

# ICMS User Orientation Training

Infocomm Competency Management System (ICMS)

SECTION E: CLAIM APPLICATION  
[SPONSORING ORGANISATIONS]

Jan 2018



# ICMS Claim Application – Sponsoring Organisations

- 1) Create New Claim Application**
- 2) Approve Claim Application**
- 3) Search/View Claim Application**



1.

**Create  
New Claim  
Application**

# ICMS Claim Application : Sponsoring Organisations

- Log In to ICMS Website: <https://eservice.imda.gov.sg/icms>

**INFOCOMM COMPETENCY MANAGEMENT SYSTEM**

Singapore Government  
Integrity · Service · Excellence

HOME ABOUT ICMS NICF FAQs USEFUL LINKS HOW-TO-GUIDES DOWNLOADS

## Welcome to CorpPass

Your new corporate digital identity for transactions with the government.

- Increased Convenience for Business
- Better Control for Businesses
- Enhanced Data Protection for Business

[Find out more](#)

**For Individual**

[Login with SingPass](#)

[Register for Individual Account](#)

**For Organisation**

[Login with SingPass](#)

[Login with CorpPass](#)

[Register for Organisation Account](#)

For authorised use only. Unauthorised use is strictly prohibited.

**Contacts**

For enquiries, please contact ICMS Helpdesk at 6324 8737. For technical assistance, please email to [info@imda.gov.sg](mailto:info@imda.gov.sg).

**Programme Information**

-- Select a Programme --

**Course Providers**

-- Select a Course Provider --

-- Select a Skill Area -- (Optional)

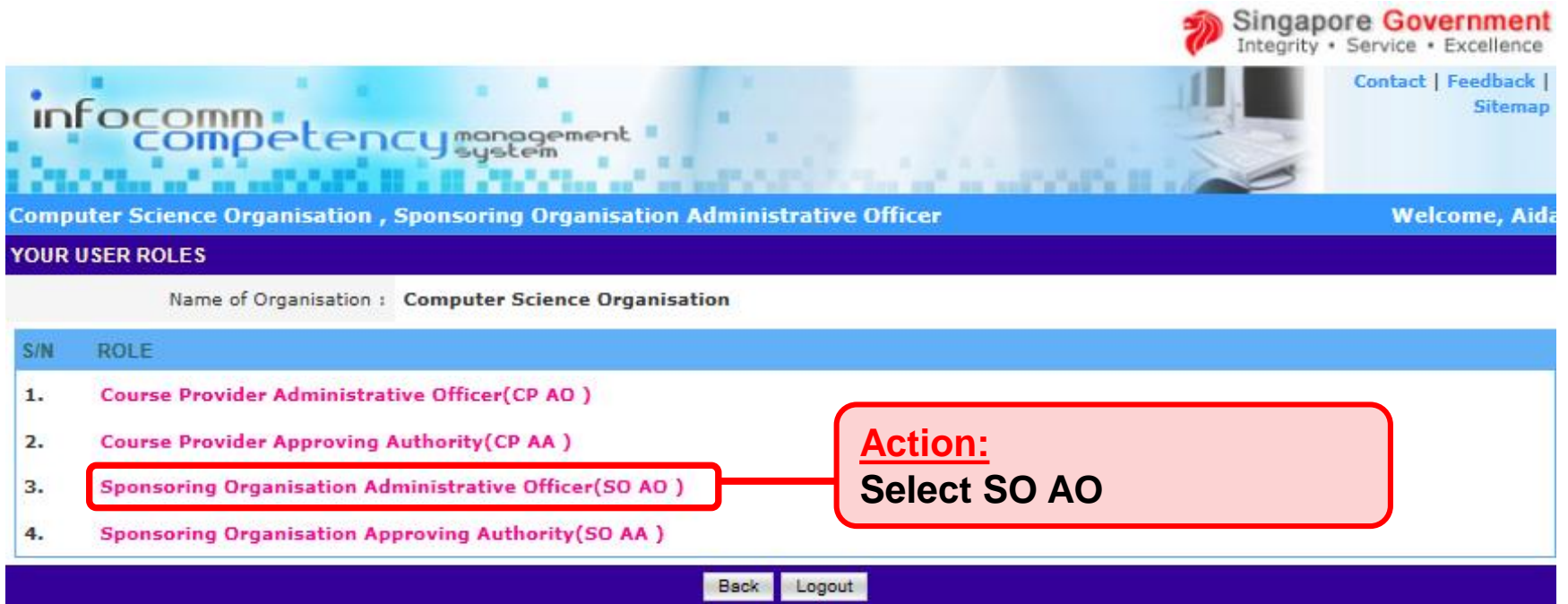
**SO AO: After account is created and approved, login using your SingPass or CorpPass Account**

**For New User: Click here to register for new Organisation Account.**

**Note:**  
For Organisation, co-existence of SingPass or CorpPass login is available till end of 2017. After which, CorpPass login is required.

# ICMS Claim Application – Sponsoring Organisations

- SO AO Login to ICMS to Create New Claim Application



The screenshot displays the ICMS user interface. At the top right, the Singapore Government logo is visible with the tagline "Integrity • Service • Excellence" and links for "Contact | Feedback | Sitemap". The main header area includes the "infocomm competency management system" logo and the text "Computer Science Organisation , Sponsoring Organisation Administrative Officer" and "Welcome, Aida". Below this, a section titled "YOUR USER ROLES" shows the "Name of Organisation : Computer Science Organisation". A table lists four roles, with the third role, "Sponsoring Organisation Administrative Officer(SO AO)", highlighted with a red box. A red callout box with the text "Action: Select SO AO" points to this role. At the bottom, there are "Back" and "Logout" buttons.

S/N	ROLE
1.	Course Provider Administrative Officer(CP AO )
2.	Course Provider Approving Authority(CP AA )
3.	Sponsoring Organisation Administrative Officer(SO AO )
4.	Sponsoring Organisation Approving Authority(SO AA )

This screen is skipped if the registered user has only 1 role in ICMS

# ICMS Claim Application : Sponsoring Organisations

- Claim Application Home Page

**Note:**

With effect from **1 Aug 2017**, please ensure that the bank account details are provided in the **Organisation Account** before submitting a new claim application. The approved claim amount will be made directly into the bank account as stated in the Organisation Account.

**INBOX**

**MENU**

- Trainee Enrolment
- Grant Application
- Claim Application**
- User Account Administration
- Organisation Account**

**LOG OUT**

**CLAIM APPLICATION SEARCH**

For claim submission, please ensure that the bank account details are provided in the Individual Account before submitting a new claim application. The approved claim amount will be made directly into the bank account as stated in the Individual Account.

Claim ID :

Programme Name :

Course Provider :

Course/Certification Title :

Course/Certification Start Date From :  (dd/mm/yyyy) To  (dd/mm/yyyy)

SO AA/IND Submission Date From :  (dd/mm/yyyy) To  (dd/mm/yyyy)

IMDA AO Approval Date From :  (dd/mm/yyyy) To  (dd/mm/yyyy)

Status :

Show Only Pending Items :

**Action:**  
Click 'New Application'

# ICMS Claim Application : Sponsoring Organisations

- Fill up Necessary Details

## Action 1:

Select relevant Program Name from drop-down list

- The Programme Name is the programme that the trainee is enrolled by the training provider.
- Please check with the training provider if you are unsure which programme Name to select.

**CLAIM APPLICATION**

Please fill in the following information. Fields marked \* must be completed.

Programme Name \* :

Total No. of Trainees to be submitted for Claim Application \* :  (Maximum 10)

Please pre-select the values (at least 1) here if you are submitting multiple Claims for the same course.

Course Provider :

Course/Certification Title :

## Action 2:

Enter the no. of trainees

## Action 3:

Select Course Provider and Course/Certification Title

## Action 4:

Click Go

# ICMS Claim Application – Sponsoring Organisations

- Verification of Sponsoring Organisation Information

**SPONSORING ORGANISATION**

Application Category : **Organisation-Sponsored**

Name of Organisation :

Mailing Address :

BLOCK/ HOUSE NO.	STREET NAME	LEVEL NO. - UNIT NO.	BUILDING NAME	COUNTRY	POSTAL CODE
750A	Chai Chee Road			Singapore	469001

Contact Information

ASSIGNMENT OF ROLE	NAME	DESIGNATION	TELEPHONE NO.	MOBILE NO.	EMAIL ADDRESS
Sponsoring Organisation (AO)		HR Executive			
Sponsoring Organisation (AA)	<input type="text" value="testy"/>	Manager			testy@1-net.com.sg

**Action:**

**Verify mailing  
address and  
contact details**

- Update in Organisation Account if incorrect



# ICMS Claim Application – Sponsoring Organisations

- Enter the information for the trainee

**INBOX** **TRAINEE 1** Remove

**MENU**

- Trainee Enrolment
- Grant Application
- Claim Application**
- User Account Administration
- Organisation Account**

LOG OUT

Please ensure correct bank account details are provided. For update of bank account details, please go to the Organisation Account to update the information. As the approved claim amount will be made via interbank GIRO transfer, please upload the completed Direct Credit Authorisation (DCA) form available at <https://eservice.imda.gov.sg/icms>.

Name of Trainee (as in NRIC) \* : -- Select --

Trainee's NRIC No. :

Telephone No. :

Email Address :

Date of Birth :

Bank Name: **Citibank NA**

Account Number: **21424422f**

Profession :

Citizenship \* :  Singapore Citizen  
 Singapore Permanent Resident

Gender \* :  Male  
 Female

Highest Education Qualification \* : -- Select --

Employment Status \* : **Employed**

Current Salary Range (Monthly) \* : -- Select --

Occupation Group \* : -- Select --

Occupation Title \* : -- Select --

Type of Organisation :

## Action:

- Please ensure correct bank account details are provided. For update of bank account details, go to **Organisation Account**.
- As the approved claim amount will be made via interbank GIRO transfer, please upload the completed Direct Credit Authorisation (DCA) form available at <https://eservice.imda.gov.sg/icms>

# ICMS Claim Application: Sponsoring Organisations

- Fill in Claim Application Details

**COURSE/CERTIFICATION INFORMATION FOR CLAIM APPLICATION**

Actual Start Date \* :  (dd/mm/yyyy)

Actual End Date \* :  (dd/mm/yyyy)

Actual Funding Support Type : **Course and Exam Fees**

Total Actual Course Fees \* : S\$

Total Actual Exam Fees \* : S\$

Total Actual Course and Exam Fees : S\$ **400.00**

Total Claim Amount for Course and Exam Fees : S\$ **40.00**

Mode of Delivery : **Instructor-Led Training (ILT)**

INSTRUCTOR-LED TRAINING (ILT)	
Mode of Training :	Full-time
Total Duration * :	<input type="text" value="5.0"/> Days

Total Claim Amount for Absentee Payroll : S\$ **0.00**

Total Claim Amount : S\$ **40.00**

**Action:**  
Fill in the relevant  
Details

# ICMS Claim Application: Sponsoring Organisations

- Uploading of Supporting Documents

APPLICATION ATTACHMENTS

Checklist for Claim Supporting documents

- Please ensure all the required supporting documents are provided to IMDA for the application to be processed.
- Each file size upload is limit to 5MB or less. For files exceeding 5MB, please zip up the files or send the documents directly to IMDA or via email ([CITREP@IMDA.GOV.SG](mailto:CITREP@IMDA.GOV.SG)).
- Max 10 Attachment Files.
- Attachment must be in JPG/PDF/ZIP/XLS/DOC format.

Attached Files

- a. Trainee's NRIC
- b. Invoice and official receipt
- c. Daily attendance sheet signed by the trainee (for classroom/hybrid training)
- d. Course Provider's document certifying at least 75% of the training attendance completed by the trainee (for classroom training).
- e. Assessment result slip/certificate for each trainee (for non-certifiable programme)
- f. Examination result score report and final certificate for each trainee (for certifiable programme)
- g. Course Provider's document certifying the trainee's completion of project work component and assessment (for Emerging Skills with Project Work Component).
- h. SkillsFuture Credit Claim Applications transaction history
- i. Proof of matriculation
- j. Recommendation by the PSEI (refer to Form 1)
- k. Documentation Proof of Enlistment and Operationally Ready Date (ORD)
- l. Copy of trainee's SAF 11B card
- m. Applicants below eighteen (18) years old as of 1 Jan of the current year need to seek parent/guardian's consent. Refer to Form 1A.

Upload Files : **UPLOADED FILES** ACTION BY ACTION

Browse...

**Action:**  
Tick the documents that have been uploaded

**Action:**  
Upload the necessary documents

**NOTE:** You may submit the documents to IMDA by mail or email to [citrep@imda.gov.sg](mailto:citrep@imda.gov.sg) if you have not uploaded the required supporting documents in ICMS.

# ICMS Claim Application: Sponsoring Organisations

- Acknowledgement Page

## NEW CLAIM APPLICATION DETAILS

Your Application has been submitted.

Your claim ID is: **test**                      **CITREPII/FY15/CL/201604/010705**

OK

**System will generate acknowledgement page upon successful submission**

# ICMS Claim Application: Sponsoring Organisations

- An email will be sent to the trainee to complete a survey. The email is also copied to the Sponsoring Organisation's AO/AA.

**Trainee need to complete the survey before the Sponsoring Organisation's AA can approve the claim application in ICMS.**

Dear Trainee,

Thank you for your enrolment for CITREP Programme.

Enrolment Reference No.:

Course Provider:

Course/Certification title:

We hope that you have benefited in the training programme. It is important for us to hear from you.

All responses will be held confidential.

**Please click here to start the survey.**

***Note: The estimated time taken to complete this survey is 5 minutes. If you do not complete the survey, your organisation will not be able to proceed with the claim application submission in ICMS.***

If you require any assistance, please email to: [CITREP@imda.gov.sg](mailto:CITREP@imda.gov.sg)

Thank you.

Yours sincerely,

Programme Administrator, Incentive Management Division (IMD) Info-communications Media Development Authority

**Sample email**



2.

# Approve Claim Application

# ICMS Claim Application – Sponsoring Organisations

- SO AA Login to ICMS to Approve New Claim Application

The screenshot shows the ICMS interface for a user named Aida. The header includes the Singapore Government logo and the Infocomm Competency Management System logo. The user is logged in as a Sponsoring Organisation Administrative Officer for the Computer Science Organisation. The 'YOUR USER ROLES' section displays a table of roles:

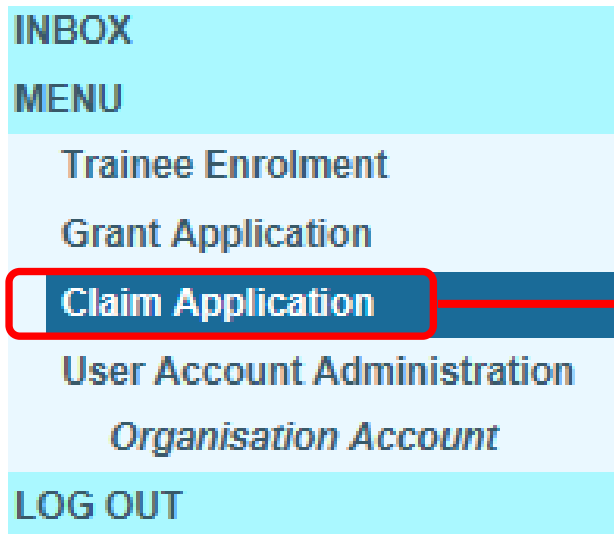
S/N	ROLE
1.	Course Provider Administrative Officer(CP AO )
2.	Course Provider Approving Authority(CP AA )
3.	Sponsoring Organisation Administrative Officer(SO AO )
4.	Sponsoring Organisation Approving Authority(SO AA )

The role 'Sponsoring Organisation Approving Authority(SO AA )' is highlighted with a red box. A callout box with a red border and background contains the text: **Action: Select SO AA**. Below the table are 'Back' and 'Logout' buttons.

**This screen is skipped if the registered user has only 1 role in ICMS**

# ICMS Claim Application – Sponsoring Organisations

- Approve Claim Application



**Action:**  
Select 'Claim Application'



# ICMS Claim Application – Sponsoring Organisations

- Approve Claim Application

Home >> Claim Application

## CLAIM APPLICATION SEARCH

Claim ID :



Trainee Name :



Trainees NRIC No. :



Programme Name :  ▼

Course Provider :

Course/Certification Title :

Course/Certification Start Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

SO AA/IND Submission Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

IDA AO Approval Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

Status :  ▼

Show Only Pending Items :

<< < > >>

S/N	Claim ID	Trainee Name	Trainee's NRIC No.	Programme Name	Applicant Name	Total Claim Amount	Status	Action	History
1.	<a href="#">CITREPII/FY15/CL/201604/010705</a>	Test	S3393706G	CITREP II: Critical Infocomm Technology Resource Programme (1 April 2015 - 31 March 2016)		210.50	Pending Approval (SO AA)	<a href="#">Approve - New</a>	<a href="#">View History</a>

**Action:**  
Click on Approve – New

# ICMS Claim Application – Sponsoring Organisations

- Review Application Details

	Mode of Training : Part-time
	Total Duration : 60.0 Days

**COURSE/CERTIFICATION INFORMATION FOR CLAIM APPLICATION**

Actual Start Date : **04/11/2015** (dd/mm/yyyy)  
Actual End Date : **30/12/2015** (dd/mm/yyyy)  
Actual Funding Support Type : **Course and Exam Fees**  
Total Actual Course Fees : **S\$ 1,000.00**  
Total Actual Exam Fees : **S\$ 100.00**  
Total Course and Exam Fees : **S\$ 1,100.00**  
Total Claim Amount for Course and Exam Fees : **S\$ 0.00**  
Mode of Delivery : **Instructor-Led Training (ILT)**  
**INSTRUCTOR-LED TRAINING (ILT)**  
Mode of Training : Part-time  
Total Duration : 15.0  
Total Claim Amount for Absentee Payroll : **S\$ 0.00**  
Total Claim Amount : **S\$ 0.00**

**APPROVAL BY SO AA**

Remarks : Remark

**Action:**  
Review the Application Details. Click Send back for AO to make amendments if necessary.

**Action:**  
Click Approve

Cancel Approve Reject Send Back

# ICMS Claim Application – Sponsoring Organisations

This screen is skipped if the trainee has completed the survey.

## CLAIM APPLICATION SEND BACK

Trainee has not completed the survey.

Please inform trainee to complete the survey so that the SO AA can approve the claim in the ICMS system.

OK

- SO AA cannot proceed to approve the claim application if the trainee has not complete the survey.
- Trainee needs to complete the survey which was sent to them via email.  
Please refer to the sample email in slide 14.

# ICMS Claim Application – Sponsoring Organisations

- Review Terms and Conditions

## TERMS AND CONDITIONS

### CITREP TERMS FOR CLAIM APPLICATION

(a) Interpretation. In the application for a claim under CITREP II,

(i) the following words and phrases shall have the meanings hereby assigned to them unless the context otherwise requires:

"Applicant" means the person, party or entity who meets the stipulated CITREP II eligibility criteria as the sponsoring organisation or individual.

"Application" means the application made by the Applicant for Course F

Agree

Disagree

### Action:

Complete the Terms and Conditions section

# ICMS Claim Application – Sponsoring Organisations

- Declaration

## DECLARATION

- I understand that any failure to comply with the terms of the CITREP+ or submit all relevant documents will result in the delay and/or refusal on the part of IMDA to disburse any grants under the CITREP+, and IMDA shall not be liable to the Applicant for any amount or losses or damages, loss of income, profit or savings or indirect, incidental, special, consequential, or punitive damages arising from or in connection with such failure on the part of the Applicant.
- I declare that I have read through and hereby acknowledge acceptance of the terms and conditions for CITREP+ claims.
- I declare that the facts stated in this application and the accompanying information are true, and that the organisation/myself is free from any litigation pertaining to the endorsed course in Singapore or overseas. I understand that if my organisation/myself obtains the grant by false or misleading statements, IMDA will withdraw the grant and recover immediately from my company/myself the applicable interest and/or any amount of the grant that may be disbursed.
- I declare that: \*(For sponsoring organisation) - my organisation is not the course provider for the endorsed course/certification. \*(For self-sponsored applicant) - I am not the employee/ director/shareholder of the course/testing provider of the endorsed course/certification.
- I understand that all claims for the disbursement of CITREP+ grant must be submitted together with supporting documents such as tax invoice, payment receipt, attendance certificate and/or completion certificate, assessment results (non-certifiable programme), examination result score and final certificate (certifiable programme), including other schedules of the expenditure incurred and paid. The grant disbursement will be subject to verification by IMDA of the satisfactory completion of the endorsed course and/or certification.
- I understand that IMDA has the rights to report to the relevant authorities if there is any fraudulent declaration or information provided in this application.
- I understand that IMDA shall have the absolute discretion to accept or reject any submission made without being liable to give any reason thereof. IMDA reserves the right to: a. suspend its support for CITREP+ if the minimum requirements are not met; b. change the application conditions as and when deemed necessary without prior notice; and. c. retain documents submitted for future reference without being liable for the cost of documents.

1-07/03/2017

Proceed to Submit Cancel

**Action:**  
**Complete the Declaration section**

# ICMS Claim Application – Sponsoring Organisations

- Submission Confirmation page

[Home](#) >> [Claim Application](#) >> [Claim Application Submitted](#)

## SUBMISSION CONFIRMATION

Your Application has been submitted.

Your Claim Application ID is: **CITREPII/FY15/CL/201604/010705**

## SUBMISSION CHECKLIST

S/N.	SUBMISSION ITEM DESCRIPTION
1.	<input type="checkbox"/> Assessment result slip/certificate for each trainee (for non-certifiable programme)
2.	<input type="checkbox"/> Course Provider's document certifying at least 75% of the training attendance completed by the trainee (for classroom training)
3.	<input type="checkbox"/> Course Provider's document certifying the trainee's completion of project work component and assessment (for Emerging Skills with Project Work Component)
4.	<input type="checkbox"/> Daily attendance sheet signed by the trainee (for classroom/hybrid training)
5.	<input type="checkbox"/> Examination result score report and final certificate for each trainee (for certifiable programme)
6.	<input type="checkbox"/> Invoice and official receipt
7.	<input type="checkbox"/> Log sheets from the Course Provider certifying the training duration (for hybrid/e-learning training)
8.	<input type="checkbox"/> Trainee's NRIC

**If you have not uploaded the required supporting documents earlier, please email to [citrep@imda.gov.sg](mailto:citrep@imda.gov.sg) or send to:**

**Info-communications Media Development Authority of Singapore**

10 Pasir Panjang Road

#03-01 Mapletree Business City

Singapore 117438

**Please print this page for your reference.**

OK

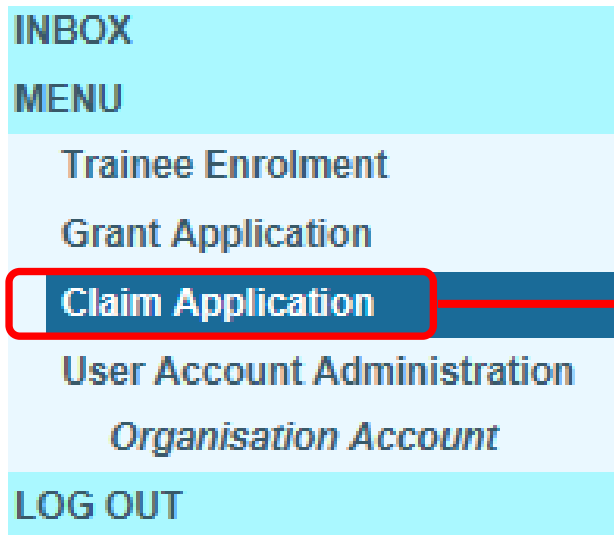


3.

# Search/View Claim Application

# ICMS Claim Application – Sponsoring Organisations

- Search/View Claim Application



**Action:**  
**Select 'Claim Application'**



# ICMS Claim Application – Sponsoring Organisations

- Search Claim Application

[Home](#) >> [Claim Application](#)

## CLAIM APPLICATION SEARCH

Claim ID :



Trainee Name :



Trainees NRIC No. :



Programme Name :

Course Provider :

Course/Certification Title :

Course/Certification Start Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

SO AA/IND Submission Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

IDA AO Approval Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

Status :

Show Only Pending Items :

Search

S/N	Claim ID	Trainee Name	Trainee's NRIC No.	Programme	Applicant Name	Total Claim Amount	Status
1.	<b>CITREPII/FY15/CL/201604/010705</b>	Test	S3393706G	CITREP II: Programme		210.50	Submitted to IDA

**Action:**  
Enter the Claim ID and Click 'Search'

# ICMS Claim Application – Sponsoring Organisations

- View Claim Application

[Home](#) >> [Claim Application](#)

## CLAIM APPLICATION SEARCH

Claim ID :



Trainee Name :



Trainees NRIC No. :



Programme Name :

Course Provider :

Course/Certification Title :

Course/Certification Start Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

SO AA/IND Submission Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

IDA AO Approval Date From :   (dd/mm/yyyy) To   (dd/mm/yyyy)

Status :

Show Only Pending Items :

S/N	Claim ID	Trainee Name	Applicant Name	Total Claim Amount	Status
1.	<b>CITREPII/FY15/CL/201604/010705</b>	Test	Infocomm Technology Resource (015 - 31 March 2016)	210.50	Submitted to IDA

**Action:**  
Click the Claim ID to view the details