

## STP Claims – Quick User Guide

### Submission of STP Claim Request

1. Logon to your STPNet account via (<http://stpnet.enterprisesg.gov.sg/apply>).
  - 1.1 You would need a CorpPass Account in order to log in. Please click [here](#) for a step-by-step guide to set up your CorpPass account. Please ensure that you have been given access on CorpPass to be an authorised representative to use the STPNet e-service.
  - 1.2 If you have not logged in with using your CorpPass previously, you will be required to log in with your valid email ID and password and you will be re-directed to the CorpPass sign-in page. Sign-in with your CorpPass details and you will be able to log in to STPNet. **Subsequently, you should select “Log In via CorpPass”. Email ID and password log in will no longer be valid.**
2. Ensure that you have **“Accepted LOF”** for your internship placement that you wish to claim for.
  - 2.1 Under Quick Links on your STP Dashboard, click **View Notifications (1)** – The number in brackets indicates how many notifications you have.

The screenshot shows the STPNet Dashboard interface. At the top, there is a navigation bar with links: Dashboard, Apply, Interns, Positions, Settings, and Download. Below this is a blue header with the word 'Dashboard'. A green box contains a message: 'You have already been approved under the SME Talent Programme and are now eligible to apply for grant support.' Below this are several informational paragraphs. At the bottom, there are two columns: 'Quick Links' and 'Student Statistics'. In the 'Quick Links' column, the link 'View Notifications (1)' is highlighted with a red rectangular box. The 'Student Statistics' column shows '0 Students Express Interest for Internship'.

- 2.2 Under the **Action Items for Internship Table**, click **Company accept LOF** under the “Action Required” column for the STP Internship placement you are looking to accept.

Dashboard Apply Interns Positions Settings Download

## Notifications

**ACTION ITEMS FOR INTERNSHIP**

| Placement ID | Application Date    | Action Required                    | Remaining Days |
|--------------|---------------------|------------------------------------|----------------|
| STPIN-000221 | 2017-09-04 15:37:17 | <a href="#">Company accept LOF</a> | OVERDUE        |
| STPIN-000222 | 2017-09-04 15:47:55 | <a href="#">Company revise</a>     | OVERDUE        |

Refresh

2.3 Please go through all the terms and conditions of the Letter of Offer (LOF) and when you are ready to accept the LOF, click on the check box and click **Accept**.

**ACCEPTANCE OF THE INTERNSHIP GRANT UNDER SME TALENT PROGRAMME (STP)**

1. We refer to your letter of offer (LOF) for the following Intern(s) in table below

**Candidates for Internship**

| NRIC      | Name      | IHL                 | Start       | End         | Number of weeks | Max Approved Grant |
|-----------|-----------|---------------------|-------------|-------------|-----------------|--------------------|
| S1110000A | Archy Bon | ITE College Central | 12-Sep-2017 | 11-Nov-2017 | 9               | 1,260.00           |

2. We confirm that my Company will undertake the Internship under SME Talent Programme and hereby accept a grant award not exceeding amount presented below, subject to the terms and conditions set out in the above-mentioned letter of offer.

Total Grant Amount: 1,260.00 (S\$)

3. We understand the need for SPRING Singapore to ensure good governance of public funds and hence, we undertake to ensure that all claims for reimbursement and/or requests for advancement are true and correct, and all terms and conditions in the letter of offer are complied with.

4. Please download and view the LOF [here](#).

Download LOF: [File Ref. No.: M-IN-ASME-1700003](#)

5. Please tick the box below after you have read the LOF and wish to accept this offer.

I have read the terms and conditions set out in the Letter of Offer and I accept the said terms and conditions and the Letter of Offer. I understand that a breach of the terms and conditions may result in cancellation of the grant and return of any monies received under the grant.

Please click on "ACCEPT" if you agree to all the terms & conditions of the LOF. After your project has been completed, you must submit all the relevant documents via STPNet. Claims must be submitted within 6 months from the end of the qualifying period of the LOF. Please click the link below for the list of required claim documents.  
[View required claim documents](#)

Accept Return to previous page

2.4 You will receive a pop-up asking you to confirm your acceptance of this LOF. Click **Yes** to proceed.

2.5 An acknowledgement receipt of your LOF acceptance will be generated in a separate tab. Please print and keep this acknowledgement receipt for your future reference.

## Acknowledgement of LOF Acceptance

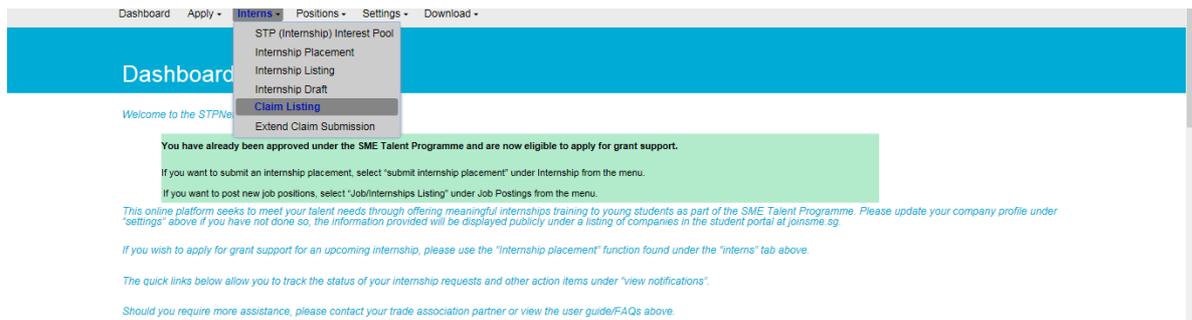
Please print this acknowledgement of your acceptance of the internship placement LOF for your future reference. Please note that you may assess the downloadable version of the LOF and the internship placement details under Interns>Internship Listing on the STPNet portal.

|                 |                   |
|-----------------|-------------------|
| Placement ID    | STPIN-000221      |
| Placement Date  | 04-Sep-2017       |
| Placement Type  | Internship        |
| Acceptance Date | 07-Sep-2017       |
| File Ref. No    | M-IN-ASME-1700003 |

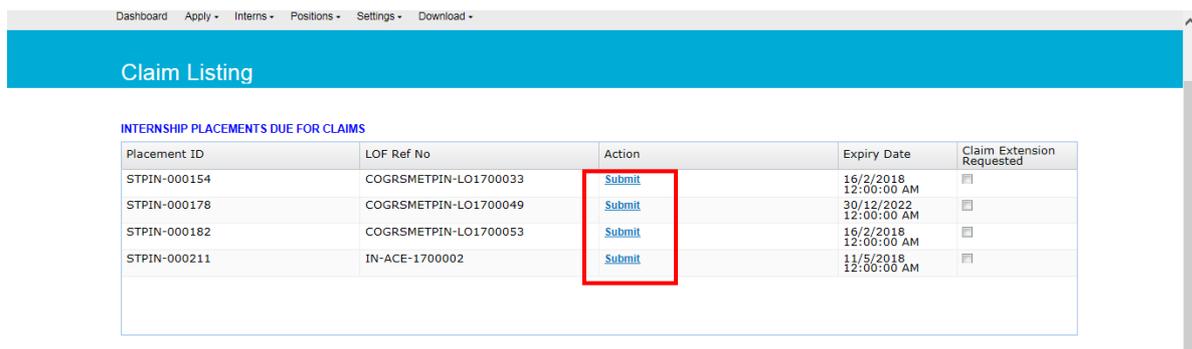
Print this page      Close

2.6 Please note that you will only be able to put up a claim for your STP Internship application **1 DAY AFTER** you have accepted the LOF on STPNet.

3. In the navigation home page, select **Interns>Claim Listing**. You will be redirected to the **Claim Listing** page.



4. Click the **Submit** hyperlink for the appropriate claim you want to make under the **Internship Placements Due for Claims** table.



5. You will be redirected to **Claim For Internship Grant Under STP** page.

**Claim For Internship Grant Under STP**

**Company Details**

Company Name: ABC Pte Ltd  
 Internship: [STPIN\\_000422](#)  
 Have you submitted GIRO form previously?  Yes  No

| NRIC      | Full Name    | Email             | Contact  | Stipend | IHL   | Action                           |
|-----------|--------------|-------------------|----------|---------|-------|----------------------------------|
| S0001111B | Benny MoveIn | benny@moving.comm | 87654321 | 800     | ITECE | <a href="#">Upload Documents</a> |

[Delete](#)

\*Note: If you are submitting a partial claim (i.e. not claiming for all the interns in the above table), please remove the intern(s) whom you are not claiming for currently by clicking on their name and then clicking on the "Delete" button at the bottom right hand corner of the table. You will be able to put up a claim for these intern(s) in your subsequent claim application.

Save As Draft
Submit
Cancel

6. Select answer for **Have you submitted GIRO form previously?**
  - 6.1 If you have not submitted it to Enterprise Singapore before, you will need to mail a hard copy to Enterprise Singapore. You can download a GIRO form using the hyperlink on this page if you select **No** (this form is also available in navigation **Download> GIRO Form**).
7. Click on **Upload Documents** hyperlink to expand **Mandatory Claim Document & Checklist** section for the student.
8. You need to upload at least one row with a payslip for the payslip table.

**Mandatory Claim Document & Checklist**

Company Name: ABC Pte Ltd  
 Intern Name: Benny MoveIn  
 Internship was delivered in accordance to the School Internship Scope: From 6/9/2017 To 7/10/2017 and was conducted from the period of \*

Allowance for the month of \*  No of working days in week \*  Deduction (\$)   
 Date From \*  No of working days in month \*  Actual Paid Out (\$) \*   
 Date To \*  No of days worked\*   
 Upload Payslip\*

Remarks

| Date From | Date To | Total No of working days(A) | No Of days worked (B) | Deduction (\$) if any | Expected minimum amount to be paid out | Actual Amount Paid Out | Remarks | Uploaded Copy of Payslip | Action |
|-----------|---------|-----------------------------|-----------------------|-----------------------|--|------------------------|---------|--------------------------|--------|
|           |         |                             |                       |                       |  |                        |         |                          |        |

[Delete](#)

Internship Allowance Total >>

9. To add a new row:

- 9.1 Select **Allowance for the month, Date From, Date To** for a particular month.
- 9.2 Select **No. of working days in week** for this month. You may choose different number of working days in a week for different months (if applicable, in accordance to your intern's work schedule).

Note: If the number of working days in a week is not 5, 5.5 or 6, you may then select **Others** option from drop-down list and key in a number of working days in a month in the popup window.

- 9.3 **No. of working days in month** field will be auto-populated by your selection of the **No. of working days in week** and will be a read-only field.
- 9.4 Enter amount in **Deduction** field (if any and explain the reasons under **Remarks** field).
- 9.5 Enter **Actual Paid Out** amount to intern.
- 9.6 Click **Browse** button beside **Upload Payslip** label, select a file, click **Upload** button.
- 9.7 Enter your remarks in **Remarks** field.
- 9.8 Click **Add** button.
- 9.9 Information will be saved in the table.
- 9.10 Repeat steps 8.1 to 8.7 to input another month of claim for a particular intern.

10. To update an existing row:

**Mandatory Claim Document & Checklist**

Company Name: ABC Pte Ltd  
 Intern Name: Benny MoveIn  
 Internship was delivered in accordance to the School Internship Scope and was conducted from the period of \* From: 6/9/2017 To: 7/10/2017

|                              |   |                               |       |                       |        |
|------------------------------|---|-------------------------------|-------|-----------------------|--------|
| Allowance for the month of * | September   | No of working days in week *  | 5     | Deduction (\$)        | 10.00  |
| Date From *                  | 05/2017   | No of working days in month * | 21.00 | Actual Paid Out (\$)* | 750.00 |
| Date To *                    | 30/9/2017   | No of days worked*            | 14.00 |                       |        |
| Upload Payslip*              | testdoc1.docx   |                               |       |                       |        |
| Remarks                      | <div style="border: 1px solid #ccc; height: 20px;"></div> |                               |       |                       |        |

Update
Clear

| Date From   | Date To     | Total No of working days(A) | No Of days worked (B) | Deduction (\$ if any) | Expected minimum amount to be paid out | Actual Amount Paid Out | Remarks | Uploaded Copy of Payslip | Action |
|-------------|-------------|-----------------------------|-----------------------|-----------------------|--|------------------------|---------|--------------------------|--------|
| 06-Sep-2017 | 30-Sep-2017 | 21                          | 14                    | 10                    | 523.33                                 | 750                    |         | testdoc1.docx            | Edit   |
| Delete      |             |                             |                       |                       |  |                        |         |                          |        |

Internship Allowances Total >> 523.33      750

10.1 Click on **Edit** for the row you wish to update.

10.2 All information will be populated on the fields above.

10.3 Make necessary amendments.

10.4 Click **Update** button.

10.5 Information will be updated in the table below.

Note:

You can only upload one payslip document per row (for each month).

Your claim dates must fall within the internship period.

If you wish to delete a row, you may click on the row and click on **Delete** button at the bottom right hand corner of the table.

If you pay the intern less than the **expected minimum amount to be paid out**, you will receive a notification message. Make sure that you top-up the difference or explain the reason for the underpayment under the **Remarks** field. Otherwise, the claim will be reworked to you.

| Date From   | Date To     | Total No of working days(A) | No Of days worked (B) | Deduction (\$) if any | Expected minimum amount to be paid out | Actual Amount Paid Out | Remarks | Uploaded Copy of Payslip      | Action               |
|-------------|-------------|-----------------------------|-----------------------|-----------------------|--|------------------------|---------|-------------------------------|----------------------|
| 06-Sep-2017 | 30-Sep-2017 | 21                          | 14                    | 10                    | 523.33                                 | 510                    |         | <a href="#">testdoc1.docx</a> | <a href="#">Edit</a> |
| Total >>    |             |                             |                       |                       |  | 523.33                 | 510     |                               |                      |

Remarks

Add Clear

Please note that for month of September you have underpaid the intern. Please top-up the difference to the intern and update the "Actual amount paid" and "Upload a payslip" fields OR explain reason for underpayment under Remarks.

Internship Allowance

Delete

11. Upload Internship Report, Bank Statements and Company Feedback documents under **Upload Your Mandatory Documents** section. Minimum 1 uploaded file for each document type is required. If you have any other relevant supporting documents, you may upload them as well. To upload a document:

11.1 Under relevant document type subsection click **Browse** button.

11.2 Select a file.

11.3 Click **Upload** button.

11.4 The document will be added to the table below.

**Note:**

Company Feedback Form is available under this section. Please click on the hyperlink, save it and fill in it digitally. A Company Feedback Form has to be completed and uploaded for **each intern** that you are claiming for.

If you wish to delete uploaded document tick a checkbox beside the document in the table and click on **Delete** button at the bottom right hand corner of the table.

**Upload Your Mandatory Documents**

IMPORTANT NOTES.

File Requirements:

1. Total size of files must not exceed 10 MB.
2. We accept PDF, DOC, DOCX, XLS, XLSX formats.
3. File name must not contain special characters(e.g. %,\$,@).

1. Please upload here your Internship Report

2. Please upload here your Bank Statements.

3. Please upload here your Company Feedback.

[Download Company Feedback Template \(Please complete your Company Feedback digitally in this document\)](#)

4. Please upload here other relevant documents

| Document Type | File Description | View |
|---------------|------------------|------|
|               |                  |      |

12. Check if student feedback is submitted. If student has completed the feedback, the checkbox **“Student Feedback is submitted”** will be ticked.

**Note:**

You are to ensure that each intern completes the online student feedback form by the end of the internship otherwise you will not be able to submit your claim. The student feedback must be completed online on via the [JoinSME](#) website. They would require their SingPass ID and password in order to log in and complete their feedback.

*Please note that if this checkbox is ticked the student has submitted a student feedback*

Student Feedback is submitted.

General Remarks

13. Click **Save Mandatory Documents** button to save information for the intern. Click **Yes** on confirmation popup message to proceed.
14. Click **Hide Student Details** button if you wish to collapse your claim application for this intern.
15. Repeat steps 6-11 for another intern (if applicable).

#### Note:

If you are submitting a partial claim (i.e. not claiming for all the interns in the above table), please remove the intern(s) whom you are not claiming for currently by clicking on their name and then clicking on the **Delete** button at the bottom right hand corner of the table. You will be able to put up a claim for these intern(s) in your subsequent claim application.

16. Click **Submit** button to send your internship claim for evaluation by Enterprise Singapore.

## Rework of STP Claim Request

Your company will be notified by email if you are required to revise your claim request. Email subject will be “[Action required] Rework for Claim”.

1. Logon to your STPNet account via (<http://stpnet.enterprisesg.gov.sg/apply>).
2. In the STPNet Dashboard click **View Notifications** hyperlink under **Quick Links** section.

The screenshot shows the STPNet Dashboard interface. At the top, there is a navigation bar with links for Dashboard, Apply, Interns, Positions, Settings, and Download. Below this is a blue header with the word 'Dashboard'. A welcome message follows: 'Welcome to the STPNet Portal.' A green box contains the text: 'You have already been approved under the SME Talent Programme and are now eligible to apply for grant support.' Below this, there are instructions on how to submit an internship placement or post new job positions. A blue box contains a note: 'Please note that you are required to ensure that your Company information submitted in the SME Talent Programme (STP) company application is true, correct and accurate to the best of your knowledge. Should there be any changes to your Company's (1) percentage of local shareholdings (2) employment size (3) annual sales turnover that affect your eligibility or support level as an STP approved Company, you are required to withdraw your current approved STP Company Application. You can withdraw your application by clicking Apply>Submitted, click on your Company application number hyperlink, scroll down to the bottom of the page and click the Withdraw button. After confirming your withdrawal, you should then click on Settings>Company Profile to update your Company profile. Apply>New to re-apply. Should any of the information provided in your STP company application be false or inaccurate, the company will be liable to repay in full any grant amount that has been disbursed to the company under the STP.'

At the bottom left, there is a 'Quick Links' section with three links: 'View Notifications (1)', 'View Application Status', and 'Update Company Profile'. The 'View Notifications (1)' link is highlighted with a red box. To the right of this section is a 'Student Statistics' section showing '0 Students Express Interest for Internship'.

- You will be redirected to **Notifications** page.
- Click on hyperlink **Company revise** under **Action Items for Claims** table.

Dashboard Apply Inters Positions Settings Download

## Notifications

**ACTION ITEMS FOR CLAIMS**

| Claim ID         | Application Date    | Action Required                | Remaining Days |
|------------------|---------------------|--------------------------------|----------------|
| STPIN-000188-C02 | 2017-08-31 14:29:36 | <a href="#">company revise</a> |                |

Refresh

- Officer remarks will be shown at the top of page. Please complete all required actions.

**Claim For Internship Grant Under STP**

Officer Comments: Please provide more information.

**Company Details**

Company Name: ABC Pte Ltd  
 Internship: [STPIN-000343](#)  
 Have you submitted GIRO form previously?  Yes  No

| NRIC      | Full Name | Email         | Contact  | Stipend | IHL | Action                 |
|-----------|-----------|---------------|----------|---------|-----|------------------------|
| S3000000G | G Gee     | gee@gges.comm | 98765432 | 1200    | NUS | <a href="#">Action</a> |

If you wish to submit a claim for not all students please click on a student to be submitted later and click Delete button in the right bottom side of the table.

Company Reply:

Submit Cancel

- You will be able to edit the intern's information, upload and/or delete documents and modify the **General Remarks** field. To edit an intern's detail, click on the **Action** hyperlink beside the selected intern, make amendments in the expanded section and click **Save Mandatory Documents** button. You can refer to steps 7-11 in the previous section on how to fill in/modify **Mandatory Claim Document & Checklist** section.
- Type your comments in **Company Reply** textbox.
- Click **Submit** button to send it back to Enterprise Singapore for evaluation.