



Onboard Booking User Guide

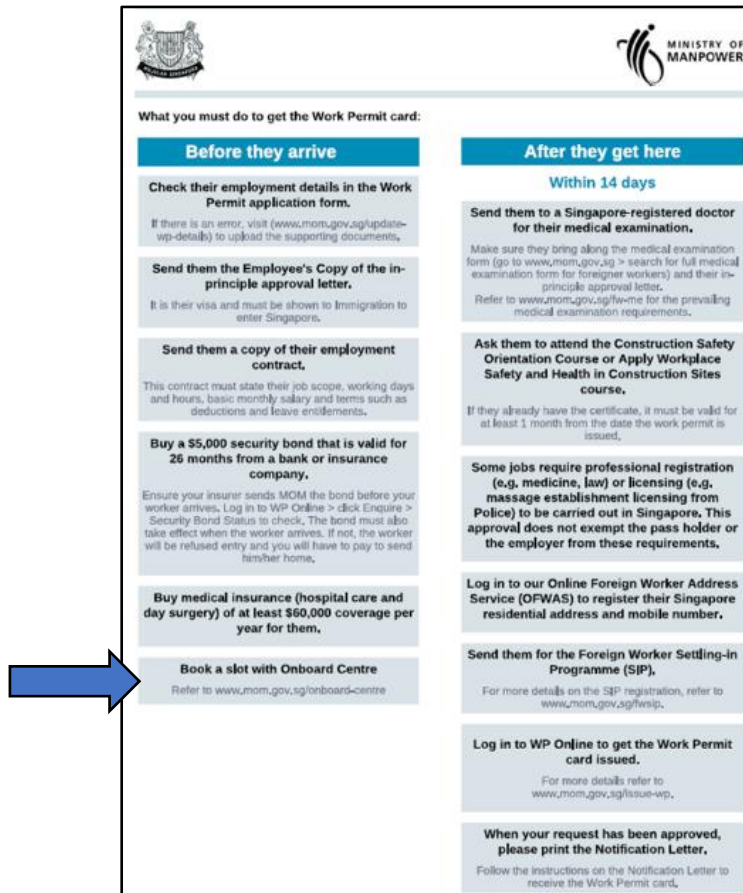
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Part A: Getting Started

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's instructions for obtaining a Work Permit card, organized into two columns: 'Before they arrive' and 'After they get here'.

Before they arrive

- 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.
- 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.
- 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.
- 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.
- Buy medical insurance (hospital care and day surgery) of at least \$60,000 coverage per year for them.**
- Book a slot with Onboard Centre**
Refer to www.mom.gov.sg/onboard-centre

After they get here

Within 14 days

- 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/fw-me for the prevailing medical examination requirements.
- 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.
- 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.**
- Log in to our Online Foreign Worker Address Service (OFWAS) to register their Singapore residential address and mobile number.**
- Send them for the Foreign Worker Settling-in Programme (SIP).**
For more details on the SIP registration, refer to www.mom.gov.sg/fwslp.
- Log in to WP Online to get the Work Permit card issued.**
For more details refer to www.mom.gov.sg/issue-wp.
- When your request has been approved, please print the Notification Letter.**
Follow the instructions on the Notification Letter to receive the Work Permit card.

A blue arrow points to the 'Book a slot with Onboard Centre' step in the 'Before they arrive' column.

(w.e.f 1st July 2024)

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

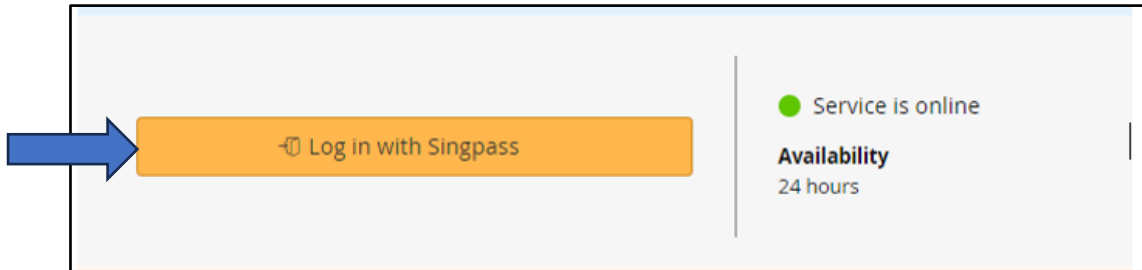
Book an Onboard slot.

Book an Onboard centre slot via [OBS](#).



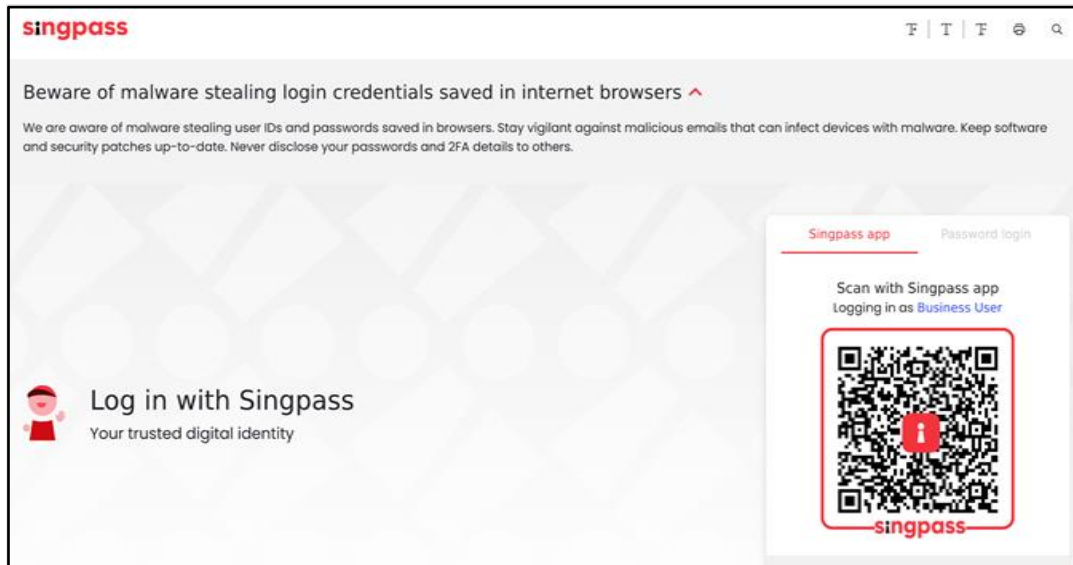
****Note:** Onboard bookings for check-in dates on or after 19 September 2023 will be checked to ensure that your worker's **pre-entry housing check** has been approved by MOM. Otherwise, your bookings may be cancelled with a portion of fees being non-refundable, and your company can be debarred from hiring foreign workers.

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

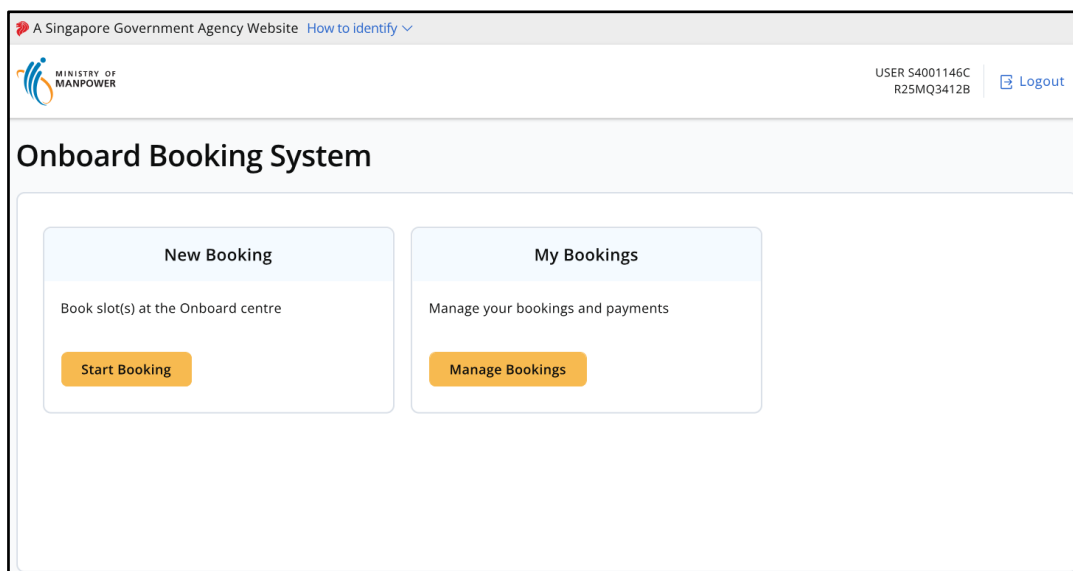


2. Log in / Log out

Step 1: You will be directed to the Singpass log in 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 logging in successfully, 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)

1 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 company name in “Company Name” field.

New Booking(s)

✓ Reserve Slot(s)

✓ Worker Information

3 Declaration

4 Payment

5 Confirmation

Complete Declaration

You are booking for 1 worker(s) to check-in on 04 Jul 2024. Slot(s) are reserved for another 17:08 before they are released to other users.

Contact Information

User Name

USER S4001146C

User NRIC

S4001146C

Company UEN

R25MQ3412B

Company Name

ABC ENGINEERING

Company Address

1212 ABC ABC STREET #10-10, ABC BUILDING,
SINGAPORE 123456

Singapore Contact No.

Verify

Contact No. OTP

Click verify to receive SMS OTP

Contact Email (Primary)

Verify

Email OTP

Click verify to receive email OTP

Contact Email (Secondary)

Confirm Secondary Email

Step 6: Click company address to open company address form.

New Booking(s)

✓
Reserve
Slot(s)

✓
Worker
Information

3
Declaration

4
Payment

5
Confirmation

Complete Declaration

You are booking for 1 worker(s) to check-in on 04 Jul 2024. Slot(s) are reserved for another 17:08 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Company UEN
R25MQ3412B

Company Name
ABC ENGINEERING

Company Address
1212 ABC ABC STREET #10-10, ABC BUILDING,
SINGAPORE 123456

Singapore Contact No.

Verify

Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)

Verify

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)

Confirm Secondary Email

Step 7: Edit company address and **click on** “Confirm”.

×

Enter your company's address

House No. *

1212 ABC

Street Name *

ABC STREET

Floor No.

10

Unit No.

10

Building Name

ABC BUILDING

Postal Code *

123456

Back

Confirm

←

Step 8: 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.

New Booking(s)

✓ Reserve Slot(s)

✓ Worker Information

3 Declaration

4 Payment

5 Confirmation

Complete Declaration

You are booking for 1 worker(s) to check-in on 04 Jul 2024. Slot(s) are reserved for another 5:08 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Company UEN
R25MQ3412B

Company Name
ABC ENGINEERING

Company Address
1212 ABC ABC STREET #10-10, ABC BUILDING,
SINGAPORE 123456

Singapore Contact No.
98765432 Verify

Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)

Verify

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)

Confirm Secondary Email

Step 9: 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.

New Booking(s)

✓

Reserve Slot(s)

✓

Worker Information

3

Declaration

4

Payment

5

Confirmation

Complete Declaration

You are booking for 1 worker(s) to check-in on 04 Jul 2024. Slot(s) are reserved for another 3:03 before they are released to other users.

Contact Information

User Name

USER S4001146C

User NRIC

S4001146C

Company UEN

R25MQ3412B

Company Name

ABC ENGINEERING

Company Address

1212 ABC ABC STREET #10-10, ABC BUILDING, SINGAPORE 123456

Singapore Contact No.

98765432

Resend OTP

Contact No. OTP

1234

Contact Email (Primary)

Verify

Email OTP

Click verify to receive email OTP

Contact Email (Secondary)

Confirm Secondary Email

Step 10: 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.

New Booking(s)



Complete Declaration

You are booking for 1 worker(s) to check-in on 04 Jul 2024. Slot(s) are reserved for another 0:53 before they are released to other users.

Contact Information

User Name

USER S4001146C

User NRIC

S4001146C

Company UEN

R25MQ3412B

Company Name

ABC ENGINEERING

Company Address

1212 ABC ABC STREET #10-10, ABC BUILDING,
SINGAPORE 123456

Singapore Contact No.

98765432

Resend OTP

Contact No. OTP

1234

Contact Email (Primary)

abc@gmail.com

Resend OTP

Email OTP

1234

Contact Email (Secondary)

Confirm Secondary Email

Step 11: 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.

[Back](#)

[Make Prepayment](#)

Step 12: 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 log in 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
4 **Payment**
5 Confirmation

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

Back
Confirm Booking

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)



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

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 13: 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 Booking System > New Booking > Payment Confirmation

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):	<table> <thead> <tr> <th>S/N</th> <th>Booking Reference</th> <th>Worker's FIN</th> <th>Invoice No.</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>20240500012</td> <td>G1234567C</td> <td>OC-PRA-20240500016</td> </tr> </tbody> </table>	S/N	Booking Reference	Worker's FIN	Invoice No.	1.	20240500012	G1234567C	OC-PRA-20240500016
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



<https://service2.mom.gov.sg/obs/live/employerweb/invoice-template/lx8ha311>

Step 14: You will receive a confirmation email (as per the sample below) in your email inbox once your booking has been confirmed.

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).

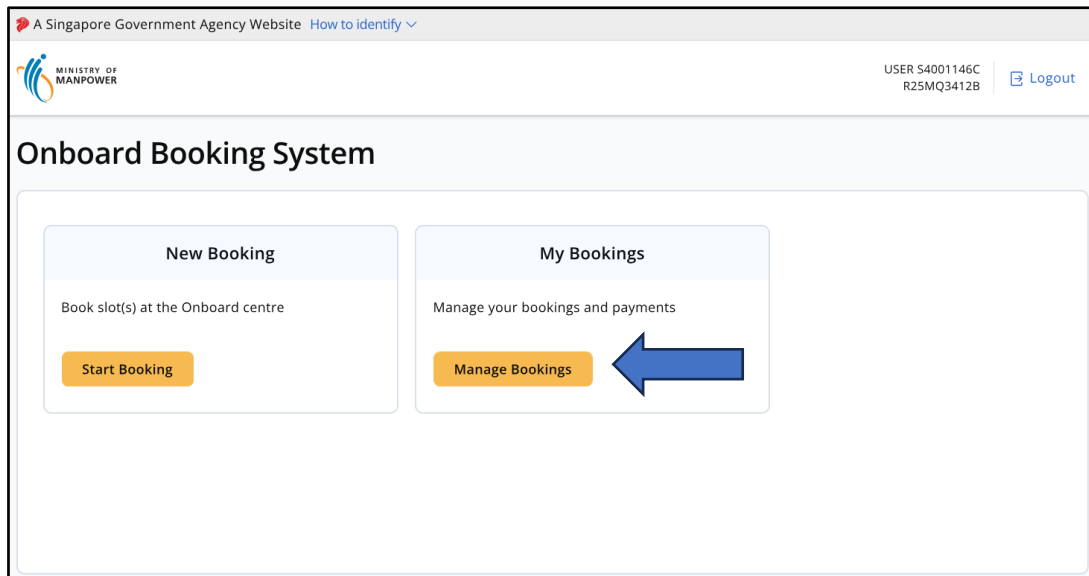
Yours sincerely
Assurance, Care and Engagement Group
Ministry of Manpower

Part C:

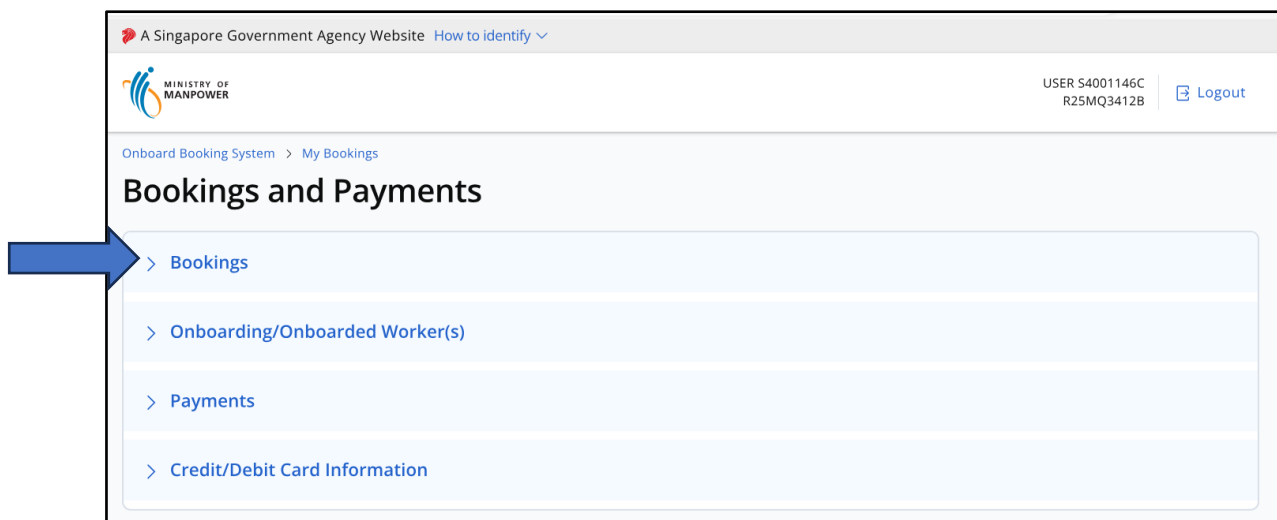
Manage Your Bookings

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	<p>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.</p> <p>E.g. The deadline to reschedule the planned check-in date for May 20th is before May 18th, 23:59hrs.</p>
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 1 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"/>	20240600133	18 Jun 2024	G1234567C	03 Jul 2024	Reschedule
<input type="checkbox"/>	20240600130	13 Jun 2024	G1234567D	04 Jul 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.**

Onboard Booking System > My Bookings

Bookings and Payments

▼ Bookings

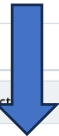
- Bookings will be under "Booking Locked" tab 1 day(s) before the check-in date. You will not be able to reschedule them.

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"/>	20240600133	18 Jun 2024	G1234567C	03 Jul 2024	Reschedule
<input type="checkbox"/>	20240600130	13 Jun 2024	G1234567D	04 Jul 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		29	30	31	01

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” at 1 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

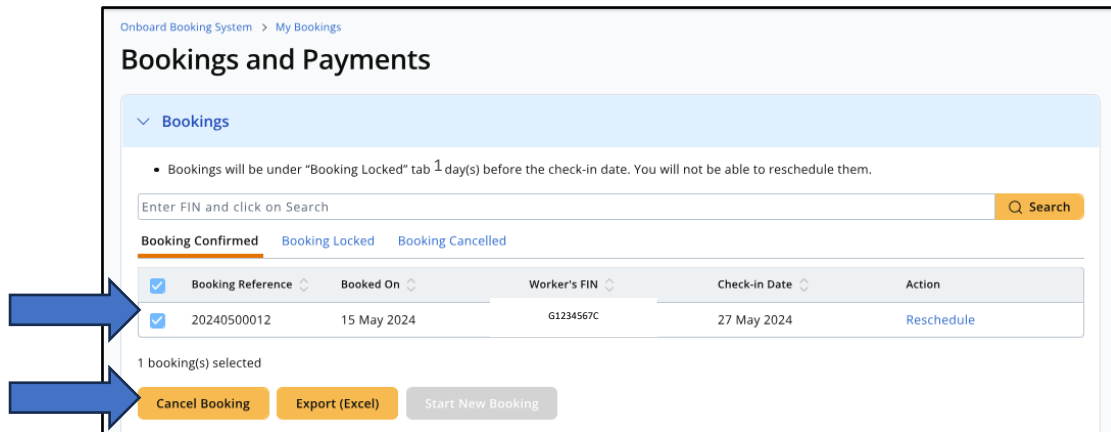
Cancel Booking

Export (Excel)

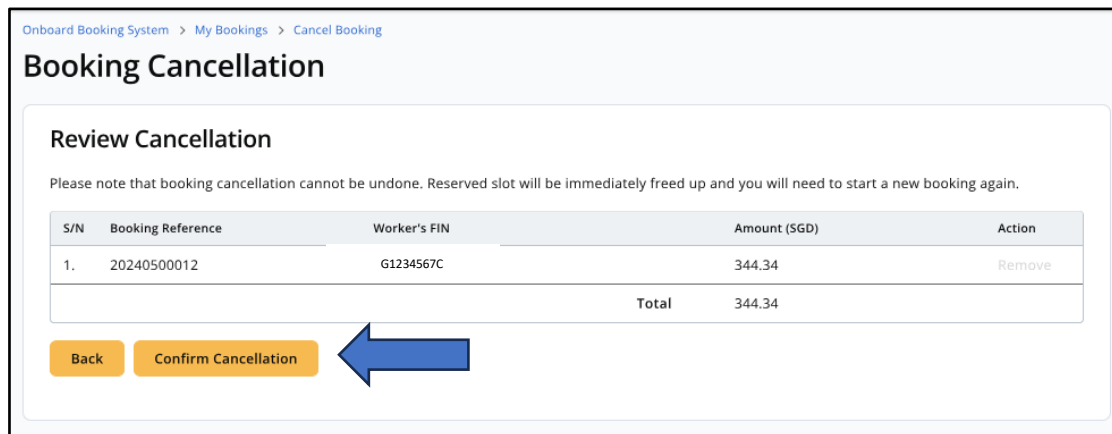
Start New Booking

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.

Onboard Booking System > Employer Portal > Refund Confirmation

✔ 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

Print

Go to My Bookings

←

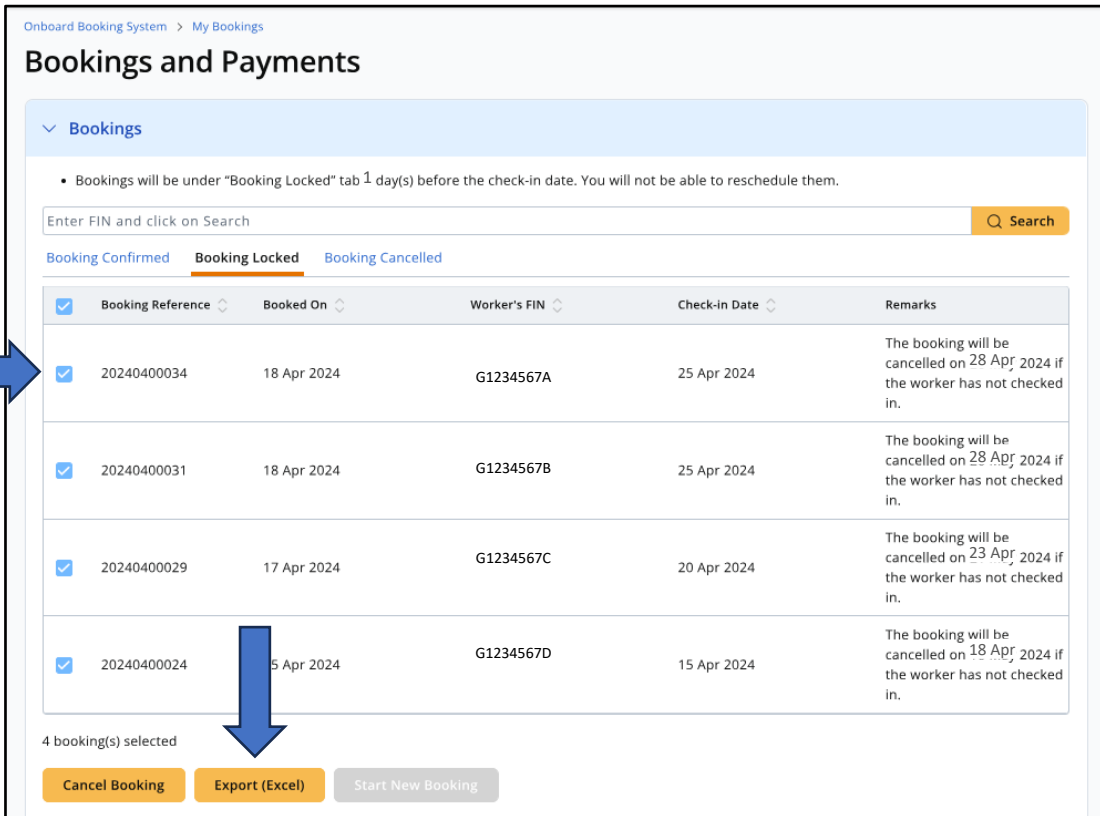
↺

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

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.



Onboard Booking System > My Bookings

Bookings and Payments

Bookings

- Bookings will be under “Booking Locked” tab 1 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search Search

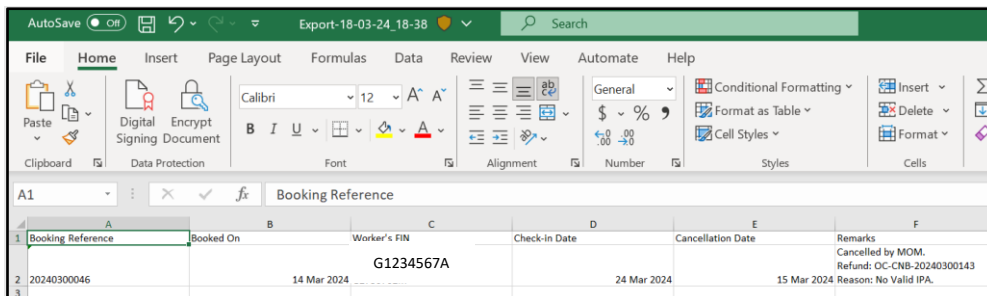
Booking Confirmed **Booking Locked** Booking Cancelled

<input 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 28 Apr 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 28 Apr 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 23 Apr 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 18 Apr 2024 if the worker has not checked in.

4 booking(s) selected

Cancel Booking Export (Excel) Start New Booking

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.

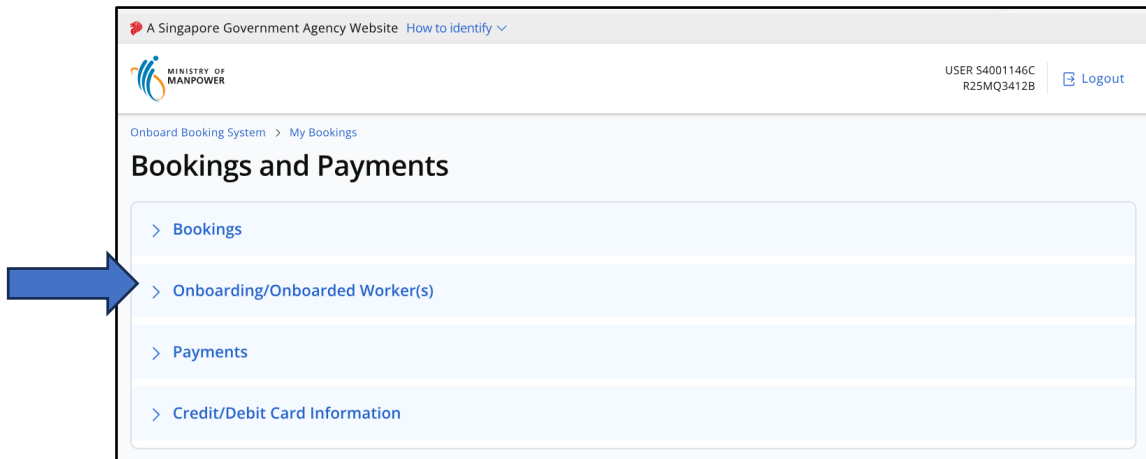


1	Booking Reference	Booked On	Worker's FIN	Check-in Date	Cancellation Date	Remarks
2	20240300046	14 Mar 2024	G1234567A	24 Mar 2024	15 Mar 2024	Cancelled by MOM. Refund: OC-CNB-20240300143 Reason: No Valid IPA.

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*.

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
Expiry: 06/26 231.98

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

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

☐ New Credit Card
Add new card to payment profile 231.98

[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	OC-POA-20240300120

[Print](#)
[Go to My Bookings](#)

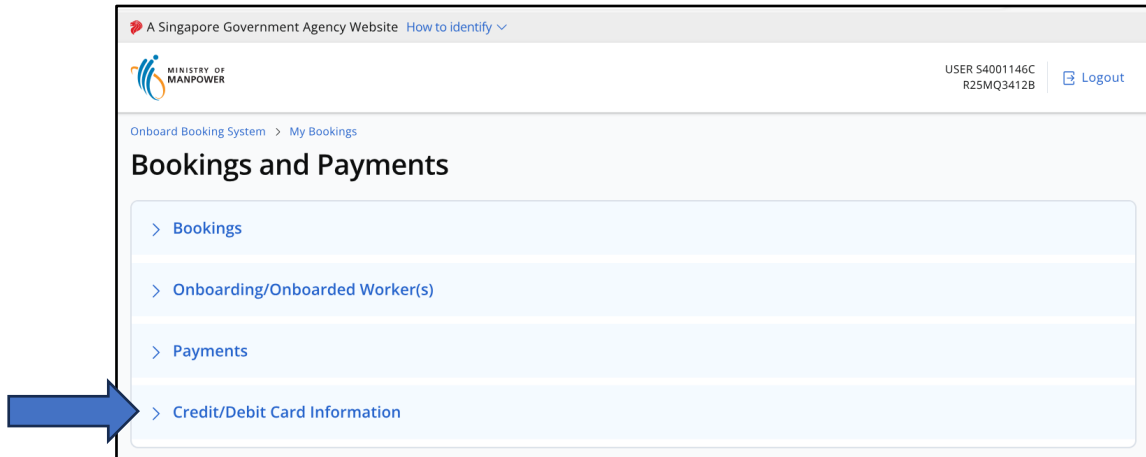
ii. Export Payment Records

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

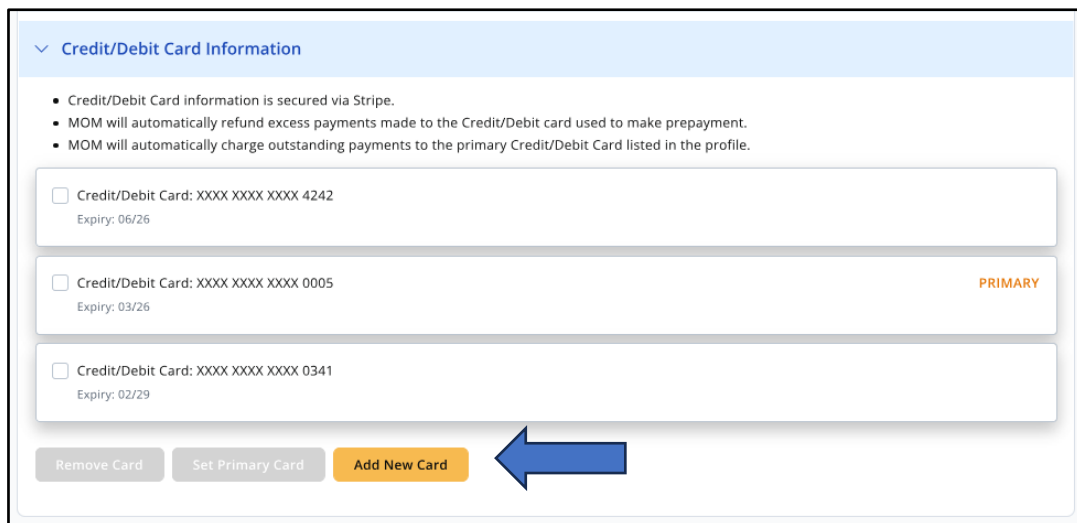
Part D:
Credit/Debit Card Information

1. Add New Card

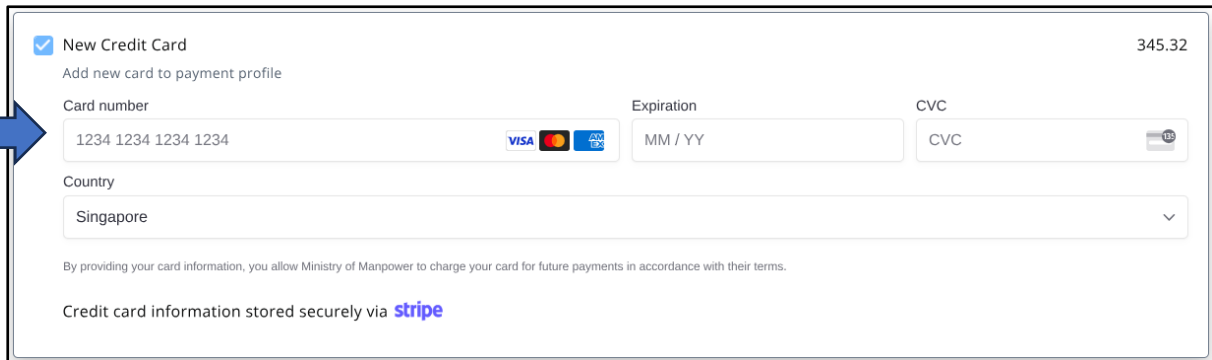
Step 1: Click on the “*Credit/Debit Card Information*” section to view the card information you have previously added when making bookings or outstanding payments.



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.



☒ **New Credit Card** 345.32

Add new card to payment profile

Card number 

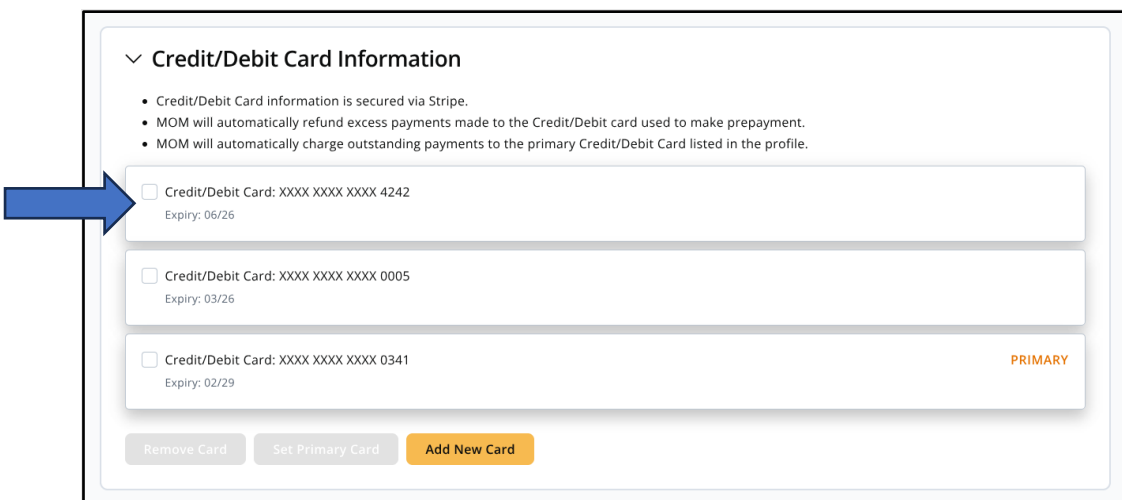
Expiration CVC 

Country

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](#)

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

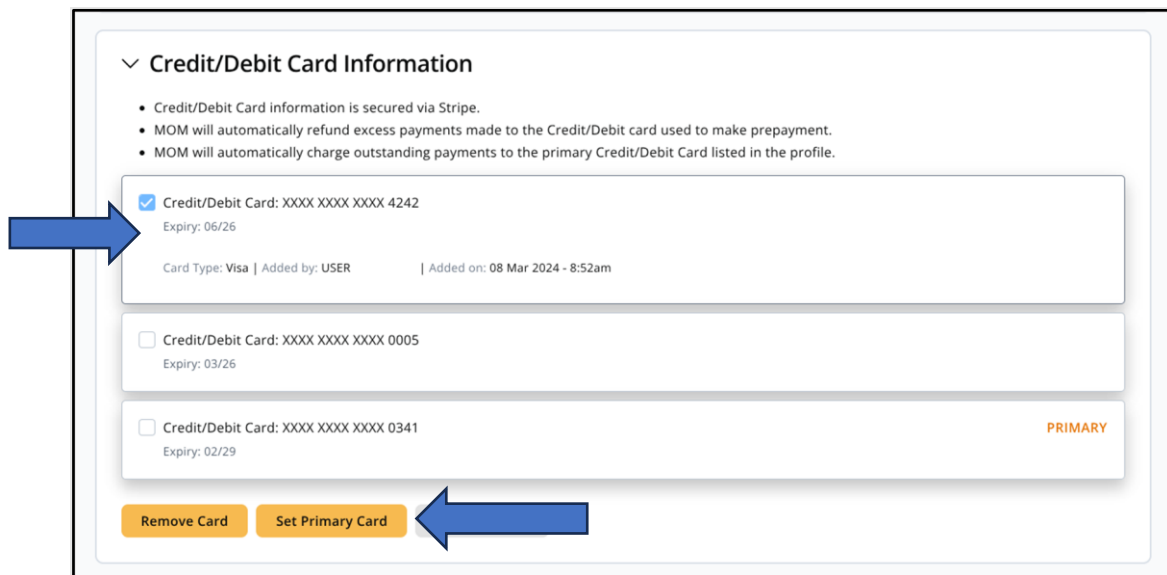
☐ Credit/Debit Card: XXXX XXXX XXXX 0005
Expiry: 03/26

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

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.



The screenshot shows the 'Credit/Debit Card Information' section. It contains three cards listed with checkboxes. The first card, 'Credit/Debit Card: XXXX XXXX XXXX 4242', is selected with a checked checkbox. A blue arrow points to this checkbox. Below the cards are two buttons: 'Remove Card' and 'Set Primary Card'. A blue arrow points to the 'Set Primary Card' button.

▼ 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.

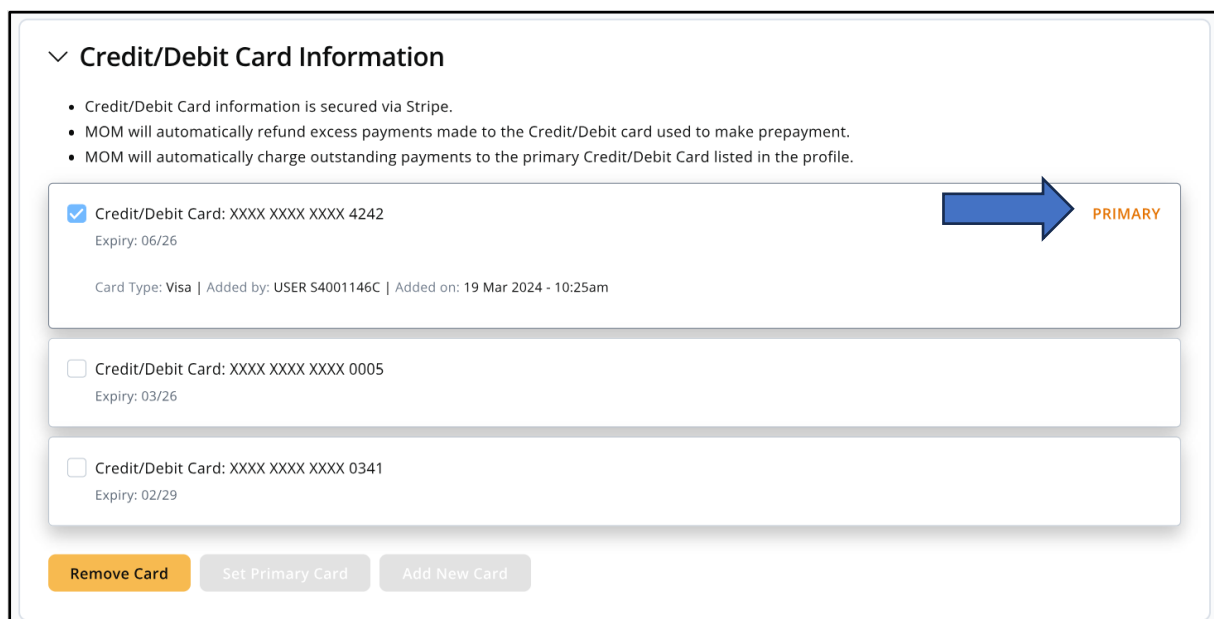
☒ Credit/Debit Card: XXXX XXXX XXXX 4242
Expiry: 06/26
Card Type: Visa | Added by: USER | Added on: 08 Mar 2024 - 8:52am

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

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

Remove Card Set Primary Card

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



The screenshot shows the 'Credit/Debit Card Information' section after the primary card has been set. The first card, 'Credit/Debit Card: XXXX XXXX XXXX 4242', is still selected. A blue arrow points to the word 'PRIMARY' in the top right corner of the first card's box. The 'Set Primary Card' button is now disabled and greyed out.

▼ 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
Card Type: Visa | Added by: USER S4001146C | Added on: 19 Mar 2024 - 10:25am

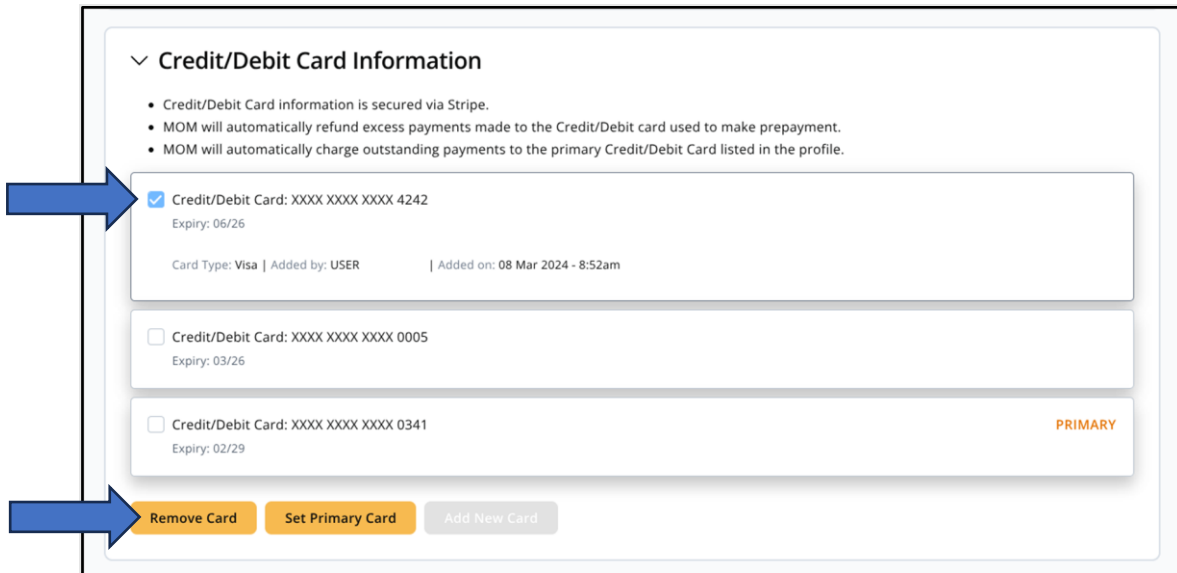
☐ Credit/Debit Card: XXXX XXXX XXXX 0005
Expiry: 03/26

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

Remove Card Set Primary Card Add New Card

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.



▼ 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.

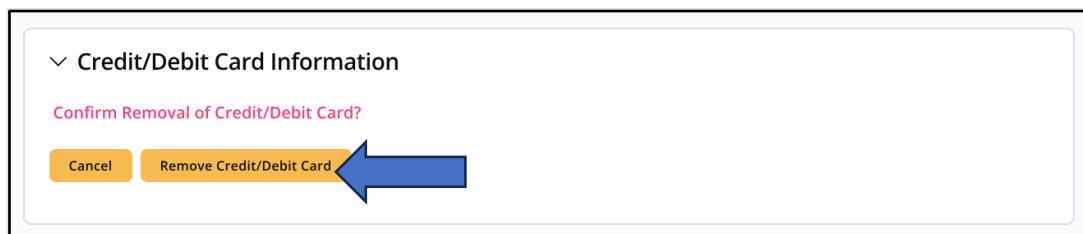
☒ Credit/Debit Card: XXXX XXXX XXXX 4242
Expiry: 06/26
Card Type: Visa | Added by: USER | Added on: 08 Mar 2024 - 8:52am

☐ 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

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



▼ Credit/Debit Card Information

Confirm Removal of Credit/Debit Card?

Cancel Remove Credit/Debit Card

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: 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