

PAYDAY!® HRMS

SGUNITED TRAINEESHIP PROGRAMME GRANT USER GUIDE

PAYDAY! HRMS EXPENSE MODULE USER GUIDE

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|---|---|
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Document Versions

[Go To Frequently Asked Question \(FAQ\)](#)

| Doc Version | Update Date | Task | Changes Description | Page | By |
|-------------|--------------|--------|---|-------|--------------|
| 1.0 | 12 Dec 2020 | New | Released of User Guide | - | Ong Ling Hui |
| 1.1 | 25 Jan 2021 | Update | Mid-Career Programme is claimable through this System | 7 | Ong Ling Hui |
| 1.2 | 6 Feb 2021 | Update | View your submission status in Expense History | 9, 18 | Ong Ling Hui |
| 1.3 | 3 Mar 2021 | Update | Update RECEIPT DATE as the payroll period end date. | 7 | Ong Ling Hui |
| 1.3 | 3 Mar 2021 | Update | Refine claim creation workflow on "Save Draft" | 6 | Ong Ling Hui |
| 1.4 | 15 Mar 2021 | Update | Added Frequently Asked Questions (FAQ) | 16 | Michelle Teh |
| 1.5 | 7 April 2021 | Update | Cannot HIDE columns when during batch import | 10 | Ong Ling Hui |
| 1.6 | 30 Jul 2021 | Update | Updated FAQ | 16 | Ong Ling Hui |
| 1.7 | 18 Aug 2021 | Update | Notes for unused fields in claim template | 10 | Michelle Teh |
| 1.8 | 16 Sept 2021 | New | Add in Section C – Claim Amendments | 13-15 | Mandy Wong |
| | | Update | Update FAQ: Employee Report support excel format export | 17 | |
| | | New | Added FAQ: Attachments to be uploaded together with claim application | 17 | |
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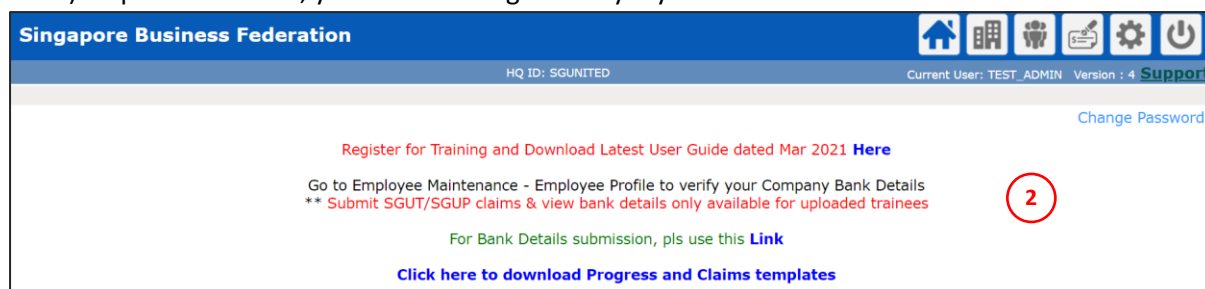
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First Time Login to PayDay! HRMS Expense Module

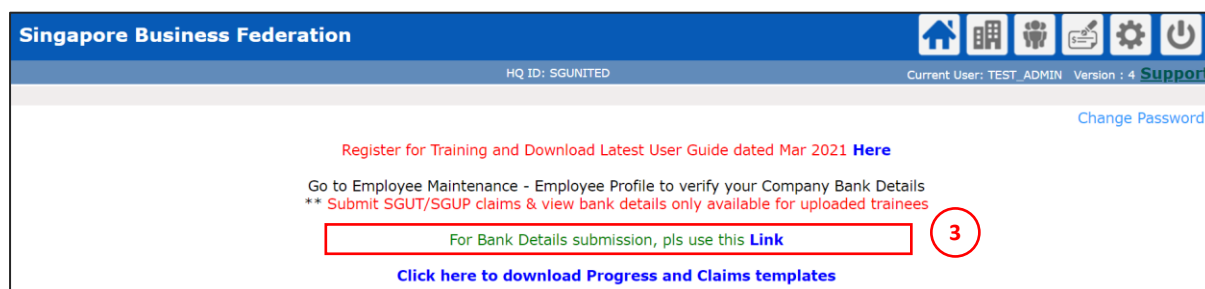
- 1) Click on URL <https://eservices.stoneforestaccounts.com.sg/PRSLLogin.asp> to proceed to login by entering **Company ID**, **Login ID** and **Password**.



- 2) Upon succession, you will be brought to Payday! HRMS Dashboard.



- 3) Setup the bank details by clicking link below:



4) You will be redirected to fill up the form* below:

*Attachment format: **ACRA file** only supported .pdf format whereas **Screenshot of bank details** only supported .pdf or .zip format.

5) Check the Trainee Details under Employee Maintenance

6) Under **Import and Exports** and select **Export Employee**. Leave blank to select all trainees or choose your trainees by clicking on the magnifying glass.

7) Press download excel to generate the Excel Report.

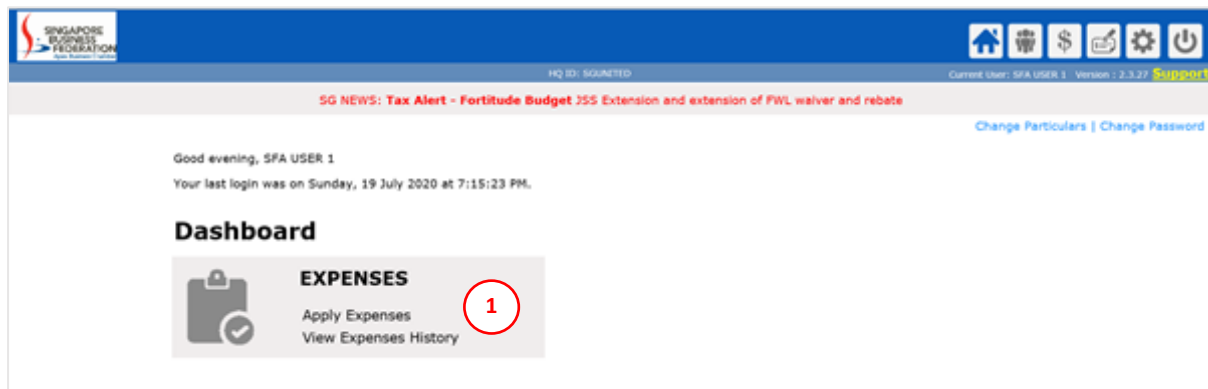
8) Check the following details*:

- Trainee's Name
- Trainee's NRIC No
- Bank Code (should be company's bank info)
- Bank Account Number (should be company's bank info)
- Trainee's Job Start Date
- Trainee's Job End Date
- Other Details

*Creation and amendment of trainee's details can only be done by SBF. Please contact SBF at sgutclaim@sbf.org.sg or +65 6797 0763 if there is any incorrect information for the trainees.

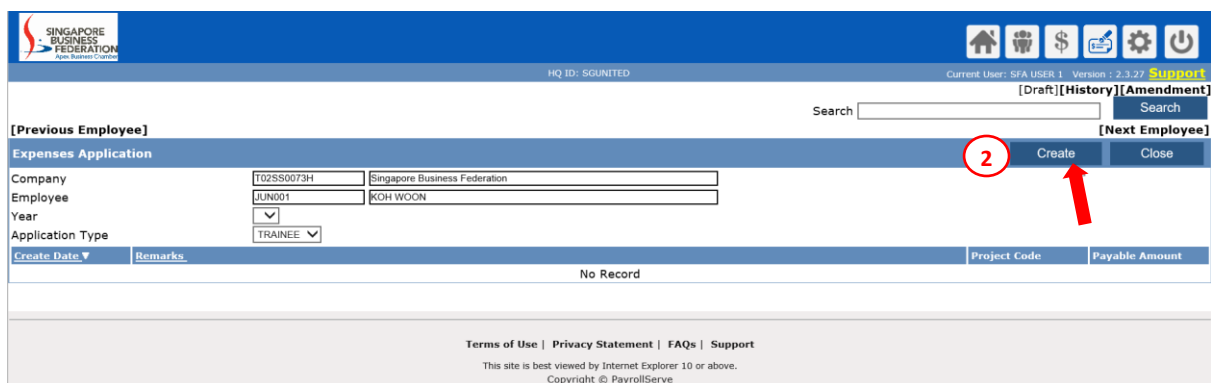
(A) Claims Application

- 1) Under Dashboard, click on **Apply Expenses** to proceed to submit claims.



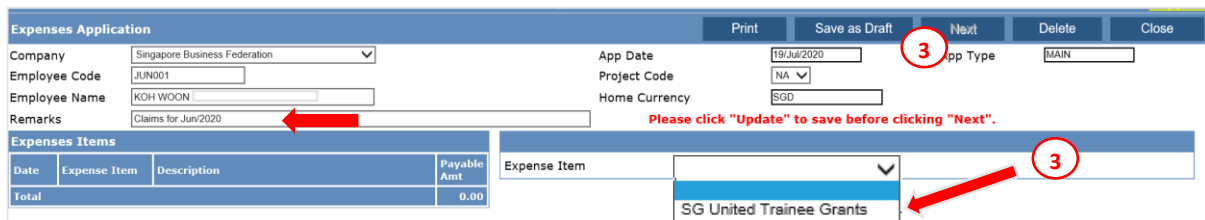
The screenshot shows the SFA User Dashboard. At the top, there is a header with the Singapore Business Federation logo and navigation icons. Below the header, a message reads: "Good evening, SFA USER 1. Your last login was on Sunday, 19 July 2020 at 7:15:23 PM." The main section is titled "Dashboard" and contains a card for "EXPENSES" with two links: "Apply Expenses" and "View Expenses History". A red circle with the number "1" highlights the "Apply Expenses" link.

- 2) Select the Trainee and click **Create**.



The screenshot shows the "Expenses Application" form. It includes fields for Company (Singapore Business Federation), Employee Code (JUN001), Employee Name (KOH WOON), and Application Type (TRAINEE). A red circle with the number "2" highlights the "Create" button. Below the form, there is a table with columns "Create Date", "Remarks", "Project Code", and "Payable Amount". The table currently shows "No Record".

- 3) Update **Remarks** and **Save as Draft**. Select **Expense Item**.



The screenshot shows the "Expenses Application" form with updated information. The "Remarks" field now contains "Claims for Jun/2020". The "App Date" is "19/Jul/2020", "Project Code" is "NA", and "Home Currency" is "SGD". A red circle with the number "3" highlights the "Next" button. Below the form, there is a table with columns "Date", "Expense Item", "Description", and "Payable Amt". The table shows a total of "0.00". A red arrow points to the "Expense Item" dropdown menu, which is highlighted with a red circle and the number "3". The dropdown menu shows "SG United Trainee Grants".

- 4) Select Trainee Grant with Default as **Trainee Programme Grant**.
For submission of insurance claim, please select **WICA**.
- 5) Enter the **Receipt Date** = **Payroll period end date**
- 6) Enter **Expense Amt** = Payroll Amount (Net to Trainee)
- 7) Attached zip file containing
 - i) Payroll Slip
 - ii) Progress
 - iii) Claims templates
 - iv) Proof of payment (etc. Bank Statement)

The screenshot shows the 'Expenses Application' form. At the top, there are buttons for 'Print', 'Save as Draft', 'Next', 'Delete', and 'Close'. The form is divided into several sections:

- Company Information:** Company (Singapore Business Federation), Employee Code (JUN001), Employee Name (KOH WOON), Remarks (Claims for Jun/2020).
- App Information:** App Date (19/Jul/2020), Project Code (NA), Home Currency (SGD), App Type (MAIN).
- Expenses Items Table:** A table with columns 'Date', 'Expense Item', 'Description', and 'Payable Amt'. The total payable amount is 0.00.
- Expense Details:**
 - Expense Item: SG United Trainee Grant
 - Receipt Date: (Annotated with 5)
 - Base Currency: SGD (Annotated with 6)
 - Expense Amt: (Annotated with 6)
 - Total Amt: 0
 - Trainee Grant: (Annotated with 4) - A dropdown menu showing 'TRAINEE|TRAINEE PROGRAMME GRANT' and 'WICA|WICA'.
- Payment Information:**
 - Total Amount (SGD):
 - Payable Amt (SGD):
 - Payment Currency: SGD
 - Job Code: (dropdown)
 - Subjob Code: (dropdown)
 - Billable: ☒ Yes
 - Attach Document: (Annotated with 7) - A button labeled 'Browse...' with a note '(File size up to 2MB)'.

At the bottom, there are links for 'Terms of Use', 'Privacy Statement', 'FAQs', and 'Support'. A footer note states: 'This site is best viewed by Internet Explorer 10 or above. Copyright © PayrollServe'.

Note: Step6 - Mid Career Programme is claimable through this system, select default “Trainee Programme Grant” will do.

8) Enter **Description**.

Expense Item: SG United Trainee Grant Trainee Grant: TRAINEE|TRAINEE PROGRAMME GRANT

Receipt Date: 30/Jun/2020

Base Currency: SGD

Expense Amt: 1800

Total Amt: 1800

Total Amount (SGD): 1800 Payable Amt (SGD):

Payment Currency: SGD Pay Exc. Rate: 1 (Base->Payment)

Job Code: Subjob Code: Billable: ☐ Yes

Attach Document: C:\Users\Vinatoh\Pictures\Saved Pictures\san Browse... (File size up to 2MB)

Description: **8** Claim for Jun payroll

9) Click **Update** to save

Expense Item: SG United Trainee Grant Trainee Grant: TRAINEE|TRAINEE PROGRAMME GRANT

Receipt Date: 30/Jun/2020

Base Currency: SGD

Expense Amt: 1800

Total Amt: 1800

Total Amount (SGD): 1800 Payable Amt (SGD):

Payment Currency: SGD Pay Exc. Rate: 1 (Base->Payment)

Job Code: Subjob Code: Billable: ☐ Yes

Attach Document: C:\Users\Vinatoh\Pictures\Saved Pictures\san Browse... (File size up to 2MB)

Description: Claim for Jun payroll

9

10) Check the **Payable Amount**

11) Click **Next** to confirm claims

SINGAPORE BUSINESS FEDERATION

HQ ID: SGUNITED

Print Save as Draft **11** Next Delete Close

Company: Singapore Business Federation

Employee Code: JUN001

Employee Name: KOH WOON

Remarks: Claims for Jun2020

App Date: 19/Jul/2020

Project Code: NA

Home Currency: SGD

App Type: MAIN

Please click "Update" to save before clicking "Next".

10

| Date | Expense Item | Description | Payable Amt |
|----------|--------------|----------------------|-------------|
| 30/06/20 | SG GRANTS | Payslip for Jun 2020 | 1,440.00 |
| Total | | | 1,440.00 |

Expense Item: SG United Trainee Grant Trainee Grant: TRAINEE|TRAINEE PROGRAMME GRANT

Receipt Date: 30/Jun/2020

Base Currency: SGD

Expense Amt: 1800

Total Amt: 1800

An amount of SGD360.00 is rejected

Total Amount (SGD): 1800 Payable Amt (SGD): 1440

Payment Currency: SGD Pay Exc. Rate: 1 (Base->Payment)

Job Code: Subjob Code: Billable: ☐ Yes

Attached Document: sample1.png Remove File

12) Click **Confirm** to submit

13) System will prompt Expense Application Success and an email will be send verifier.

14) Click on **Apply Another** to submit another claims

Note: Monitor the approval status through *Expenses History*. Select your trainee. Click into individual submission record. System has a "Status" field at the end of the table.

(B) Claims Import by Batch Application

In order to use this option, user needs to prepare 1) the import file and 2) individual trainee's documents zip file into ONE big zip file for upload.

- 1) For the import template, only certain columns are required. **Only 100 lines (including the header) allowed per file.** Please refer to sample (table 1.1) and explanation below to prepare your import file.

| | A | B | C | D | E | F | G | H | I | K | Z | AA | AB | AC |
|---|----------|----------|--------------|-------------------------|-----------|-----------|--------------|---------------|--------------|------------------|----------------------------|-----------------|---------------------|----|
| | EMP_ID | APP_TYPE | PROJECT_CODE | REMARKS | SERIAL_NO | EXP_CODE | RECEIPT_DATE | BASE_CURRENCY | EXPENSES_AMT | CATEGORY_HEADER1 | DESCRIPTION / LINE_Remarks | HAS_ATTACH_MENT | ATTACHMENT_FILENAME | |
| 1 | COYC_001 | MAIN | NA | Claims for Trainee Tan | 1 | SG_GRANTS | 31/Aug/2020 | SGD | 2500 | TRAINEE | Payroll for Aug 2020 | YES | TanAug.zip | |
| 2 | COYC_001 | MAIN | NA | Claims for Trainee Tan | 2 | SG_GRANTS | 30/Sep/2020 | SGD | 2500 | TRAINEE | Payroll for Sep 2020 | YES | TanSep.zip | |
| 3 | COYC_002 | MAIN | NA | Claims for Trainee Wong | 1 | SG_GRANTS | 31/Aug/2020 | SGD | 2500 | TRAINEE | Payroll for Aug 2020 | YES | WongAugWICA.zip | |
| 4 | COYC_002 | MAIN | NA | Claims for Trainee Wong | 2 | SG_GRANTS | 31/Aug/2020 | SGD | 107 | WICA | WICA | NO | | |

Table 1.1

Col A – **EMP_ID**. Employee ID not Employee Code. You can retrieve this information from Employee Maintenance - Employee Profile.

Col B – **APP_TYPE**. Application Type to Default to **MAIN** (please do not leave blank or input any other value)

Col C – **PROJECT_CODE**. Default to **NA** (please do not leave blank or input any other value)

Col D – **REMARKS**. This refer to the Claims for XXX

Col E – **SERIAL NO**. This refers to the running number of transaction count PER Application PER Trainee. So if you have 3 months' of payroll to claim, then there will be 3 lines, one for each month. If you have WICA to claim, then WICA is a separate line.

Col F – **EXP_CODE**. Default to **SG_GRANTS** (please do not leave blank or input any other value)

Col G – **RECEIPT_DATE**. This refers to the payroll period end date.

Col H – **BASE_CURRENCY**. Default to **SGD** (please do not leave blank or input any other value)

Col I – **EXPENSES_AMT**. This refers to the gross allowance paid to the trainee.

Col K – **CATEGORY_HEADER1**. To indicate **TRAINEE** for training allowance or **WICA** for insurance. (please do not leave blank or input any other value)

Col Z – **DESCRIPTION/LINE_Remarks**. To indicate if this is payroll or WICA for which month or what have been uploaded)

Col AA – **HAS ATTACHMENT**. Important to indicate YES for TRAINEE allowance and to indicate filename attached in Col AB.

Col AB – **ATTACHMENT_FILENAME**. This is the individual zip file for each trainee
(eg TraineeA_Aug.zip)

- 2) **One Zip FILE** containing all the individual trainee's zipped documents.
Payroll slip, progress report, etc required under this programme to be zipped into 1 file.
(eg TraineeA_Aug.zip; TraineeB_Aug.zip)
Then Zip all zip.files into ONE file.
(eg. AUGSubmit.zip – contain TraineeA_Aug.zip and TraineeB_Aug.zip)

**** Application without or with incomplete supporting attachments will be rejected.**

Note: Other than the columns stated above, please leave the rest of the fields blank

3) Ready to Import batch, Click on **EXPENSE Module**

Singapore Business Federation

HQ ID: SGUNITED Current User: COMPANY C Version: 3.54 Support

SG NEWS: **Tax Alert - Fortitude Budget** JSS Extension and extension of FWL waiver and rebate

Change Particulars | Change Password

Good afternoon, COMPANY C
Your last login was on Saturday, 19 December 2020 at 12:47:25 PM.

Dashboard

4) Click **Expenses Applications by Batch Import**

| Expenses Module | |
|---------------------------------------|--------------------------------------|
| Entries | |
| Entries | |
| Expenses Application | Apply Expenses Application. |
| Expenses Applications by Batch Import | Import Expenses Applications. |
| Expenses History | View Expenses History. |
| Amend Expenses | Amend Existing Expenses Application. |
| Expenses Balance | Check Expenses Balance. |
| Expenses Transaction History | View Expenses Transaction History. |
| Expenses Search | Search Expenses Database. |

5) Import Data

This is where you can download the template and to import data and zip file.

i) Have Attachments to Import? Select YES

ii) Import Applications in Draft Mode?

- **If you want to review the import data before submission, you may select YES.** You will need to go the **Draft mode** to check **ALL** submissions **individually**.
- **If you do not want to review the import data before submission, you may select NO.** System will automatically submission the application for verification.

iii) Applications File: choose the import file

iv) Attachments File: choose the ONE Zip file containing the individual zip files.

es

Expenses Application Import

Close Download Template

Company : Demo Singapore Business Federations

Have Attachments to Import? YES

Import Applications in Draft Mode? NO

Applications File : Browse...

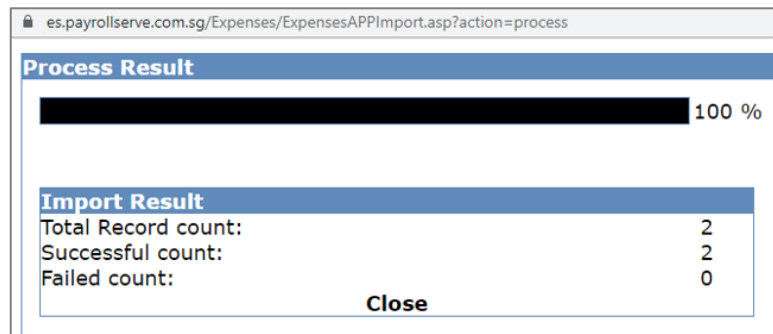
Attachments File (ZIP) : Browse... Max. ZIP file Size is 10 MB

Import Data

IMPORTANT NOTE:
Import file should contain maximum 100 rows excluding Header.
Attachments ZIP file should not contain any folders.
This import function allows to create new expenses applications only and cannot update any existing applications.

Note: if file contains error, the entire batch will be rejected. Review the error log to rectify the error and re-import again.

- 6) You shall see a pop-up window of the upload progress. **Please ensure you have enabled your pop-up window for the browser.**



- 7) After importing, if you have indicated to import in Draft Mode as YES, click [**CLOSE**], then click on **Expenses Application** to review and submit your application individually.

Note: Monitor the approval status through Expenses History. Select your trainee. Click into individual submission record. System has a "Status" field at the end of the table.

(C) Claim Amendments

To amend or cancel the claim, you may go to **Expense Module > Entries > Amend Expenses**

| Singapore Business Federation | | HQ ID: SGUNITED |
|---------------------------------------|--------------------------------------|-----------------|
| Expenses Module | | |
| Entries | | |
| Entries | | |
| Expenses Application | Apply Expenses Application. | |
| Expenses Applications by Batch Import | Import Expenses Applications. | |
| Expenses History | View Expenses History. | |
| Amend Expenses | Amend Existing Expenses Application. | |

I. Pending Claim Amendments

- For pending claims, you **have** the option to cancel or delete each claim item individually.
 - Cancel Item** – Item Status will be updated to Cancelled
 - Delete Item** – Item will be removed from list
- To delete the application, click Cancel Application. Status will update from ACTIVE to CANCELLED.

| Singapore Business Federation | | HQ ID: SGUNITED | | Current User: COMPANY C Version: 2.3.59 | | Support | | | |
|---|---------------------|-------------------------------------|----------|---|-------------|---------------------|-------------------|-------------|-------------|
| Amend Expenses Application | | Cancel Application | | Close | | | | | |
| Company | SGUT_DEMO | Demo Singapore Business Federations | | Application Date | 12/Jan/2021 | Type | MAIN | | |
| Employee Code | C_0004 | | | Project Code | | Status | ACTIVE | | |
| Employee Name | TRAINEE SOLOMON | | | Home Currency | SGD | | | | |
| Remarks | Claims for Jan/2021 | | | Application Ref No | 2021010001 | | | | |
| Expenses Items | | | | | | | | | |
| Date | Expense Item | Description | Currency | Expense Amt | Payable Amt | Non-Claimable Amt | Payable Amt (SGD) | Status | |
| 12/01/21 | SG_GRANTS | | SGD | 2,000.00 | 1,600.00 | 400.00 | 1,600.00 | PENDING | |
| 11/01/21 | SG_GRANTS | | SGD | 1,000.00 | 800.00 | 200.00 | 400.00 | PENDING | |
| Total Amount | | | | | | | 2,000.00 | | |
| Expense Item | | | | | | | | Cancel Item | Delete Item |
| Expense Item | | SG United Trainee Grants | | Trainee Grant | | [TRAINEE PROGRAMME] | | | |
| Receipt Date | | 12/01/2021 | | | | | | | |
| Base Currency | | SGD | | | | | | | |
| Expense Amt | | 2000 | | | | | | | |
| GST / VAT Amt | | 0 | | | | | | | |
| Total Amt | | 2000 | | | | | | | |
| An amount of SGD400.00 is non-claimable | | | | | | | | | |

II. Verified Claim Amendments

- 1) For verified records, please **DO NOT** click on Cancel Application.

Singapore Business Federation HQ ID: SGUNITED Current User: COMPANY C Version : 2.3.59 [Support](#)

Amend Expenses Application Cancel Application Close

Company: SGUT_DEMO Demo Singapore Business Federations Application Date: 15/Jan/2021 Type: MAIN
 Employee Code: C_0004 Project Code: Status: ACTIVE
 Employee Name: TRAINEE SOLOMON Home Currency: SGD
 Remarks: Claims for Jan/2021 Application Ref No: 2021010002

Expenses Items

| Date | Expense Item | Description | Currency | Expense Amt | Payable Amt | Non-Claimable Amt | Payable Amt (SGD) | Status |
|---------------------|--------------|-------------|----------|-------------|-------------|-------------------|-------------------|---------|
| 14/01/21 | SG_GRANTS | | SGD | 1,000.00 | 800.00 | 200.00 | 800.00 | PENDING |
| 15/01/21 | SG_GRANTS | | SGD | 500.00 | 400.00 | 100.00 | 400.00 | PENDING |
| Total Amount | | | | | | | 1,200.00 | |

Can not amend verified record

Cancel Item Delete Item

Expense Item: SG United Trainee Grants Trainee Grant TRAINEE PROGRAMME G
 Receipt Date: 14/01/2021
 Base Currency: SGD
 Expense Amt: 1000
 GST / VAT Amt: 0
 Total Amt: 1000
An amount of SGD200.00 is non-claimable

- 2) You can approach SBF Verifier by getting their contact details under Work Flow Details (located at the bottom of claim application)

| Seq No | Approver | Approver Email |
|--------|--------------------------|-----------------------------|
| 1 | SFA VERIFIER 1 (SFAV001) | NONE@payrollserve.com.sg |
| | SFA VERIFIER 2 (SFAV002) | NONE@payrollserve.com.sg |
| 2 | SBF APPROVER 1 (SBFA001) | support@payrollserve.com.sg |
| | SBF APPROVER 2 (SBFA002) | NONE@payrollserve.com.sg |

III. Approved Claim Amendments

- 1) For approved records, please **DO NOT** click on Cancel Application.

Singapore Business Federation HQ ID: SGUNITED Current User: COMPANY C Version : 2.3.59 [Support](#)

Amend Expenses Application Cancel Application Close

Company: SGUT_DEMO Demo Singapore Business Federations Application Date: 12/Jan/2021 Type: MAIN
 Employee Code: C_0005 Project Code: Status: ACTIVE
 Employee Name: TRAINEE MANNY Home Currency: SGD
 Remarks: Claims Disbursed in Dec 2020 Application Ref No: 2020120006

Expenses Items

| Date | Expense Item | Description | Currency | Expense Amt | Payable Amt | Non-Claimable Amt | Payable Amt (SGD) | Status |
|---------------------|--------------|----------------------|----------|-------------|-------------|-------------------|-------------------|----------|
| 31/08/20 | SG_GRANTS | Payroll for Aug 2020 | SGD | 2,500.00 | 2,000.00 | 500.00 | 2,000.00 | APPROVED |
| 30/09/20 | SG_GRANTS | Payroll for Sep 2020 | SGD | 2,500.00 | 2,000.00 | 500.00 | 2,000.00 | APPROVED |
| Total Amount | | | | | | | 4,000.00 | |

Can not amend approved record

Cancel Item Delete Item

Expense Item: SG United Trainee Grants Trainee Grant TRAINEE PROGRAMME G
 Receipt Date: 31/08/2020
 Base Currency: HOME
 Expense Amt: 2500
 GST / VAT Amt: 0
 Total Amt: 2500
An amount of SGD500.00 is non-claimable

- 2) You can approach SBF Verifier by getting their contact details under Work Flow Details (located at the bottom of claim application)

| Work Flow Details | | |
|-------------------|--------------------------|-----------------------------|
| Seq No | Approver | Approver Email |
| 1 | SFA VERIFIER 1 (SFAV001) | NONE@payrollserve.com.sg |
| | SFA VERIFIER 2 (SFAV002) | NONE@payrollserve.com.sg |
| 2 | SBF APPROVER 1 (SBFA001) | support@payrollserve.com.sg |
| | SBF APPROVER 2 (SBFA002) | NONE@payrollserve.com.sg |

IV. Rejected Claim Amendments

- 1) For rejected records, **please do not delete or cancel any claim item** individually.

Singapore Business Federation Home Users Settings Logout

HQ ID: SQUINTEED Current User: COMPANY C Version: 2.3.59 Support

Amend Expenses Application

Company: SGUT DEMO Demo Singapore Business Federations
 Employee Code: C 0006
 Employee Name: TRAINEE KEN
 Remarks: Claims Disbursed in Dec 2020

Application Date: 12/12/2020 Type: MAIN
 Project Code: Status: CANCELLED
 Home Currency: SGD
 Application Ref No: 2020120009

Expenses Items

| Date | Expense Item | Description | Currency | Expense Amt | Payable Amt | Non Claimable Amt | Payable Amt (SGD) | Status |
|---------------------|--------------|----------------------|----------|-------------|-------------|-------------------|-------------------|----------|
| 31/08/20 | SG GRANTS | Payroll for Aug 2020 | SGD | 2,500.00 | 2,000.00 | 500.00 | 2,000.00 | REJECTED |
| 30/09/20 | SG GRANTS | Payroll for Sep 2020 | SGD | 2,500.00 | 2,000.00 | 500.00 | 2,000.00 | REJECTED |
| Total Amount | | | | | | | 4,000.00 | |

Can not amend rejected record. Cancel Item Delete Item

Expense Item: SG United Trainee Grants Trainee Grant [TRAINEE PROGRAMME 1]
 Receipt Date: 31/08/2020
 Base Currency: HOME
 Expense Amt: 2500
 GST / VAT Amt: 0
 Total Amt: 2500

An amount of SGD500.00 is non-claimable

- 2) Rejected reason(s) will be stated under Remarks.

| Response | Stage | Date | Remarks |
|----------|--------------|-----------------------|------------------------------|
| REJECTED | VERIFICATION | 22/12/2020 4:16:41 PM | Incomplete - incorrect dates |
| PENDING | APPROVAL | | |

- 3) You may do your resubmission by **clicking Re-Submit Application**. You will be redirected back to the "Draft" mode.

(D) Frequently Asked Question

[Back To User Guide](#)

| Whitelisting | |
|--|---|
| My IT is requesting for the list of sites to whitelist for PayrollServe/ StoneForest. | Please whitelist the following: - 203.117.94.5 - 203.117.94.8 - 203.117.94.3 - eaccpay@stoneforestaccounts.com.sg - eservices@stoneforestaccounts.com.sg |
| My company does not have IT officer. How can I whitelist the email? | Please add eservices@stoneforestaccounts.com.sg to your email address contacts. |
| Login | |
| How do I appoint an alternate user to manage my company's claims? | Contact SBF at sgutclaim@sbf.org.sg to change or nominate another user for login. |
| I have multiple subsidiaries. Am I able submit all my trainees under 1 login account? | Contact SBF at sgutclaim@sbf.org.sg to request submission of all entities under 1 login ID. In your email, indicate the authorized company representative, their email and the entity name, you wish to have as the main login account. |
| Employee Maintenance | |
| I cannot click on Create to set up my employee's profile. | Creation and amendment of trainees can only be done by SBF. You may receive approval of trainee from SBF, however access of the trainee on the system will still depend on when the trainee has been uploaded. |
| I cannot see my employees' information under Employee Profile. | Creation and amendment of trainees can only be done by SBF. You may receive approval of trainee from SBF, however access of the trainee on the system will still depend on when the trainee has been uploaded. |
| I can see my employees' information under Employee Profile, but cannot see employee/bank details. | For Bank Details submission, please go to: https://forms.zohopublic.com/SBF/form/SGUPBankDetails/formperma/i6m6Qd6puSWHJ7i-vFwpxqB1JgM9Dd1QceAXT6tJOY |
| I can see my employees' information under Employee Profile, but the employee/bank details are incorrect . | For Bank Details submission, please go to: https://forms.zohopublic.com/SBF/form/SGUPBankDetails/formperma/i6m6Qd6puSWHJ7i-vFwpxqB1JgM9Dd1QceAXT6tJOY |
| I can see my employees' information under Employee Profile, but the employees are no longer with the company. | Contact SBF at sgutclaim@sbf.org.sg to make changes to your company's information. |

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| Where can I generate a report of my trainees under the SGUNITED schemes? | <p>Please go to Employee Maintenance – Import and Exports – Export Employee</p> <p>Leave blank to select all trainees or choose your trainees by clicking on the magnifying glass.</p> <p>Press download excel to generate the Excel Report.</p> |
| Expenses Application | |
| Do I have to submit by 15 th or 28 th every month? Will there be penalties for late submission? | <p>Based on our understanding with SBF, the 15th is the submission deadline for your company's respective claims to be processed. For example, if your company submits after the 15th of the month, it will be batched together in the next processing deadline.</p> <p>There are no penalties for late submission. You may still submit the current month's claim in the following month if you have missed the submission deadline for this month.</p> |
| I can see a few of my trainees but not all of them. Can I submit my claims for those that are available online first, or do I have to wait for all trainees to make available online? | Yes, you may submit for those available. For those not available, please wait until SBF has uploaded them onto the system. |
| What are the attachments to be submitted together with the claim application? | <p>You would need to prepare the documents below and zip the document together and submit along with your claim applications:</p> <ol style="list-style-type: none"> 1. Individual Payslip 2. Training Allowance Disbursement Form (can be downloaded from Dashboard – Progress and Claim Template) 3. Annex C – Development Plan (can be downloaded from Dashboard – Progress and Claim Template) 4. Bank Statement – NEW (to prove the salary already paid to trainee) |
| Can I submit claims for multiple months/employees in one application? | <p>Yes, you may in Batch Import.</p> <p>Please zip each trainee's file separately respective of the month, and then zip all the separate zip files together into a consolidated zip file.</p> <p>For example, <u>ConsolidatedTrainees.zip</u> Trainee1_Jan.zip consisting of Payslip, Training Allowance Disbursement Form, Bank Statement and Annex C-Development Plan Trainee2_Jan.zip consisting of Payslip, Training Allowance Disbursement Form, Bank Statement and Annex C-Development Plan</p> |

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| | <p>Trainee2_Feb.zip consisting of Payslip, Training Allowance Disbursement Form, Bank Statement and Annex C-Development Plan</p> <p>(Unsupported zip programmes: 7zip / .rar)</p> <p>Updated Oct 2021: Latest Development Plan is indicated with date format. You may download it from dashboard > <u>Click here to download Progress and Claim templates</u></p> |
| My uploaded claim amount is not tally, what should I do? | <p>Previous version of claim form does not display decimal places and it may cause the claim amount not tally.</p> <p>Please re-download the claim form from Dashboard > Click here to download Progress and Claim Templates</p> <p>Register for Training and Download Latest User Guide dated Mar 2021 Here</p> <p>Go to Employee Maintenance - Employee Profile to verify your Company Bank Details ** Submit SGUT/SGUP claims & view bank details only available for uploaded trainees</p> <p>For Bank Details submission, pls use this Link</p> <p>Click here to download Progress and Claims templates</p> |
| Can I cancel my claim application if I spot the incorrect information entered for my claim submission? | <p>As long as the claim status is “pending”, you will able cancel the claim application. You may refer to here for the guideline.</p> |
| Why I cannot submit trainee’s claim with an error: “An amount of SGD XXXX is not claimable”. | <p>Please check if the scheme located on top right of the screen is recorded as “NOBANK”. If yes, please update your bank details by refer the guideline here.</p> <div> <div>Print Save as Draft Next Delete Close</div> <div> App Date 08/Nov/2021 App Type MAIN Project Code NA Scheme NOBANK </div> </div> |
| Expenses History | |
| Will there be notifications when my claims get approved/rejected by SBF? | <p>Yes, you will receive an email notification upon approval/rejection on claims.</p> |
| Where do I find the status of submission? | <p>Please go to Expenses Module > Entries > Expenses History > Select Employee > Select Claim > View Status</p> |
| Where can I generate a report of all my claims? | <p>Please go to Expenses Module > Reports > Claims Progress Report.</p> <p>Leave fields blank for all claims or select a range of dates and/or specific employees.</p> <p>Press download to generate a report in Excel format.</p> |