

## STP Claims – Quick User Guide

### **Submission of STP Claim Request**

- 1. Logon to your STPNet account via (<u>http://stpnet.enterprisesg.gov.sg/apply</u>).
  - 1.1 You would need a CorpPass Account in order to log in. Please click <u>here</u> for a stepby-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 eservice.
  - 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 Dashbaord, click **View Notifications (1) –** The number in brackets indicates how many notifications you have.

Dashboa	d Apply - Inte	ns - Positions -	Settings -	Download +					
Das	hboard								
Welcom	to the STPNet Por	al,							
	You have already be	n approved under t	he SME Talent	t Programme and are	now eligible to apply	y for grant supp	ort.		
	f you want to submit a	n internship placemer	nt, select "subn	nit internship placement	" under Internship fro	m the menu.			
	If you want to post new	v job positions, select	"Job/Internship	ps Listing" under Job Po	ostings from the menu	u.			
This onli "settings	ne platform seeks to ' above if you have	meet your talent ne	eds through ormation prov	offering meaningful i ided will be displayed	nternships training i I publicly under a li	to young stude sting of compar	ts as part of the SME Talent Programme. F ies in the student portal at joinsme.sg.	lease update your company profile under	
lf vou wi	h to apply for grant	support for an upco	mina internsl	hip, please use the "li	nternship placemer	nt" function four	d under the "interns" tab above.		
The quid	k links below allow y	ou to track the stat	us of your inte	ernship requests and	other action items	under "view not	fications".		
Should y	ou require more ass	istance, please con	tact your trad	le association partnei	or view the user g	uide/FAQs abo	re.		
Please Should Compa	note that you are re there be any chang 1y, you are required	uired to ensure that to your Company to withdraw your cu	it your Compa r's (1) percent urrent approve	any information subm tage of local shareho ed STP Company Ap	itted in the SME Ta Idings (2) employm plication.	alent Programm ent size (3) ann	e (STP) company application is true, correc ual sales turnover that affect your eligibility	t and accurate to the best of your knowledge. or support level as an STP approved	
You ca	withdraw your app	ication by clicking A	Apply>Submit	ted, click on your Co	mpany application i	number hyperlir	k, scroll down to the bottom of the page an	d click the Withdraw button.	
After co	nfirming your withdi	awal, you should th	en click on S	ettings>Company Pro	file to update your	Company profi	e. Apply>New to re-apply.		
Should the STI	any of the information.	n provided in your	STP compan	y application be false	or inaccurate, the	company will b	liable to repay in full any grant amount tha	t has been disbursed to the company under	
Quick	Links					Student	Statistics		
View No	tifications (1)					0	Students Express Interest for Interns	hip	
View Ap	plication Status								
Update	Company Profile								

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.

1

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ACTION ITEMS FOR INTERNSHIP	
Placement ID Application Date Action Required	Remaining Days
STPIN-000221 2017-09-04 15:37:17 Company accept LOF	OVERDUE
STPIN-000222 2017-09-04 15:47:55 Company revise	OVERDUE

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**.

NRIC         Name         IHL         Start         End         Numbra weeks           S1110000A         Archy Bon         ITE College Central         12-Sep-2017         11-Nov-2017         9           2. We confirm that my Company will undertake the Internship under SME Talent Programme and hereby accept a grant award not exceeding amount pre- set out in the above-mentioned letter of offer.         9           2. We confirm that my Company will undertake the Internship under SME Talent Programme and hereby accept a grant award not exceeding amount pre- set out in the above-mentioned letter of offer.         9           Total Grant Amount:         1,260.00 (\$\$)         3.           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 reim true and correct, and all terms and conditions in the letter of offer are compiled with.         4.           4. Please download and view the LOF here.         10           Download LOF:         Eile Ref. No:: MINASME-1700003         5           5. Please lick the bor bebra dare up to all here. On the the to forfer.         5	Start         End         Number of weeks         N           ollege Central         12-Sep-2017         11-Nov-2017         9         1           ounder SME Takent Programme and hereby accept a grant award not exceeding amount presented below, a good governance of public funds and hence, we underfake to ensure that all claims for reimbursement an offer are compiled with.         Provide the second	Max Approved Grant 1,260.00 low, subject to the terms and con it and/or requests for advancement
S1110000A       Archy Bon       ITE College Central       12-Sep-2017       11-Nov-2017       9         2. We confirm that my Company will undertake the Internship under SME Talent Programme and hereby accept a grant award not exceeding amount pre- ied out in the above-mentioned letter of offer.       Image: Company will undertake the Internship under SME Talent Programme and hereby accept a grant award not exceeding amount pre- ied 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 reim use 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:       Elle Rel. No.: MIN: ASME: 17000003         7: Please tok the box helaw usery under the LOF and wish to accent this offer	ollege Central     12-Sep-2017     11-Nov-2017     9     1       p under SME Talent Programme and hereby accept a grant award not exceeding amount presented below,       > good governance of public funds and hence, we underfake to ensure that all claims for reimbursement an offer are compiled with.	1,260.00
We confirm that my Company will undertake the Internship under SME Talent Programme and hereby accept a grant award not exceeding amount pre- et out in the above-mentioned letter of offer. <b>otal Grant Amount: 1,260.00 (SS)</b> . We understand the need for SPRING Singapore to ensure good governance of public funds and hence, we undertake to ensure that all claims for reim ue and correct, and all terms and conditions in the letter of offer are compiled with. . Please download and view the LOF here. <b>iownload LOF:</b> <u>Elie Ret. No.: MINA SME-1700003</u> . Please their the how being after you have meet the LOF and wide to accept this offer	p under SME Talent Programme and hereby accept a grant award not exceeding amount presented below, a good governance of public funds and hence, we undertake to ensure that all claims for reimbursement an offer are compiled with.	low, subject to the terms and con it and/or requests for advanceme
	700003 d 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 breach of the terms and conditions may result in cancellation of the grant and return of any monies received und	ns set out in the Letter of Offer and I accept the said terms and conditions and the Letter ol s may result in cancellation of the grant and return of any monies received under the grant.	er of Offer. I understand that rant.
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 do 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. <i>New</i> required claim documents.	ditions of the LOF. After your project has been completed, you must submit all the relevant documents via 5 .OF. Please click the link below for the list of required claim documents.	via STPNet. Claims must be sub

- 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.

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#### 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 <u>1 DAY AFTER</u> 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.

Dashboard Apply -	Interns - Positions - Settings - Download -									
	STP (Internship) Interest Pool									
	Internship Placement									
Dashboar	Internship Listing									
Bachbean	Internship Draft									
Welcome to the STPN	Claim Listing									
	Extend Claim Submission									
You have alread	You have already been approved under the SME Talent Programme and are now eligible to apply for grant support.									
If you want to s	rou neve already oven approved under de sme. Hardt Programme and are now engline to appy for grant support. If you want to submit an internship placement, select "submit internship placement" under Internship from the menu.									
If you want to p	ost new job positions, select "Job/Internships Listing" under Job Postings from the menu.									
This online platform se "settings" above if you	eks to meet your talent needs through offering meaningful internships training to young students as part of the SME Talent Programme. Please update your company profile under have not done so, the information provided will be displayed publicly under a listing of companies in the student portal at joinsme sg.									
If you wish to apply for	grant support for an upcoming internship, please use the "Internship placement" function found under the "Interns" tab above.									
The quick links below	allow you to track the status of your internship requests and other action items under "view notifications".									
Should you require mo	re assistance, please contact your trade association partner or view the user guide/FAQs above.									

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

Claim Listing				
INTERNSHIP PLACEMENTS DU	IE FOR CLAIMS			
Placement ID	LOF Ref No	Action	Expiry Date	Claim Extension Requested
STPIN-000154	COGRSMETPIN-LO1700033	<u>Submit</u>	16/2/2018 12:00:00 AM	
STPIN-000178	COGRSMETPIN-L01700049	<u>Submit</u>	30/12/2022 12:00:00 AM	
STPIN-000182	COGRSMETPIN-L01700053	<u>Submit</u>	16/2/2018 12:00:00 AM	
STPIN-000211	IN-ACE-1700002	Submit	11/5/2018 12:00:00 AM	

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

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nternship		STPIN-000422					
lave you submitted G	IRO form previously?	© Yes	No				
NRIC	Full Name	Email		Contact	Stipend	IHL	Action
S0001111B	Benny MoveIn	benny@moving	.comm	87654321	800	ITECE	Upload Documents
							Delate
							Delete
Note: If you are submitt	ing a partial claim (i.e. not claiming for all will be able to put up a claim for these int	the interns in the above table), ple em(s) in your subsequent claim ap	ase remove the intern plication.	(s) whom you are not	claiming for currently	by clicking on their name and then c	icking on the "Delete" button at the bottom right hand
Note: If you are submitt	ing a partial claim (i.e. not claiming for all will be able to put up a claim for these int	the interns in the above table), ple em(s) in your subsequent claim ap	ase remove the intern plication.	(s) whom you are not	claiming for currently	by clicking on their name and then c	icking on the "Delete" button at the bottom right han

- 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 & Che	ecklist						
Company Name		ABC Pte Ltd						
Intern Name		Benny Moveln						
Internship was delivered in accor and was conducted from the peri	dance to the School Internship Sco od of *	e From	6/9/20	17 T	o	7/10/2017		
Allowance for the month of *	Please select	<ul> <li>No of work</li> </ul>	ting days in week * -	Please select	¥	Deduction (\$)		
Date From *		No of work	ting days in month *			Actual Paid Out (\$)*		
Date To *		No of days	worked*					
Upload Payslip*	Browse	Jpload						
Remarks Add	Ci	sar	Deduction (ft) if	Expected	Actual Amou	nt l	Uployed Conv. of	
Date rrom Date to	working days(A)	worked (B)	any	minimum amount to be paid out	Paid Out	Remarks	Páyslip	Action
								Delete
Internship Allowance			Total >:	>				

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# Enterprise Singapore

### 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 D	ocume	ent & Checklis	st											
Company Name			,	ABC Pte Lt	d										
Intern Name			E	Benny Mov	reln										
Internship was deliver was conducted from the	ed in accordance he period of *	e to the Scho	ool Internship Scope and	From		6/9/	/2017	т	Ĩ0		7/10/2017				
Allowance for the mor	nth of *	September		*	No of working	days in week *	5		•	Dee	luction (\$)	10.00	)		
Date From *		6/9/2017			No of working	days in month *	21.00			Act	ual Paid Out (\$)*	750.0	00		
Date To *		30/9/2017			No of days we	orked*	14.00								
Upload Payslip*		testdoc1.doc	2X												
Remarks															
	Jpdate		Cle	ar											
		_													
Date From	Date To		Total No of working days(A)	No Of da (B)	ays worked	Deduction (\$) if	any	Expected minimum amount to be paid out	Actual Amo Out	ount Paid	Remarks		Uploaded Copy of Payslip	Action	
06-Sep-2017	30-Sep-2	017	21	14		10		523.33	750				testdoc1.docx	Eun	
															_
														D	)elete
Internabin Allowance						Tot		532.32	750						
internsnip Allowance						Tota	ai -> 3	323.33	100						

### 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.

Remarks									
Please note that for month	Add	Cle	car	the "Actual amount paid" and "U	inload a payslip" fields OR expl	ain reason for undernavment un	der Remarks	1	
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		testdoc1.docx	Edit
									Delete
Internship Allowance				Total >>	523.33	510			

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:

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

- 11.2Select a file.
- 11.3Click **Upload** button.
- 11.4The 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	i					_
IMPORTANT NOTES. File Requirements: 1. Total aize of files must not exceed 10 MB. 2. We accept PDF, DOC, DOCX, XLS, XLSX formats. 3. File name must not contain special characterste g. %, \$	( <b>@</b> ).					
1. Please upload here your Internship Report	Browse			Upload	Cancel	
2. Please upload here your Bank Statements.	Browse			Upload	Cancel	
3. Please upload here your Company Feedback.	Download Company Feedback Template (Please	e complete your Company Feedback digitally	<u>y in this document)</u>			
	Browse			Upload	Cancel	
4. Please upload here other relevant documents	Browse			Upload	Cancel	
Document Type	File Description	V	/iew			

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 <u>JoinSME</u> website. They would require their SingPass ID and password in order to log in and complete their feedback.

Please note th	nat if this checkbox is ticked the student has submitted a student feedback.	
<b>V</b>	Student Feedback is submitted.	
General Rema	arks	
	Save Mandatory Documents	

7

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- 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.

Dashboard We can be a served be a sproved under the SME Talent Programme and are now eligible to apply for grant support. If you went to submit an intenship placement, select 'submit intenship placement' under intenship for me me. If you went to submit an intenship placement, select 'submit intenship placement' under intenship for under under intenship placement' under intenship you application to me me. If you went to submit an intenship placement, select 'submit intenship placement' under intenship you application to mem. If you want to part new poor subert meeds through offenng meaningful intenship training to young students as part of the SME Talent Programme. Please update your company profile under selective of your have not done so, the information provided will be displayed publicly under a lasing of comparies in the student postal al onsane so. If you want to submit an intenship place use the 'intenship placement' function found under the 'intens'' tab above. The querk links below allow you to track the status of your intenship requests and other action lems under 'wew notifications'. Stoudd you require more assistance, please contact your tade association pather or view the user guideFAQs above. Mease note that your 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 knowledges for company so (1) percentage of local shareholdings (2) employment size (3) annual sales turnover that affect your eligibility or support level as an STP approved submitted in the SME Talent Programme (STP) company application is true, correct and accurate to the company under the status of your company application number hyperink, scroll down to the bottom of the page and citek the Withdraw button. Act continuing your withdrawa you subulted in the false or inaccurate, the company will be lable to repay in full any grant amount that has been disburged to the company application is farse. Student Status in the infe		
Welcome to the STPNet Portal,         Conclusive already been approved under the SME Talent Programme and are now eligible to apply for grant support.         Hy uvent to submit an internship blacement, select "submit internship placement" under Internship from the menu.         Hy uvent to submit an internship blacement, select "submit internship placement" under Internship for om the menu.         Hy uvent to submit an internship blacement, select "submit internship blacement" under Internship training for young students as part of the SME Talent Programme. Please update your company profile under a fasting of companies in the student postal al ponsene so.         If you wash to apply for grant support for an upcoming internship requests and other action ifems under 'view notifications'.         The quick links below allow you to track the status of your internship requests and other action ifems under 'view notifications'.         Should you require more assistance, please contact your tade methandson submitted in the SME Talent Programme (STP) company application is true, correct and accurate to the best of your knowledges (2) annual sales turnover that affect your eligibility or support level as an STP approved company. (1) percentage of local shareholdings (2) employment size (3) annual sales turnover that affect your eligibility or support level as an STP approved company. (1) Percentage of local shareholdings (2) employment size (3) annual sales turnover that affect your eligibility or support level as an STP approved company. Profile to update your Company application is true, correct and accurate to the company application.         You can withdraw your application by clicking Apply-Submitted, click on your Company application number hyperfine, secoil down to the bot	Dashboard	
You have already been approved under the SME Talent Programme and are now eligible to apply for grant support.         Hyou want to submit an internship blacement, select "submit internship placement" under internship internation in the menu.         Hyou want to submit an internship placement, select "submit internship placement" under internship internation in the menu.         Hyou want to submit an internship placement, select "submit internship placement" under internship internation internship under ube Postings from the menu.         Hyou want to submit an internship placement, select "submit internship placement" function found under the "interns" tab above.         For quick links below allow you to track the status of your internship requests and other action items under 'view notifications'.         Should you require more assistance, please contact your take association patheer or view the user guide/FAQs above.         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 knowledges (company) and require more assistance, please contact your tage association patheer or view the user guide/FAQs above.         Vau can withdraw your application by clicking Apply-Submitted, click on your Company application.       State Company application is true, correct and accurate to the best of your knowledges (company application is the internation graved STP company application.         Should you require more assistance, please contact, your tande association number hyperlink, scroll down to the bottom of the page and click the Withdraw out company application.         You can withdraw	Welcome to the STPNet Portal	
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- 3. You will be redirected to Notifications page.
- 4. Click on hyperlink Company revise under Action Items for Claims table.

ACTION ITEMS FOR CLAIMS Claim ID Application Date Action Required Remaining Days STPIN-000188-C02 2017-08-31 14:29:36 Ompany revise	Application Date     Action Required     Remaining Days       22     2017-08-31 14:29:36     Ompany revise	ACTION ITEMS FOR CLAIMS           Claim ID         Application Date         Action Required         Remaining Days           STPIN-000188-C02         2017-08-31 14:29:36         Impain/revise					
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			STPIN-000188-C02	2017-08-31 14:29:36	<u>company revise</u>		

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

	s Please provid	e more information.				
Company Details	;					
Company Name		ABC Pte Ltd				
Internship		STPIN-000343				
Have you submitted GIR	.O form previously?	Yes     N	lo			
NRIC	Full Name	Email	Contact	Stipend	IHL	Action
S300000G	G Gee	gee@gges.comm	98765432	1200	NUS	Action
Y you wish to submit a clair	π for not all students please click on a stu	dent to be submitted later and click Delete button	in the right bottom side of the table.			
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lf you wish to submit a clair Company Reply	n for not all students please click on a students	dent to be submitted later and click Delete button	in the right bottom side of the table.			

- 6. 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.
- 7. Type your comments in Company Reply textbox.
- 8. Click Submit button to send it back to Enterprise Singapore for evaluation.