



# Important Notes on Application for WP Online Services Access

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## (A) General

1. CPF Submission Number (CSN) will replace Employer Reference Number (CPF Account Number) from 1 January 2009. You should use CSN to transact with Work Pass Division (e.g. making work pass applications, or making any request relating to work pass matters).

For companies/organisations, CSN consists of your Unique Entity Number (UEN) + CPF Payment Code. For more information, please refer to [www.cpf.gov.sg](http://www.cpf.gov.sg) or call CPF Call Centre at 1800-227-1188.

For individuals hiring foreign domestic workers, the CSN is your NRIC No. / FIN. For more information, please refer to [www.cpf.gov.sg](http://www.cpf.gov.sg) or call CPF Call Centre at 1800-227-1188.

## (B) Application for WP Online Account

1. With effect from 1 Feb 2010, only Singapore Citizens, Singapore Permanent Residents and foreigners holding Employment Pass, Personalised Employment Pass, EntrePass, or S Pass can be appointed as WP Online user(s).
2. A One-time pin will be mailed to you upon successful account registration.
3. Please mail original WP Online services access application form, Declaration Form for WP Online user agreement and GIRO application form to Work Pass Division, Ministry of Manpower, 18 Havelock Road, Singapore 059764. Please note that the Declaration Form for WP Online user agreement must be signed by the manager and above for Pte Ltd/Ltd/LLP company/organization, partner for Partnership, Sole-Proprietor for Sole Proprietorship and Licensee for employment agency. Incomplete forms will not be accepted. For Employment Agency, please submit a copy of the licensee's NRIC (front & back).
4. Alternatively, you may submit electronic/scanned copies of the documents stated above via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>), except the GIRO application form which has to be submitted by post. For submission via iSubmit, please select '4. Supporting Documents for WP Applications' under 'Request Type' on the iSubmit portal.
5. Your WP Online account admin user must log in using the One-time pin to activate the account. Subsequently, the admin user may login in to WP online using his/her own SingPass via MOM website.
6. All WP Online users are required to obtain a SINGPASS (Singapore Personal Access) in order to access the WP Online system. This is a password that is required for transactions involving the Government's e-services. For more information on the SINGPASS application, please visit the eCitizen's website at <http://www.singpass.gov.sg/sppubsvc/>.
7. Every WP Online account is allowed up to a maximum number of 5 employees to access the WP Online system. You have to identify an employee to be the company **WP Online account admin user** and 4 employees to be the company **WP Online account user(s)**.
8. The company WP Online account admin user's role is to link the user(s) to the company WP Online account via the 'Manage User Account' function at the WP Online function side bar so as to enable them to carry out Work Permit transactions such as application for Work Permit (WP), issuance of WP, renewal of WP and cancellation of WP on company's behalf. The admin user is also to terminate their access to WP Online if they are no longer authorised to act on company's behalf.
9. WPD will link the admin user to the company WP Online account. You have to provide the admin user's particulars to WPD under Part 3 of the 'Application for WP Online Services Access' form. You are not required to provide the users' particulars to WPD. Please note that if you require your admin user to carry out Work Permit transactions just like a user(s), please tick the 2<sup>nd</sup> box under Part 3 of the form, else please tick the 1<sup>st</sup> box.
10. After you have logged in to WP Online, please refer to the 'FAQs' and 'User guides' under 'Help' on the WP Online top menu for more details.
11. The Step-by-Step guides on WP application, issuance, renewal and cancellation are also available on MOM's website for your reference.
12. The processing time for the Interbank GIRO application is about 4 weeks. Prior to the approval from the Bank for the Interbank GIRO account, payments for the Work Pass administrative fee are to be made via eNETS credit or eNETS debit.

## (C) Termination of WP Online Account

1. Please fax the completed 'Application for WP Online Services Access' form to WPD at fax no: 6317 1386 if you intend to cease business and/or wish to terminate the WP Online account by giving **at least 14 calendar days notice**. Alternatively, you may submit electronic/scanned copy of the completed form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '4. Supporting Documents for WP Applications' under 'Request Type' on the iSubmit portal.
2. For employment agencies, you have to inform WPD by giving at least 14 calendar days notice for termination of WP Online account if:
  - a) You intend to cancel/surrender your employment agency licence;
  - b) There will be a change in the employment agency licence number resulted from, for e.g. Change of licensee, converts to Pte Ltd etc. Please note that you have to apply for a new WP Online account under the new employment agency licence number.
3. For companies, you have to inform WPD for termination of WP Online account if:
  - a) There will be a change in the company's CPF Submission No. resulted from, for e.g. convert to Private Limited. Please note that you have to apply for a new WP Online account under the new CPF Submission No.

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### **(D) Change of Company WP Online Account Admin User**

1. Please fax the completed 'Application for WP Online Services Access' form to WPD at fax no: 6317 1386 if there's a change of admin user. Alternatively, you may submit electronic/scanned copy of the completed form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '4. Supporting Documents for WP Applications' under 'Request Type' on the iSubmit portal.
2. Please provide the new admin user's particulars in Part 3.
3. The new WP Online account admin user may log in to WP Online using his/her own SingPass via MOM website, under 'e-Services and Forms' 3 working days from the date the completed form is received by WPD.

### **(E) Change of Company WP Online Account Admin User's Type of Access**

1. Please fax the completed 'Application for WP Online Services Access' form to WPD at fax no: 6317 1386 if there's a change of admin user's type of access. Alternatively, you may submit electronic/scanned copy of the completed form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '4. Supporting Documents for WP Applications' under 'Request Type' on the iSubmit portal.
2. Please provide the current admin user's particulars and tick on the appropriate box for the new type of access in Part 3.
3. The new type of access will be activated 3 working days from the date the completed form is received by WPD.

### **(F) Linking of Employee to another related Organisation's WP Online Account**

1. Please fax the completed 'Application for WP Online Services Access' form to WPD at fax no: 6317 1386 to link an employee to another related Organisation's WP Online Account. Alternatively, you may submit electronic/scanned copy of the completed form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '4. Supporting Documents for WP Applications' under 'Request Type' on the iSubmit portal.
2. Please provide the employee's information on the form.
3. Linking will only be considered if the companies / organisations are related, for e.g. subsidiary company.