

ELECTRONIC SUBMISSION OF WORK INJURY COMPENSATION DOCUMENTS THROUGH WicSubmit

Part A : Introduction

A1 What is this WicSubmit service?

This is a free service provided by MOM to allow parties in work injury compensation (WIC) claim to submit necessary documents online.

A2 Who can use this service?

- Employers
- Insurers
- Lawyers
- Treating doctors
- Injured employees, their next-of-kin and/or trustees

A3 Why use this service?

This service brings the following benefits:

- Convenience of submitting the necessary documents anytime
- Instant acknowledgement by MOM upon the successful submission of the documents
- Ability to track submission status anytime online
- Savings of time as well as hassles of queuing at counters to submit hardcopy documents

A4 What information do I need to use this service?

You will need the following:

- SingPass
- Your particulars (Name, Contact No. & Email)
- The injured employees' Work Injury Compensation (WIC)Claim Reference Number

Part B: System Requirements

B1 What are the web browsers that are recommended for use with the WicSubmit service?

The following web browsers are recommended:

- Internet Explorer 8.0
- Google Chrome version 22.0

	<ul style="list-style-type: none"> • Mozilla Firefox version 16.0 • Opera version 12.0 • Safari version 5.1
B2	Any recommended settings for the internet web browser?
	You need to enable or allow pop-ups in your browser.
Part C: Uploading of Documents	
C1	I have uploaded my scanned documents. Do I still need to submit the hard copies/originals of the scanned documents to MOM?
	<p>No, this is not necessary.</p> <p>Injured employees should submit their original medical bills and medical certificates from their work-related injuries to their employers. This is so that the employees can be paid their medical leave wages and medical expenses promptly. Employers will eventually submit these original documents to their insurers for reimbursement. In the event that MOM requires any original document, the case officer will contact you.</p>
C2	What are the image/file guidelines for the scanned documents that I wish to upload?
	<ul style="list-style-type: none"> • All scanned documents containing photographs, graphics and text, especially handwritten ones, must be clear and legible. • File format should be in Portable Document Format (PDF) only • Document file size should not exceed 6MB
C3	How do I convert my documents into PDF format?
	You will need a scanner and PDF converter software in order to convert your documents into PDF format. You may also approach scanning services vendors who will convert your documents for a fee.
C4	I do not have a scanner. Can I scan my supporting documents at the MOM premises like the MOM e-lobby?
	No, MOM does not provide scanning services for this purpose.
C5	What if my document file size exceeds 6 MB?
	If your document file size exceeds 6 MB and you are unable to reduce the file size, we recommend that you submit them via post, fax or email.
C6	What if I have many pages of documents which are saved in separate PDF files?
	If your document contains multiple pages which are saved in separate PDF files, you may click 'Upload' to upload the first page, followed by 'Add File(s)' to upload the additional pages. Our system will automatically merge all uploaded PDF documents into a single PDF file.

C7	How will I know whether my documents have been submitted successfully?
	An acknowledgement screen will be displayed immediately, upon the successful upload of the document to our system.
C8	On the Document to Upload Page, I noticed that the status for the document shows 'Submitted' and I cannot find the 'Upload' button. Why is this so?
	This means that particular document has already been uploaded. If you are the person who uploaded the document, you may click 'View' to view your uploaded document.
C9	Will I be able to retrieve my uploaded document(s)?
	You may view and also print the document(s) which you have previously uploaded for every unconcluded WIC claim.
C10	What if I have selected the wrong document file during the Document Upload process?
	At the Document Upload screen, you may click 'Replace' to select the correct file and it will replace the previous document. Alternatively, you may click 'Cancel Upload' to cancel the uploading request.
C11	What happens if I have uploaded a wrong or unclear supporting document?
	WIC Application Forms and medical reports can only be uploaded and submitted once. If you had wrongly submitted any of these two documents, please email and inform the case officer to reject the wrong documents. You will then be informed via email that the rejection has been accepted, and you can then proceed to re-upload and re-submit the correct documents.
C12	What if I need to upload documents for a different WIC claim?
	You may click 'Retrieve another case' and enter the new WIC Claim Reference Number to upload the documents for a different claim.
C13	What if I still encounter problem in uploading the documents?
	Please ensure that the documents are in PDF format and that each document does not exceed 6MB in file size. If you are still unable to upload the documents, you may submit the documents to the case officer via post, fax or email.
PART D: CONTACT INFORMATION	
D1	Who should I contact regarding WicSubmit service issues?
	For enquiries on WicSubmit issues, please email us at mom_oshd@mom.gov.sg .