



Onboard Booking System (OBS)

User Guide

Table of Contents

Part A: Getting Started.....	3
1. Navigating to Onboard centre Page.....	4
2. Log in / Log out.....	6
Part B: Making New Booking(s)	7
Part C: Manage Your Bookings.....	20
1. View Your Bookings.....	21
2. Reschedule an Onboard Booking.....	23
3. Cancel Onboard Booking(s).....	25
4. Export Onboard Booking Records.....	27
5. Status of Onboarding/Onboarded Workers.....	28
6. Manage Payments	30
i. Make Payments.....	30
ii. Export Payment Records	33
Part D: Credit/Debit Card Information.....	34
1. Add New Card	35
2. Set a Primary Card.....	37
3. Remove Card.....	39

Part A: Getting Started

1. Navigating to Onboard centre Page

Step 1: Refer to the In-Principle Approval (IPA) letter sent by MOM. **Click on the URL link** within the “*Book a slot to attend the Onboard programme*” box.

The IPA letter will indicate if your worker needs to attend:

- medical examination only; or
- both medical examination and the Settling-in Programme (SIP) at the Onboard centre.



What you must do to get the Work Permit card:

Before they arrive

Check their employment details in the Work Permit application form.

If there is an error, visit (www.mom.gov.sg/update-wp-details) to upload the supporting documents.

Send them the Employee's Copy of the in-principle approval letter.

It is their visa and must be shown to Immigration to enter Singapore.

Send them a copy of their employment contract.

This contract must state their job scope, working days and hours, basic monthly salary and terms such as deductions and leave entitlements.

Buy a \$5,000 security bond that is valid for 26 months from a bank or insurance company.

Ensure your insurer sends MOM the bond before your worker arrives. Log in to WP Online > click Enquire > Security Bond Status to check. The bond must also take effect when the worker arrives. If not, the worker will be refused entry and you will have to pay to send them home.

Buy medical insurance (hospital care and day surgery) of at least \$60,000 coverage per year for them.

Book a slot to attend the Onboard programme.

Your worker will undergo their medical examination and Settling-in Programme (SIP) at the Onboard centre. For more details, visit www.mom.gov.sg/onboard-centre

After they get here

Within 14 days

Ask them to attend the Construction Safety Orientation Course or Apply Workplace Safety and Health in Construction Sites course.

If they already have the certificate, it must be valid for at least 1 month from the date the work permit is issued.

Some jobs require professional registration (e.g. medicine, law) or licensing (e.g. massage establishment licensing from Police) to be carried out in Singapore. This approval does not exempt the pass holder or the employer from these requirements.

Log in to our Online Foreign Worker Address Service (OFWAS) to register their Singapore residential address and mobile number.

Log in to WP Online to get the Work Permit card issued.

For more details, visit www.mom.gov.sg/issue-wp.

When your request has been approved, please print the Notification Letter.

Follow the instructions on the Notification Letter to receive the Work Permit card.



An SMS/email alert will be sent to you before we deliver the card.




Step 2: When directed to the Onboard centre page, under “*Book an Onboard slot*” section, **click on the URL link**.

Book an Onboard slot

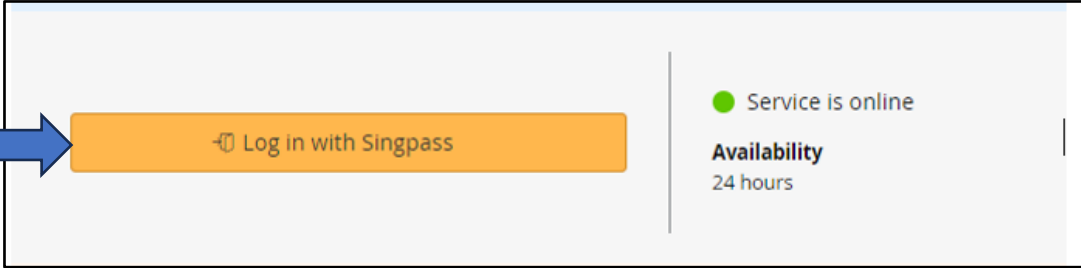
To make an Onboard booking:

- Ensure your worker's **pre-entry housing check** has been approved by MOM. Otherwise, your bookings may be cancelled, and your company can be debarred from hiring migrant workers.
- Log in via the  **OBS**. 

 **Note**

Book your worker's flight to Singapore only **after** you have received the pre-entry housing approval and secured an Onboard booking to avoid unnecessary travel costs that may incur.

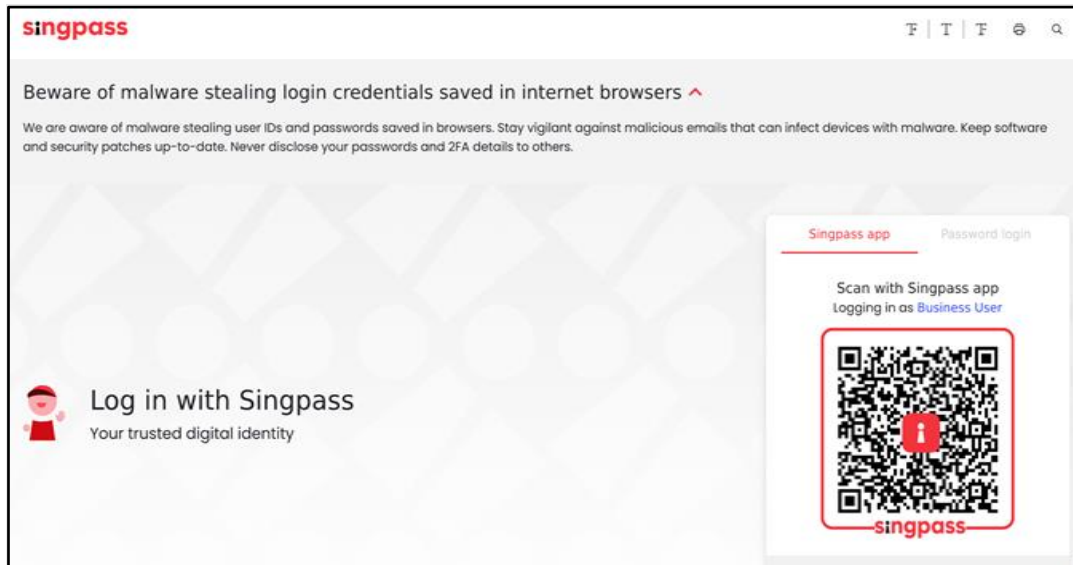
Step 3: You will be directed to the e-Service page to book an Onboard slot.



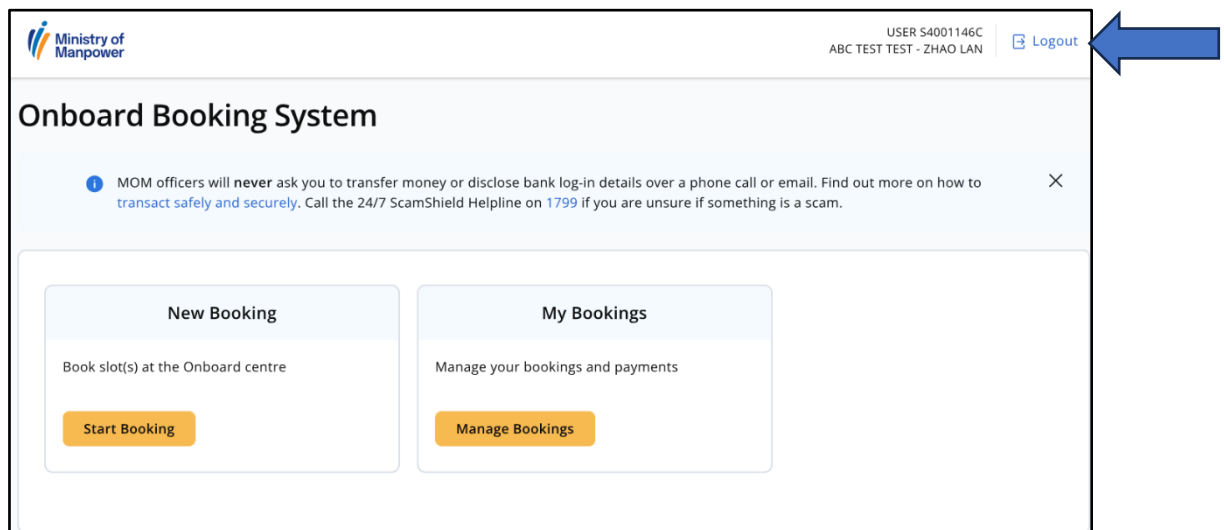
The screenshot shows a user interface for logging in. On the left, a blue arrow points to an orange button labeled "Log in with Singpass". To the right of the button, there is a green dot followed by the text "Service is online". Below this, the text "Availability" is followed by "24 hours".

2. Log in / Log out

Step 1: You will be directed to the Singpass log in website. **Log in** using your Corppass Business User account either by scanning the QR Code or entering your account ID and password.



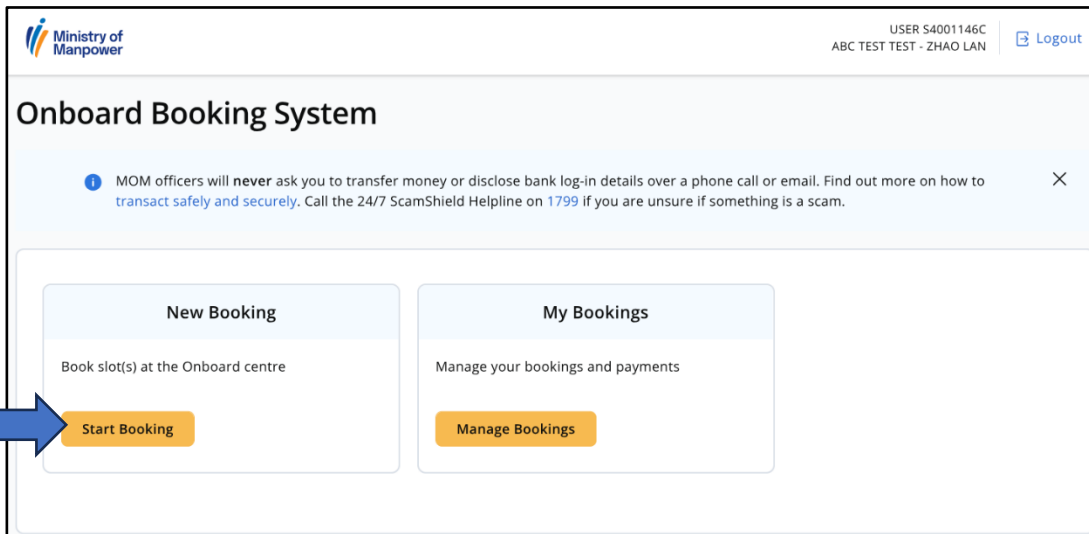
Step 2: Upon logging in successfully, you will be directed to the system's main page, enabling you to start using the services.



Step 3: When you have finished using the services, **click on** the “Logout” button located at the top right corner of the page to exit the system (see above).

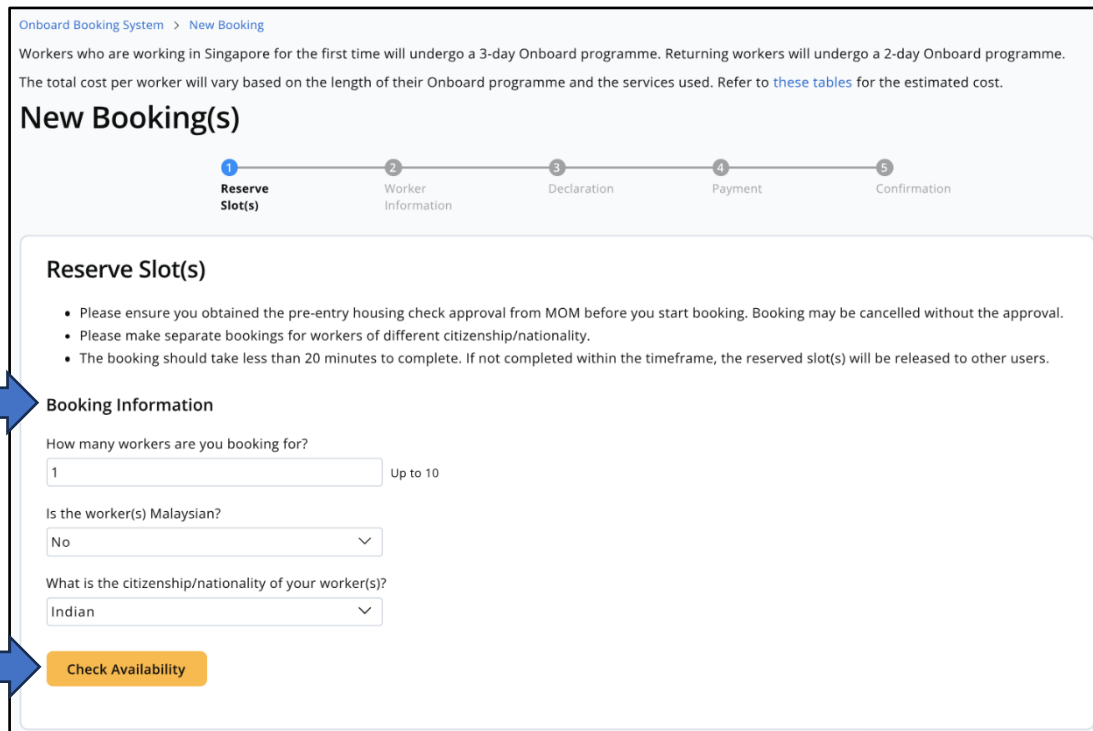
Part B: Making New Booking(s)

Step 1: Click on the “Start Booking” button within the “New Booking” box.



Step 2: Complete the fields under “Booking Information” and then click on “Check Availability”.

When you click on the “Start Booking” button, the system will prompt you if your company is unable to make a booking e.g. if outstanding payments need to be made.



Step 3: Choose your preferred available check-in date by clicking on it (shaded in white). Then, **click on “Reserve Slot(s)”**.

Select check-in date

Click on the calendar date below to select your check-in date

< Prev August 2025 Next >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

Unavailable
 Limited Slots
 Available
 Selected

Selected check-in date: **12 Aug 2025**

Reserve Slot(s)

Step 4: Complete the required fields under “Enter Worker Information”. Then, **click on “Begin Declaration”** button.

The system will prompt you if you are unable to make a booking for your worker after clicking on the “Begin Declaration” button. e.g. if worker does not need to attend Onboard programme as he is not a Work Permit holder holding an in-principle approval (IPA).

Onboard Booking System > New Booking

Workers who are working in Singapore for the first time will undergo a 3-day Onboard programme. Returning workers will undergo a 2-day Onboard programme. The total cost per worker will vary based on the length of their Onboard programme and the services used. Refer to [these tables](#) for the estimated cost.

New Booking(s)

✔
Reserve Slot(s)

2
Worker Information

3
Declaration

4
Payment

5
Confirmation

Enter Worker Information

You are booking for 1 worker(s) to check-in on 12 Aug 2025. Slot(s) are reserved for another 19:38 before they are released to other users.

Worker Information

S/N	Worker's FIN	Employer's FIN	Preferred Language	Dietary Requirement	Cuisine	Action
1.	<input type="text"/>	<input type="text"/>	Tamil	Halal	Indian	Remove

Cancel Booking
 Begin Declaration

Step 5: Select Programme based on the clause shown in your worker's IPA letter. (This screen will only appear if OBS is experiencing a system interruption and cannot determine your worker(s)' Onboard programme.)

Onboard Booking System > New Booking

Workers who are working in Singapore for the first time will undergo a 3-day Onboard programme. Returning workers will undergo a 2-day Onboard programme. The total cost per worker will vary based on the length of their Onboard programme and the services used. Refer to [these tables](#) for the estimated cost.

New Booking(s)

Reserve Slot(s) ✓ Worker Information ✓ **Programme Selection** 3 Declaration 4 Payment 5 Confirmation 6

Programme Selection

You are booking for 1 worker(s) to check-in on 31 Jul 2025. Slot(s) are reserved for another 17:50 before they are released to other users. Due to a temporary system interruption, the system is unable to determine whether your worker needs to undergo the 3-day or 2-day Onboard programme. Please let us know what your worker's Work Permit (WP) in-principle approval (IPA) letter says.

S/N	Worker's FIN	Select the clause that shows in your worker's in-principle approval (IPA) letter.
1.	G1234567C	<div style="border: 1px solid #ccc; padding: 2px;">Your worker will undergo their Medical Examination at the Onboard centre.</div> <div style="border: 1px solid #ccc; padding: 2px;">Your worker will undergo their Medical Examination and Settling-in Programme at the Onboard centre.</div>

[Back](#) [Begin Declaration](#)

Step 6: Enter your company name in "Company Name" field.

Complete Declaration

You are booking for 1 worker(s) to check-in on 31 Jul 2025. Slot(s) are reserved for another 18:29 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Company UEN
R25MQ3412B

Company Name
ABC COMPANY

Company Address
12 HIGH STREET 1 #4-41A, LONG BUILDING 1, SINGAPORE 123456

Singapore Contact No.
e.g. 12345678 [Verify](#)

Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)
e.g. ben_sh_goh@agency.gov.sg [Verify](#)

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)
e.g. ben_sh_goh@agency.gov.sg

Confirm Secondary Email
e.g. ben_sh_goh@agency.gov.sg

Step 7: Click company address to open company address form.

Complete Declaration

You are booking for 1 worker(s) to check-in on 31 Jul 2025. Slot(s) are reserved for another 18:29 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Company UEN
R25MQ3412B

Company Name
ABC COMPANY

Company Address
12 HIGH STREET 1 #4-41A, LONG BUILDING 1,
SINGAPORE 123456

Singapore Contact No.
e.g. 12345678 Verify

Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)
e.g. ben_sh_goh@agency.gov.sg Verify

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)
e.g. ben_sh_goh@agency.gov.sg

Confirm Secondary Email
e.g. ben_sh_goh@agency.gov.sg



Step 8: Edit company address and **click on** “Confirm”.

Enter your company's address ✕

House No. *


Street Name *

Floor No.

Unit No.

Building Name

Postal Code *



Step 9: Enter your 8-digit contact number in the “*Singapore Contact No.*” field. Then, **click on the “Verify”** button. You will receive a one-time password (OTP) via SMS to verify your phone number.

Next, **Key in** the OTP into the “*Contact No. OTP*” field.

Complete Declaration

You are booking for 1 worker(s) to check-in on 31 Jul 2025. Slot(s) are reserved for another 18:29 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Company UEN
R25MQ3412B

Company Name
ABC COMPANY

Company Address
12 HIGH STREET 1 #4-41A, LONG BUILDING 1,
SINGAPORE 123456

Singapore Contact No.
e.g. 12345678 Verify

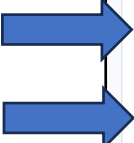
Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)
e.g. ben_sh_goh@agency.gov.sg Verify

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)
e.g. ben_sh_goh@agency.gov.sg

Confirm Secondary Email
e.g. ben_sh_goh@agency.gov.sg



Step 10: Enter your email in the “*Contact Email (Primary)*” field. Then, **click on the “Verify”** button. You will receive an OTP via your email inbox to verify your email address.

Next, **Key in** the OTP into the “*Email OTP*” field.

Complete Declaration

You are booking for 1 worker(s) to check-in on 31 Jul 2025. Slot(s) are reserved for another 18:29 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Company UEN
R25MQ3412B

Company Name
ABC COMPANY

Company Address
12 HIGH STREET 1 #4-41A, LONG BUILDING 1,
SINGAPORE 123456

Singapore Contact No.
e.g. 12345678 **Verify**

Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)
e.g. ben_sh_goh@agency.gov.sg **Verify**

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)
e.g. ben_sh_goh@agency.gov.sg

Confirm Secondary Email
e.g. ben_sh_goh@agency.gov.sg

Two blue arrows point to the 'Contact Email (Primary)' and 'Email OTP' fields.

Step 11: The secondary contact email field is mandatory. If you would like another company representative to receive the same booking-related information, please enter a secondary email address. Otherwise, you may enter the same email address as the primary email address.

Complete Declaration

You are booking for 1 worker(s) to check-in on 31 Jul 2025. Slot(s) are reserved for another 18:29 before they are released to other users.

Contact Information

User Name
USER S4001146C

User NRIC
S4001146C

Company UEN
R25MQ3412B

Company Name
ABC COMPANY

Company Address
12 HIGH STREET 1 #4-41A, LONG BUILDING 1,
SINGAPORE 123456

Singapore Contact No.
e.g. 12345678 Verify

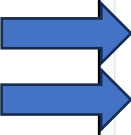
Contact No. OTP
Click verify to receive SMS OTP

Contact Email (Primary)
e.g. ben_sh_goh@agency.gov.sg Verify

Email OTP
Click verify to receive email OTP

Contact Email (Secondary)
e.g. ben_sh_goh@agency.gov.sg

Confirm Secondary Email
e.g. ben_sh_goh@agency.gov.sg



Step 12: Scroll down and **select** the checkbox to confirm that you have read and agreed with the declaration. After that, you can **click on the “Make Prepayment”** button to proceed with payment and complete the booking process.

Declaration to the Controller of Work Passes, Ministry of Manpower (“the Controller”)

I declare that:

1. I have been authorised by the above-mentioned organisation (“the organisation”) to submit this form and make the declarations herein to the Controller on behalf of the organisation.
2. I understand that, by submitting this form, the information given will be submitted to the Controller or an authorised officer who may act on the information given by me. I further declare that the information that I have provided is true and accurate to the best of my knowledge and belief. I also understand that I may be liable to enforcement action if I have given any information which I know to be false and do not believe to be true.
3. I give my consent to MOM to collect and use my data (including personal data) in this form and disclose them to other Government ministries, departments and organs of state, statutory boards and authorised agents for the purposes in connection with the Onboard booking.

I declare and undertake, for and on behalf of the organisation, that:

Collection, Use and Disclosure of Data

4. The organisation has obtained written consent from the above-mentioned migrant worker (“the worker”) to fill in his data (including personal data) in this form and submit this form to MOM, and for MOM to collect and use such information and disclose the information to other Government ministries, departments and organs of state, statutory boards and authorised agents for the purposes in connection with the Onboard booking. The organisation will furnish a copy of such written consent to MOM if requested.
5. The organisation gives its consent to MOM to collect and use the information submitted in this form and disclose them to other Government ministries, departments, organs of state, statutory boards and authorised agents for the purposes in connection with the Onboard booking.

Requirements for check-in to the Onboard centre(s)

6. The organisation has submitted proof of acceptable accommodation for the worker to MOM and received the pre-entry housing check approval from MOM. The organisation understands that if it has submitted this form without receiving the pre-entry housing check approval, the worker’s Onboard centre slot shall be cancelled.
7. The organisation will endeavour to ensure that the worker’s arrival to the Onboard centre(s) is on the same day as the worker’s confirmed Onboard centre slot and understands that if the worker arrives at the Onboard centre(s) without having confirmed an Onboard centre slot for that day, he may not be allowed to check-in to the Onboard centre(s).
8. The organisation understands that MOM may impose additional requirements in order for the worker to enter or work in Singapore and/or to check-in to the Onboard centre(s), and that MOM may cancel the worker’s Onboard centre slot if the organisation does not meet such requirements as published on MOM’s website from time to time and/or communicated to the organisation in writing.

Payment and Fees

9. The organisation acknowledges that the price schedule, in relation to all the fees which may be incurred by a worker during the Onboard programme, is available for viewing in the Onboard booking system.
10. In addition to the initial payment made at the point of booking of the Onboard programme, the organisation agrees to pay for any additional fees incurred by the worker during the programme. The amount of such additional fees may be found in the invoice which can be accessed through the Onboard booking system. These additional fees shall be deducted from the primary credit/debit card provided by the organisation in the Onboard booking system on the invoice date. The invoice status will be reflected as “Paid” once the payment of these additional fees is successfully processed, serving as an official receipt. The organisation understands that failure to make such payments may result in the denial of its access to make any new booking in the Onboard booking system and if access is denied, it may take up to 20 calendar days for the access to be restored.
11. The organisation acknowledges that, if the worker’s Onboard centre slot is cancelled after the submission of this form, any refund of the initial payment (either in whole or in part) to the primary credit / debit card provided by the organisation in the Onboard booking system shall be subject to MOM’s sole discretion. The refund status and amount will be available for viewing in the Onboard booking system.
12. The organisation shall be subject to late payment interest at the prevailing government interest rate on the amount due on the invoice issued, should payment for the cost of the worker’s Onboard programme and stay at the Onboard centre not be made successfully by the due date stated in the invoice. Interest on overdue payments will subsist until the total outstanding amount is paid. The prevailing government interest rate is currently at 7.2% per annum.

False Declaration

13. The organisation understands that it may be liable to enforcement action if I have given any information in this form which I know to be false and do not believe to be true, or if the organisation does not fulfill the above responsibilities. This may include your company being debarred from hiring foreign workers.

I have read and agreed to the above declarations.

Back

Make Prepayment

Step 13: For first-time users, go to the “Select the Payment Method” section, select the checkbox for "New Credit Card" and add your preferred credit or debit card information. This information will be automatically saved as the primary card under your log in account.

Any card information previously saved in the system will also appear here – you may also select that preferred card for payment by clicking on the correct checkbox.

Click on the “*Confirm Booking*” button to make the transaction.

If you exceed the specified time for reservation or if the slot(s) is/are no longer available, the system will prompt you that you cannot proceed with the booking confirmation.

You can refer to **Part D: Credit/Debit Card Information** in the user guide for more details on how to manage your card details.

Onboard Booking System > New Booking

Workers who are working in Singapore for the first time will undergo a 3-day Onboard programme. Returning workers will undergo a 2-day Onboard programme. The total cost per worker will vary based on the length of their Onboard programme and the services used. Refer to [these tables](#) for the estimated cost.

New Booking(s)

✓ Reserve Slot(s)
✓ Worker Information
✓ Declaration
4 Payment
5 Confirmation

Confirm Payment Information

You are booking for 1 worker(s) to check-in on 31 Jul 2025. Slot(s) are reserved for another 12:34 before they are released to other users.

The Onboard programme that you have booked for your worker(s) is subjected to possible changes with accordance to prevailing policies. Extra charges may be incurred after your worker(s) check out of Onboard centre.

S/N	Worker's FIN	Programme	Amount (SGD)	GST (SGD)	Total (SGD)
1	G1234567C	3-day Onboard Programme	500.00	45.00	545.00
Total					545.00

Select Payment Method

New Credit Card

Add new card to payment profile

Card number

Expiration date

Security code

Country

545.00


By providing your card information, you allow Ministry of Manpower to charge your card for future payments in accordance with their terms.

Credit card information stored securely via [stripe](#)

Back
Confirm Booking

Step 14: When you see this screen, your booking has been confirmed, and payment is successful. **Click on** the invoice no. to view payment details. After viewing the payment details, click on the web browser **“Go back”** sign to the previous web page.

Onboard Booking System > New Booking > Payment Confirmation

 **Onboard centre Booking Success**
Your booking(s) have been confirmed.


Transaction Completed

Booking Details

Payment date: 23 Jul 2025
Number of workers: 1
Check-in date: 31 Jul 2025
Worker(s)'s citizenship/nationality: Indian
Payment method: Credit Card
Amount paid (SGD): 545.00
Onboard centre address: 20A Seletar West Road 1, Singapore 798991

Invoice(s):

S/N	Booking Reference	Worker's FIN	Programme	Invoice No.
1.	20250700014	G1234567C	3-day Onboard Programme	OC-PRA-20250700018

 Print

[Start New Booking](#) [Go to My Bookings](#)

What to do next?

Please remind your worker(s) to check in to the Onboard centre on the booked date.
Ensure that your worker(s) bring along the following documents to the Onboard centre:

- [IPA letter](#) - employee's copy (full set)
- Printout of Onboard booking confirmation email
- [Documentary proof of vaccination](#)
- A working smartphone



← ↻ <https://service2.mom.gov.sg/obs/live/employerweb/invoice-template/lx8ha311> 🔍

Step 15: You will receive a confirmation email (as per the sample below) in your email inbox once your booking has been confirmed.

Dear Employer,

Your Onboard booking request for the slot indicated below has been **confirmed**.

Booking for: **Sengkang West**. Booking Reference: **20250700014**

Please ensure that your worker shows the following documents when he arrives at the Onboard centre:

- A copy of his booking confirmation email; and
- A copy of his IPA letter
- Documentary proof of vaccination
- A working smartphone

Onboard booking detail

Worker's FIN: **G1234567C**

Booking status: **Confirmed**

Programme: **3-day Onboard programme**

Check-in date: **31 Jul 2025**

Planned Check-out date: **02 Aug 2025** (You will receive a separate email regarding the confirmed check-out date after your worker checks-in. You can also refer to the Onboard Booking System for the check-out date.)

Worker's language: **Tamil**

Worker's dietary requirement: **Halal**

From 19 September 2023, proof of acceptable accommodation will be required for new non-Malaysian CMP WPHs before they are allowed to enter Singapore. You had declared during the Onboard booking process that MOM has already given you the pre-entry housing check approval. Please note that the Onboard booking for your worker may be cancelled without this approval. If you bring your worker into Singapore without such approval, it is a breach of pre-entry housing check requirement. Your worker's Onboard slot will be cancelled and your company will be debarred from hiring foreign workers.

You must arrange for your own transport to send your worker directly from the airport to the Onboard centre on the same day as his confirmed Onboard slot.

For Onboard location / directions, please click on this link: Onboard@Sengkang West

You may reschedule or cancel your worker's Onboard slot via your [Onboard Booking System \(OBS\)](#) account (under "Manage Bookings -> "Bookings"). Refer to the [user guide](#) for more information.

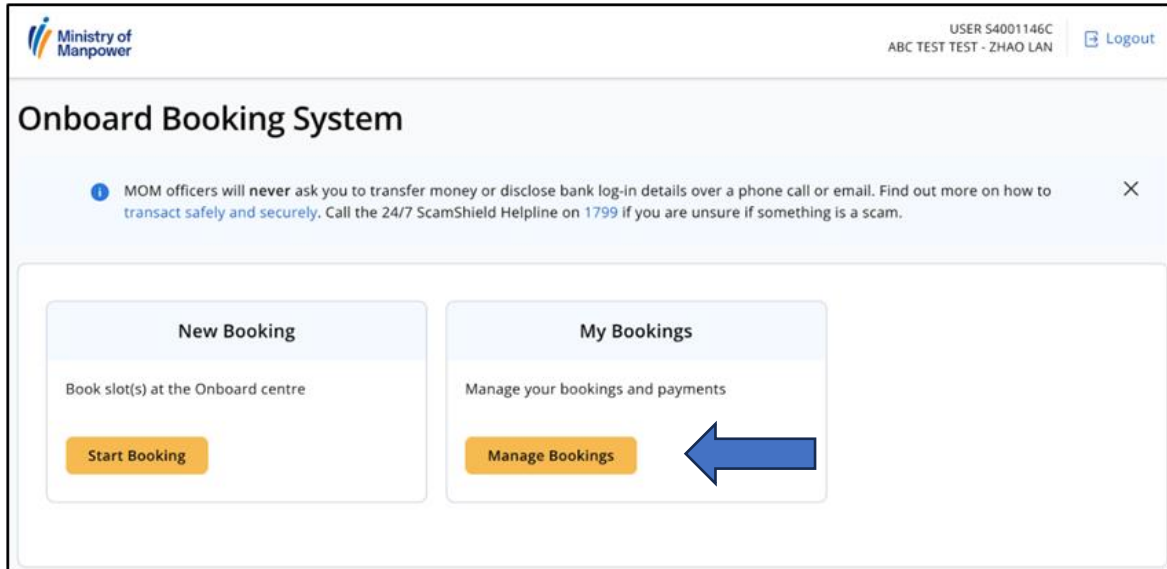
This is a system-generated email. If you have additional queries, you may contact us through our [feedback and enquiries](#) page. (Select Foreign workforce management -> About Onboard centre).

Yours sincerely
Assurance, Care and Engagement Group
Ministry of Manpower

Part C: Manage Your Bookings

1. View Your Bookings

Step 1: To view and manage the current and past bookings, **click on the “Manage Bookings”** button located in the “My Bookings” box.



Step 2: Click on the “Bookings” section to access and view all your bookings.



Step 3: Click on any of the booking tabs to display all the bookings you have made. The booking tabs indicate the current status of the booking for each worker. You may also enter your worker’s FIN in the search box to find a specific booking.

Tab Name	Type of Records Displayed
Booking Confirmed	Display the valid bookings that you are still able to reschedule or cancel.
Booking Locked	Display the valid bookings that you are unable to reschedule but will still be able to cancel . You are unable to reschedule 1 day before the planned check-in date. E.g. The deadline to reschedule the planned check-in date for May 20th is before May 18th, 23:59hrs.
Booking Cancelled	Display bookings that are cancelled by you or by MOM. Bookings cancelled by MOM will indicate reasons for cancellation.

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

- Bookings will be under "Booking Locked" tab 3 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search 🔍 Search

Booking Confirmed
Booking Locked
Booking Cancelled

<input type="checkbox"/>	Booking Reference	Booked On	Worker's FIN	Programme	Check-in Date	Action
<input type="checkbox"/>	20250700015	23 Jul 2025	G1234567C	3-day Onboard programme	02 Aug 2025	Reschedule
<input type="checkbox"/>	20250700014	23 Jul 2025	G1234567D	3-day Onboard programme	31 Jul 2025	Reschedule

Cancel Booking
Export (Excel)
Start New Booking

2. Reschedule an Onboard Booking

Step 1: In the “*Booking Confirmed*” tab, **click on** the “Reschedule” link if you would like to reschedule the date for a booking. **You can only reschedule one booking at a time.**

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

- Bookings will be under “Booking Locked” tab 3 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search Search

Booking Confirmed Booking Locked Booking Cancelled

<input type="checkbox"/>	Booking Reference	Booked On	Worker's FIN	Programme	Check-in Date	
<input type="checkbox"/>	20250700015	23 Jul 2025	G1234567C	3-day Onboard programme	02 Aug 2025	Reschedule
<input type="checkbox"/>	20250700014	23 Jul 2025	G1234567D	3-day Onboard programme	31 Jul 2025	Reschedule

Cancel Booking Export (Excel) Start New Booking

Step 2: Ensure that you choose the correct booking that you wish to reschedule.

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

Reschedule Booking

Booking Reference
20250700015

Worker's FIN
G1234567C

Previous check-in date
02 Aug 2025

Step 3: Click on your new preferred check-in date that is still available (shaded in white). Next, click on the “Confirm Reschedule” button.

Select new check-in date

Click on the calendar date below to select your check-in date

< Prev August 2025 Next >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

Unavailable Limited Slots Available Selected

New check-in date: 13 Aug 2025

Cancel Confirm Reschedule

Step 4: You will be redirected to the “Booking Confirmed” tab. If the new date is displayed, the change is successful. No further actions are required.

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

- Bookings will be under “Booking Locked” tab 3 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search Search

Booking Confirmed Booking Locked Booking Cancelled

<input type="checkbox"/>	Booking Reference	Booked On	Worker's FIN	Programme	Check-in Date	Action
<input type="checkbox"/>	20250700015	23 Jul 2025	G1234567C	3-day Onboard programme	13 Aug 2025	Reschedule

Cancel Booking Export (Excel) Start New Booking

3. Cancel Onboard Booking(s)

Step 1: Under the “*Booking Confirmed*” or “*Booking Locked*” tab, select the booking(s) you want to cancel by ticking the relevant checkbox(es). **Click on** the “*Cancel Booking*” button at the bottom to **review** your selected booking(s) for cancellation.

Onboard Booking System > My Bookings

Bookings and Payments

Bookings

- Bookings will be under “Booking Locked” tab 3 day(s) before the check-in date. You will not be able to reschedule them.

Enter FIN and click on Search Search

Booking Confirmed | Booking Locked | Booking Cancelled

<input checked="" type="checkbox"/>	Booking Reference	Booked On	Worker's FIN	Programme	Check-in Date	Action
<input checked="" type="checkbox"/>	20250700015	23 Jul 2025	G1234567C	3-day Onboard programme	13 Aug 2025	Reschedule

1 booking(s) selected

Cancel Booking Export (Excel) Start New Booking

Step 2: **Verify** that the correct booking(s) has been selected. The “*Amount (SGD)*” shows the value that will be refunded to your credit card, which was used for the booking. Next, **click on** the “*Confirm Cancellation*” button to complete the cancellation.

Onboard Booking System > My Bookings > Cancel Booking

Booking Cancellation

Review Cancellation

Please note that booking cancellation cannot be undone. Reserved slot will be immediately freed up and you will need to start a new booking again.

S/N	Booking Reference	Worker's FIN	Programme	Amount to Refund (SGD)	Action
1.	20250700015	G1234567C	3-day Onboard programme	545.00	Remove
Total				545.00	

Back Confirm Cancellation

Step 3: When you see this screen, your booking cancellation is successful. **Click** the “Credit Note No.” to view the refund details. After viewing the refund details, click on the web browser “**Go back**” sign to the previous web page.

Onboard Booking System > Employer Portal > Refund Confirmation

✔ Cancellation Successful

Transaction Completed

Cancellation Details

Cancellation date: 24 Jul 2025


Number of cancellation(s): 1

Booking email: Andy-lim@abc.gmail.com

Amount to refund (SGD): 545.00

Credit Note(s):

S/N	Booking Reference	Wt	G1234567C	Programme	Credit Note No.
1.	20250700015	G1234567C		3-day Onboard programme	OC-CNB-20250700020

 Print

[Go to My Bookings](#)



← ↻ 🔒 <https://service2.mom.gov.sg/obs/live/employerweb/invoice-template/lx8ha311> 🔍



4. Export Onboard Booking Records

If you wish to manage your bookings on your personal laptop or desktop machine, you can export the records following the steps here.

Step 1: Under any booking tabs, choose the displayed record(s) to export by clicking on the relevant checkboxes. You can also click on the top-leftmost checkbox to select all records. Next, **click on** the “Export (Excel)” button.

The screenshot shows the 'Bookings and Payments' section of the Onboard Booking System. It features a 'Bookings' tab with a search bar and filters for 'Booking Confirmed', 'Booking Locked', and 'Booking Cancelled'. A table lists two bookings with checkboxes in the first column. A blue arrow points to the top-left checkbox, and another blue arrow points to the 'Export (Excel)' button at the bottom of the interface.

<input checked="" type="checkbox"/>	Booking Reference	Booked On	Worker's FIN	Programme	Check-in Date	Remarks
<input checked="" type="checkbox"/>	20250700006	18 Jul 2025	G1234567A	3-day Onboard programme	22 Jul 2025	The booking will be cancelled on 25 Jul 2025 if the worker checked in.
<input checked="" type="checkbox"/>	20250700005	18 Jul 2025	G1234567B	3-day Onboard programme	22 Jul 2025	The booking will be cancelled on 25 Jul 2025 if the worker checked in.

2 booking(s) selected

Buttons: Cancel Booking, Export (Excel), Start New Booking

Step 2: After a successful download, your selected records will be launched automatically on Microsoft Excel. You may now save the Microsoft Excel file on your device.

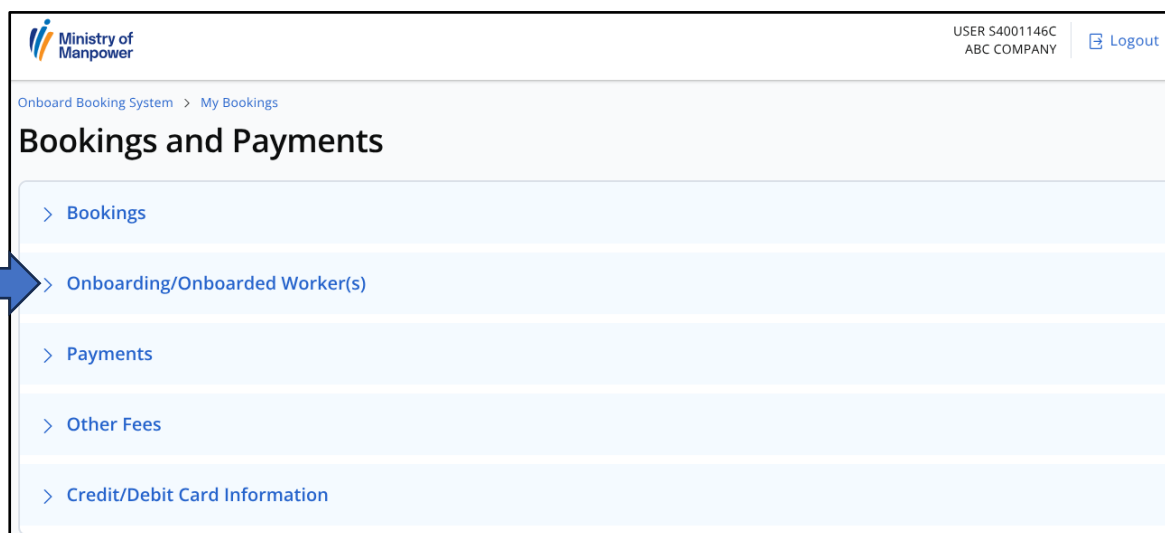
The screenshot shows a Microsoft Excel spreadsheet with the following data:

	A	B	C	D	E	F
1	Booking Reference	Booked On	Worker's FIN	Programme	Check-in Date	Remarks
2	20250700006	18 Jul 2025	G1234567A	3-day Onboard programme	22 Jul 2025	The booking will be cancelled on 25 Jul 2025 if the worker has not checked in.
3	20250700005	18 Jul 2025	G1234567B	3-day Onboard programme	22 Jul 2025	The booking will be cancelled on 25 Jul 2025 if the worker has not checked in.

5. Status of Onboarding/Onboarded Workers

This section enables you to track the status of your worker(s) – If he is still residing or have checked out from the Onboard centre.

Step 1: Click on “Onboarding/Onboarded Worker(s)” section.



Step 2: Click on either “Checked In” or “Checked Out” tab to display the checked in or out status of your worker(s) at the Onboard centre. If your worker(s) has not checked in, he will not appear in both tabs.

Tab Name	Type of Records Displayed
Checked In	Display worker(s) (by Booking Reference and FIN) who had checked-in and is still at the Onboard centre.
Checked Out	Display worker(s) (by Booking Reference and FIN) who had checked out from the Onboard centre.

Ministry of Manpower

Onboarding/Onboarded Worker(s)

- If you fail to pick your worker(s) up on the day of check-out, your company may incur additional charges.


Enter FIN and click on Search Search

Checked In Checked Out

<input type="checkbox"/>	Booking Reference	Worker's FIN	Programme	Planned Days of Stay	Planned Check-in Date	Actual Check-in Date	Planned Check-out Date
<input checked="" type="checkbox"/>	20250700009	G1234567A	3-day Onboard programme	4	25 Jul 2025	21 Jul 2025	23 Jul 2025
<input checked="" type="checkbox"/>	20250700008	G1234567B	3-day Onboard programme	4	25 Jul 2025	21 Jul 2025	23 Jul 2025

2 worker(s) selected

Export (Excel)



Step 3: You may export the records by following the same steps from *Part C Section 4: Export Onboard Booking Records*.

6. Manage Payments

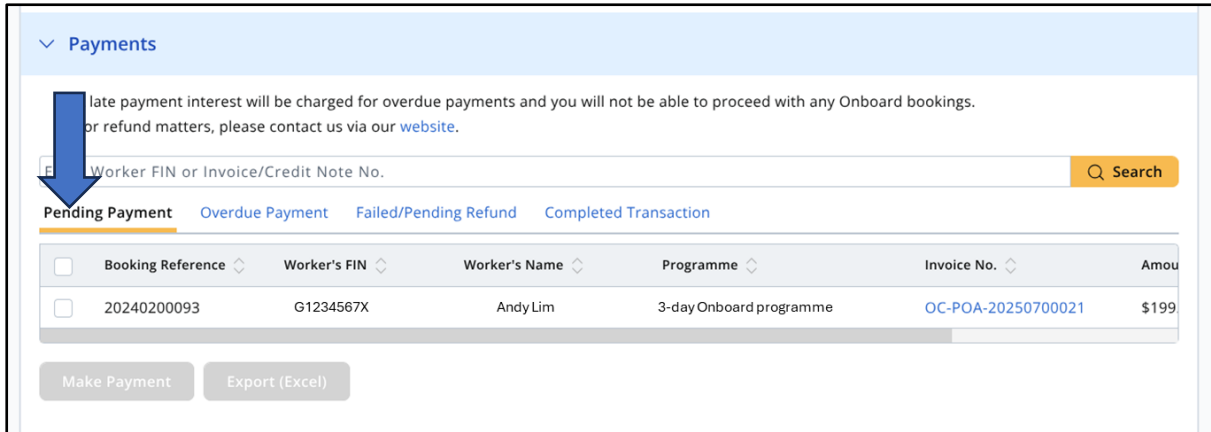
i. Make Payments

Step 1: Click on “Payments” or “Other Fees” section.

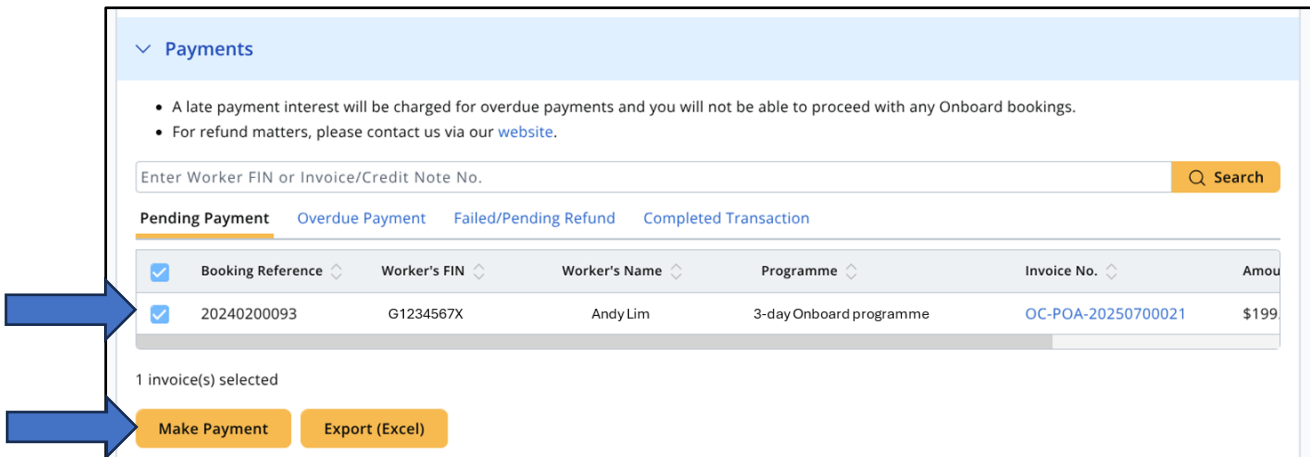


Step 2: Click on either the “Pending Payment” or “Overdue Payment” tab to display all payments that you are required to make.

Tab Name	Type of Records Displayed
Pending Payment	Invoices that are not paid and not overdue yet.
Overdue Payment	Invoices that are not paid but overdue.
Failed/Pending Refund	Refund(s) that have not yet been successfully processed.
Completed Transaction	Invoice(s) and credit note(s) that are successfully paid or refunded.



Step 3: Select the invoice(s) by clicking on the relevant checkboxes. **You may make multiple payments at the same time.** Next, **click on the "Make Payment"** button to proceed. You will be asked to confirm the payment(s).



Step 4: You can make payment using existing credit or debit card that you have added or stored in the system. You can also add a new card here (also see *Part D* on how to manage your card details).

Select or add a credit/debit card by clicking on the relevant checkbox. Next, **click on the "Complete Payment"** button to finish the payment process.

Onboard Booking System > My Bookings > Make Payment

Payments

Confirm Payment Information

S/N	Invoice No.	Amount (SGD)	GST (SGD)	Total (SGD)	Action
1.	OC-POA-20250700021	186.56	13.06	199.62	Remove
				Total	199.62

Select Payment Method

Credit/Debit Card: XXXX XXXX XXXX 4242
Expiry: 12/29 199.62

New Credit Card
Add new card to payment profile 199.62

[Back](#) [Complete Payment](#)

Step 5: When you see this screen, your payment is successful. **Click on** the Invoice No. to view the payment details. After viewing the invoice, **click on** the web browser **“Go back”** sign to the previous web page.

Onboard Booking System > Employer Portal > Payment Confirmation

✔ Payment Successful

Transaction Completed

Payment Details

Payment date: 24 Jul 2025
Number of invoice(s): 1
Payment method: Credit Card
Amount paid (SGD): 199.62

Invoice(s):

S/N	Booking Reference	Worker's FIN	Programme	Invoice No.
1.	20240200093	G1234567X	3-day Onboard programme	OC-POA-20250700021

[Print](#)

[Go to My Bookings](#)

← ↻ 🔒 <https://service2.mom.gov.sg/obs/live/employerweb/invoice-template/lx8ha311> 🔍

ii. Export Payment Records

Step 1: You may export the records by following the same steps from *Part C Section 4: Export Onboard Booking Records*.

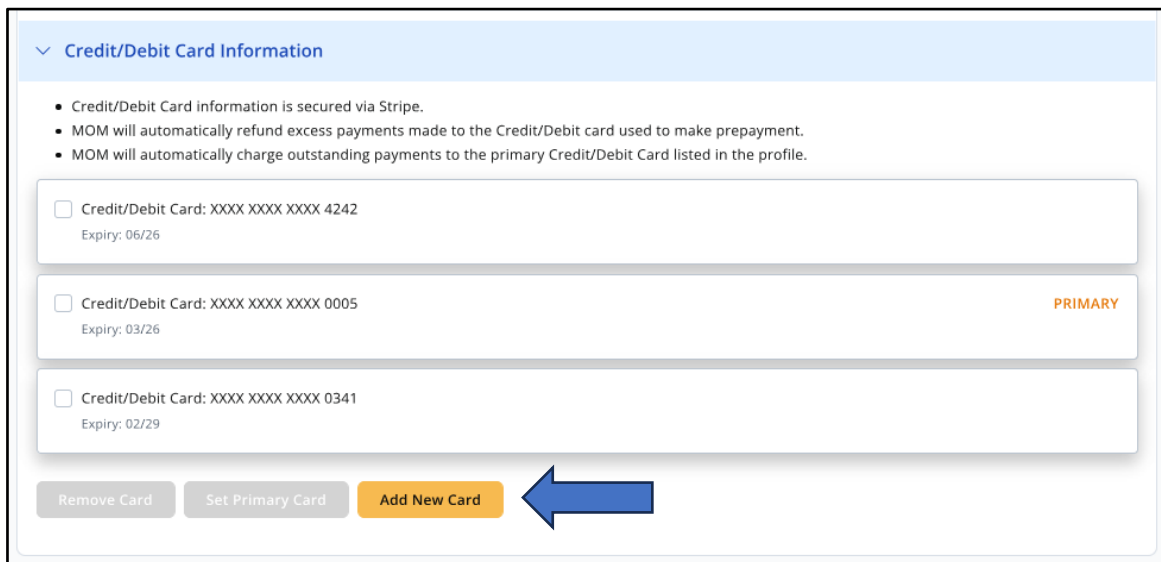
Part D: Credit/Debit Card Information

1. Add New Card

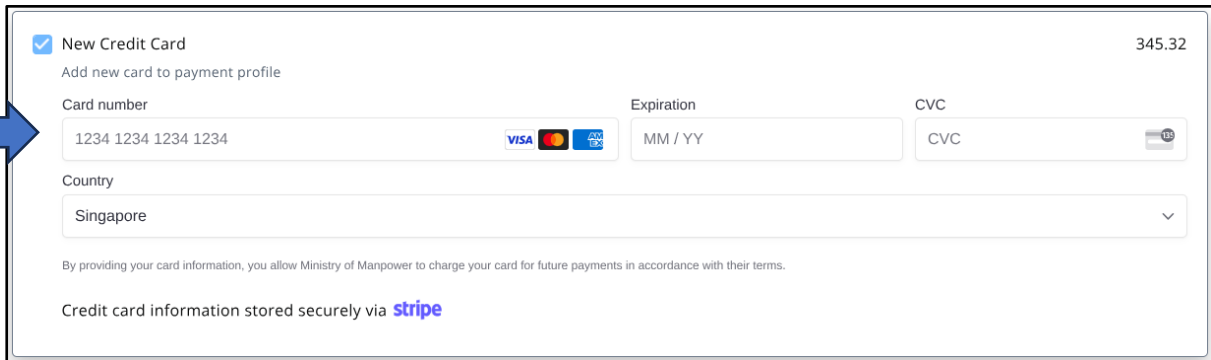
Step 1: Click on the “*Credit/Debit Card Information*” section to view the card information you have previously added when making bookings or outstanding payments.







Step 2: Click on the “*Add New Card*” button to fill in your card information.



Step 3: Enter your card information and **click on** the “Add Card” button to complete the addition of your card.



New Credit Card 345.32
Add new card to payment profile

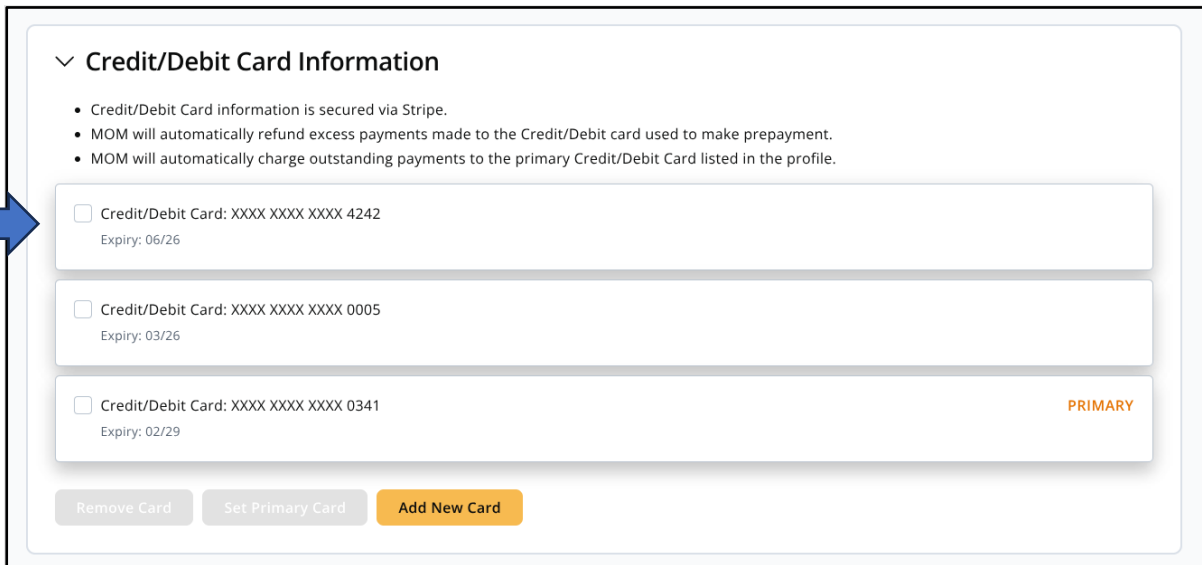
Card number: 1234 1234 1234 1234    Expiration: MM / YY CVC: CVC 

Country: Singapore

By providing your card information, you allow Ministry of Manpower to charge your card for future payments in accordance with their terms.

Credit card information stored securely via [stripe](#)

Step 4: You will be redirected to the main credit/debit card information page, where your card details should now be visible, indicating that they have been successfully added.



Credit/Debit Card Information

- Credit/Debit Card information is secured via Stripe.
- MOM will automatically refund excess payments made to the Credit/Debit card used to make prepayment.
- MOM will automatically charge outstanding payments to the primary Credit/Debit Card listed in the profile.

Credit/Debit Card: XXXX XXXX XXXX 4242
Expiry: 06/26

Credit/Debit Card: XXXX XXXX XXXX 0005
Expiry: 03/26

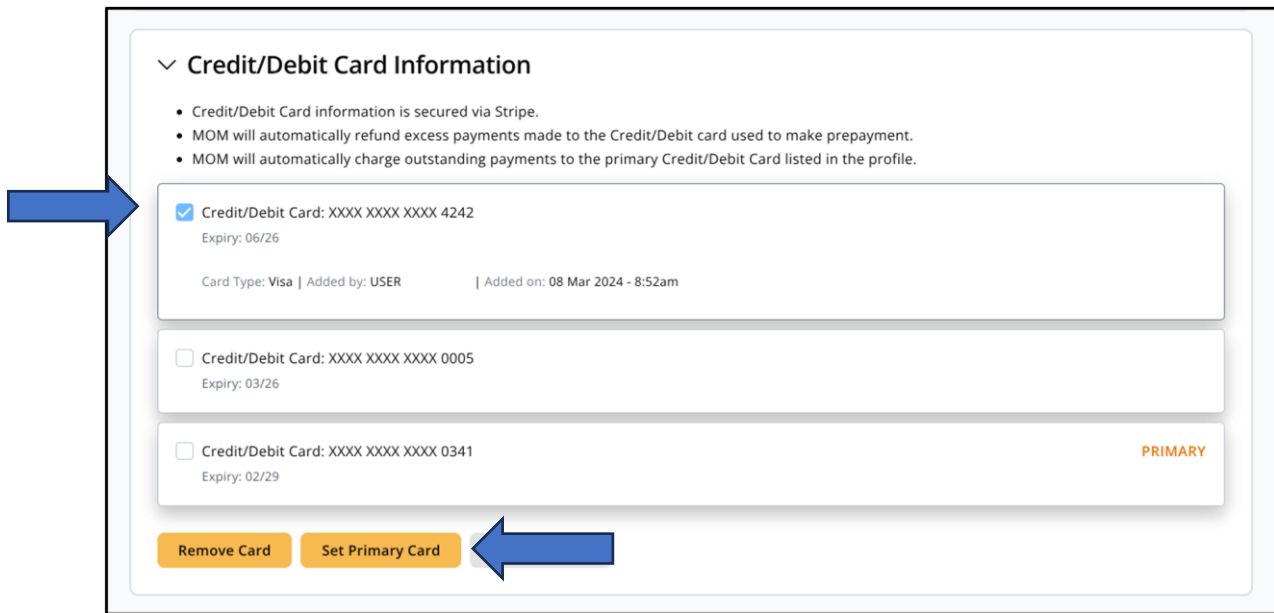
Credit/Debit Card: XXXX XXXX XXXX 0341
Expiry: 02/29 **PRIMARY**

Remove Card Set Primary Card Add New Card

2. Set a Primary Card

This feature will automatically select the chosen card as the default card for future bookings. You can still select another card before proceeding with the booking.

Step 1: In the main credit/debit card information page, designate a primary payment card by **clicking on** the relevant checkbox. Next, **click on** the “*Set Primary Card*” button to complete the selection.



Step 2: The setting is successful when the word “*PRIMARY*” is reflected at the top right-hand corner of the selected card’s box.

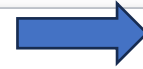
▼ Credit/Debit Card Information

- Credit/Debit Card information is secured via Stripe.
- MOM will automatically refund excess payments made to the Credit/Debit card used to make prepayment.
- MOM will automatically charge outstanding payments to the primary Credit/Debit Card listed in the profile.

Credit/Debit Card: XXXX XXXX XXXX 4242

Expiry: 06/26

Card Type: Visa | Added by: USER S4001146C | Added on: 19 Mar 2024 - 10:25am



PRIMARY

Credit/Debit Card: XXXX XXXX XXXX 0005

Expiry: 03/26

Credit/Debit Card: XXXX XXXX XXXX 0341

Expiry: 02/29

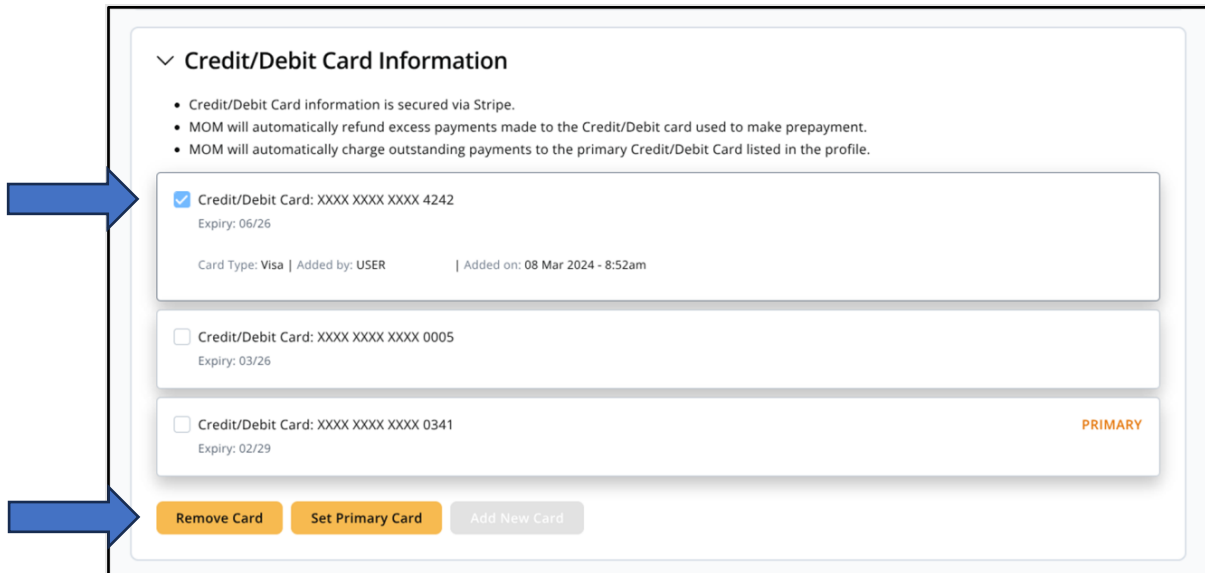
Remove Card

Set Primary Card

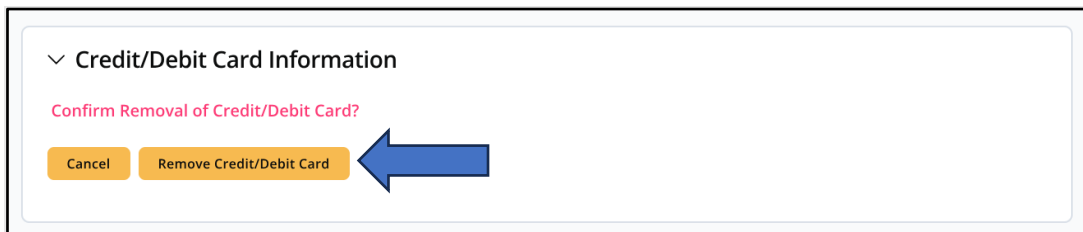
Add New Card

3. Remove Card

Step 1: On the main credit/debit card information page, select a card to be removed by **clicking on** the relevant checkbox. Next, **click on** the “*Remove Card*” button to proceed and confirm the removal.



Step 2: **Click on** the “*Remove Credit/Debit Card*” button to confirm and complete the removal.



Step 3: You will be redirected to the main credit/debit card information page, where the selected card will no longer appear. This indicates that the removal is successful. The card will no longer be available for future bookings and payments, unless you add it again (See *Part D Section 1: Add a New Card*).

▼ **Credit/Debit Card Information**

- Credit/Debit Card information is secured via Stripe.
- MOM will automatically refund excess payments made to the Credit/Debit card used to make prepayment.
- MOM will automatically charge outstanding payments to the primary Credit/Debit Card listed in the profile.

Credit/Debit Card: XXXX XXXX XXXX 0005
Expiry: 03/26

Card Type: American Express | Added by: USER S4001146C | Added on: 05 Mar 2024 - 10:02am

Credit/Debit Card: XXXX XXXX XXXX 0341
Expiry: 02/29 PRIMARY

[Remove Card](#) [Set Primary Card](#) [Add New Card](#)