

PAYDAY![®] HRMS

SBF MID-CAREER PATHWAYS PROGRAMME (MCP) USER GUIDE

PAYDAY! HRMS EXPENSE MODULE USER GUIDE

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Disclaimer:

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Document Versions

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

Doc Version	Update Date	Task	Changes Description	Page	Updated By
1.0	28 Apr 2022	New	Released of User Guide	-	Mandy Wong
2.0	24 Oct 2023	Updates	Revised of Programme Name	-	Ann Cheong

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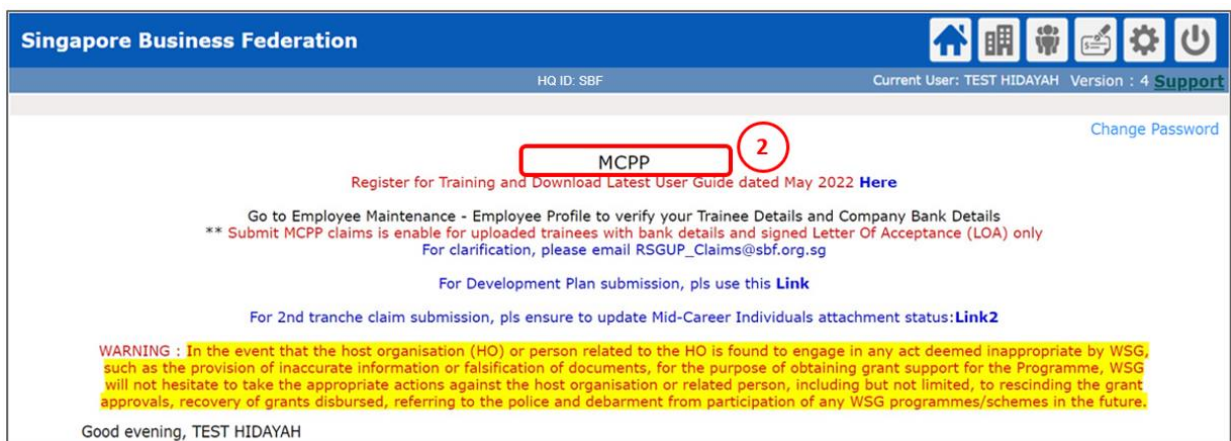
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First Time Login to PayDay! HRMS Expense Module

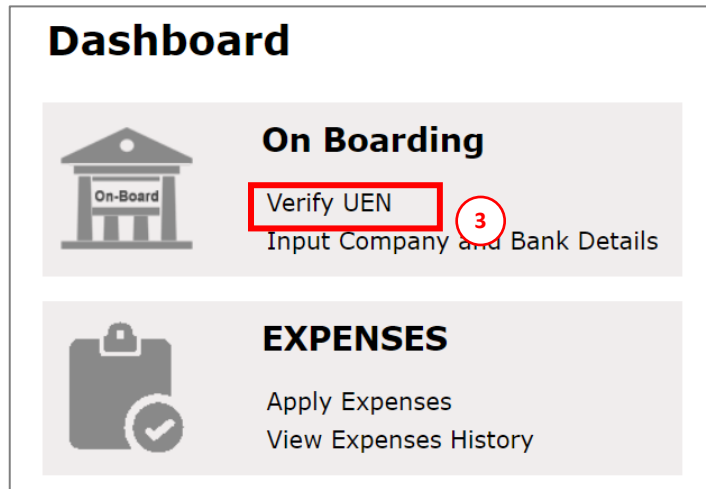
- 1) Click on URL <https://eservices.stoneforestaccounts.com.sg/PRLogin.asp> to login by entering **Company ID**, **Login ID** and **Password**.



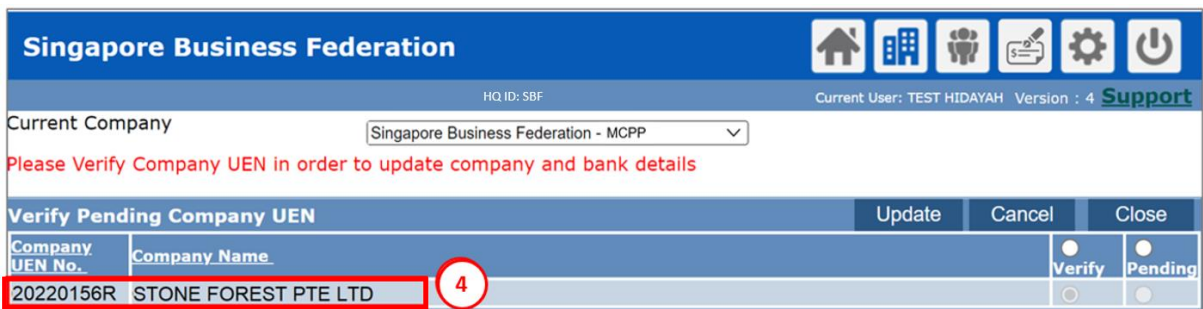
- 2) Upon successful login, you will see Payday! HRMS **Dashboard** shows the statement below. This indicates you are on SBF Mid-Career Pathways Programme (MCP).



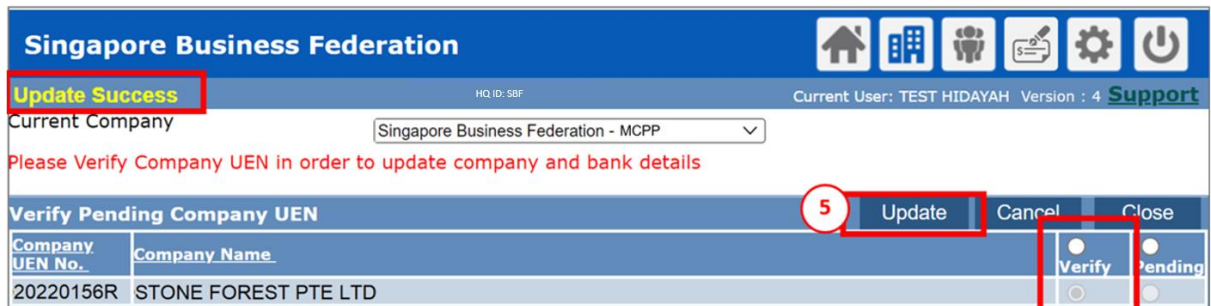
3) Click on Verify UEN



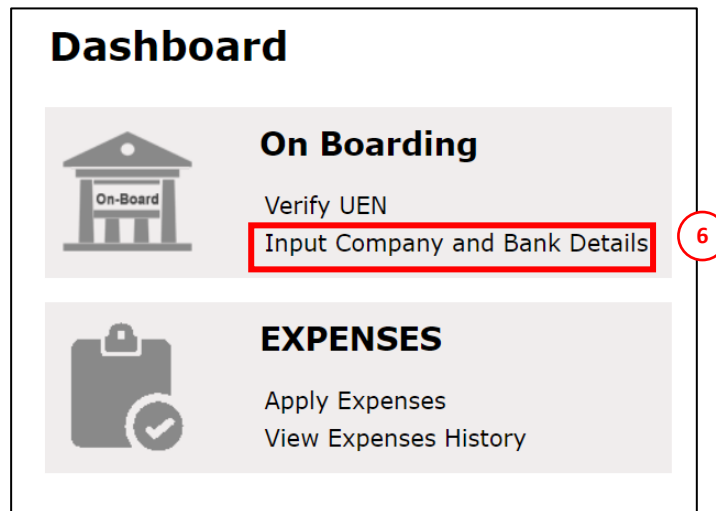
4) Check on the **company UEN** and **company name**.



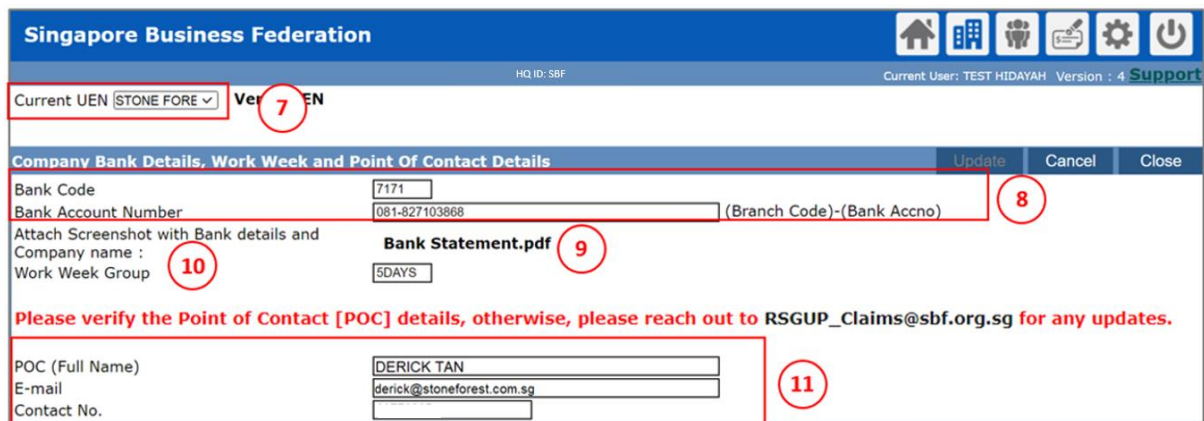
5) If the company UEN and company name are both correct, please select **Verify** and click on **Update**. After **Update Success**, you may proceed to next step. If the company UEN / company name is incorrect, please email SBF officer at RSGUP_Claims@sbf.org.sg to correct it.



6) Back to **Dashboard**, click on **Input Company Details**



7) Ensure correct company UEN selected



8) Fill in the bank details:

- Bank Code
- Bank Account Number (Format: **Branch Code – Bank account Number**, for example: 082 – 123456789)

NOTE: if you have multiple entities, please select the correct company's UEN from the dropdown list and update the bank details for each company.

9) Click on **Choose File** and upload a bank statement with written company name and bank account number. The supported document format are .pdf, .txt, .csv, .xls, .jpeg, .bmp

10) Select **Work Week Group** – the number of working days per week. This is used for computation of number of working days and proration.

Stone Forest

SBF Mid-Career Pathways Programme (MCP)

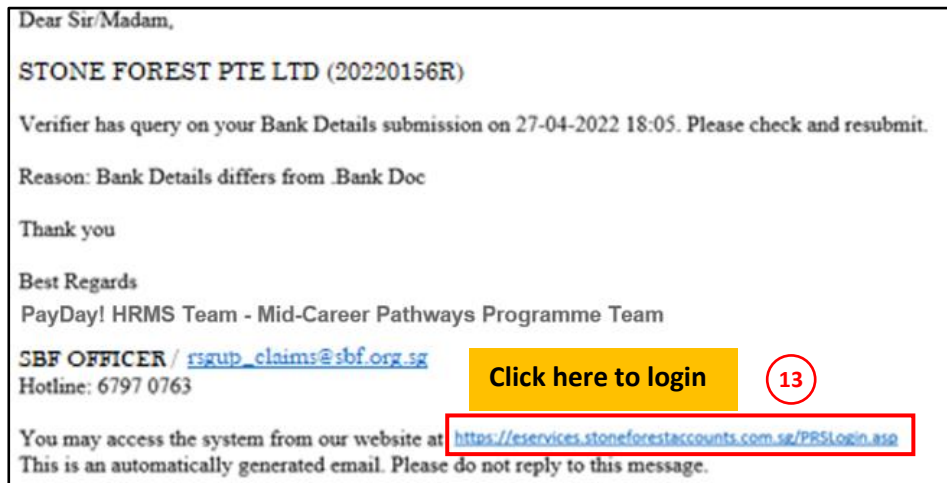
- 11) Please verify the **POC name, email address and contact number**. You may need to approach SBF at RSGUP_Claims@sbf.org.sg if you need amendments. SBF officer will then release the access rights for you to update the POC details.

*NOTE: The POC should be the **main point of contact** to receive email notification when the claim is verified / approved / rejected even if the company may have multiple user accounts.*

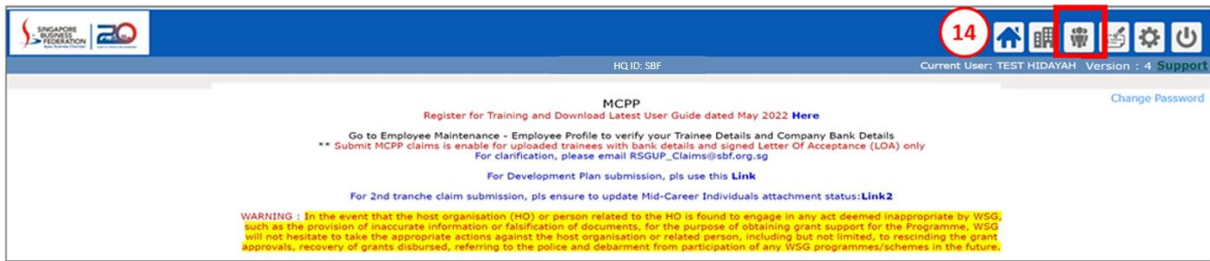
- 12) Once the bank details was approved by the SBF officer, you shall receive an email notification as shown below. **Any changes of the bank details after the approval** shall contact SBF officer at RSGUP_Claims@sbf.org.sg



- 13) If the bank details was rejected, you shall receive the email as shown below. **Please login to the portal** and update the bank details again.



14) Check the Trainee Details under Employee Maintenance



15) Go to **Import and Exports** and select **Export Employee**. You may want to select the company if you have multiple entities. Leave blank to select all trainees or choose your trainees by clicking on the magnifying glass.



16) Press **Download Excel** to generate the Excel Report.

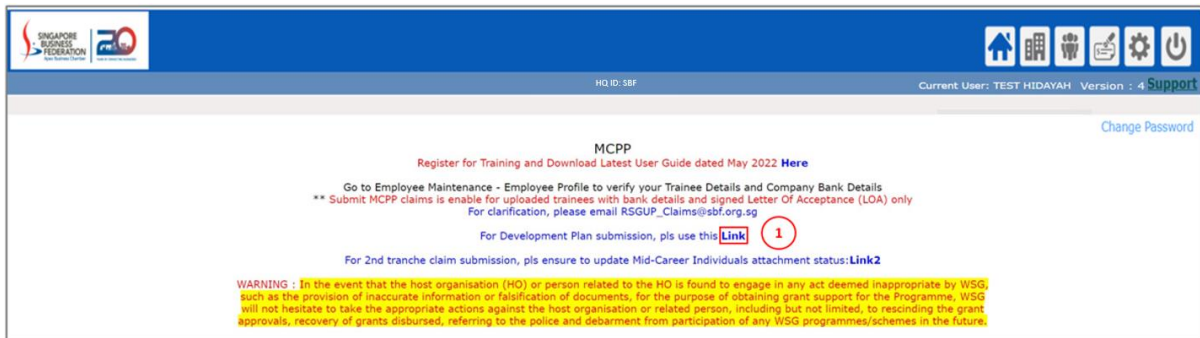
17) Check the following details*:

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

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

(A) Claims Application

- 1) Go to dashboard click the link below



- 2) System will direct you to the page below. Click on **Development Plan Template** to download.

The screenshot shows the 'Mid-Career Pathways Programme Development Plan Submission Form' page. It features logos for WSG Workforce Singapore and Singapore Business Federation. The main heading is 'Mid-Career Pathways Programme Development Plan Submission Form'. Below the heading, there is a red box around the text 'Development Plan Template' which is circled with a red '2'. The text below the box says 'Please download this attachment Development Plan Template, fill up the relevant fills and ensure that both parties sign them before uploading it at the end'. There are two warning sections: one in red text and one in black text. At the bottom, there are two input fields: 'Company Name (Please enter SAME company name as shown in ACRA report) *' and 'Unique Identity Number (Please enter SAME UEN as shown in ACRA report) *'.

3) Fill up the downloaded Development plan with the training details

Attachment Development Plan/ Performance Review				
				<input type="checkbox"/> 1st and 2nd month of attachment <input type="checkbox"/> 3rd and 4th month of attachment <input type="checkbox"/> 5th and/or 6th month of attachment (please delete where applicable)
Month of submission:				
Instructions 1) Please ensure the Development Plan / Performance Review fields are completed and duly signed once every 2 months based on the approved programme duration (note: if the attachment is 5 months long, the host organisation should complete the development plan progress report/performance review at the 2nd, 4th and 5th month mark of the programme) 2) SBF may audit the relevant documents submitted by the Host Organisation from time to time. The Host Organisation is expected to render full assistance upon request. 3) Reimbursement of fund cannot proceed if (1) is not completed.				
Host Organisation Name:				
Attachment Title				
S/N	Technical Skills and Competencies	Outcomes	Training Duration <i>(Weeks/Months)</i>	Trainer (State trainer full name (s), designation and how training is conducted)
1	<i>EXAMPLE ONLY</i> To learn how to communicate relevant information clearly and effectively in written and oral communication through presentation slides and documentation	Trainee will be able to draft presentation slides and requirement specifications w requirements gathering internally	1 month	

4) Fill up the online form. Ensure both parties (employer and employee) has signed on the development plan. Submit together with the signed Development Plan.

Company Name
(Please enter SAME company name as shown in ACRA report) *

Unique Identity Number
(Please enter SAME UEN as shown in ACRA report) *

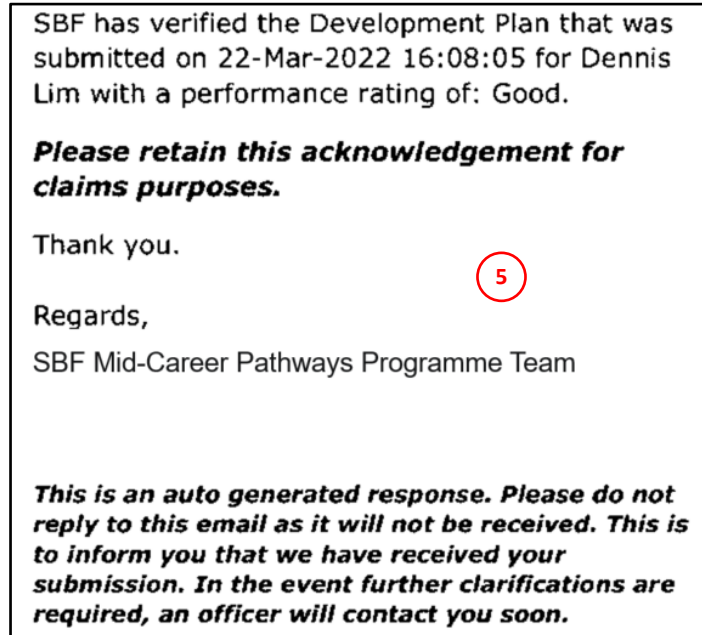
LOO Reference Number *

e.g. xxxxxxxxxxxN-SGUP22-WV-01 or xxxxxxxxxxxN-SGUP22-WV-001

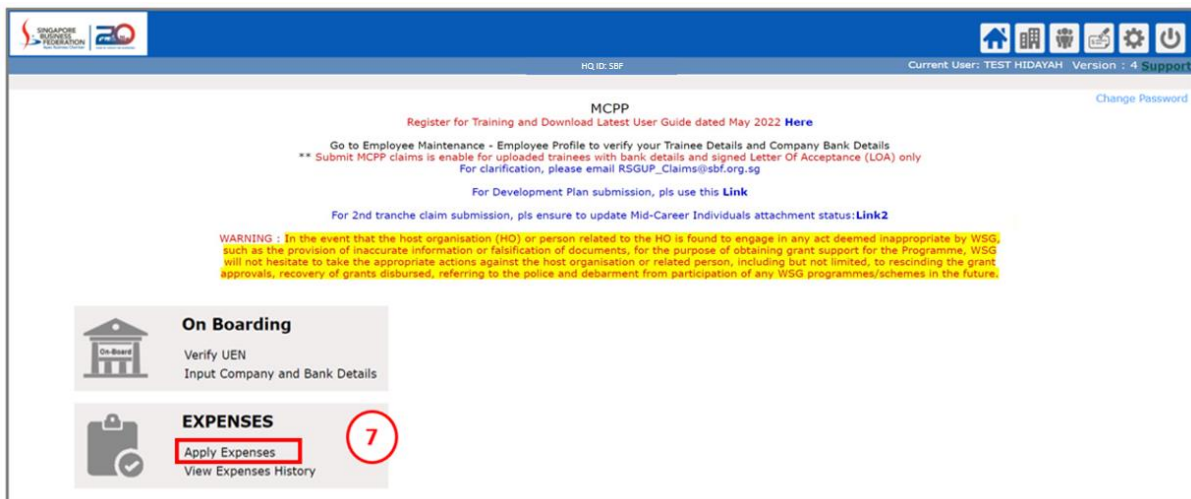
Full Name of Individual *

Individual's NRIC *

- 5) You will received a **verified email acknowledgment** from SBF. An example shows below:



- 6) **Save this email acknowledgment.** You will need to include it as a supporting document when you submit your claim
- 7) Back to Dashboard, click on **Apply Expenses** to proceed to submit claims.



8) Select the Trainee and click **Create**.

[Previous Employee]		[Draft][History][Amendment]	
Search <input type="text"/>		Search <input type="button" value="Search"/>	
[Next Employee]		8 Create Close	
Company	MCP	Singapore Business Federation - MCP	
Employee Code	R00004	Elise Cheng	
Year	2022		
Application Type	MAIN		
Create Date	18/05/2022	Project Code	Payable Amount
Remarks	Claims for May/2022		0.00

9) Update the claim months under **Remarks*** and click **Save as Draft**. You will see the **attachment duration** of the trainee auto showing. If this is incorrect, please write in to SBF at RSGUP_Claims@sbf.org.sg to amend it.

If you have multiple months of claim submission, please state in the remarks with the format of **Claims for MMM,MMM,MMM/YYYY*

Expenses Application		Print	9 Save as Draft	Next	Delete	Close
Company	Singapore Business Federation - MCP	App Date	18/May/2022	App Type	MAIN	
Employee Code	R00004	Project Code	NA	Scheme	E6SGUP3800	
Employee Name	Elise Cheng	Home Currency	SGD	Attachment duration: 1 Jan 2022 to 30 June 2022		
Remarks	Claims for May, Jul,Jun/2022	Please click "Update" to save before clicking "Next".				
Expenses Items						
Date	Expense Item	Description	Payable Amt	Expense Item		
Total			0.00	TRAINING ALLOWANCE WICA		

10) Select the **Expense Item**.

- **Training Allowance** - Training grant. Please create multiple Expense item for different month of the claim submissions.
- **WICA** - Submission of insurance claim

Expenses Application		Print	Save as Draft	Next	Delete	Close
Company	Singapore Business Federation - MCP	App Date	18/May/2022	App Type	MAIN	
Employee Code	R00004	Project Code	NA	Scheme	E6SGUP3800	
Employee Name	Elise Cheng	Home Currency	SGD	Attachment duration: 1 Jan 2022 to 30 June 2022		
Remarks	Claims for May/2022	Please click "Update" to save before clicking "Next".				
Expenses Items						
Date	Expense Item	Description	Payable Amt	Expense Item		
31/05/22	RSGUP	May Claim	2,660.00	10 TRAINING ALLOWANCE WICA		
30/06/22	RSGUP	June Claim	2,660.00			
31/07/22	RSGUP	July Claim	2,660.00			
Total			7,980.00			

11) Select **From Date** and **To Date**, the **Working Days** will be auto computed based on the date range selected.

*If you have multiple months of claim submission, please create multiple **Expense Items** with **maximum 1 month duration for each Expense item**.*

The screenshot shows a web form for creating an expense item. At the top, there are buttons for 'Print', 'Save as Draft', 'Next', 'Delete', and 'Close'. Below these are fields for 'App Date' (28/Apr/2022), 'Project Code' (NA), 'Home Currency' (SGD), 'App Type' (MAIN), and 'Scheme' (RSGUP3800). A red instruction reads: 'Please click "Update" to save before clicking "Next".' Below this is a table with columns 'Create', 'Update', and 'Cancel'. The 'Expense Item' is 'TRAINING ALLOWANCE'. The 'From Date' is 01/Apr/2022 and 'To Date' is 30/Apr/2022. A red box highlights these date fields, and a red circle with the number '11' is placed next to them. Other fields include 'Receipt Date' (30/Apr/2022), 'Base Currency' (SGD), 'Expense Amt' (3800), 'Total Amt' (3800), and 'Monthly Amount' (3800). At the bottom, there are fields for 'Payment Currency' (SGD), 'Pay Exc. Rate' (1), 'Job Code', 'Subjob Code', 'Cost Code', 'Billable' (checked Yes), and 'Attach Document' (Choose File, No file chosen, File size up to 3MB). A description field is also present.

12) Attached a zip folder (only .zip format acceptable) which includes the documents below:

- **Training Allowance**
 - i. Payslip
 - ii. Proof of payment (etc. Bank Statement)
 - iii. Verified Email Acknowledgement (*received after Development Plan Submission*)
- **Wica**
 - i. Invoice

This screenshot is identical to the one above, showing the same expense item form. However, a red box highlights the 'Attach Document' field, which contains the text 'Choose File No file chosen (File size up to 3MB)'. A red circle with the number '12' is placed next to this field.

13) Enter Description (Optional). If the working day is incomplete, please indicate the reason here.

Total Amount (SGD)	3800	Payable Amt (SGD)	2660
Payment Currency	SGD	Pay Exc. Rate	1 (Base->Payment)
Job Code	▼	Unit Code	
Subjob Code	▼	Cost Code	
Billable	<input checked="" type="checkbox"/> Yes		
Attach Document	Choose File	No file chosen	(File size up to 3MB)
Description (Eg. Receipt No, Invoice No, Item Description, Dependents' Details, etc)	Claim for April 2022 13		

14) Click **Update** to save

App Date	28/Apr/2022	App Type	MAIN
Project Code	NA	Scheme	RSGUP3800
Home Currency	SGD	Attachment duration: 1 Jan 2022 to 30 June 2022	
Please click "Update" to save before clicking "Next".			
		Create	Update 14
Expense Item	TRAINING ALLOWANCE	Receipt Date	30/Apr/2022
From Date (dd/MM/yyyy)	01/Apr/2022	Base Currency	SGD
To Date (dd/MM/yyyy)	30/Apr/2022	Expense Amt	3800
Working Days	21 / 21	Total Amt	3800
		Monthly Amount	3800
An amount of SGD1,140.00 is non-claimable			
Total Amount (SGD)	3800	Payable Amt (SGD)	2660
Payment Currency	SGD	Pay Exc. Rate	1 (Base->Payment)
Job Code	▼	Unit Code	
Subjob Code	▼	Cost Code	
Billable	<input checked="" type="checkbox"/> Yes		
Attach Document	Choose File	No file chosen	(File size up to 3MB)
Description (Eg. Receipt No, Invoice No,	Claim for April 2022		

15) Check the **Payable Amount**

Expenses Application		Print	Save as 16	Next	Delete	Close
Company	Singapore Business Federation - MCP	App Date	18/May/2022	App Type	MAIN	
Employee Code	R00004	Project Code	NA	Scheme	E6SGUP3800	
Employee Name	Elise Cheng	Home Currency	SGD	Attachment duration: 1 Jan 2022 to 30 June 2022		
Remarks	Claims for May/2022		Please click "Update" to save before clicking "Next".			
Expenses Items						
Date	Expense Item	Description	Payable Amt			
31/05/22	RSGUP	May Claim	2,660.00	15		
30/06/22	RSGUP	June Claim	2,660.00			
31/07/22	RSGUP	July Claim	2,660.00			
Total			7,980.00			

16) Click **Next** if the details are all correct.

17) Click **Confirm** to submit*

*There are only 2 disbursements for claims hence you need to submit at least 2 months' claim, maximum 3 months, for each claim application

Expense Reimbursement Confirmation							Confirm	Cancel	Close
Company	Singapore Business Federation - MCP		Application Date	18/May/2022		App Type	MAIN		
Employee Code	R00005		Project Code			Home Currency	SGD		
Employee Name	Elise Cheng		Remarks	Claims for May/2022					
Expenses Item Summary									
Date	Expense Item	Description	Currency	Expense Amt	Payable Amt	Reject Amt	Payable Amt (SGD)	Attachment	
31/05/2022	RSGUP	May Claim	SGD	3,800.00	2,660.00	1,140.00	2,660.00	Yes	
30/06/2022	RSGUP	June Claim	SGD	3,800.00	2,660.00	1,140.00	2,660.00	Yes	
31/07/2022	RSGUP	July Claim	SGD	3,800.00	2,660.00	1,140.00	2,660.00	Yes	
Total Amount							7,980.00		

18) System will prompt **Expense Application Success**

Expenses Application Success		Apply Another	Close
Application Reference No:	2020110001		
Application Status:	PENDING		
Pending Approver:	SFA VERIFIER 1		
Approver Email:	NONE@payrollserve.com.sg		
Pending Stage:	VERIFICATION		

19) 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.

Remarks		Claims for Apr/2022		Application Ref No		20220500003			
Expenses Item Summary									
Date	Expense Item	Description	Trans Refno	Currency	Expense Amt	Payable Amt	Non-Claimable Amt	Payable Amt (SGD)	Status
15/06/2022	RSGUP			SGD	1,900.00	1,330.00	570.00	1,330.00	PENDING
29/04/2022	WICA			SGD	500.00	500.00	0.00	500.00	PENDING
Total Amount								1,830.00	

(B) Claim Amendments

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

Singapore Business Federation	
HQ ID: SBF	
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

1) 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

Amend Expenses Application								
Company		MCP		Application Date	18/May/2022	Type	MAIN	
Employee Code		R00005		Project Code		Status	ACTIVE	
Employee Name		Elise Cheng		Home Currency	SGD			
Remarks		Claims for May/2022		Application Ref No	202205000008			
Expenses Items								
Date	Expense Item	Description	Currency	Expense Amt	Payable Amt	Non-Claimable Amt	Payable Amt (SGD)	Status
31/05/22	RSGUP		SGD	3,800.00	2,660.00	1,140.00	2,660.00	PENDIN
Total Amount							2,660.00	
Expense Item		TRAINING ALLOWANCE		TRAINEE	RSGUP			
Receipt Date	31/05/2022	From Date (dd/MMM/yyyy)	01/May/2022					
Base Currency	SGD	To Date (dd/MMM/yyyy)	31/May/2022					
Expense Amt	3800	No of Diem	22					
GST / VAT Amt	0	Diem Rate	3800					
Total Amt	3800							
An amount of SGD1,140.00 is non-claimable								

2) To delete the entire application, click **Cancel Application**. Status will update from ACTIVE to CANCELLED.

II. Verified Claim Amendments

- 1) For verified records, please **DO NOT** click on **Cancel Application**. You may check the claim status at the table located at page bottom.

Amend Expenses Application								Cancel Application	Close
Company	MCP			Application Date	18/May/2022	Type	MAIN		
	Singapore Business Federation - MCP			Project Code		Status	ACTIVE		
Employee Code	R00005			Home Currency	SGD				
Employee Name	Elise Cheng			Application Ref No	202205000008				
Remarks	Claims for May/2022								
Expenses Items									
Date	Expense Item	Description	Currency	Expense Amt	Payable Amt	Non-Claimable Amt	Payable Amt (SGD)	Status	
31/05/22	RSGUP		SGD	3,800.00	2,660.00	1,140.00	2,660.00	PENDING	
Total Amount							2,660.00		
Can not amend approved record.									
								Cancel Item	Delete Item
Work Flow Details									
Seq No	Approver	Response	Stage	Date	Remarks				
1	SGUT VERIFIER 1 (DEMO) (SFAV001)	VERIFIED	VERIFICATION	18/01/2021 5:34:05 PM					
2	SGUT APPROVER (DEMO) (SFA001)	PENDING	APPROVAL						

- 2) When your claim was approved by SBF verifier, you shall receive the email as shown below:

SBF VERIFIER has reviewed your claim submission. Please refer to below for details.

UEN NO: 20220156R
 COMPANY NAME: STONE FOREST PTE LTD
 APPLICATION REF NO: 202204000056

APPLICATION REMARKS:
 Claims for WICA/2022 FOR SGUP

1 verified pending for approval

REMARKS:
 FOR SGUP

FOR APPROVED CLAIMS : PAYMENT WILL BE PROCESSED WITHIN TWO (2) WEEKS
 PLEASE ENSURE YOU HAVE SUBMITTED THE CORRECT BANK DETAILS TO SBF.

Thank You.

Best Regards
 PayDay! HRMS Team - SBF

SBF VERIFIER / rsgup_claims@sbf.org.sg
 Hotline: 6797 0763

You may access the system from our website at <https://eservices.stoneforestaccounts.com.sg/PRLogin.asp>
 This is an automatically generated email. Please do not reply to this message.

III. Approved Claim Amendments

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

Amend Expenses Application							Cancel Application	Close
Company	MCP		Application Date	18/May/2022	Type	MAIN		
	Singapore Business Federation - MCP		Project Code		Status	ACTIVE		
Employee Code	R00005		Home Currency	SGD				
Employee Name	Elise Cheng		Application Ref No	202204000055				
Remarks	Claims for Apr/2022							
Expenses Items								
Date	Expense Item	Description	Currency	Expense Amt	Payable Amt	Non-Claimable Amt	Payable Amt (SGD)	Status
30/04/22	RSGUP		SGD	3,800.00	2,660.00	1,140.00	2,660.00	APPROVED
Total Amount							2,660.00	

2) You will receive an email notification when the email was final approved.

SBF VERIFIER has reviewed your claim submission. Please refer to below for details.

UEN NO: 20220156R
 COMPANY NAME: STONE FOREST PTE LTD
 APPLICATION REF NO: 202204000056

APPLICATION REMARKS:
 Claims for WICA/2022 FOR SGUP

1 approved.

REMARKS:
 APPROVED

FOR APPROVED CLAIMS : PAYMENT WILL BE PROCESSED WITHIN TWO (2) WEEKS
 PLEASE ENSURE YOU HAVE SUBMITTED THE CORRECT BANK DETAILS TO SBF.

Thank You.

Best Regards
 PayDay! HRMS Team - SBF

SBF VERIFIER / rsgup_claims@sbf.org.sg
 Hotline: 6797 0763

You may access the system from our website at <https://eservices.stoneforestaccounts.com.sg/PRSLogin.asp>
 This is an automatically generated email. Please do not reply to this message.

IV. Rejected Claim Amendments

- 1) If your claim was rejected by SBF Verifier, you will receive an **Email Notification**. Please refer to the rejection reason (s) from the remarks of email notification. You may also contact the SBF officer by getting their contact details from the email. Below is the email example:

- Check Email Notification

Hi COY C,

SBF VERIFIER has reviewed your claim submission. Please refer to below for details.

UEN NO: COY_C
 COMPANY NAME: COMPANY C
 APPLICATION REF NO: 202204000058

APPLICATION REMARKS:
 Claims for Apr/2022

1 unsuccessful. Verifier has query on your claims. Kindly refer to reason(s) for resubmission.

REMARKS:
 Please attach the bank statement

Rejection Reason

NOTE: This is only a sample of email. Please refer to the actual email received

FOR APPROVED CLAIMS : PAYMENT WILL BE PROCESSED
 PLEASE ENSURE YOU HAVE SUBMITTED THE CORRECT

Thank You.

Best Regards
 PayDay! HRMS Team - SBF

SBF Officer / rsgup_claims@sbf.org.sg
 Hotline: 6797 0763

Contact details

NOTE: This is only a sample of email. Please refer to the email address from the email received.

You may access the system from our website at <https://eservices.stoneforestaccounts.com.sg/PRGLogin.asp>
 This is an automatically generated email. Please do not reply to this message.

- Go to Expense History

- a. Login to the portal and click View Expense History from the Dashboard
- b. Select the Trainee and click on **Amendment** and select the rejected claim.

HO ID: SBF Current User: TEST HIDAYAH Version : 4 [Support](#)

Current Company: Singapore Business Federation - MCP Search: [Draft][History][Amendment] Search

Employee Status: ACTIVE ONLY Close

Amend Expenses Application

Emp Code ▲	Emp Name	Draft Count	Status	Last Application Date

- c. You will see the rejection remarks located at the page bottom. (May refer to FAQ: [Common Mistake Lead to Claim Rejection](#))

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

- 2) Please click on **Re-submit Application**. **DO NOT** delete or cancel any claim item individually.

Amend Expenses Application 2 Re-Submit Application Cancel Application Close

Company: MCP (Singapore Business Federation - MCP)

Employee Code: R00006 Employee Name: Elise Cheng

Remarks: Claims for May/2022

Date	Expense Item	Description	Currency	Expense Amt	Payable Amt	Non-Claimable Amt	Payable Amt (SGD)	Status
31/03/22	RSGUP		SGD	3,800.00	2,660.00	1,140.00	2,660.00	REJECTE
Total Amount								2,660.00

- 3) You will be directed to the Draft mode. Click on the application with **Resubmission (application ref. no) claim for XXX/2022**

Expenses Application Create Close

Company: MCP (Singapore Business Federation - MCP)

Employee: R00004 Elise Cheng

Year: 2022 Application Type: MAIN

Create Date	Description	Project Code	Payable Amount
18/05/2022	Resubmission (202205000003)Claims for May/2022		500.00
18/05/2022	Claims for May/2022		0.00

- 4) Amend the details and click **update** to save the changes.

Print Save as 5 Next Delete Close

App Date: 28/Apr/2022 App Type: MAIN

Project Code: NA Scheme: RSGUP3800

Home Currency: SGD Attachment duration: 1 Jan 2022 to 30 June 2022

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

Expense Item	Receipt Date	Base Currency	Expense Amt	Total Amt	Monthly Amount
TRAINING ALLOWANCE	30/Apr/2022	SGD	3800	3800	3800
From Date (dd/MM/yyyy): 01/Apr/2022					
To Date (dd/MM/yyyy): 30/Apr/2022					
Working Days: 21 / 21					

4 Update Cancel

- 5) Click **Next** if the details are all correct.

6) Click **Confirm** to submit

Expense Reimbursement Confirmation

6
Confirm
Back
Cancel
Close

Company	Singapore Business Federation - MCP	Application Date	18/May/2022	App Type	MAIN
Employee Code	R00005	Project Code		Home Currency	SGD
Employee Name	Elise Cheng	Remarks	Claims for May/2022		

Date	Expense Item	Description	Currency	Expense Amt	Payable Amt	Reject Amt	Payable Amt (SGD)	Attachment
31/05/2022	RSGUP		SGD	3,800.00	2,660.00	1,140.00	2,660.00	Yes
Total Amount							2,660.00	

Expenses Item Details		
Expense Item	TRAINING ALLOWANCE	TRAINEE
Receipt Date	31/05/2022	From Date (dd/MMM/yyyy)
Base Currency	SGD	To Date (dd/MMM/yyyy)
Expense Amt	3800	No of Diem
GST / VAT Amt	0	Diem Rate
Total Amt	3800	
An amount of SGD1,140.00 is non-claimable		
Total Amount (SGD)	3800	Payable Amt (SGD)
Entitlement Currency	SGD	Exc. Rate
Payment Currency	SGD	Pay Exc. Rate
Project Code		Unit Code
Job Code		Cost Code
Subjob Code		
Billable	Yes	
Attached Document	SBF_MAY CLAIM.zip	
Description (Eg. Receipt No, Invoice No, Item Description, etc)		

Seq No	Approver	Approver Email	Stage
1	SBF Verifier	rsgup_claims@sbf.org.sg	VERIFICATION
2	SBF Approver	rsgup_claims@sbf.org.sg	APPROVAL

7) System will prompt **Expense Application Success**

Expenses Application Success

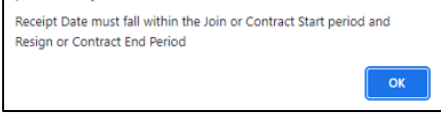
Expenses Application Success
Apply Another
Close

Application Reference No:	202205000009
Application Status:	PENDING
Pending Approver:	SBF Approver
Approver Email:	rsgup_claims@sbf.org.sg
Pending Stage:	VERIFICATION

(C) 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?	Upon completion of training, your registration details (UEN) will be sent to SBF for 2 account creation according to the registered POCs with SBF. If you require additional POC access, please contact SBF at RSGUP_Claims@sbf.org.sg
I have multiple subsidiaries. Am I able to submit all my trainees under 1 login account?	Contact SBF at RSGUP_Claims@sbf.org.sg to request merging multiple entities in one single user account. Please let SBF officer know which entity should be the main entity (HQ).
Company & POC Details Update	
What should I do if my company uen is incorrect?	Contact SBF at RSGUP_Claims@sbf.org.sg to correct the UEN.
What if my employee does not fall on the given work week group?	Contact SBF at RSGUP_Claims@sbf.org.sg
How can I update 2nd POCs details under [Input Company and Bank Details]?	You may only update 1 POC details in the system. The POC information of this section is the person-in-charge who will receive email notification of claim status. This POC can be a third person apart from the 2 POC registered with SBF.
Can I change POC details after updated?	Yes, please write in to RSGUP_Claims@sbf.org.sg to request the change of details.
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.

<p>I can see my employees' information under Employee Profile, but the employee/bank details are incorrect updated.</p>	<p>If the bank has been approved by SBF, contact SBF at RSGUP_Claims@sbf.org.sg to make changes to bank /employee details.</p>
<p>I can see my employees' information under Employee Profile, but the employees are no longer with the company.</p>	<p>Contact SBF at RSGUP_Claims@sbf.org.sg to make changes to your company's information.</p>
<p>Where can I generate a report of my trainees under the SBF schemes?</p>	<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>
<p>Expenses Application</p>	
<p>When will I receive my reimbursement?</p>	<p>There will be 2 disbursements, once after the 3rd or 4th month of the attachment duration and once 1 month after completion of the whole attachment. Once the claim has been verified and approved, payment will be processed within 14 days.</p>
<p>When I try to submit the claim, I see the window below pop up. What should I do?</p> 	<p>Please contact SBF at RSGUP_Claims@sbf.org.sg if you have converted your trainee to permanent employee. SBF will update the status and you would be allowed to submit the claims for the rest of the attachment duration.</p>
<p>What are the attachments to be submitted together with the claim application?</p>	<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. Bank Statement (to prove the salary already paid to trainee) 3. Email Acknowledgement (received upon Development Plan Submission)
<p>Can I cancel my claim application if I spot the incorrect information entered for my claim submission?</p>	<p>As long as the claim status is "pending", you will be able to cancel the claim application. You may refer to here for the guideline.</p>
<p>Can I submit trainee's claim after first salary payment (still under probation)?</p>	<p>No, you can only see the trainee after the second month of attachment</p>
<p>Are we submitting the claims every 2 months for a 6 months programme period which are 3 times?</p>	<p>Claims are submitted once every 3 months. During the entire traineeship, claims will be reimbursed in 2 tranches. You should submit one claim submission consisting of 3 claim items for EACH month.</p>

	<p>Example: 1st claim item – April 2022 [1st – 31st April], 2nd claim item– May 2022 [1st – 31st May] 3rd claim item– June 2022 [1st – 30th June]</p> <p>All submit in 1 single application.</p> <p>PLEASE DO NOT compile 3 months of claims into 1 CLAIM ITEM submission</p>
Expenses History	
Will there be notifications when my claims get approved/rejected by SBF?	Yes, you will receive an email notification upon approval/rejection on claims.
Where do I find the status of submission?	Please go to Expenses Module > Entries > Expenses History > Select Employee > Select Claim > View Status
What are the common mistakes which lead to the claim rejection?	<p>1. Missing signature in Development Plan <i>Solution: To be dated and signed off by both the supervisor and trainee.</i></p> <p>2. The amount reflected on Payslip / Proof of Payment not match with the committed salary. <i>Solution: There should not be any additional monetary benefits extended to trainees with reference to the Letter of Offer [LOO] Part A under Obligations of Company – point 6, footnote 5. Any expenses incurred are to be declared with receipts attached along with claim documents to proof those expenses are on reimbursement basis. If receipts are not provided to support the expenses, company are required to claw back additional expenses from the trainee.</i></p> <p>3. Incomplete supporting attachments <i>Solution: Submit all the mandatory documents in one .zip folder</i></p> <ul style="list-style-type: none"> • Payslip • Proof of Payment • Email Acknowledgement
Where can I generate a report of all my claims?	<p>Please go to Expenses Module > Reports > Claims Progress Report.</p> <p>Select a range of dates and/or specific employees.</p> <p>Press download to generate a report in Excel format.</p>