

Step-by-Step Guide to Issue A Foreign Worker/Foreign Domestic Worker's Work Permit using WP Online

Important

Employers are required to register the foreign worker's residential address with MOM using the Online Foreign Workers Address System (OFWAS) at least one hour before carrying out issuance of the Work Permit using WP Online.

Part A Submit Request to Issue a Work Permit

Step	Actions
1	<ul style="list-style-type: none"> Go to Ministry of Manpower's (MOM) website at www.mom.gov.sg.
2	<ul style="list-style-type: none"> Under 'Services & Forms', click on: <ul style="list-style-type: none"> For Foreign Worker: 'Work Permit Online (WP Online) – For Business & Employment Agency Users' For Foreign Domestic Worker: 'Work Permit Online (WP Online) – For Foreign Domestic Worker Employers'.
3	<ul style="list-style-type: none"> Click '<u>Login to WP Online</u>'.
4	<ul style="list-style-type: none"> Enter <SINGPASS ID>, <SINGPASS> and click 'Submit'. <p>For more information on SINGPASS, please view SingPass (Singapore Personal Access) on the same page.</p>
5	<ul style="list-style-type: none"> Click 'I Agree' after you have read and accepted the Terms and Conditions on Use of the WP Online System.
6	<ul style="list-style-type: none"> Choose 'Issue Work Permit' under 'Issue'.
7	<ul style="list-style-type: none"> Click 'Important Notes'. Read and understand the important notes before you check the acknowledgement box.
8	<ul style="list-style-type: none"> Enter <CPF Submission No (if required), WP No, Date of Application (this refers to the Date of Work Permit Application)> and click 'Go' to access 'Issue Work Permit' page. <p>This information can be found in the In-Principle Approval letter.</p>
9	<ul style="list-style-type: none"> For any changes to current information under 'Worker's Travel Document Details', enter new details in 'New (if any)'. Provide the required information under the 'Compulsory Update of Worker's Details' section. If there are no changes, proceed to 'Save as Draft' or 'Submit'.
10	<ul style="list-style-type: none"> Select the address where you want the Work Permit card to be delivered to under 'Card Delivery Details' section. Click 'Next' after you have entered the authorised recipient(s)' details. MOM will send an SMS or email to them before the card delivery.
11	<ul style="list-style-type: none"> Under 'Document(s) to be submitted' section*, click 'Submit Document(s)' to attach scanned copies of the required document(s). Click 'Upload' to browse and select the document(s) from your computer. <p>Note: If your document(s) is made up of multiple pages, click 'Add Page(s)' (you will see this button after you have uploaded page one of the document(s)) to add pages to the uploaded document(s) and merge them into one file.</p> <ul style="list-style-type: none"> Next, click 'Preview' to preview the document(s) to make sure that they are correct, clear and complete (e.g. dates filled in, applicable sections are signed accordingly, etc). If you want to replace the uploaded document(s), click 'Replace' to replace the uploaded document(s). Once all the document(s) have been uploaded and previewed, the 'Continue' button will be enabled. Click on it to complete the uploading process. Finally, click 'OK' on the acknowledgement page to return to the 'Issue Pass' page. The documents submission process is completed after you provide a mobile number and/or email address. MOM will use this to contact the person if there is any clarification required. Click 'Next' to proceed to the confirmation page where verification of information is required. Or, click 'Save as Draft' to save your work if you do not want to continue – see Step 13 on how to retrieve your draft. <p><i>* Note: We will be introducing online submission of documents in 2 phases – “non-reporting” cases first (i.e. do not need to do finger printing and photo imaging registration) followed by “reporting” cases.</i></p>

12	<p>An issuance fee is charged for each successful submission and is listed in the payment details. You can pay using GIRO (for existing GIRO users), Credit Card or eNets Debit. If overstaying fine is imposed on the worker, the fine will also be listed in the payment details.</p> <ul style="list-style-type: none"> • <u>For GIRO users</u> You can choose to pay by GIRO (the default payment selected) or eNets Card/Debit. Please select the appropriate payment method and click 'Pay & Submit'. <p>If you choose to pay by GIRO, you will be brought to the result page.</p> <ul style="list-style-type: none"> • To print Special Pass/Overstaying Fine bill (if applicable) and Notification Letter, click 'Print Letter(s)'. • To submit a new request, click 'Return to main Issue Work Permit Page'. • <u>For Non-GIRO users</u> You can only pay by Credit Card or eNets Debit. Click 'Pay & Submit'. Please make sure that your browser's Pop-up blocker is turned off before you proceed with payment. <ul style="list-style-type: none"> • For payment via eNets, click on the logo of your preferred payment mode [either eNets Credit (visa/master) or eNets Debit]. • Enter the necessary payment details to confirm on the payment. <p>Please do not close the internet browser (WP Online and payment screen) or click on any of the browser's buttons while the payment is still in progress. Any interruption will disrupt the transaction. Payment may still be deducted without confirmation. Please note that an issue request is considered complete only when you see the result page and are prompted to print the notification letter (next step below). The approval is immediate if your submission is made from 8am to 8pm (Mondays to Fridays) or from 8am to 2pm (Saturdays).</p> <ul style="list-style-type: none"> • If your payment is <u>successful</u>, you will see the result page. You must print the Notification Letter for the worker to go to MOM Services Centre (MOM SC) – Hall C for finger print and photo image registration (if applicable). <ul style="list-style-type: none"> • To print Special Pass/Overstaying Fine bill (if applicable) and Notification Letter, click on 'Print Letter(s)'. • Click 'Close Window' to close the page. • Click 'Return to main Issue Work Permit Page'. It brings you back to the 'Issue Work Permit' page where you can start submitting a fresh request. • If your payment is <u>not successful</u>, you will see a notification message showing that the transaction is not successful. <ul style="list-style-type: none"> • Click 'Close Window' to close the page. • Click 'Continue'. You will see the 'Issue Work Permit' page with the information you have entered earlier. You can resubmit, save your request as draft or cancel the request.
13	<p>If you have previously saved any draft issuance request, you can:</p> <ul style="list-style-type: none"> • Click 'Retrieve Draft Request for Work Permit Issuance' under 'Issue' to retrieve all drafts created. • Click on the hyperlinked 'WP No.' to make amendments (if any) and click 'Submit'. Or, you can delete the draft.
14	<ul style="list-style-type: none"> • If the worker is required to go to MOM SC – Hall C for registration, click 'Book an Appointment'. Services at MOM SC are strictly by appointment only. • Alternatively, you can go to the 'Check Status – Issuance Request' function or MOM website to make the appointment.

Part B Enquire on Status of Submitted Issuance Request

Step	Actions
1	<ul style="list-style-type: none"> Go to 'Issue', click 'Check Status – Issuance Request'.
2	<ul style="list-style-type: none"> Enter only one of the four search parameters to retrieve your submitted request.
3	<ul style="list-style-type: none"> Click on the box beside worker's name, select one document at a time from the drop-down menu (the options on types of documents are shown below) and click 'Print'. <ul style="list-style-type: none"> Notification Letter (You must print the Notification Letter. It tells you what needs to be done before getting the card.) Special Pass Bill/Receipt for Overstaying Fine.
4	<ul style="list-style-type: none"> Click 'Print' on the pop-up window to print the document.
5	<ul style="list-style-type: none"> Click on the hyperlinked 'WP No.' to view the result page.

Part C Enquire on Security Bond and Worker's Details for Issuance

Step	Actions
1	<ul style="list-style-type: none"> Go to 'Enquire', click 'Security Bond Status'. Enter <CPF Submission No, or Employer's NRIC/FIN, WP No. and Date of Application> and click 'Go' to view Security Bond and worker's Details.

Part D Enquire on Card Delivery or Collection Status

This function allows you to check the Work Permit card delivery / collection status and details.

Option 1: Login to WP Online	
Step	Actions
1	<ul style="list-style-type: none"> Go to Ministry of Manpower's (MOM) website at www.mom.gov.sg.
2	<ul style="list-style-type: none"> Under 'Services & Forms', click on: <ul style="list-style-type: none"> For Foreign Worker: 'Work Permit Online (WP Online) – For Business & Employment Agency Users' For Foreign Domestic Worker: 'Work Permit Online (WP Online) – For Domestic Worker Employers'.
3	<ul style="list-style-type: none"> Click 'Login to WP Online' to access WP Online.
4	<ul style="list-style-type: none"> Enter <SINGPASS ID> and click on 'Submit'. For more information on SINGPASS, please view SingPass (Singapore Personal Access) on the same page.
5	<ul style="list-style-type: none"> Click 'I Agree' after you have read and accepted the Terms and Conditions on Use of the WP Online System.
6	<p>Proceed by choosing either:</p> <p>'Check Status – Issuance Request'</p> <ul style="list-style-type: none"> Under 'Issue', click 'Check Status – Issuance Request'. Enter one of the search parameters and click 'Go' to display the search results. Click on the hyperlinked 'Card Delivered / Collected' to view the card delivery / collection details. <p>'Enquire'</p> <ul style="list-style-type: none"> Or, you can also select 'Card Delivery / Collection Status' under 'Enquire'. Enter one of the search parameters and click 'Go' to display the search results. Click on the hyperlinked 'Delivery To Customer' to view the card delivery / collection details.

Option 2: Non-Login to WP Online	
Step	Actions
1	<ul style="list-style-type: none"> Go to Ministry of Manpower's (MOM) website at www.mom.gov.sg.
2	<ul style="list-style-type: none"> Click 'Services & Forms' and choose the respective pass type. Click 'Card Delivery Status Check via Work Permit Online (Non-login)'.
3	<ul style="list-style-type: none"> Click 'Card Delivery / Collection Status' under 'Enquire'.
4	<ul style="list-style-type: none"> Enter your particulars and click 'Next' to proceed.
5	<ul style="list-style-type: none"> Enter the Work Permit Number and Date of Application of the worker that you want to enquire for and click 'Submit'.

Part E Re-submission of Document(s)

This function allows you to re-submit document(s) if the document(s) submitted during issuance are incorrect, incomplete or unclear. An SMS/email will be sent if you are required to re-submit document(s).

Step	Actions
1	<ul style="list-style-type: none"> Go to Ministry of Manpower's (MOM) website at www.mom.gov.sg.
2	<ul style="list-style-type: none"> Under 'Services & Forms', click on: <ul style="list-style-type: none"> For Foreign Worker: 'Work Permit Online (WP Online) – For Business & Employment Agency Users' For Foreign Domestic Worker: 'Work Permit Online (WP Online) – For Foreign Domestic Worker Employers'.
3	<ul style="list-style-type: none"> Click 'Login to WP Online' to access WP Online.
4	<ul style="list-style-type: none"> Enter <SINGPASS ID> and click on 'Submit'. <p>For more information on SINGPASS, please view SingPass (Singapore Personal Access) on the same page.</p>
5	<ul style="list-style-type: none"> Click 'I Agree' after you have read and accepted the Terms and Conditions on Use of the WP Online System.
6	<ul style="list-style-type: none"> Click 'Re-Submit Document' under 'Re-Submit' on the left hand menu.
7	<ul style="list-style-type: none"> The screen will display all cases that require you to re-submit the document(s). Click on the hyperlinked 'WP No.' to view the details of the document(s) to be re-submitted.
8	<ul style="list-style-type: none"> Click 'Submit Document(s)' to attach scanned copies of the required document(s) from your own computer. Note: The steps are similar to Step 11 outlined in Part A above. Once all the document(s) have been uploaded and previewed, the 'Continue' button will be enabled. Click on it to complete the uploading process. Finally, click 'OK' on the acknowledgement page to return to 'Re-Submit Document(s)' page.

If you encounter problems on the above steps during issuance, you can refer to the Frequently Asked Questions (FAQ) in WP Online for more information.

Work Pass Division18 Havelock Road
Singapore 059764
www.mom.gov.sg

Employment of Foreign Manpower Act (Chapter 91A)
Employment of Foreign Manpower (Work Passes) Regulations (Regulation 12)
Security Bond Form for Foreign Workers (Domestic and non-Domestic)

BY THIS BOND received this _____ day of _____ 20_____.
 (Date indicated must be on/ before the Banker's or Insurance Guarantee start date.)

I/We _____ of (or having our registered office at)
 _____ acknowledge myself/ourselves bound to pay
 the Government of the Republic of Singapore the sum of SGD\$ _____ ("the Obligation").

PURPOSE

I/We wish to apply for the issue of Work Passes:

- *a for the persons whose particulars appear in the Schedule to this Bond (the "Schedule") ("the said persons");
- b for the number of persons indicated in the Schedule whose particulars shall be supplied from time to time on the date of their arrival in Singapore and when so supplied shall form part of the Schedule ("the said persons");
- c for the persons whose particulars may from time to time be included in the Schedule with the consent of the Controller of Work Passes prior to or on the date of their arrival in Singapore in substitution for those whose particulars appear in the Schedule ("the said persons").

*(Delete a, b or c as necessary)

STATUTORY AUTHORITY

The Controller of Work Passes is agreeable to the issuing of Work Passes to the said persons on the following conditions to be observed by me/us in respect of the said persons, namely:-

- i. That during their stay in Singapore, I/we shall be responsible for the prompt payment of salary, be responsible for and bear the costs of their upkeep and maintenance, including medical treatment, and give them reasonable notice of and bear the full cost of their repatriation, ensuring that all outstanding salaries or monies due to them have been paid before their repatriation;
- ii. That I/we shall provide acceptable accommodation for them;
- iii. That, if any of them should die while in Singapore, I/we shall be responsible for the cost of burial or cremation or the return of the body to the country of nationality;
- iv. That I/we shall produce to the Controller of Work Passes any person whose Work Pass has been cancelled or whose Visit Pass/Special Pass has expired or who is required to report to the Controller at such times as I/we may be required to do so;
- v. That I/we shall employ them in accordance with the Work Pass applicable to them;
- vi. That I/we shall take reasonable steps to ensure that they comply with the Work Pass Conditions applicable to them, and such steps shall include (a) reporting to the Controller of Work Passes if I/we know they are not complying and (b) informing them of the Work Pass conditions applicable to them; and
- vii. That upon completion or termination of employment or resignation from employment of any of them, or the cancellation or revocation of their Work Passes, I/we shall inform the Controller of Work Passes in writing within seven days of such completion or termination of employment or resignation from employment and, subject to giving them reasonable notice, I/we shall immediately or within such period that may be specified by the Controller of Work Passes repatriate them.

And regulation 12 of the Employment of Foreign Manpower (Work Passes) Regulations provides that the Controller of Work Passes may require a bond to ensure compliance of the above conditions.

SECURITY DEPOSIT

I/We hereby deposit the sum of dollars _____ (SGD\$ _____) as security in respect of the performance of the above conditions.

NOW THE OBLIGATION shall be void and the cash deposit shall be returned to me/us if I/we at all times perform and observe the above conditions.

But should I/we breach any of the above conditions in respect of any of the said persons, then the Obligation shall be in full force and effect and the amount in respect of that person as indicated in the Schedule shall be forfeited partially or in whole by the Government of the Republic of Singapore. A partial forfeiture shall not extinguish the Government of the Republic of Singapore's right to forfeit the remainder for the same breach or a different breach.

Signed, sealed and delivered by**:

In the presence of:

NRIC/Passport No., Name, Designation & Signature

Name & Address of Witness

Signature

for and on behalf of _____

Name of Company

Seal

(to be filled up if non-domestic foreign workers are employed)

The Schedule***

S/N	Name of Worker	Work Permit Number	Amount
1			

** If non-domestic foreign workers are employed, the signatory's name must appear in ACRA's record. If signed by anyone else, an authorisation letter from a Board member is needed.

*** To provide another worker's particulars, please provide the details on a separate A4 size paper and attach it together with this Security Bond Form.

Full Medical Examination Form For Foreign Workers

All Parts in this Form are to be completed by a Singapore registered doctor. The foreign worker's Travel Document must be produced to the Examining Doctor for identification.

Part I Personal Particulars of Foreign Worker

Name: _____ Passport No. _____ Sex: *Male / Female Height: _____ cm
 Occupation: _____ Date of Birth: _____ Citizenship: _____ Weight: _____ kg

Part II Medical History (To be declared and signed by the foreign worker)

		Yes	No	If yes, give brief details			Yes	No	If yes, give brief details
1	Mental illness	<input type="checkbox"/>	<input type="checkbox"/>		6	Tuberculosis	<input type="checkbox"/>	<input type="checkbox"/>	
2	Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>		7	Heart Disease	<input type="checkbox"/>	<input type="checkbox"/>	
3	Chronic Asthma	<input type="checkbox"/>	<input type="checkbox"/>		8	Malaria	<input type="checkbox"/>	<input type="checkbox"/>	
4	Diabetes Mellitus	<input type="checkbox"/>	<input type="checkbox"/>		9	Operations	<input type="checkbox"/>	<input type="checkbox"/>	
5	Hypertension	<input type="checkbox"/>	<input type="checkbox"/>						

I declare that all the information given above is true and correct. I hereby give my consent for a copy of this medical report after it is completed by the examining doctor to be released to the Ministry of Manpower, my employer, and also to the employment agent who assisted in my work permit application.

Signature of Foreign Worker _____

Date _____

Part III Please tick if any of the Examinations/Tests is Abnormal and give brief details separately.

Clinical Examinations	Abnormal	Other Tests	Abnormal
1 Cardiovascular System		1 Chest X-ray – to be taken in Singapore	<input type="checkbox"/>
A Blood Pressure	<input type="checkbox"/>		
Systolic:		2 Urine	
Diastolic:		a Albumin	<input type="checkbox"/>
B Heart Disease	<input type="checkbox"/>	b Sugar	<input type="checkbox"/>
C ECG (compulsory for male Thai workers & others above age 50, and in younger applicants where it is indicated, e.g. persons with cardiac murmurs or symptoms suggestive of Myocardial ischaemia)	<input type="checkbox"/>	c Pregnancy	<input type="checkbox"/>
D Severe varicose veins	<input type="checkbox"/>	3 VDRL	<input type="checkbox"/>
2 Anaemia (if clinically anaemic, do HB: _____ g%)	<input type="checkbox"/>	4 Hearing-unable to hear ordinary conversation at 2m	<input type="checkbox"/>
3 Respiratory System	<input type="checkbox"/>		
4 Abdomen		5 Vision (should be at least 6/12 in both eyes with or without glasses.)	<input type="checkbox"/>
a Hernia	<input type="checkbox"/>	a Vision Acuity	<input type="checkbox"/>
b Enlarged Liver	<input type="checkbox"/>	i) Right eye	<input type="checkbox"/>
c Enlarged Spleen	<input type="checkbox"/>	ii) Left eye	<input type="checkbox"/>
d Genito-Urinary System	<input type="checkbox"/>	b Colour Vision (for electricians & drivers only)	<input type="checkbox"/>
5 Skin-Chronic Disease (e.g. leprosy, widespread eczema, psoriasis, etc)	<input type="checkbox"/>	c Any organic eye disease, e.g. Trachoma	<input type="checkbox"/>
6 Locomotor/Neurological		6 Blood film for Malaria	<input type="checkbox"/>
a Significant limb amputation or deformity	<input type="checkbox"/>		
b Limb movement and co-ordination	<input type="checkbox"/>	7 HIV (AIDS)	
c Significant spinal deformity	<input type="checkbox"/>	Note: HIV (AIDS) Test and blood film for Malaria must be done at laboratories approved by the Ministry of Health.	<input type="checkbox"/>
d Other significant abnormalities (in relation to the Work required to be performed)	<input type="checkbox"/>		
7 Endocrine disorders, e.g. thyrotoxicosis	<input type="checkbox"/>		
8 Mental state	<input type="checkbox"/>		

Part IV Please tick in the box provided

Clinical examinations/tests (*including/excluding ECG) required above are normal except those test results indicated "Abnormal" (if any) in Part III.

Part V Certification from the Doctor (Any amendments must be endorsed by the Doctor who completes this Report)

I certify that I have examined the above-named foreign worker and found that this person is ***Fit / Unfit** for employment in the above-stated occupation.

Name of Doctor:
(in BLOCK Letter) _____

Signature of Doctor: _____

Clinic Address: _____

Date: _____

Telephone Number: _____

*Delete where inapplicable

Doctors to Note:

Please give a copy of the completed medical form to the employer/ employment agent if he/she asks for it.