------------|--------------|---------------|--------------------|--------------|------------------|
| <input checked="" type="checkbox"/> | 20240200226 | G1234567A | Andy Lim | OC-POA-20240500019 | \$231.98 | 16 May 2024 |

1 invoice(s) selected

Make Payment Export (Excel)

Step 4: You can make payment using existing credit or debit card that you have added or stored in the system. You can also add a new card here (also see *Part D* on how to manage your card details).

Select or add a credit/debit card by clicking on the relevant checkbox. Next, **click on the "Complete Payment"** button to finish the payment process.

Onboard Booking System > My Bookings > Make Payment

Payments

Confirm Payment Information

| S/N | Invoice No. | Amount (SGD) | GST (SGD) | Total (SGD) | Action |
|--------------|--------------------|--------------|-----------|-------------|--------|
| 1. | OC-POA-20240500019 | 216.81 | 15.17 | 231.98 | Remove |
| Total | | | | 231.98 | |

Select Payment Method

Credit/Debit Card: XXXX XXXX XXXX 4242 231.98
Expiry: 06/26

Credit/Debit Card: XXXX XXXX XXXX 0005 (Primary) 231.98
Expiry: 03/26

Credit/Debit Card: XXXX XXXX XXXX 0341 231.98
Expiry: 02/29

New Credit Card 231.98
Add new card to payment profile

Back
Complete Payment

Step 5: When you see this screen, your payment is successful. **Click on the Invoice No.** to view the payment details. After viewing the invoice, **click on the web browser “Go back” sign** to the previous web page.

Onboard Booking System > Employer Portal > Payment Confirmation

✔ Payment Successful

Transaction Completed

Payment Details

Payment date: 29 May 2024

Number of invoice(s): 1

Payment method: Credit Card

Amount paid (SGD): 320.69

Invoice(s):

| S/N | Booking Reference | Worker's FIN | Invoice No. |
|-----|-------------------|--------------|---------------------------|
| 1. | 20240300040 | G1234567A | <u>OC-POA-20240300120</u> |

Print
 Go to My Bookings

← ↻ 🔒 https://service2.mom.gov.sg/obs/live/employerweb/invoice-template/lx8ha311 🔍

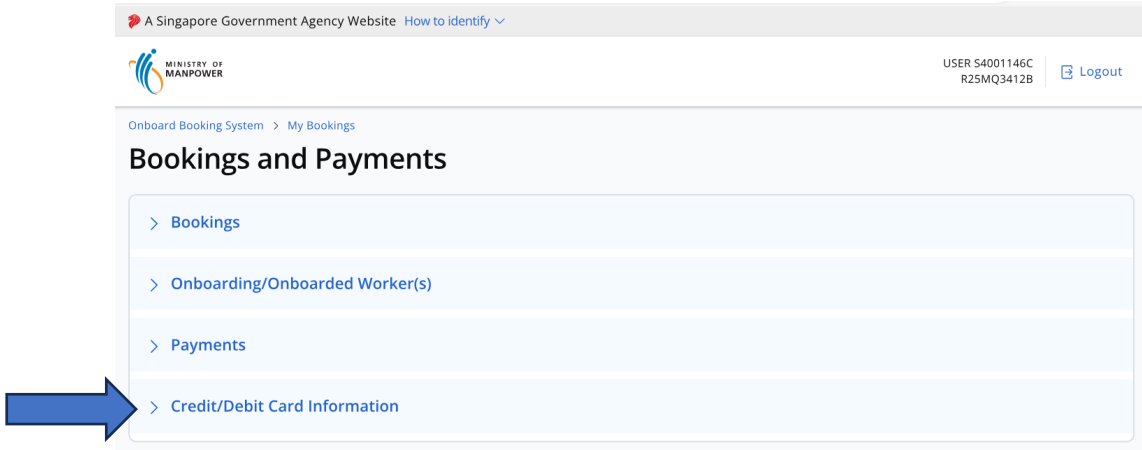
ii. Export Payment Records

Step 1: You may export the records by following the same steps from *Part C Section 4: Export Onboard Booking Records*.

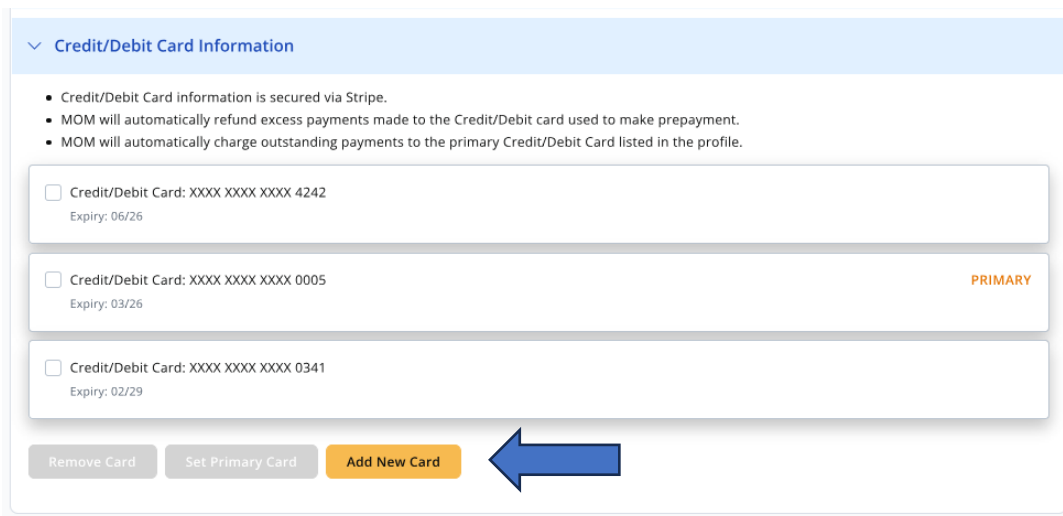
Part D: Credit/Debit Card Information

1. Add New Card

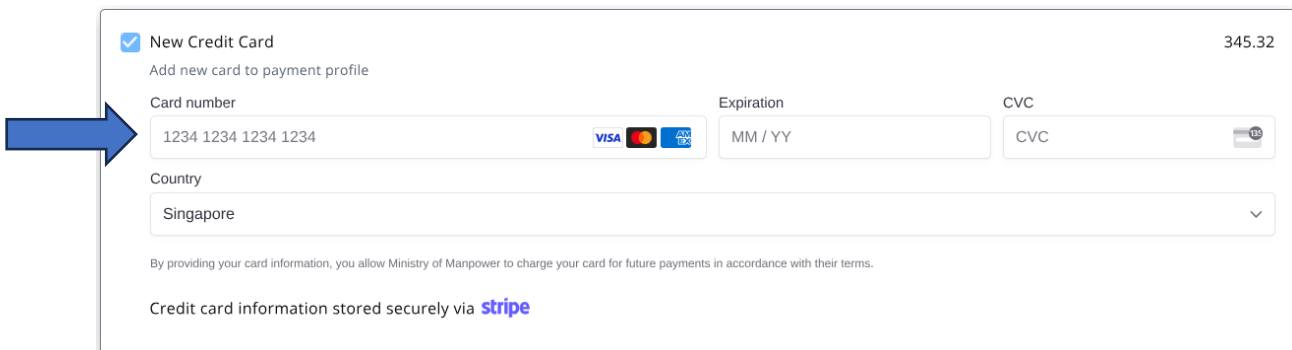
Step 1: Click on the “Credit/Debit Card Information” section to view the card information you have previously added when making bookings or outstanding payments.



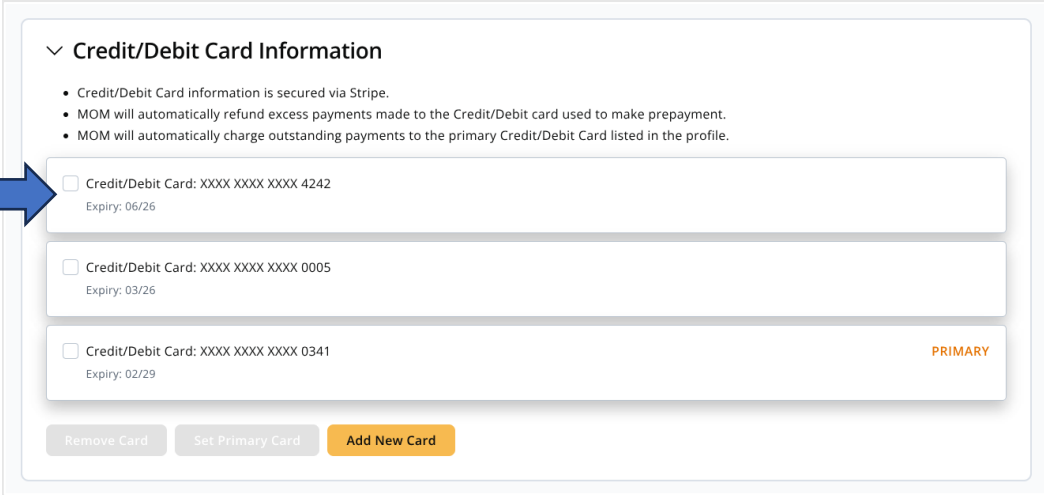
Step 2: Click on the “Add New Card” button to fill in your card information.



Step 3: Enter your card information and **click on** the “Add Card” button to complete the addition of your card.



Step 4: You will be redirected to the main credit/debit card information page, where your card details should now be visible, indicating that they have been successfully added.



✓ **Credit/Debit Card Information**

- Credit/Debit Card information is secured via Stripe.
- MOM will automatically refund excess payments made to the Credit/Debit card used to make prepayment.
- MOM will automatically charge outstanding payments to the primary Credit/Debit Card listed in the profile.

Credit/Debit Card: XXXX XXXX XXXX 4242
Expiry: 06/26

Credit/Debit Card: XXXX XXXX XXXX 0005
Expiry: 03/26

Credit/Debit Card: XXXX XXXX XXXX 0341
Expiry: 02/29 **PRIMARY**

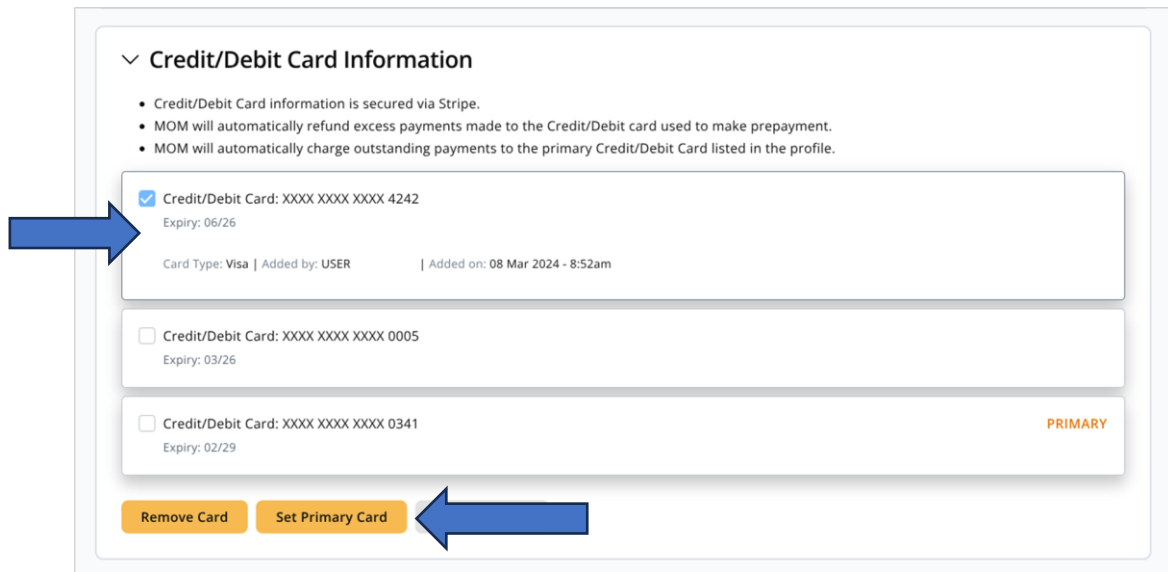
[Remove Card](#) [Set Primary Card](#) [Add New Card](#)

A blue arrow points to the first card entry.

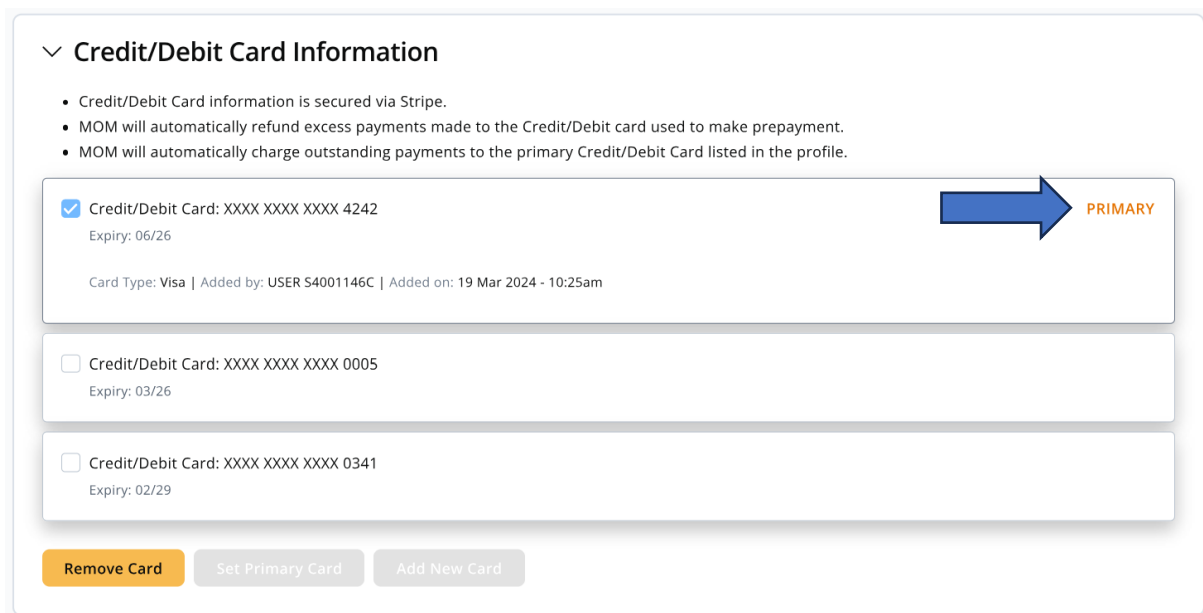
2. Set a Primary Card

This feature will automatically select the chosen card as the default card for future bookings. You can still select another card before proceeding with the booking.

Step 1: In the main credit/debit card information page, designate a primary payment card by **clicking on** the relevant checkbox. Next, **click on** the “*Set Primary Card*” button to complete the selection.

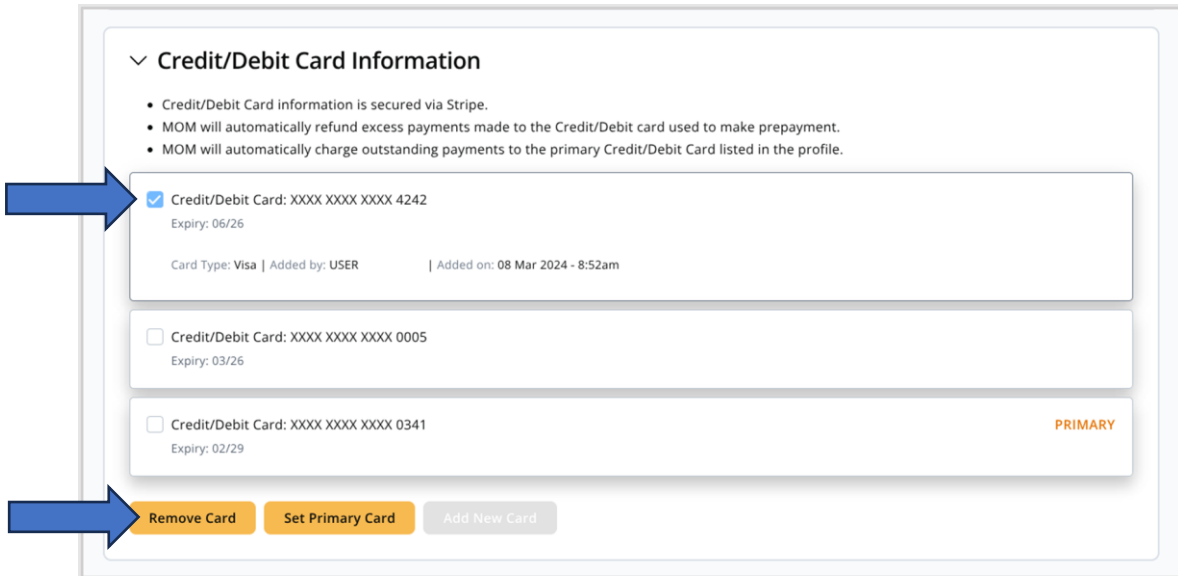


Step 2: The setting is successful when the word “*PRIMARY*” is reflected at the top right-hand corner of the selected card’s box.



3. Remove Card

Step 1: On the main credit/debit card information page, select a card to be removed by **clicking on** the relevant checkbox. Next, **click on** the “*Remove Card*” button to proceed and confirm the removal.



Step 2: **Click on** the “*Remove Credit/Debit Card*” button to confirm and complete the removal.



Step 3: You will be redirected to the main credit/debit card information page, where the selected card will no longer appear. This indicates that the removal is successful. The card will no longer be available for future bookings and payments, unless you add it again (See *Part D Section 1: Add a New Card*).

∨ Credit/Debit Card Information

- Credit/Debit Card information is secured via Stripe.
- MOM will automatically refund excess payments made to the Credit/Debit card used to make prepayment.
- MOM will automatically charge outstanding payments to the primary Credit/Debit Card listed in the profile.

Credit/Debit Card: XXXX XXXX XXXX 0005
Expiry: 03/26

Card Type: American Express | Added by: USER S4001146C | Added on: 05 Mar 2024 - 10:02am

Credit/Debit Card: XXXX XXXX XXXX 0341
Expiry: 02/29

PRIMARY

Remove Card

Set Primary Card

Add New Card