

Integrated Occupational Safety and Health System (iOSH)

User Guide Competent Person (CP) – Create Application (eServices)

Version	1.1
Date	13 July 2021
Prepared For	iOSH eService Users
Prepared By	ISTD

REVISION HISTORY

Version	Effective Date	Summary of Changes	Author
1.0	27 Nov 2015	Initial Release	Jan
1.1	13 Jul 2021	Changed Singpass Logo/Text/Labels	Chung Woon Chuan

Foreword

Competent Persons (CPs), such as the Workplace Safety and Health (WSH) Officers, Designated Workplace Doctors (DWD), Authorised Examiners (A.E) and crane operators are required to register with MOM under the WSH Act and its subsidiary regulations. No one is allowed to carry out duties as a MOM-approved Competent Person unless he holds a valid certificate of approval from the Commissioner for Workplace Safety and Health.

A Singpass account will be required to proceed with the e-Service transactions for CP.

TABLE OF CONTENTS

1. (COMPETENT PERSON) – APPLY NEW CERTIFICATE..... 5

- 1.1 ACCESS WORKPLACE SAFETY AND HEALTH (WSH) eSERVICES LINK 5
- 1.2 CHOOSE A COMPETENCY TYPE TO APPLY NEW CERTIFICATE..... 6
- 1.3 APPLICANT CAN UPDATE THE LOGGED IN PERSON PROFILE 11
- 1.4 PROVIDE DETAILS FOR PERSONAL PARTICULARS 13
- 1.5 PROVIDE DETAILS FOR QUALIFICATIONS..... 16
- 1.6 PROVIDE DETAILS FOR WORK EXPERIENCE 18
- 1.7 UPLOAD SUPPORTING DOCUMENTS 21
- 1.8 SUBMISSION OF APPLICATION 26
- 1.9 SUBMISSION AND PAYMENT FOR NEW APPLICATION CERTIFICATE..... 28
- 1.10 PAYMENT RECEIPT 32
- 1.11 ACKNOWLEDGEMENT OF NEW APPLICATION SUBMISSION 35

1. (Competent Person) – Apply new certificate

1.1 Access Workplace safety and health (WSH) eServices link

- 1) Click on [\[Log in to WSH eServices\]](https://www.mom.gov.sg/eservices/services/registration-for-wsh-professionals-and-competent-persons) hyperlink to access the module page at <https://www.mom.gov.sg/eservices/services/registration-for-wsh-professionals-and-competent-persons>.

(Seen in Figure 1).

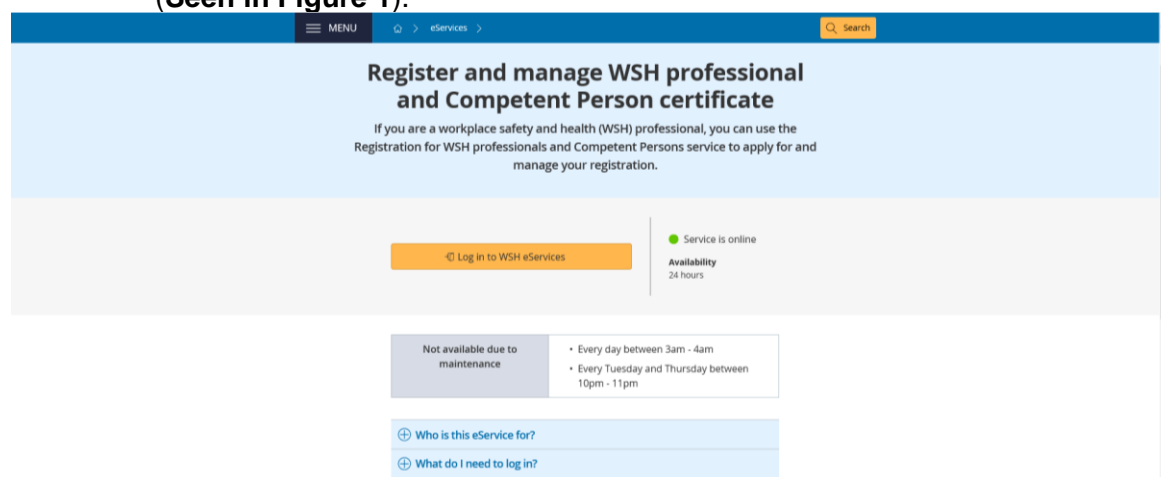


Figure 1

- 2) Provide login ID and password to [Singpass ID], [Password] fields to login.

(Seen in Figure 2)

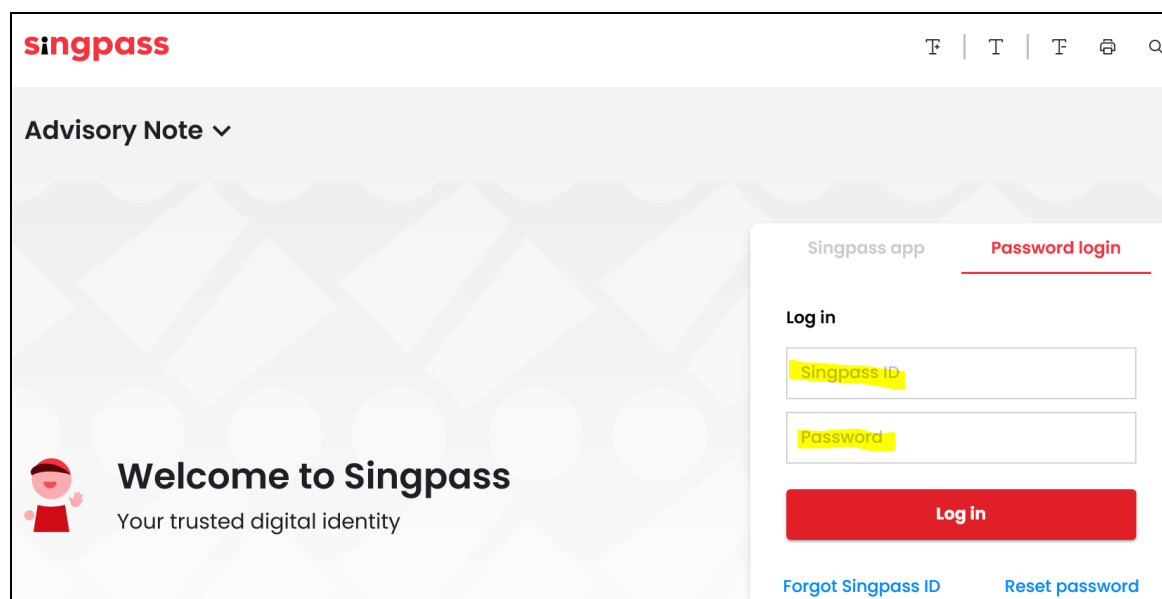


Figure 2

- 3) Upon successful login, System will display the landing page or the dashboard screen below which Applicant can click [Apply new certificate] button to create a new license application. (Seen in Figure 3).

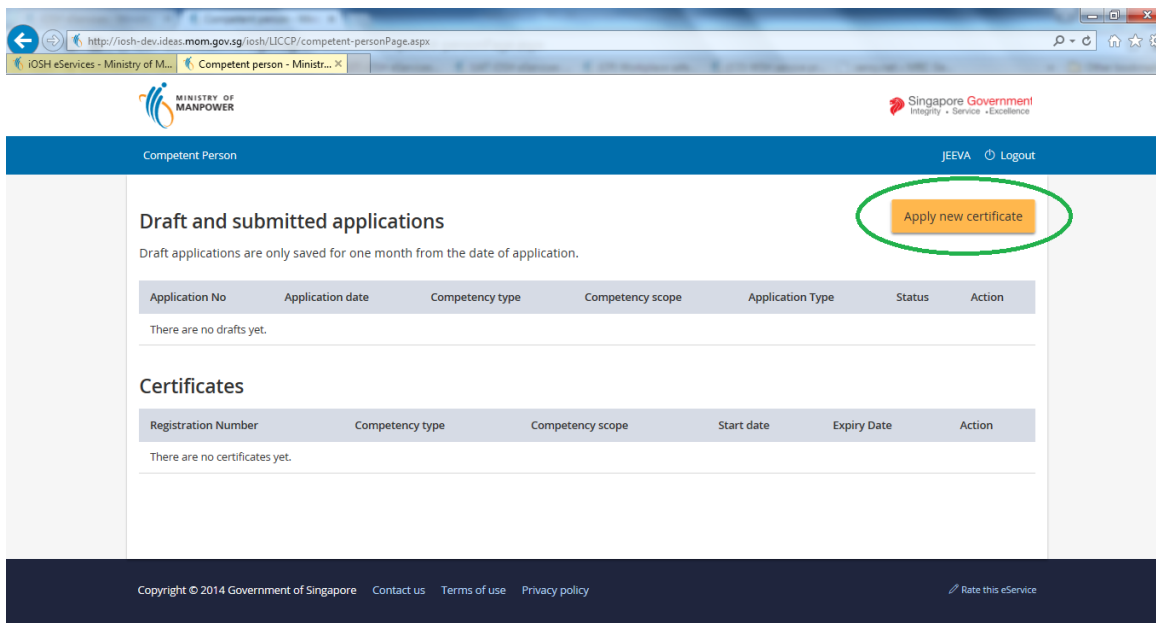


Figure 3

1.2 Choose a Competency type to apply new certificate

- 1) Applicant can select the Competency type using the dropdown menu. For applicants to be A.Es and Crane Operators, a subsequent dropdown menu for Competency scope will be shown for your selection. (Seen in Figure 4.)

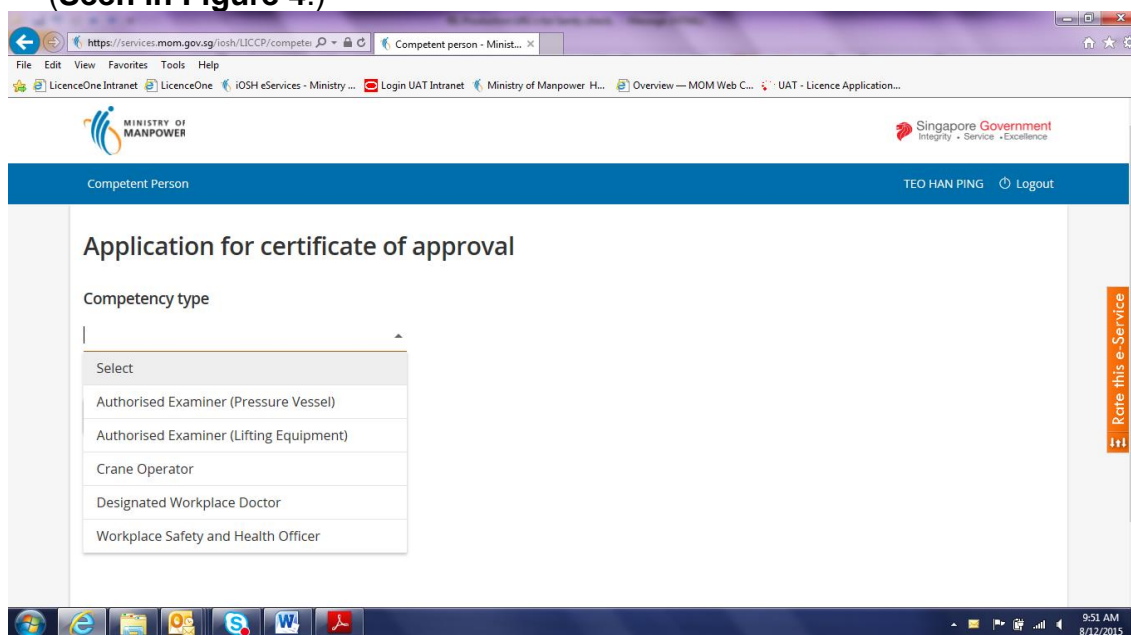


Figure 4

- 2) After carefully reading the Terms and Condition, Applicant can Click [\[I Agree\]](#) button under [\[Terms & Conditions\]](#) screen to proceed to next screen. Applicant may also choose to click the [\[I Disagree\]](#) button if he/she does not agree with the Terms & condition. **(Seen in Figure 5.)**

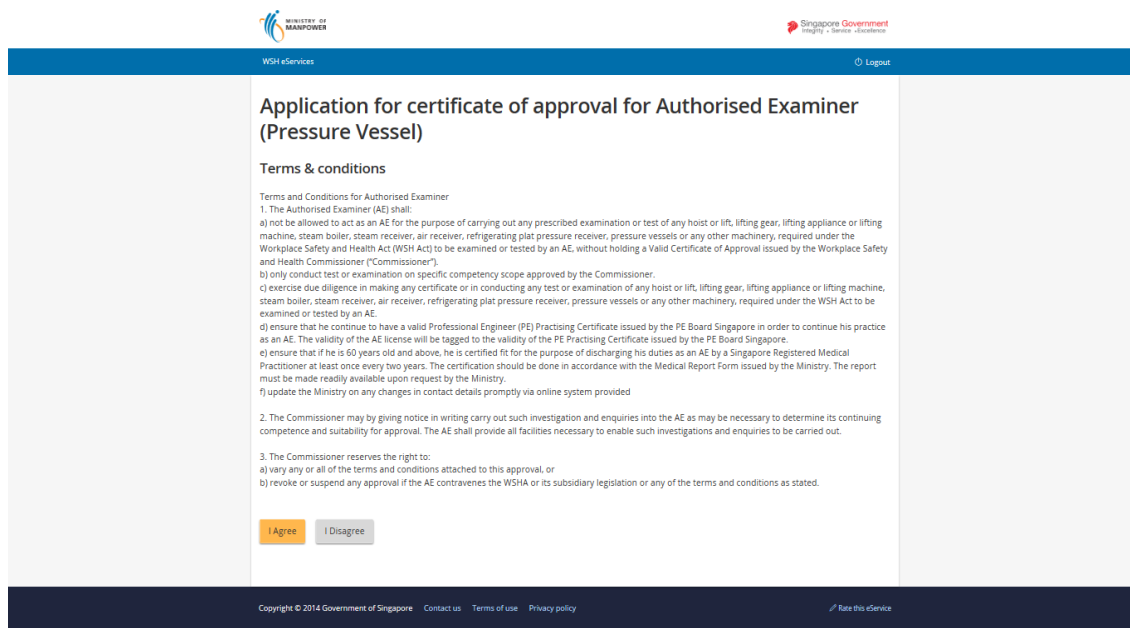


Figure 5

- 3) For new applications, please provide required details in the following tab page screens (the tab screens shown may vary according to the Competency type selected):
- [\[Personal particulars\]](#)
 - [\[Qualifications\]](#)
 - [\[Work experience\]](#)
 - [\[Supporting documents\]](#)

Note: Refer to subsequent sections below for details. **(Seen in Figure 6)**

Application for certificate of approval for Authorised Examiner (Pressure Vessel)

1 Personal particulars 2 Qualifications 3 Work experience 4 Supporting documents

Personal particulars

Name: JEEVA
NRIC: S79441354
Nationality: INDIAAN
Building Name: T7A building
Address: 235 SMITH STREET, #01-02, Singapore 050325

Contact details

Email address: vergel_jan@mom.gov.sg
Mobile no.: 97207948 Select if you would like to receive SMS notifications

Office details

Are you currently employed?
 Yes No

Next Save as draft Cancel

Figure 6

4) To navigate across the different tab page screens:

- Applicant has to complete the online forms from the first to the last tab pages in a sequential workflow to complete the new application. From the first *Personal Particulars* tab, Applicant can click the [Next] button to move to the next tab page.
- From subsequent tab pages, you can navigate forward or backwards between tab pages in the workflow by clicking the [Next] and [Back] buttons
- To cancel the transaction from any the tabs, click the [Cancel] link button.
- To change details in any sections, click the Edit icon button (See figure 6 – icon enclosed in green box)
- To instantly go back to the Dashboard view, applicant can click on the [Competent Person] link button from the top header which is available across all the pages. (Seen in Figure 7)

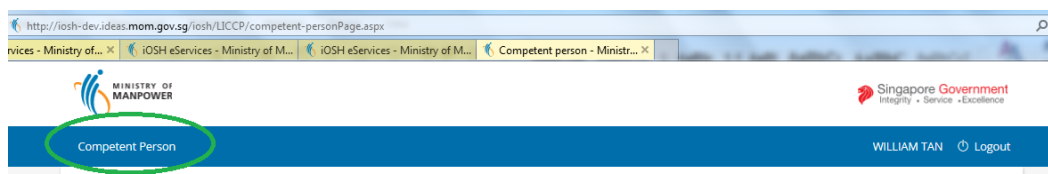


Figure 7

5) For new applications, [Save as Draft] button is available across all the screens with tabs for Applicant to save whatever that have been entered without submitting the application.

Applicant can save the draft license as he/she clicks the [\[Next\]](#) or the [\[Save as Draft\]](#) button on the succeeding tab page.

Applicant can still edit the draft provided that the applied license is not yet submitted or is under Payment Status. (**Seen in Figure 8**).

Applicant can do Edit either on the Dashboard view (accessed via header [\[Competent Person\]](#) link button) where he/she can click the [\[Edit\]](#) from the Action column or from the Preview Submit page where he/she can click the [\[Edit\]](#) hyperlink on click of Next button from the Supporting documents tab page. (**Seen in Figure 8 and Figure 9** respectively).

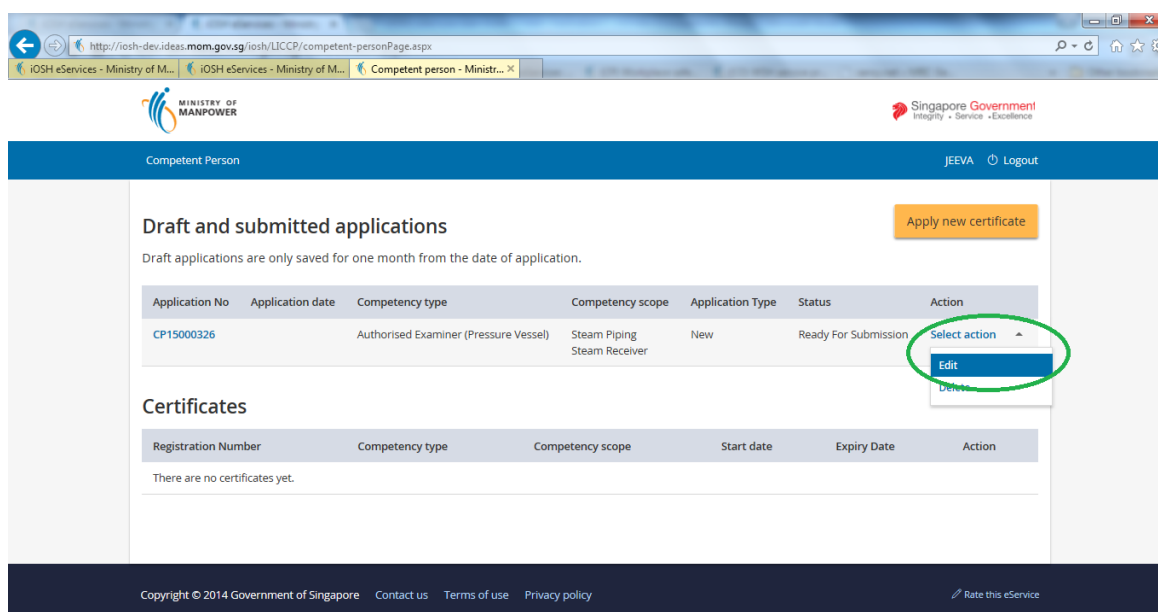


Figure 8

Competent Person JEEVA Logout

Application for certificate of approval for Authorised Examiner (Pressure Vessel)

Personal particulars [Edit](#)

Name JEEVA
NRIC S7044155A
Nationality INDIAN
Building Name TTA BUILDING.
Address 335 SMITH STREET, #01-02, SINGAPORE 050335

Notification preferences

Email address vergel_jan@mom.gov.sg
Mobile no. 97207948
SMS alert No

Qualifications [Edit](#)

Highest academic qualifications	Institution	Country	Completion	Certificate
3 GCE O Level Passes and above (GCE O Certificate) (For any stream)	test abc	ANDORRA	2013	CP Card Size Certificate.pdf

Supporting documents [Edit](#)

- [CP Card Size Certificate.pdf \(40kb\)](#)
- [CP Card Size Certificate.pdf \(40kb\)](#)
- [CP Card Size Certificate.pdf \(40kb\)](#)

Declaration

I have read, understood and agreed to comply with the above requirements, upon the approval of my registration to be an Authorised Examiner by the Commissioner for Workplace Safety and Health.

I also declare that the information submitted in this application is true and correct to the best of my knowledge. I am aware that my application will be rejected if any information provided was misrepresented, and that legal actions may be taken against me if I had knowingly provided any false information.

Privacy Statement

If you choose to make an application for which you provide us with personally identifiable data, we may share necessary data with other Government agencies, so as to serve you in a most efficient and effective way, unless such sharing is prohibited by law. We will NOT share your personal data with non-Government entities, except where such entities have been authorised to carry out specific Government services. For your convenience, we may also display to you data you had previously supplied us or other Government agencies. This will speed up the transaction and save you the trouble of repeating previous submissions. Should the data be out-of-date, please supply us with the latest data. We will retain your personal data only as necessary for the effective delivery of public services to you. To safeguard your personal data, all electronic storage and transmission of personal data is secured with appropriate security technologies.

Back Submit Cancel

Figure 9

1.3 Applicant can update the logged in Person Profile

NOTE: Should a new applicant (none profile or a new profiler user) does not exist in the database, the page redirects to the Personal profile page upon successful Singpass sign in.

- 1) Applicant may change the Person profile by clicking the [[Person name](#)] hyperlink from the header. (Seen in Figure 10.a)

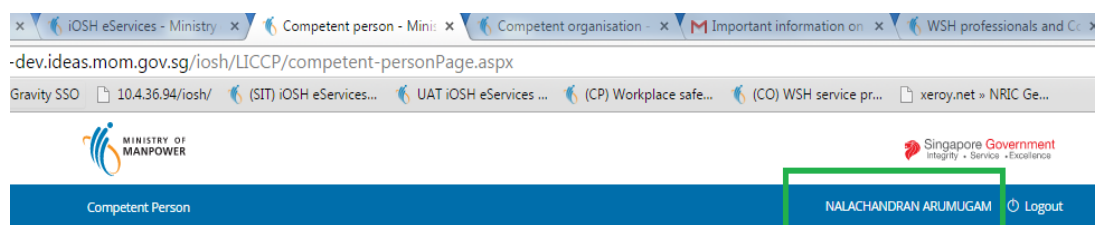


Figure 10.a

- 2) Applicant can click the [[Edit profile](#)] button to edit the non-material information in this Profile page. (Seen in Figure 10.b)

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WSH eServices

NALACHANDRAN ARUMUGAM

[Edit profile](#)

Personal details

Name	NALACHANDRAN ARUMUGAM
NRIC	S1204588C
Gender	Female
Date of birth	01/02/1989
Country of birth	AMERICAN SAMOA
Race	Indian
Nationality	FILIPINO
Telephone no.	
Address	

Notification details

Email address	
Mobile no.	
SMS alert	No

[Proceed](#) [Cancel](#)

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Figure 10.b

- 3) Applicant can click the [\[Submit\]](#) button to save the person details/non-material information in this update Profile page. (Seen in **Figure 10.c**)

Applicant may wish to click the [\[Cancel\]](#) button to abort the update of the Person Profile details.

WSH eServices

Personal profile

Please complete your personal profile in before using iOSH eServices.

Personal details

NRIC: S1204588C

Name
NALACHANDRAN ARUMUGAM

Gender
 Male Female

Date of birth
1 Feb 1989

AMERICAN SAMOA

FILIPINO

Telephone no.

Address

Postal code

Block/House no.

Street name

Floor no. Unit no.

Building name (optional)

Notification details

Email

Mobile no. Select if you would like to receive SMS notifications

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Figure 10.c

1.4 Provide details for Personal particulars

- 4) Provide inputs to [\[Personal particulars\]](#) screen.

The Personal particulars tab page (**Seen in Figure 10**) contains the following sections

- [Personal particulars](#)
- [Contact details](#)
- [Office details.](#)

Applicant tick on the Yes radio button would require filling in the Office details as shown (**Seen in Figure 11**).

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Competent Person JEEVA Logout

Application for certificate of approval for Workplace Safety and Health Officer

1 Personal particulars 2 Qualifications 3 Work experience 4 Supporting documents

Personal particulars [Edit](#)

Name JEEVA
NRIC S7044155A
Nationality INDIAN
Building Name TTA building
Address 335 SMITH STREET, #01-02, Singapore 050335

Contact details

Email address
vergel_jan@mom.gov.sg

Mobile no.
97207948 Select if you would like to receive SMS notifications

Office details

Are you currently employed?
 Yes No

Next Save as draft Cancel

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Figure 10

Office details

Are you currently employed?
 Yes No

Company name _____

Postal code _____ Retrieve

Block/House no. _____

Street name _____

Floor no. _____ Unit no. _____

Building name (optional) _____

Office phone no. _____

Office fax no. (optional) _____

Next Save as draft Cancel

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Figure 11

1.5 Provide details for Qualifications

The Qualification tab page may display **Wsh qualification** and/or **Highest academic qualification** sections depending on the Applicant's chosen competency type. (Seen in Figure 12).

- 1) Provide inputs to **Wsh Qualifications** section by clicking the [\[Add qualifications\]](#) link button. (Seen in Figure 13 for the form page). Applicant can save the entry by clicking the [\[Save\]](#) button or to enter new or another qualification, user can click the [\[Save and add another qualification\]](#) button.
 - The Qualification form page allows the applicant to add his/her Wsh qualification at the same time to attach documents using the [\[Choose file\]](#) button.
- 2) Provide inputs to **Highest academic qualification** section by clicking the [\[Add Highest academic qualifications\]](#) link button. (Seen in Figure 14 for the form page).
 - The Highest academic qualification form page allows the applicant to add his/her academic qualification at the same time to attach documents using the [\[Choose file\]](#) button.

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Competent Person

JEEVA Logout

Application for certificate of approval for Workplace Safety and Health Officer

1 Personal particulars 2 Qualifications 3 Work experience 4 Supporting documents

Qualifications

Qualification	Training centre	Completion date	Certificate	Actions
There are no records yet.				

[Add qualifications](#)

Highest academic qualification

Discipline	Education level	Institution	Country	Completion date	Certificate	Actions
There are no records yet.						

[Add highest academic qualifications](#)

Back Next Save as draft Cancel

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Figure 12

The screenshot shows a web browser window with the URL `r-dev.ideas.mom.gov.sg/iosh/LICCP/add-wsh-qualificationPage.aspx`. The page header includes the Ministry of Manpower logo and the Singapore Government logo. The user is logged in as JEEVA. The main content area is titled "Add qualifications" and contains the following fields:

- Back to qualifications (link)
- Name of qualification (dropdown menu)
- Name of training centre (dropdown menu)
- Completion date (Month and Year dropdown menus)
- Upload a copy of the files (The maximum file size allowed is 3MB.)
- Choose file (button)
- Save (button)
- Save and add another qualification (button)
- Cancel (button)

Figure 13

The screenshot shows the "Add highest academic qualifications" form. The page header is identical to Figure 13. The main content area is titled "Add highest academic qualifications" and contains the following fields:

- Back to qualifications (link)
- Education level (dropdown menu)
- Discipline (dropdown menu)
- Name of institution (text input field)
- Country (dropdown menu)
- Completion year (dropdown menu)
- Upload a copy of the files (The maximum file size allowed is 3MB.)
- Choose file (button)
- Save (button)
- Save and add another qualification (button)
- Cancel (button)

At the bottom of the page, there is a footer with the text: "Copyright © 2014 Government of Singapore Contact us Terms of use Privacy policy" and a link to "Rate this eService".

Figure 14

1.6 Provide details for Work Experience

- 1) Displays/Provides [\[Work Experience\]](#) entry.
 - To *add* a new work entry, click [\[Add work experience\]](#) button (**Seen in Figure 15**) to launch the screen
 - Page redirects to the Work experience page (**Seen in Figure 17**).After entering the details from the Work experience page, click [\[Save\]](#) button to add the data. Applicant can also click the [\[Save and add another work experience\]](#) link button to save the entry and clears the form for a new work experience entry.
 - Applicant can upload a document based on his/her Work experience by clicking the [\[Choose file\]](#) button. (**Seen in Figure 17**).
 - Applicant may wish to cancel the entry by clicking the [\[Cancel\]](#) link button from the page. (**Seen in Figure 17**).
 - To *remove* a work entry simply choose Remove from the Action column dropdown . (**Seen in Figure 16**).

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Competent Person JEEVA Logout

Application for certificate of approval for Workplace Safety and Health Officer

✓ Personal particulars > ✓ Qualifications > 3 Work experience > 4 Supporting documents

Work experience

Employer	Designation	Start date	End date	Actions
There are no records yet.				

[+ Add work experience](#)

Back Next Save as draft Cancel

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Figure 15

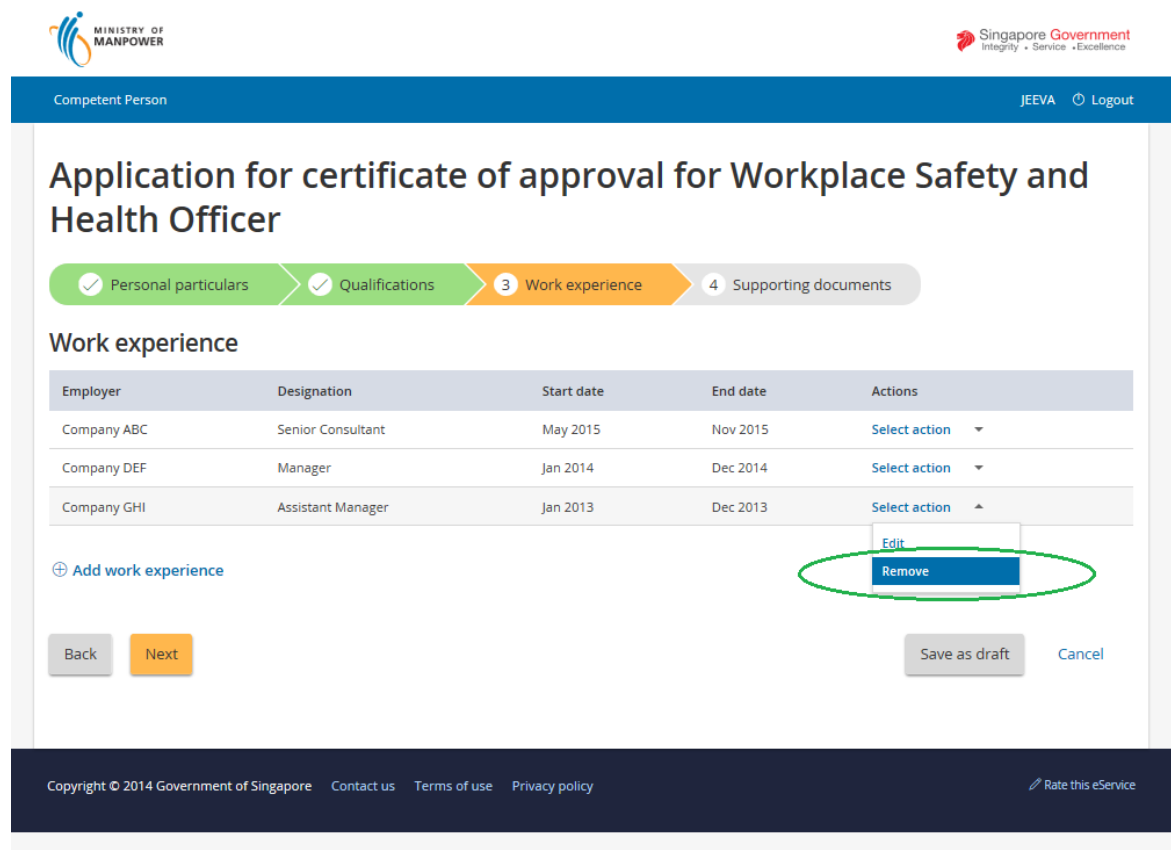


Figure 16

Competent Person JEEVA Logout

[Back to work experience](#)

Add work experience

Employer

Designation

Employment period

Month Year to Month Year







Upload a copy of the files
The maximum file size allowed is 3MB.

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Figure 17

1.7 Upload Supporting Documents

1) Upload Photo/Supporting documents under [\[Supporting Document\]](#) tab page screen; multiple documents can be uploaded.

- To upload a photo, simply click the  button, then an open file dialog pops out for you to choose a type .jpeg|jpg photo file. **(Seen in Figure 18)**
- After choosing a .jpeg|jpg file, applicant can adjust/move the image accordingly - Using the mouse and other control     buttons to fit the required image guided by the blue rectangular box to fit the photo to a required 400x514 pixel size. Once the photo image is perfectly aligned, user has to crop the image by using the  button. (See sample in **Figure 19**). Not cropping the image or by not clicking the Crop button will prompt for an invalid uncropped image message.

Note: Simply follow the steps provided beside the Upload photo section. (Seen in Figure 18) A guided tool tip will also show from the photo image control buttons for user to adjust the image properly.

- To add a document, simply click the [\[Choose File\]](#) button. **(Seen in Figure 20)**. A popup file dialog prompts for required .PDF file format to be selected for an upload. Only valid .PDF file is allowed to be uploaded.

Note: A **List of supporting documents required** is listed for the user to follow what document attachments are required for a particular competency type. **(Seen in Figure 21)**

Should there be missing documents that is required, a validation prompts the user which document attachment was left missing on click [\[Next\]](#) button. **(Seen in Figure 22)**

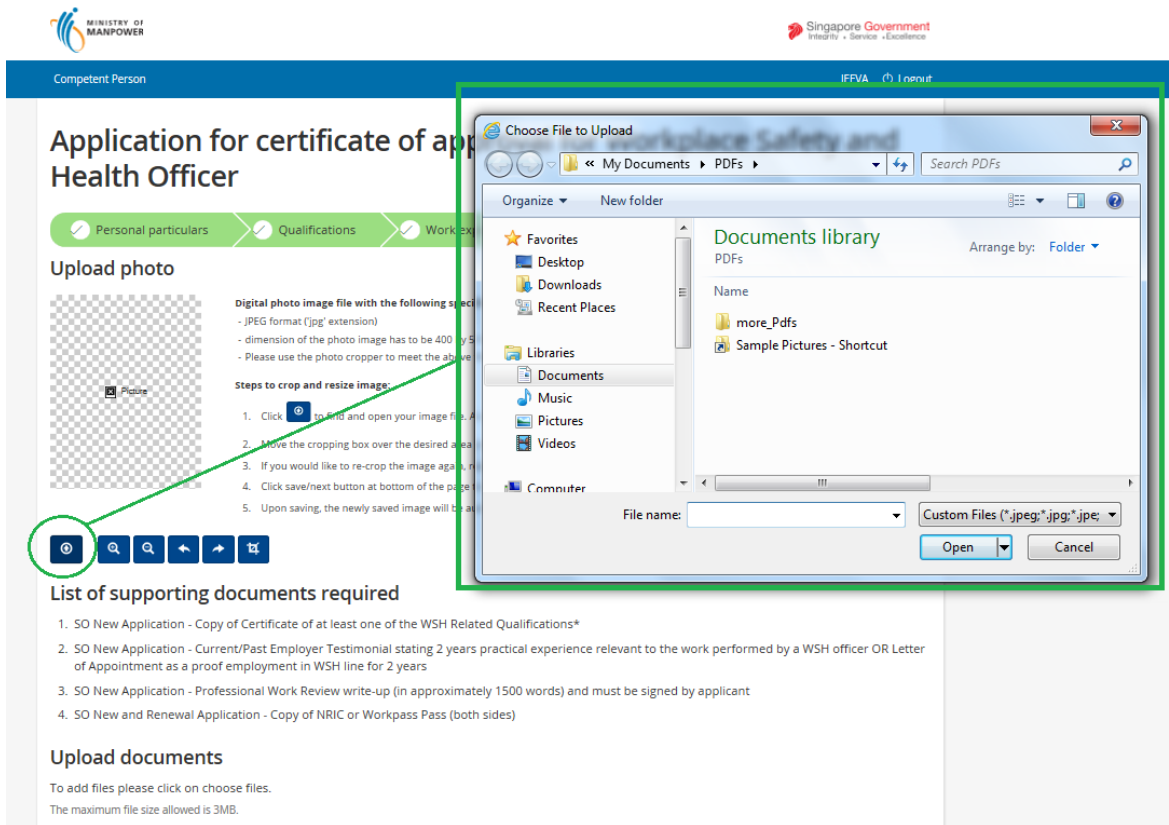


Figure 18



Figure 19

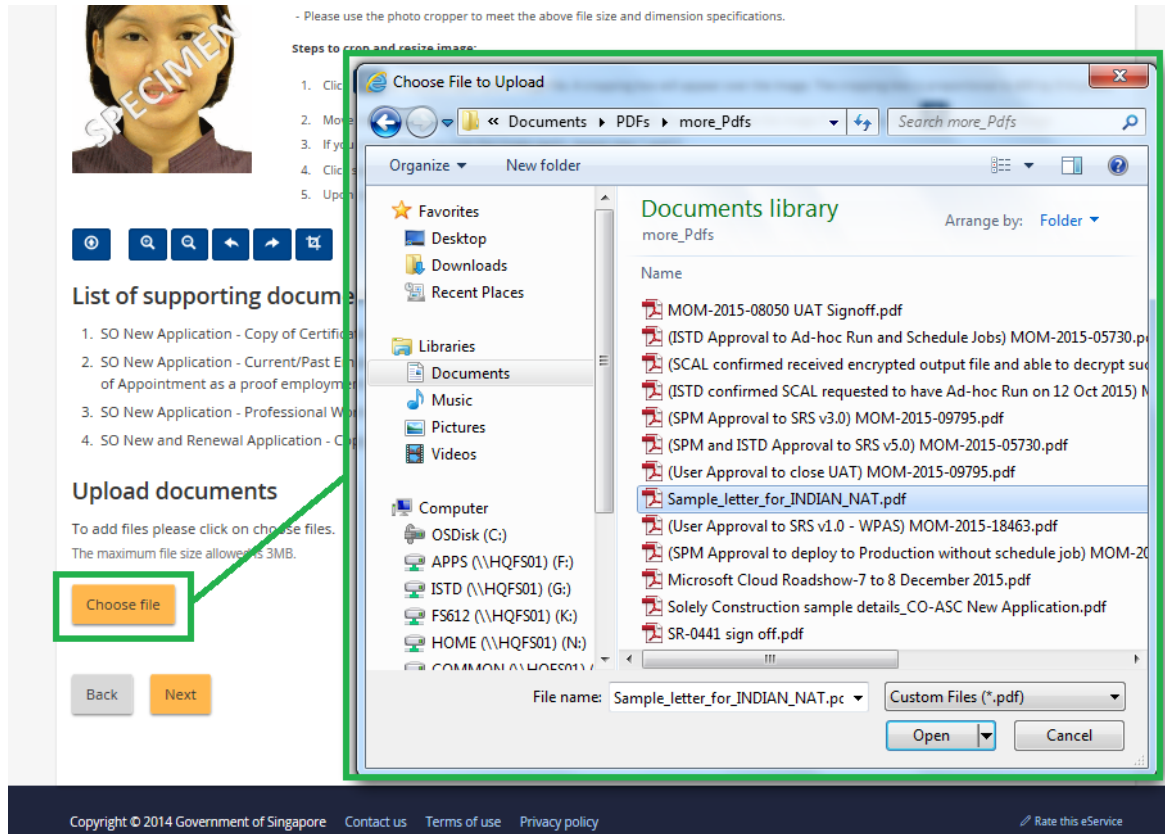


Figure 20

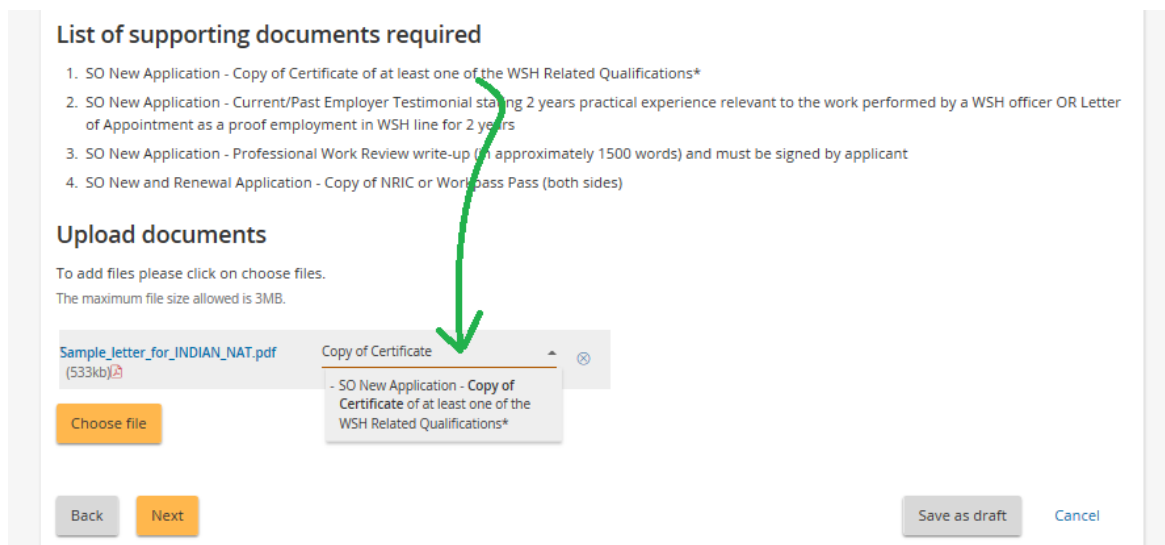


Figure 21

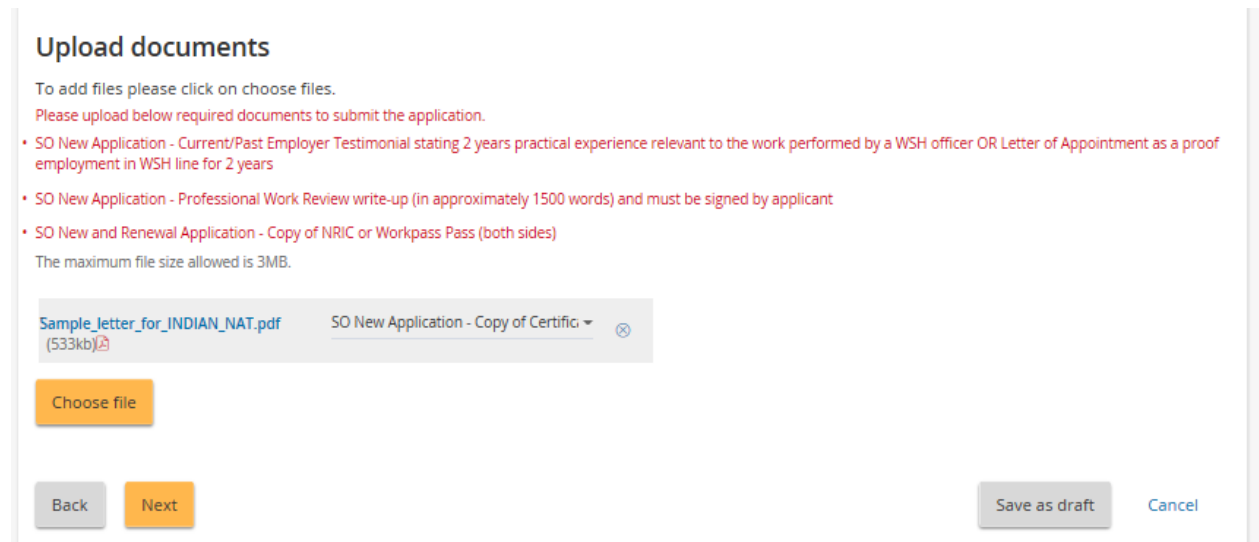


Figure 22

1.8 Submission of Application

- 1) After the required details are finalized, click the [\[Submit\]](#) button (**Seen in Figure 23**).

Applicant should perform the following actions under this screen :

- Applicant to go through the details if data entries are correct. Should there be a necessary modification, the application can easily click the [\[Edit\]](#) link button to modify specific portion of the draft license.
- Should all the pertinent details are displayed correctly; Applicant must tick/check the required [\[Declaration\]](#) checkbox items to acknowledge he/she has read carefully the **Declaration** and **Privacy statement**.
- Applicant can cancel, submit or go back accordingly using these buttons. [\[Back\]](#), [\[Submit\]](#) and [\[Cancel\]](#)
- Should all the required details are provided from the form, Applicant may choose to [\[Submit\]](#) the draft license in preparation for the payment. With the submitted validated draft license, a unique **Bill No** will be generated for the transaction. (**Seen in Figure 24**).

Competent Person JEEVA Logout

Application for certificate of approval for Workplace Safety and Health Officer

[Edit](#)

Personal particulars

Name: JEEVA
 NRIC: S7044135A
 Nationality: INDIAN
 Building Name: TTA BUILDING
 Address: 335 SMITH STREET, #01-02, SINGAPORE 050335

Office address

Postal code: 238858
 Block/House no.: 277
 Street name: ORCHARD ROAD
 Floor no.: 1
 Unit no.: #2

Notification preferences

Email address: vergej_lan@mom.gov.sg
 Mobile no.: 97207948
 SMS alert: No

Qualifications

Qualifications	Institution	Completion	Certificate
ADVANCED CERTIFICATE IN WORKPLACE SAFETY AND HEALTH (LEVEL B)	BCA Academy, NTUC Learning Hub	Jan 2013	CP Card Size Certificate.pdf

Highest academic qualifications	Institution	Country	Completion	Certificate
3 GCE O Level Passes and above (GCE O Certificate) (For any stream)	test Institution ST	ALSANIA	2013	CP Card Size Certificate.pdf

Work experience

Employer	Designation	Start date	End date
Company ABC	Senior Consultant	May 2015	Nov 2015
Company DEF	Manager	Jan 2014	Dec 2014
Company GHI	Assistant Manager	Jan 2013	Dec 2013

Supporting documents

- Sample Letter for INDIAN_NAT.pdf (333kb)
- CP Card Size Certificate.pdf (43kb)
- CP Card Size Certificate.pdf (43kb)
- Competent Organisation Certificate of Approval.pdf (33kb)
- CP Card Size Certificate.pdf (43kb)

Declaration

I have read, understood and agreed to comply with the above requirements, upon the approval of my registration to be a WSHO by the Commissioner for Workplace Safety and Health.

I also declare that the information submitted in this application is true and correct to the best of my knowledge. I am aware that my application will be rejected if any information provided was misrepresented, and that legal actions may be taken against me if I had knowingly provided any false information.

Privacy Statement

If you choose to make an application for which you provide us with personally identifiable data, we may share necessary data with other Government agencies, so as to serve you in a most efficient and effective way, unless such sharing is prohibited by law. We will NOT share your personal data with non-Government entities, except where such entities have been authorised to carry out specific Government services. For your convenience, we may also display to you data you had previously supplied us or other Government agencies. This will speed up the transaction and save you the trouble of repeating previous submissions. Should the data be out-of-date, please supply us with the latest data. We will retain your personal data only as necessary for the effective delivery of public services to you. To safeguard your personal data, all electronic storage and transmission of personal data is secured with appropriate security technologies.

Back Submit Cancel

Figure 8

1.9 Submission and Payment for New Application certificate

- 1) Payment Summary displays the generated Bill No for the submitted draft license. A short summary of the payment, the Bill No, Bill Type, Amount, GST and Total are displayed in a table. Furthermore, a Payment method is displayed which will allow the user prepare or choose the mode of payment for the next page.
 - Applicant may choose to navigate back by clicking the [\[Back\]](#) button or to proceed with the payment by clicking the [\[Continue\]](#) button.
 - On click of the [\[Continue\]](#) button, the page will be redirected to the payment gateway to Proceed with the payment. **(Seen in Figure 25).**
 - The Payment gateway allows the user to provide

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Payment summary

SNo.	Bill No.	Bill Type	Amount (\$)	GST (\$)	Total (\$)
1	MOMOS20150001006	Licensing - CP	110	0	110
					TOTAL \$110

Payment method

eNETS VISA

Available for internet banking users of DBS Bank/POSB, OCBC Bank, Citibank and Standard Chartered.

Internet banking UserID, PIN and token are required to effect the payment.

Please note:
If you are using a pop-up blocker or proxy server, please temporarily disable it.
Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed.

Back Continue

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Figure 24

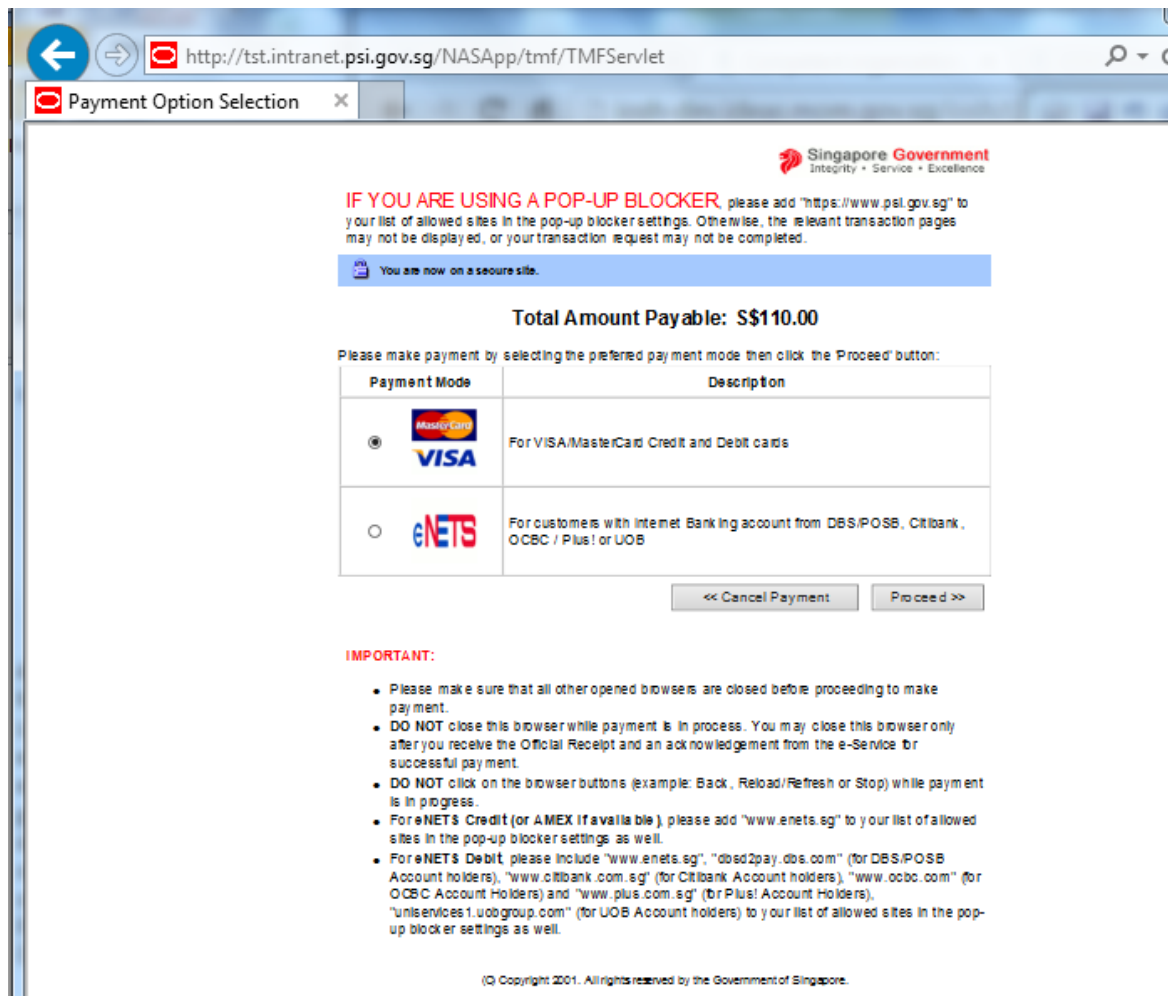


Figure 25

- 2) Click [\[Proceed to Payment\]](#) button to make payment.

The screenshot displays the eNETS credit/debit card payment interface. On the left, there is a navigation menu with 'Consumer eNETS' and links for 'Privacy Policy', 'Security Guidelines', and 'Customer Service'. The main content area is titled 'credit/debit card payment' and includes a note about pop-up blockers. Below this, there is a 'TRANSACTION INFORMATION' section with details for 'Psi Test Internet Cred Card4', including merchant and NETS reference codes and an amount of \$90.10. An 'Important Notice' section follows, advising users to read the transaction information. The 'CREDIT/DEBIT CARD INFORMATION' section contains input fields for the cardholder's name (TAN MEI LENG), card number (4111111111111111), CVV/CVC2 (122), and expiry date (January 2015). A checkbox is checked, indicating acceptance of the return and refund policy. At the bottom, there are 'SUBMIT' and 'CANCEL' buttons. A footer note states: 'Please do not use your BACK or RELOAD/REFRESH browser functions or CLOSE your browser while using this service.'

Figure 26

- 3) To pay by Credit/Debit cards, click [\[eNETS Credit/Debit Card\]](#) icon under Figure 26. Input data to all fields under **Figure 27** and click [\[Submit\]](#) button.

IF YOU ARE USING A POP-UP BLOCKER, please add "https://www.psi.gov.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed. If you are paying using eNETS Credit (or AMEX if available), or eNETS Debit, please click [here!](#)

You are now on a secure site.

Please proceed to payment by clicking on the logo of your preferred payment mode:

Payment Mode	Description	Total Payable
	VISA/MasterCard payment mode Please have one of the following - VISA Credit Card, - MasterCard Credit Card, - MasterCard Debit Card or - Visa Electron Debit Card More	Amount: S\$ 110.00 Total payable: S\$ 110.00
	Internet Banking payment mode Please have the following - A valid Internet Banking account with Citibank, DBS, UOB, OCBC / Plus! More	Amount: S\$ 110.00 Total payable: S\$ 110.00

IMPORTANT:

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- **DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.
- **DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- For more information on each payment method, click on the "More" hyperlink of the respective payment mode.
- For **eNETS Credit (or AMEX if available)**, please add "www.enets.sg" to your list of allowed sites in the pop-up blocker settings as well.
- For **eNETS Debit**, please include "www.enets.sg", "dbsd2pay.dbs.com (for DBS/POSB Account holders)", "uniservices1.uobgroup.com (for UOB Account holders)", "www.citibank.com.sg (for Citibank Account holders)", "www.ocbc.com (for OCBC Account Holders)" and "www.plus.com.sg (for Plus! Account Holders)" to your list of allowed sites in the pop-up blocker settings as well.
- For **NETS CashCard**, please add "cashcardservices.nets.com.sg" to your list of allowed sites in the pop-up blocker settings as well.

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Figure 9

1.10 Payment Receipt

- 1) System will generate the Tax Invoice / Receipt and Transaction Notice to acknowledge the receipt of the payment.

MINISTRY OF MANPOWER

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Competent Person TASMAN Logout

Payment receipt

Print

Date 27/11/2015
Receipt no. MOM2015R006701
Name TASMAN
NRIC/FIN S7044155A
Address 18 HAVELOCK ROAD
Singapore 059764

SNo.	Bill No.	Bill Type	Amount (\$)	GST (\$)	Total (\$)
1	MOMOS20150002041	Licensing - CP	110	0	110

Payment method: e-payment **Total amount paid \$110**

Occupational Safety and Health Division
MOM Services Centre 1500 Bendemeer Road, Singapore 339946

Fax: (65) 6692 1027
www.mom.gov.sg/oshd
GST REG NO.: MG-8400000-5

Next

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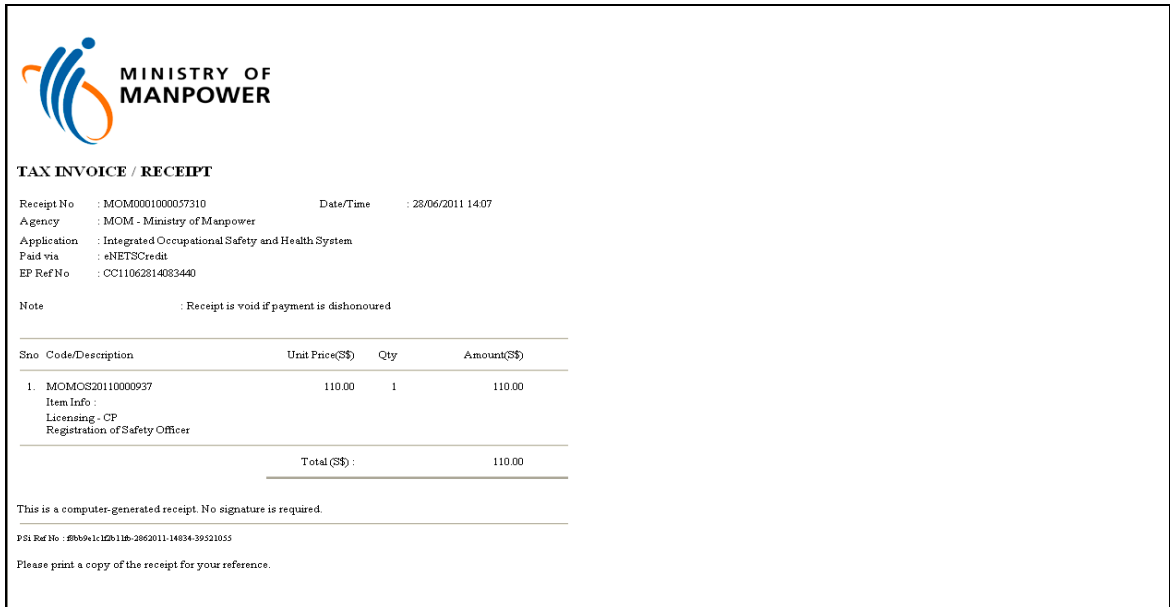


Figure 10

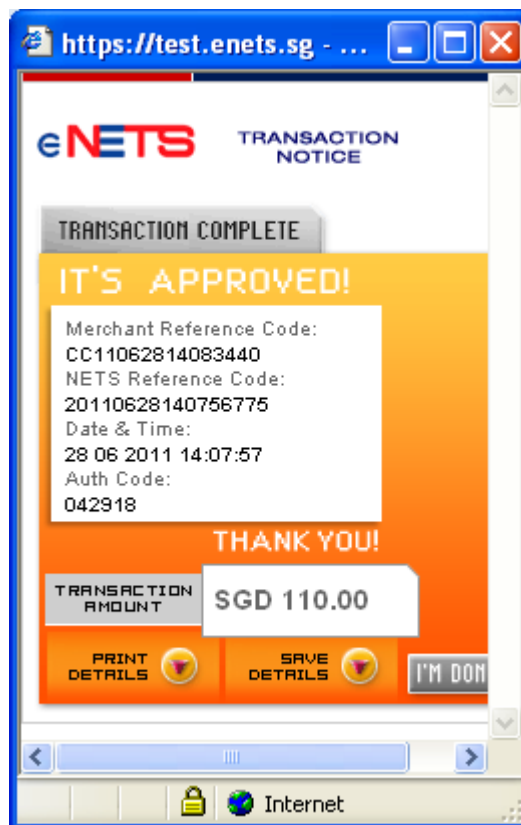


Figure 11

- 2) **Note** : In the event that the Applicant did not complete the payment successfully, he will see an entry under [Applications – Pending Payment] table when he accesses [Create Application] function. To proceed with the payment transaction flow, Applicant just needs to click from the Action the [Make Payment] hyperlink to trigger the screen flow from **Figure 24 – 29**.

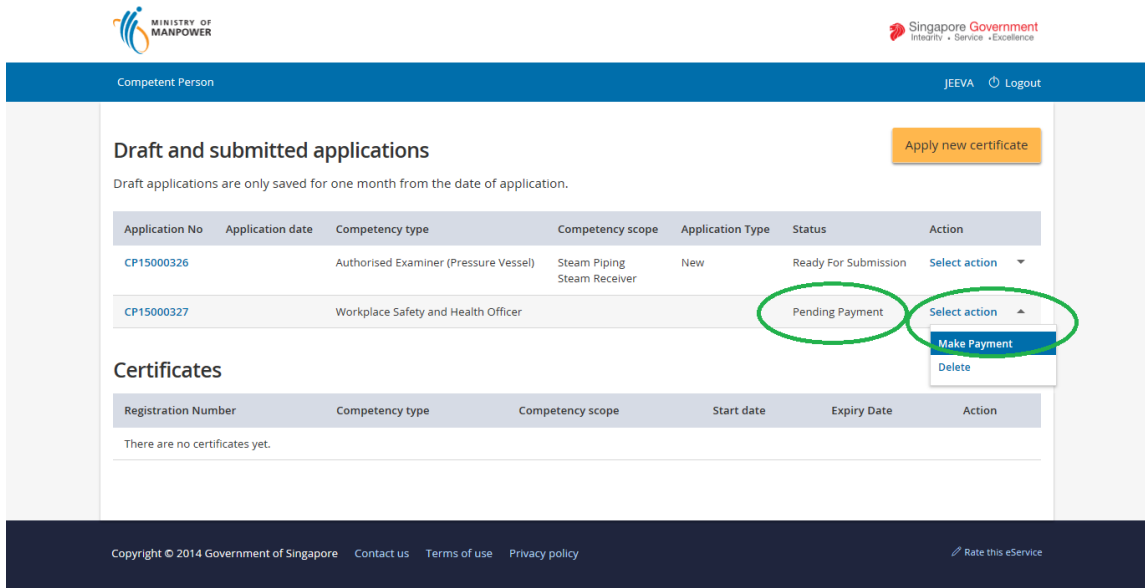


Figure 12

1.11 Acknowledgement of New Application Submission

- 1) After the payment is done, System will also display the Acknowledgement page. (Seen in Figure 31)
 - Applicant can click on the [\[Back to main\]](#) button to go back to the Dashboard page. (Seen in Figure 32)

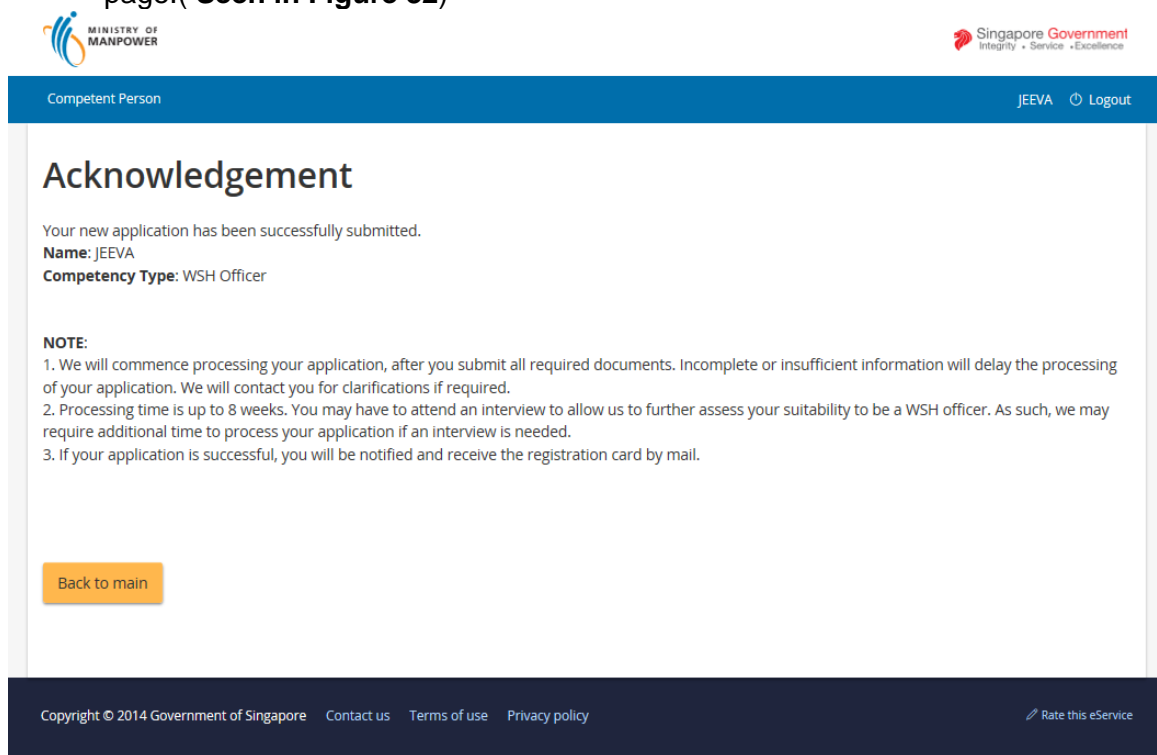


Figure 13

2) Click [\[Logoff\]](#) hyperlink from the header to exit.

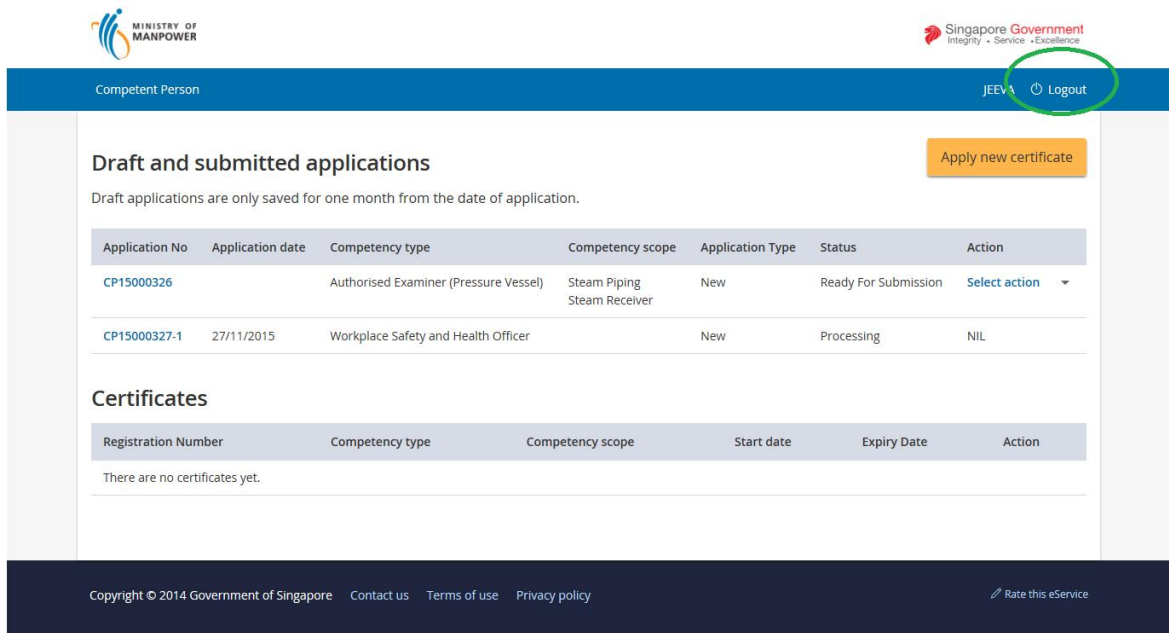


Figure 32