

## Common Questions and Useful Information

The sections below provide useful information on the new processes at MOM SC – Hall C.

- Section A: Card Registration @ MOM SC – Hall C
- Section B: Appointment @ MOM
- Section C: Online documents submission
- Section D: Card Delivery Service

Section A: Card registration @ MOM SC – Hall C	
<b>A1</b>	<b>How do I get to MOM SC – Hall C</b>
	<p><b>BY MRT</b> Take Exit B from Potong Pasir MRT Station (NE10) and walk or take a bus.</p> <p><b>BY BUS</b> Location is served by SBS Transit bus service numbers 13, 23, 26, 31, 64, 65, 66, 107, 107M, 125, 133, 147 and SMRT bus service numbers 61, 853, 857 and 985.</p> <p><b>BY CAR</b> Exit 12 on the Pan Island Expressway (PIE), Exit 8B on the Central Expressway (CTE). Vehicular entrance is along Tripartite Way.</p> <p><b>PUBLIC CAR PARKS</b> HDB car parks are available near Whampoa South and Geylang Bahru housing estates.</p>
<b>A2</b>	<b>Can I park my car/bus at MOM SC – Hall C?</b>
	Yes, however car park/bus spaces are limited. Prevailing car park charges applies in MOM SC. If MOM SC's car park is full, you may park at HDB car parks available near Whampoa South and Geylang Bahru housing estates.
<b>A3</b>	<b>What must the pass holder do upon reaching MOM SC – Hall C?</b>
	<p>Step 1: Check in at the kiosks with his/her appointment letter. Pass holder can select his/her preferred language for check in.</p> <p>Step 2: Take the check in slip and proceed to the respective zone for registration.</p>

	There are friendly service ambassadors at the lobby to assist them. The whole registration process should take around 10 minutes.
<b>A4</b>	<b>Is there any additional payment for making appointment, photo taking and card delivery?</b>
	There is no additional charge for the new services.
<b>A5</b>	<b>Is it compulsory to have my pass holder's photo image taken at MOM SC – Hall C? Can my pass holder use a recent photo instead?</b>
	Yes. It is part of our enhanced one stop card registration process. Pass holder does not have to bring his/her photograph to the centre.
<b>A6</b>	<b>I have failed to follow up at WPSC and it is closed after 15 Jun 2013. What should I do now?</b>
	Please make an appointment to visit MOM SC – Hall C. If you are unable to make appointment, please approach our staff at MOM SC – Hall C.

<b>Section B) Appointment @ MOM</b>	
<b>B1</b>	<b>What is Appointment @ MOM?</b>
	<p>It allows you to book appointments for card registration at MOM SC- Hall C as services provided are <u>strictly by appointment</u>,</p> <p>For reporting cases to the MOM SC – Hall C, appointments can be made via WPOL/EPOL during issuance/renewal of pass online or through MOM website (<a href="https://appointment.mom.gov.sg">https://appointment.mom.gov.sg</a>).</p>
<b>B2</b>	<b>When do I have to make an appointment for my pass holder?</b>
	<p>After you issue the pass online, you will be directed to the appointment link to make an appointment for your pass holder if your pass holder is required to report for registration. Alternatively you may book an appointment on the MOM website at <a href="https://appointment.mom.gov.sg">https://appointment.mom.gov.sg</a>.</p> <p>You may also refer to the Notification Letter which will state if your pass holder is required to report within the next 7 days to MOM SC – Hall C for registration.</p>
<b>B3</b>	<b>What is the availability of Appointment @ MOM?</b>
	<p>It is available 24/7. You may start booking for your appointment to report within the next 7 days.</p> <p>Each appointment slot is for 10 minutes. There will be a SMS and email alert to you on the day before the appointment date. SMS will only be sent to a local handphone number.</p>
<b>B4</b>	<b>Who can make appointment? What information do I need to make an appointment?</b>
	<p>For making an appointment via the MOM website, anyone with a valid FIN (Foreigner Identification Number) of a pass holder will be able to make an appointment.</p> <p>For making an appointment via the WPOL/EPOL, only those with the online accounts may be able to do so. For FDW employer, you may do so if you have a Singpass account.</p>
<b>B5</b>	<b>Will the appointment slots be full and I will not be able to make an appointment?</b>
	<p>MOM SC – Hall C will have sufficient appointment slots daily to process the daily volume. You will be able to make an appointment within the next 7 days.</p>
<b>B6</b>	<b>Can I make a group appointment?</b>
	<p>Yes, the Appointment@MOM allows for single and group booking. For group appointment, you are also able to delete and replace group members. However, you need to make a new appointment if you wish to add a group member.</p> <p>You may make group appointment for up to 20 pass holders. Upon check-in, you may remove the record of any pass holder who is not present for card registration.</p>
<b>B7</b>	<b>How can I check if my selected appointment date and time had been confirmed?</b>
	<p>You will be prompted online for a confirmed appointment made. You should print out the appointment letter as confirmation. Alternatively, you may enquire via Appointments @ MOM under “View appointment”.</p>
<b>B8</b>	<b>Can I reschedule or cancel my appointment?</b>

	Yes, however rescheduling or making of new appointment is subjected to availability. You are encouraged to come for your appointment as scheduled originally.
<b>B9</b>	<b>How early must my pass holder arrive at the centre?</b>
	Your pass holder should arrive at MOM SC - Hall C 15 minutes before his/her appointment.
<b>B10</b>	<b>What happens if my pass holder is late for the appointment?</b>
	Your pass holder may not be allowed to check in. You may have to make another appointment. Hence the pass holder is encouraged to arrive punctually for the appointment as scheduled.

<b>Section C: Online Documents Submission</b>	
<b>C1</b>	<b>What is online submission of documents?</b>
	<p>It refers to the electronic submission (eSubmission) of documents via WPOL/EPOL during issuance/renewal of pass.</p> <p>With eSubmission, we are able to verify the pass holder's documents online. The pass holder and employer need not visit our centre with documents anymore. Just login to WPOL/EPOL, scan and upload the necessary documents before you issue or renew the pass.</p> <p>eSubmission is implemented only for non-reporting cases initially and will be extended to reporting cases at a later phase.</p>
<b>C2</b>	<b>Who can do eSubmission?</b>
	Business Employer/ Employment Agency with a valid WPOL/EPOL account while FDW Employer with a Singpass account will be able to access eSubmission.
<b>C3</b>	<b>What is the acceptable file format and size for uploading into eSubmission??</b>
	Files in PDF format with a maximum size of 2MB per file.
<b>C4</b>	<b>What documents do I require to upload?</b>
	<p>You will be prompted on the documents to upload during issuance/renewal via WPOL/EPOL. The common documents include:</p> <p>For WPOL: Application Form, Security Bond Form, Medical Form, Renewal Notice, Passport  For EPOL: Declaration Form, Medical Examination Form/Health Declaration Form</p>
<b>C5</b>	<b>How do I check the verification status of the documents submitted?</b>
	<p>You may check the status of your issuance/renewal request via WPOL/ EPOL the next working day under:</p> <p>WPOL: "Issue &gt; Check Status - Issuance Request"  EPOL: "Issue &gt; Check Issue Pass"</p> <p>Under the processing status, the "Submit documents for verification" checkbox will be checked if documents have been successfully verified.  If the checkbox remains unchecked, you may wish to check if there is a need for you to resubmit the documents under:</p> <p>WPOL: "Re-Submit &gt; Re-Submit Document"  EPOL: "Issue &gt; Re-Submit Documents"</p> <p>Once the documents have been verified and accepted by MOM, an sms/email will be sent (usually within 7 working days after issuance/renewal submission) to inform the contact persons provided to us on the card delivery details.</p> <p>However, if the documents have failed our verification, we will inform you by the next working day via sms/email to submit them again. Avoid unnecessary delays by ensuring that all the document(s) uploaded are clear and complete (e.g. dates filled in, applicable portions</p>

	deleted/signed accordingly). The card will only be delivered after all the documents submitted are verified successfully.
<b>C6</b>	<b>When do I need to resubmit any documents?</b>
	<p>If your documents are unclear or wrong, we will send you an SMS (or email if your mobile number is not entered) on the rejected reason and resubmission of the documents.</p> <p>You may login to WPOL/EPOL to find out what documents to resubmit under:          WPOL: "Re-Submit &gt; Re-Submit Document"          EPOL: "Issue &gt; Re-Submit Documents"          We will only deliver the card to you if all your documents are in order ie duly correct, completed and signed.</p> <p>To avoid rejection of documents and delay in receiving the card, please make sure you check your attachments of the documents before you submit (e.g. dates filled in, applicable portions deleted/signed accordingly). You may preview the uploaded documents for verification before submission.</p> <p>MOM may revoke your pass holder's pass if</p> <ol style="list-style-type: none"> <li>you do not resubmit the document promptly</li> <li>the documents do not support the pass holder's eligibility for a work pass</li> </ol>
<b>C7</b>	<b>Can I complete an issuance/renewal without uploading all the documents requested for?</b>
	<p>No, you have to upload all required documents before an issuance/renewal transaction can be completed. If you have not prepared the soft copy documents for upload, you may click on the *"Save as Draft" button in WPOL to save as a draft, and return to continue later.</p> <p>*Save as Draft function is only applicable to WPOL. We will be adding this function in EPOL later.</p>
<b>C8</b>	<b>I have saved my documents in WPOL during the issuance/renewal of pass. How long will be my saved documents available in WPOL?</b>
	Documents uploaded and saved in draft will only be kept for a period of 3 months in WPOL.
<b>C9</b>	<b>During the online issuance/renewal transaction, I notice that there is discrepancy in the details of the personal particular (eg Name, Date of Birth, Nationality etc)of the pass holder displayed. What should I do?</b>
	<p>You must not proceed with the transaction.</p> <p>For Work Permit, please fax the company letter and passport stating the amendment to MOM at 6317 1386 or iSubmit / via Option 4 at MOM Website.</p> <p>For S Pass, Employment Pass and the remaining related Passes, please fill up the "<i>Request Form for Amendment of Personal Particulars (EP Online)</i>" and attach the relevant supporting documents and submit it via iSubmit (<a href="http://mom.gov.sg/isubmit">mom.gov.sg/isubmit</a>).</p> <p>You may log in to WPOL/EPOL 7 working days after submission to check on your request. If the personal particulars of the foreigner have been updated, then you may proceed to make your issuance/renewal transaction. If we require further clarifications, WPD will contact you.</p>

<b>C10</b>	<b>Will I be able to retrieve the uploaded document files from WPOL/EPOL for my viewing after I have submitted the issuance/renewal request?</b>
	Yes. You can still view the documents at the check status function. However, they will be archived after 1.5 months. Hence, it is good practice to keep a soft copy of the documents submitted.
<b>C11</b>	<b>What happens if I have uploaded a wrong or unclear supporting document during e-submission of document?</b>
	You should replace the document with a correct and clear copy by selecting the "Replace File" icon.  Once you have submitted the documents online for us to verify, you will not be able to replace them. A SMS (or email if your mobile number is not entered) will be sent to notify you on the failed documents verification Hence you may preview the uploaded document first before submitting it.
<b>C12</b>	<b>When I check the status of my issuance/ renewal via "Resubmit &gt; Re-Submit Documents" / "Issue &gt; Re-submit Document(s)", the status displayed is 'Follow up'. What does this mean?</b>
	It means you have submitted the wrong and/or unclear documents uploaded. You have to re-submit the correct /clear documents again.
<b>C13</b>	<b>What happens next after I have completed eSubmission?</b>
	Card will be delivered to your preferred delivery address, usually within 7 working days after successful document verification and fingerprint registration (if required).
<b>C14</b>	<b>The file exceeds 2 MB. What should I do?</b>
	WPOL/EPOL only accepts document that is less than 2 MB. You can reduce the size of your file by adjusting your scan settings. For instance, you may wish to scan the image using 'greyscale' setting instead of 'colour' setting. Also, you may adjust the resolution.  Just make sure that the scanned image is clear for viewing after the adjustments have been made.
<b>C15</b>	<b>I am shown an error message when I click on the "Upload/View Document(s)" button on the Confirmation page. I am informed that I need to wait for 20mins before I can proceed with uploading documents. What should I do?</b>
	Your recent document upload session had been interrupted or terminated abruptly. Please click on the '*Save as Draft' button at the bottom of the WPOL page to save a draft of your issuance/renewal request. You may retrieve this draft request after 20 minutes to continue with the uploading.  *Save as Draft function is only applicable to WPOL. We will be adding this function in EPOL later.
<b>C16</b>	<b>I do not have a scanner. Can I come down to the MOM SC – Hall C to submit the documents?</b>
	MOM no longer provide issuance/renewal services over the counter as more than 98% of our customers transact online or use employment agents for these transactions. We urge customers to use either option. If you need to get a scanned copy of a document but do not own a scanner, here are some ways to do it: i) Borrow the use of a scanner from a relative or friend

	<p>ii) Use a smart-phone to take a picture of the document(s) and transfer them to your computer. Make sure your images are sharp. If you need to convert a picture file to a pdf file, there are free document scanner apps available for download to do this.</p> <p>iii) Use scanning services available at internet cafes. They typically charge nominal fee for this.</p>
<b>C17</b>	<b>What type of scanner is recommended for eSubmission?</b>
	<p>Regular scanners available at most electronic retail outlets should be sufficient for your use. However, if you submit a high volume of work pass issuance/renewal, you may wish to consider purchasing a feeder/batch scanner which allows for bulk scanning of documents.</p> <p>Please check that the scanner comes with built-in PDF conversion software that allows your documents to be automatically scanned into a PDF (portable document format) file.</p>

<b>Section D) Card Delivery Service</b>	
<b>D1</b>	<b>When will the card be delivered?</b>
	During the issuance of pass, the employer or employment agencies will have to enter the preferred delivery address and the authorised recipient to receive the card. The card will be delivered, usually within 7 working days upon successful document verification and fingerprint registration (if required)
<b>D2</b>	<b>Who will be delivering the card?</b>
	MOM has appointed a vendor (Cisco Delivery Personnel) to deliver the cards to our customers.
<b>D3</b>	<b>Who is authorised to receive the card?</b>
	The work pass card/long term pass card is a secured card. MOM will only deliver it to the authorised recipient(s) indicated by the authorised user during the issuance/renewal of passes online. You may nominate up to a maximum of 3 authorized recipients during the online transaction. We do not allow other personnel to collect the card on their behalf. The delivery personnel will verify the identity of the recipient and request for acknowledgment by the recipient before he gives out the card. Hence the details (Name, Identification No) of the recipients must be accurately provided.
<b>D4</b>	<b>Do I have to enter the details of preferred delivery address and the authorised recipient (s) every time I issue or renew a pass?</b>
	The system will auto populate the details of the preferred delivery address and the authorised recipient(s) based on your last transaction. You may amend if there is any change.
<b>D5</b>	<b>Where can I check on my card delivery status?</b>
	You can check the status of the card delivery status through: WPOL: "Issue > Check Issued Pass" EPOL: "Enquire > Card Deliver / Collection Status". Non-Login Enquiry: "Enquire > Card Delivery / Collection Status"
<b>D6</b>	<b>When will I know the card delivery date?</b>
	A SMS / Email will be sent at least 1 day before the card delivery date to the authorised recipient (s) provided.  The message for SMS will be "<MOM> We'll deliver the work pass card(s) to 50 RAFFLES PLACE #43-03 SINGAPORE LAND TOWER S04862 on 01 Mar 13 between 830am and 130pm".  The message for email will be "Dear Sir/Mdm, We will deliver Fu Soo Seng (WP No. 0 123456789) work pass card to you at 189 SELEGIE CENTRE SELEGIE ROAD #B1-00 SINGAPORE 123456 on 12 Oct 2012 between 9:00am and 11:15am."
<b>D7</b>	<b>I am the authorised recipient but I need to go for an urgent meeting. Can I pass my IC to my colleague to collect the card on behalf?</b>
	No, the authorised recipient has to be present to collect the card.
<b>D8</b>	<b>What should I do if I have missed the card delivery?</b>
	There will be 2 card delivery attempts. For each failed delivery attempt, the delivery personnel will leave a delivery slip indicating the second delivery date, usually within 7 working days. Again, you will be notified via a SMS/Email on this second delivery.

	<p>If you have missed both delivery attempts, you will have to collect the card at the MOM SC - Hall C, Service Desk, 4 working days after the second failed delivery date. No appointment is required for card collection.</p>
<b>D9</b>	<b>What will happen if the pass holder does not collect my card at the MOM SC – Hall C?</b>
	<p>The work pass card/long term pass card is a very important identification document. The pass holder is encouraged to collect your card immediately. If the card remains uncollected, we will revoke the work pass.</p> <p>If a representative is coming on behalf, a letter of authorisation from the employer is required. The representative must also bring along his/her NRIC/Passport and Notification Letter.</p>
<b>D10</b>	<b>Are cards delivered to all local addresses in Singapore?</b>
	<p>We deliver to all addresses in Singapore, except secured/restricted premises (e.g. Army Camp, Prison and other offshore islands) during office hours from Monday to Friday (excluding weekend and Public Holiday). WPOL/EPOL will prompt you to enter another valid local address if the address entered is non-deliverable.</p>
<b>D11</b>	<b>I have completed the card registration at the centre but MOM has not contacted me on card delivery date. What should I do? (Applicable for reporting case)</b>
	<p>Please login to WPOL/EPOL to enquire on the document verification and card delivery status for more information.          WPOL: "Issue &gt; Check Issued Pass"          EPOL: "Enquire &gt; Card Deliver / Collection Status".          Non-Login Enquiry: "Enquire &gt; Card Delivery / Collection Status"</p>
<b>D12</b>	<b>Will the card delivery personnel collect back the existing cards?</b>
	<p>You have to mail back the existing cards to us          Attn: Work Pass Division, 18 Havelock Road #03-01, Singapore (059764).</p> <p>For ICA issued long term pass cards, you have to send it back to ICA          Attn: Immigration &amp; Checkpoints Authority, ICA Building, 10 Kallang Road Singapore (208718)</p>
<b>D13</b>	<b>What if I want to make amendment to the delivery details?</b>
	<p>We do not allow any change in delivery address or authorised recipients once you submit the request, so check that the information provided is correct.</p>