

FAQs for Work Permit Renewal

Renewal Of Work Permit	
1.	What is “Renew”?
	WP Online (WPOL) allows you to submit a request to renew a work permit electronically to the Work Pass Division (WPD). Once WPD has approved the request, you can print the Notification Letter for the worker to report to the MOM Services Centre – Hall C for fingerprint registration, if required.
2.	Who can submit the request?
	<ul style="list-style-type: none"> • Foreign Domestic Worker’s (FDW) employer with a Singpass to login to WPOL. • Registered companies and Employment Agencies (EAs) with a WPOL account. In addition, all authorized staff must have a Singpass to login to WPOL. <ul style="list-style-type: none"> • For Common Contractors and Resident Contractors in the Marine Industry, only their Main Yard can submit the request on their behalf.
3.	Do I have to make payment when I renew the Work Permit of my foreign worker?
	Yes, an administrative fee is payable for each renewal request submitted. You can pay using GIRO (for existing GIRO user), Visa/Master Card or eNETS Debit when transacting the request online.
4.	After submitting the request, when will the result be conveyed to me?
	<ol style="list-style-type: none"> 1. Upon submission, the result will be available immediately if the submission is made before 8pm from Mondays to Fridays and before 2pm on Saturdays. Submissions made thereafter will not be allowed. 2. Upon approval, you will need to print the Notification Letter for the foreign worker to report to the MOM Services Centre – Hall C for fingerprint registration, if required.
5.	When can I renew the Work Permit of my foreign worker?
	You may renew the Work Permit once you have obtained a renewal notice.
6.	What is a Renewal Notice?
	<p>It is a notice to inform you that your foreign worker’s work permit will be due and eligible for renewal in 6 to 8 weeks’ time. You and your foreign worker must meet the requirement stated on the renewal notice before you can submit the request to renew the work permit.</p> <p>For FDW employers and business employers who do not have a WPOL account, the Renewal Notice will be sent to you by post. For the others with a WPOL account, you can view and print the renewal notice via WPOL under “Renewable/Non Renewable Lists”.</p>
7.	What are the main functions available?
	<p>The main functions are:</p> <ol style="list-style-type: none"> 1. Renew Work Permit; 2. Retrieve Draft Request for Work Permit Renewal; 3. Check Status - Renewal Request; *4. Check Renewable/Non-Renewable List (this function is only available to registered companies) <p>*The “Check Renewable/Non-Renewable List” contains a listing of the workers from the main company and linked companies (if any) where their Work Permits will expire in the next two months. Work Permit expiring in the current month and those expired last month will also be available. The Renewable list will contain the list of workers whose work permit can be renewed. The renewal notices can be printed from the Renewable list. The Non-Renewable list will contain the list of workers whose work permit cannot be renewed and the non-renewable reason will be indicated.</p>
8.	Can I still submit the request if the Work Permit has expired (i.e. late renewal)?
	Yes, however the Work Permit must be renewed within one month after the permit expires. For example if the Work Permit expires on 15 Nov 2011, the last day for late renewal is on 14 Dec 2011. Late renewal is still subjected to the payment of the levy & penalty interest and overstaying fine if any being imposed on the worker. Overstaying fine payment can be made through GIRO (for

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	<p>existing GIRO user), Visa/Master Card or eNets Debit during the submission. Upon successful payment, you may print out a copy of the Bill/Receipt of Overstaying Fine.</p> <p>For work permits that have expired more than a month, the employer / authorized Employment Agencies (EA) must seek approval from the Work Pass Division before proceeding with the renewal.</p>
9.	<p>How do I access the “Renew Work Permit” function?</p> <p>You can click on the “Renew Work Permit” under the title “Renew” at the function sidebar menu. This function allows you to submit the request to renew the work permit.</p>
10.	<p>How do I retrieve all my request that is saved via “Save as Draft”?</p> <p>You can retrieve the request by clicking on the “Retrieve Draft Request for Work Permit Renewal” under the title “Renew” at the function sidebar menu.</p>
11.	<p>What is “Check Status – Renewal Request”?</p> <p>This function allows you to enquire the status of all the submitted requests and print documents like the Notification Letters, Overstaying Fine Bills and Renewal Fee Bills.</p>
12.	<p>How do I view the details of my submission from the “Check Status – Renewal Request”?</p> <ul style="list-style-type: none"> You can click on the Work Permit No. hyperlink. You can also print the Notification Letter, the Overstaying Fine Bill/Receipt (if any) from there as well.
13.	<p>Can I view the submitted requests of other companies, EAs or FDW employers?</p> <p>No. You are only allowed to view the requests submitted by you or by the other WPOL users from the same organization.</p>
14.	<p>What is a Notification Letter?</p> <p>A Notification Letter informs you that your submitted request has been approved. It provides the following important information:</p> <ul style="list-style-type: none"> If the worker is required to report to MOM Services Centre – Hall C for fingerprint registration, the Notification Letter will inform the worker to report within 7 calendar days from the Notification Letter date If the worker is not required to report for fingerprint registration, the Notification Letter will state that an sms / email will be sent before the card delivery date.
15.	<p>Is there restriction on the number of times I can print the Notification Letter?</p> <p>No. However the system will capture the 1st print date of Notification.</p>
16.	<p>What happens if I make errors or need to make amendment and have submitted my renewal request?</p> <p>You are required to i-Submit the changes to MOM via www.mom.gov.sg and ensure that the particulars have been successfully updated before proceeding to submit the card replacement request online. An administrative fee of S\$60 will be charged for a replacement of the Card.</p>
17.	<p>Can I use any other types of paper to print the Notification Letter or other documents?</p> <p>The printouts should be printed on new A4 sized white paper to ensure that they are clear for viewing. Please do not use recycled paper.</p> <p>If the printout is unclear, you may not be able to go for fingerprint registration at MOM Services Centre – Hall C, if required.</p>