

## **Frequently Asked Questions (FAQs) for checkout from Onboard centre**

### **1. How do I get to the Onboard centre?**

**Google Maps:**      [Google Maps Link](#)

**Directions:**        [Online MOM Guide](#)

### **2. May I call a private-hire driver to pick up my worker(s)?**

Yes. The private-hire driver must show a copy or screenshot of the checkout notice email on arrival. You must inform the driver to park outside the Onboard premises (along the driveway after entering from the main road) and still walk to ground staff to display a copy of this email. During wet weather, the transport vehicles can be permitted to enter the Onboard centre premises for pick-up.

Your worker(s) is not allowed to arrange for his own private-hire driver.

Alternatively, if you are arranging private-hire transport to pick up your worker, you must:

- Send a WhatsApp message to **8052 4191 (Onboard centre's managing agent)**
- Include in your message:
  - Screenshot of your booking
  - Car plate number
  - Worker's name and FIN

Please note: Messages may not be processed in time, which could result in pick-up delays or booking cancellations.

### **3. I am unable to pick up my worker(s) on the scheduled check out date. Can he stay for one more night?**

No. Your worker(s) must leave at the scheduled checkout time due to high occupancy levels at the Onboard centre. Late checkouts will incur additional charges.

If your dormitory cannot accommodate your worker(s), you must arrange alternative accommodation.

**4. I have other queries about my worker checking out from the Onboard centre. How do I contact the site managing agent?**

Please contact the site managing agent per the table below.

Managing agent contact	Operating hours
<b>Phone:</b> 8052 4191 (WhatsApp message only)	Monday to Sunday
<b>Email:</b> <a href="mailto:infoskw@guthrie-fmc.com.sg">infoskw@guthrie-fmc.com.sg</a> <a href="mailto:contactskw@guthrie-fmc.com.sg">contactskw@guthrie-fmc.com.sg</a>	

**5. I have not received my worker's medical report. It has already been 3 days.**

Please contact the medical service provider per the table below.

Medical service provider: Healthway Medical Group	Operating hours
<b>Hotline</b> 9750 9541	Monday to Sunday 9.00am to 4.00pm
<b>Medical Examination or Vaccination Queries email:</b> <a href="mailto:mwocsk@healthwaymedical.com">mwocsk@healthwaymedical.com</a>	

Please [contact MOM](#) at if you are unable to get a response by the next day.

**6. How do I get formal records that shows my worker has completed the Onboard programme?**

You can access this information in the [Onboard Booking System \(OBS\)](#).

If you did not make the booking, you can check this with your authorised representative who made the booking for your worker.

**7. I have questions about the fees, billing, and booking slots at the Onboard centre.**

You can access information about the fees and bookings via the [Onboard Booking System \(OBS\)](#). Any additional fees charged will be billed and appear in OBS **approximately** two weeks after your worker's checkout.

Payment will be **automatically deducted from the primary credit / debit card** provided by the company in the OBS, on the invoice date. For detailed payment terms, please see paragraph 10 of the declaration page under "Payment and Fees".

Upon successful deduction(s), the system will update the invoice status to "Paid". This serves as your official receipt.

If you have additional queries, you may [contact MOM](#).

**8. I am unable to issue my worker's Work Permit even though he has checked out. Work Permit Online (WPOL) shows me the error message, "Worker has not completed SIP".**

Please ensure that you have updated his local residential address via the [Online Foreign Worker Address Service \(OFWAS\)](#). Thereafter, please wait up to 1 working day to issue his work permit.

If the issue persists, please [contact MOM](#).