

## Step-by-Step Guide to Cancel A Foreign Worker / Foreign Domestic Worker's Work Permit via WP Online

### Part A Submit Work Permit Cancellation Request

Step	Actions
1	<ul style="list-style-type: none"> <li>Go to Ministry of Manpower's (MOM) website at <a href="http://www.mom.gov.sg">http://www.mom.gov.sg</a>.</li> </ul>
2	<ul style="list-style-type: none"> <li>Under '<b>Services &amp; Forms</b>', click on:               <ul style="list-style-type: none"> <li>For Foreign Worker: '<b>Work Permit Online (WP Online) – For Business &amp; Employment Agency Users</b>'</li> <li>For Foreign Domestic Worker: '<b>Work Permit Online (WP Online) – For Foreign Domestic Worker Employers</b>'.</li> </ul> </li> </ul>
3	<ul style="list-style-type: none"> <li>Click '<b>Login to WP Online</b>'.</li> </ul>
4	<ul style="list-style-type: none"> <li>Enter &lt;SINGPASS ID&gt;, &lt;SINGPASS&gt; and click '<b>Submit</b>'.</li> </ul>
5	<ul style="list-style-type: none"> <li>Click '<b>I Agree</b>' after you have read and accepted the Terms and Conditions on Use of the WP Online system.</li> </ul>
6	<ul style="list-style-type: none"> <li>Click '<b>Cancel Work Permit</b>' under '<b>Cancel</b>'.</li> </ul>
7	<ul style="list-style-type: none"> <li>Read the '<b>Important Notes</b>' and then click '<b>Continue</b>'.</li> </ul>
8	<ul style="list-style-type: none"> <li>Enter &lt;WP no. and Date of Application&gt; The WP no. and Date of Application (Date of Appln) can be found on the Work Permit card.</li> <li>Select the Cancel Option from the drop-down menu There are 4 cancel options in the drop-down menu: Option 1 – Worker is in Singapore &amp; returning to his/her own country Option 2 – Worker is in Singapore &amp; leaving for another country (Not the worker's own country) Option 3 – Worker has already left Singapore Option 4 – Others</li> <li>Click '<b>GO</b>'.</li> </ul>
9	<ul style="list-style-type: none"> <li>Enter the '<b>Scheduled Departure Date</b>' if you have selected Option 1 or 2. You will not be asked for the '<b>Scheduled Departure Date</b>' if the worker is a Malaysian. Similarly if you select cancel Option 3 or 4.</li> <li>Select the cancellation reason from the drop-down menu and click '<b>GO</b>'. Indicate the cancellation reason if Work Permit is still valid at the time of cancellation. You will also be asked to provide the reason if "Option 4-Others" is chosen and the worker is a non-Malaysian.</li> <li>Fill in the compulsory fields that are displayed in red, if any. The optional fields are displayed in black, if any.</li> <li>Read the Instruction and Declaration stated.</li> </ul> <p>If the Work Permit is no longer valid and you have selected Option 3 or 4, you are not required to perform any cancellation. Please read and follow the message displayed.</p>

10	<ul style="list-style-type: none"> <li>Click <b>'Submit to WPD'</b>.</li> </ul> <p><b><u>If payment of overstaying fine is not required.</u></b></p> <ul style="list-style-type: none"> <li>Click <b>'Yes'</b> to submit the request.</li> </ul> <p>You will see a result page with the cancellation application status set to "Pending processing" or "Pending verification".</p> <p>If it is pending verification, you may need to fax certain documents to the Work Pass Division (WPD) for verification. Please read the instruction carefully to see if you need to fax any documents to WPD before submitting your request.</p> <p>Alternatively, you can click <b>'Save as Draft'</b> or <b>'Save Completed Application'</b> to save your request.</p> <p>Please proceed to Step 12.</p> <p><b><u>If payment of overstaying fine is required,</u></b> you will see a page notifying you to make payment. Please make sure that your pop-up window function is enabled before you proceed to Step 11.</p>
11	<ul style="list-style-type: none"> <li>Click <b>'Please click here to make payment'</b></li> <li>Click on the logo of your preferred payment mode.</li> <li>Enter the necessary payment details to confirm on the payment.</li> </ul> <p><b>Please do not close the internet browser or click on the browser button while the payment is still in progress.</b></p> <p>If your payment is <u>successful</u>, you will be brought to the result page which shows the current status of your request.</p> <ul style="list-style-type: none"> <li>Click on the <b>'Print'</b> button to print Special Pass and Overstaying Fine bill and receipt.</li> <li>Click <b>'Close Window'</b> to close the page.</li> <li>Click <b>'Continue'</b>, you will be brought to the <b>'Cancel Work Permit'</b> page to submit a fresh request.</li> </ul> <p>If your payment is <u>not successful</u>, you will see a notification message stating that the transaction is not successful.</p> <ul style="list-style-type: none"> <li>Click <b>'Close Window'</b> to close the page.</li> <li>Click <b>'Continue'</b>, you will be brought to the main <b>'Cancellation Work Permit'</b> page where you can resubmit your request, save your request or cancel the entire request.</li> </ul>
12	<ul style="list-style-type: none"> <li>Click <b>'Retrieve Draft Request for Work Permit Cancellation'</b> under <b>'Cancel'</b> to retrieve your saved Cancellation request.</li> </ul> <p>For request saved as <b>'Save Completed Application'</b>, you can submit it directly.</p> <p>To update, click on the hyperlinked <b>'WP No.'</b></p>

Part B Check Status of Submitted Cancellation Request to view outcome of your submission

Step	Actions
1	<ul style="list-style-type: none"> <li>Click <b>'Check Status – Cancellation Request'</b> under <b>'Cancel'</b>.</li> </ul> <p><b>If Cancellation Application status = Pending processing</b>, please check the outcome (approved or rejected) on the same day if submission is made before 8pm (Mon-Fri) and 2pm (Sat). Otherwise, please check on the next working day.</p> <p><b>If Cancellation Application status = Pending verification</b>, the outcome will be conveyed to you within the next 2 working days upon receipt of your documents or WPD's verification.</p>
2	<ul style="list-style-type: none"> <li>Enter one of the four search parameters to retrieve your submitted application.</li> </ul>
3	<ul style="list-style-type: none"> <li>Click on the box beside worker's name and click on <b>'Print Cancellation Acknowledgement Letter/Special Pass'</b> if <b>Cancellation Application Status = Approved</b>. A pop-up window will appear.</li> </ul>

4	<ul style="list-style-type: none"> <li>Click '<b>Print</b>' in the pop-up window to print the Cancellation Acknowledgement Letter or Cancellation Acknowledgement Letter and Special Pass.</li> </ul>
5	<ul style="list-style-type: none"> <li>Click on the hyperlinked '<b>WP No.</b>' to view the results page (either 'Approved' or 'Rejected').</li> </ul>
6	<ul style="list-style-type: none"> <li>Click on '<b>Next</b>' to view the details of the submitted application.</li> </ul>

Part C Check / Update Status of Returned Card

Step	Actions
1	<ul style="list-style-type: none"> <li>Click '<b>Check/Update Status</b>' under '<b>Card Return</b>' to view the Work Permit card(s) which MOM has received.</li> </ul> <p>You can only check the status of returned cards one week after returning them.</p>
2	<ul style="list-style-type: none"> <li>Enter one of the search parameters to retrieve your submitted application.</li> </ul>
3	<ul style="list-style-type: none"> <li>Click on the box beside worker's name and click on '<b>Print Card Returned ACK Letter</b>' if WP Card Returned Status = <b>&lt;Returned&gt;</b>. A pop-up window will appear.</li> <li>Click on '<b>Print</b>' in the pop-up window to print the Acknowledgement Letter.</li> </ul>
4	<ul style="list-style-type: none"> <li>Click on '<b>NOT RETURNED</b>' to update the reason if you are unable to return card.</li> </ul>

If you encounter problems on the above steps during cancellation, please refer to the Frequently Asked Questions (FAQ) from the top Menu for more information.