

TADM Online Dispute Resolution (ODR) System

User Guide

Contents

Overview	2
Account Management	3
Navigating the Case Page.....	7
e-Negotiation	9
Expiry of e-Negotiation	12
e-Mediation	13
Uploading Documents	16
Withdrawing Your Claim(s).....	19
For Further Support	22

Overview

TADM has developed an Online Dispute Resolution (ODR) system to help employers and employees resolve their claim(s) remotely. This service is also accessible on mobile devices.

All information shared on this platform is to be kept confidential between the employee and employer and cannot be used in court proceedings.

The ODR process involves the following:

e-Negotiation

- The process starts after the employer has registered a representative and created an account on the platform.
- The negotiation period will last for 8 days for both parties to discuss the dispute and come to an amicable agreement.
- During this period, parties may use this platform to:
 - Make a proposal to settle the claim(s)
 - Explain their position
 - Upload relevant documents.

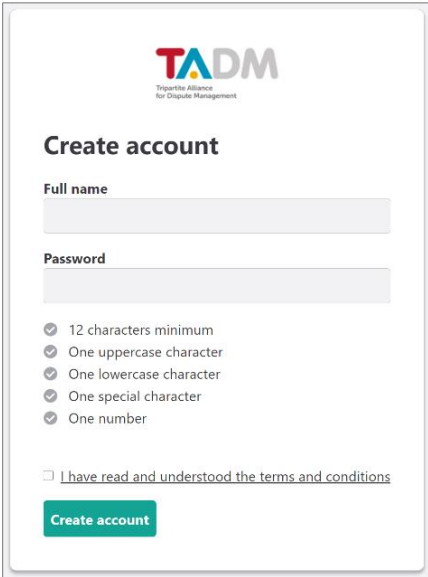
e-Mediation

- If the dispute remains unresolved after 8 days, a TADM mediator will be appointed to mediate the case.
- The following features are available:
 - The mediator may message either or both parties to ask for clarifications.
 - A party may respond to the mediator.
 - The mediator or any party may upload additional documents.

Account Management

Creating an Account and Logging In

The TADM ODR System will send an invitation email to the employee and employer the day after the employer registers a representative to participate on the system. Click on the link in this email to create an account on the system.



TADM
Tripartite Alliance
for Dispute Management

Create account

Full name

Password

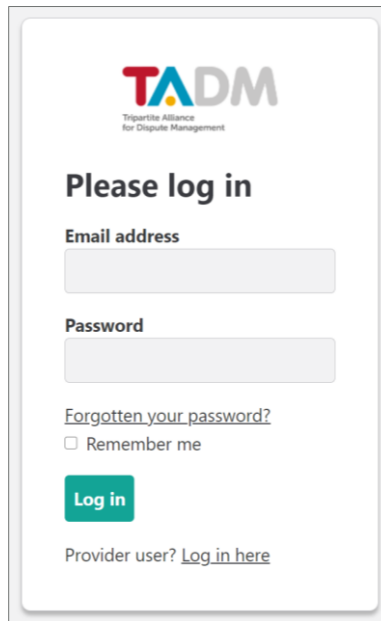
- ✓ 12 characters minimum
- ✓ One uppercase character
- ✓ One lowercase character
- ✓ One special character
- ✓ One number

I have read and understood the terms and conditions

Create account

Figure 1: Account Creation Page

Upon creating an account, you will be able to log in with your email address and password. Please ensure that you are on the log-in page for Disputant users (<https://odr.tadm.sg/d/log-in>). Note that only lowercase should be used when keying in the email address.



TADM
Tripartite Alliance
for Dispute Management

Please log in

Email address

Password

[Forgotten your password?](#)

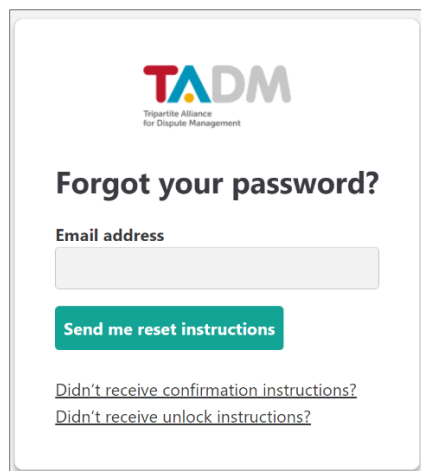
Remember me

Log in

Provider user? [Log in here](#)

Figure 2: Log-in Page

If you have forgotten your password, click on the “Forgotten your password?” link and key in the email address used to create your account. You will receive a password recovery link within a few minutes.



TADM
Tripartite Alliance
for Dispute Management

Forgot your password?

Email address

Send me reset instructions

[Didn't receive confirmation instructions?](#)

[Didn't receive unlock instructions?](#)

Figure 3: Password Reset Page


Upon first time log-in, a message will appear reminding you that all information on the platform is to be kept confidential. Please click on the “I understand” button to acknowledge this message. This message will appear again if you log in subsequently on a different browser or device for the first time.

Enabling Two-Factor Authentication

You can enable two-factor authentication (2FA) to make your account more secure. After logging in, click on your profile name at the top right corner of the page and select "Enable 2FA" from the drop-down list that appears.

Enable two factor authentication

Scan the QR code with an authenticator app on your device (such as Google Authenticator or Authy), and enter the code shown in the box below.



Enter your code:

[Enable two factor authentication](#)

Figure 4: Page for Enabling 2FA

Follow the instructions to set up 2FA for your account.

Updating Account Details

You can also update your account details such as your profile name and password. After logging in, click on your profile name at the top right corner of the page and select “Update details” from the drop-down list that appears.

Update your profile

Full name
Your name here

[Click to update your password](#)

Password
Leave blank if you do not want to update your password

- ✓ 12 characters minimum
- ✓ One uppercase character
- ✓ One lowercase character
- ✓ One special character
- ✓ One number

Password confirmation

Current password ←
Your current password is needed to update your details

Update details

Figure 5: Page for Updating Profile

You are required to type in your current password for any changes made to be updated (see Figure 5). If you wish to change your password, the new password cannot be the same as any of the previous three passwords used.

Navigating the Case Page

Upon logging in, you will be directed to the case page where parties can view information and perform actions related to the dispute.

The screenshot shows the TADM Case Page interface. The top header includes the TADM logo and navigation icons. The main content area is divided into three sections:

- Left sidebar:** Contains case information (Reference: XTA-2PPRLT-21, ACES case number: 29990004, Claim type: NON/SHORT PAYMENT OF SALARY, Claim amount: \$4500, Claim start date: 01/08/2020, Claim end date: 31/08/2020, Duration: 1 MONTH(S)), People involved (Claimant: EMPLOYEE, Respondent: AWESOME COMPANY PTE LTD), and Documents (EMPLOYEE 2: [CORRECT] Hours worked for Aug 2020.xlsx, Bank statement for Aug 2020.pdf; AWESOME COMPANY PTE LTD 3: Hours worked for Aug 2020.xlsx, Payslip for Aug 2020.docx, Proof of payment.pdf; Admin: Withdraw case).
- Middle pane:** Shows a timeline of messages. A message from EMPLOYEE at 14:19 says "We're waiting for the other party to accept or decline your proposed resolution." Below this, there are messages from REPRESENTATIVE: a Proposal at 14:17 (Declined), a Resolution response at 14:12, and another Proposal at 16:19 (Declined). A Statement is also shown at 16:19. A date separator "WED 24TH FEB" is visible.
- Right message box:** Titled "Resolution response" and "Message box". It shows a message from EMPLOYEE to Everyone at 14:19. The message text reads: "This is the response to the proposal by REPRESENTATIVE today. The number of hours worked reflected in the file you uploaded is inaccurate. Attached is the correct record. According to my calculation, I should receive \$4500 in total, NOT \$3800." It includes an "Uploads" section with documents: [CORRECT] Hours worked for Aug 2020.xlsx and Bank statement for Aug 2020.pdf.

Figure 6: Example of a Case Page During e-Negotiation (With Sections Highlighted)

The features included in each section of the page are as follows:

Header

- Names of parties involved
- "Days open" – Number of days since commencement of dispute resolution process
- "Stage" – Name of current stage
- "Days left in stage" – Number of days remaining until e-Negotiation stage expires (if case is still in e-Negotiation stage)

Left Sidebar

- Details about the dispute and original claim(s)
- Complete list of documents uploaded during the history of the case
- "Withdraw case" button – For the withdrawal of claim(s) (if you are an employee)

Middle Pane

- Entire message history – Proposals/responses sent during e-Negotiation and messages sent during e-Mediation
- Includes private messages sent and received by you during e-Mediation

Message Box

- Full contents of a specific message (if it is selected at the middle pane)
- Text box to type new response/message and upload documents

e-Negotiation

The e-Negotiation stage lasts for 8 calendar days and begins once the invitation emails have been sent to both parties, regardless of whether either party has created an account.

Making Proposals and Counterproposals

The employer commences negotiation by responding to the original claim(s) filed by the employee. The employee will not be able to perform any actions until the employer has completed this step. For each claim, the employer may:

- Accept the proposal based on the original claim(s) (which will lead to an automated case closure) or
- Make a counter offer or
- Decline the proposal

If the employer wishes to make a single offer in settlement of all the claims, the employer can tick the box “Make a single offer to resolve all the claims?”

The screenshot shows a web interface for an 'Initial proposal'. At the top right is a 'Cancel' button. The main heading is 'Initial proposal'. Below it, it says 'From' and 'Date Yesterday 16:04'. A horizontal line separates this from the instruction 'Please respond to the proposal(s)'. Below that is another horizontal line. The section is titled 'Proposals'. A red box highlights a checkbox labeled 'Make a single offer to resolve all the claims?'. Below this is a rounded rectangular box containing the following text: 'Claim(s) BONUS PAYMENT (PLS INDICATE THE SUPPOSED DATE OF PAYMENT) Requested settlement Payment offer \$750.00'. At the bottom of this box are three elements: a radio button labeled 'Accept', a radio button labeled 'Counter offer', and a text input field with the placeholder text 'Do you wish to decline making any offer?'. All three elements at the bottom are also highlighted with red boxes.

Figure 7: Employer's Options in Response to Employee's Original Claim(s)

Counter Offer/Declining offer

If the employer counter offers/decline the employee's original claim(s), the employee and employer can proceed to make subsequent proposals alternatively.

To respond to a proposal, click on it at the middle pane (it will be labelled "Awaiting response") and it will appear at the message box with options for you to choose from.

When you respond to a proposal, you can make a payment and/or a non-payment offer.

Your counter offer

What offer(s) are you willing to make, to resolve the claim(s) above?

- + **Make payment offer (\$)**
- + **Make non-payment offer (e.g. testimonial)**

Figure 8: Counter offer options

For any response, it is important to provide your explanation in the response box so that the other party can understand and respond accordingly.

Response

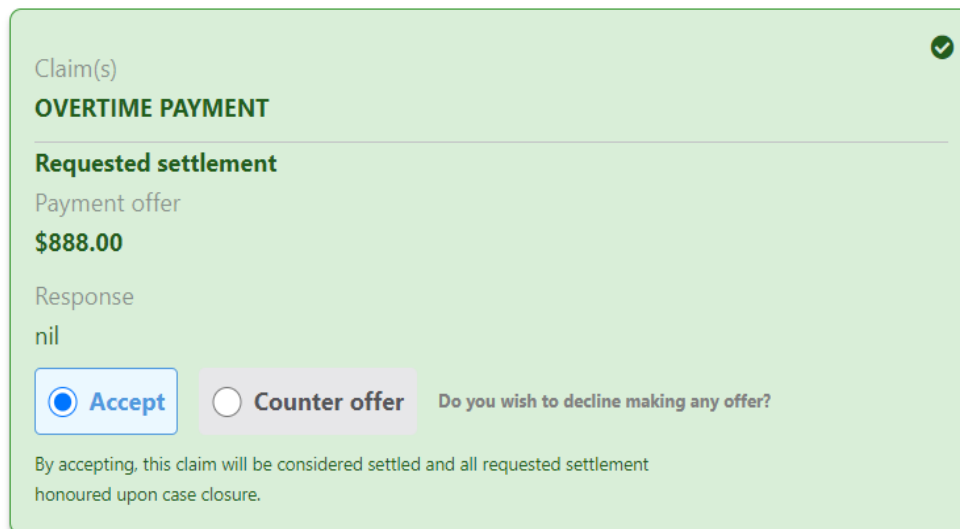
Explain why you believe this offer is fairer than that already proposed

Figure 9: Providing an explanation

Case Closure at e-Negotiation

Acceptance of a Proposal/Counterproposal

When a party accepts a proposal made by the other party, there will be an automated case closure. If a payment is involved in the agreed proposal, it should be done within 2 weeks. If this cannot be done, parties should inform TADM via odr@tadm.sg.



Claim(s) ✓

OVERTIME PAYMENT

Requested settlement

Payment offer
\$888.00

Response
nil

Accept **Counter offer** Do you wish to decline making any offer?

By accepting, this claim will be considered settled and all requested settlement honoured upon case closure.

Figure 10: Accepting a Proposal

Withdrawal by Employee

The employee and employer may also reach an agreement privately offline. If an agreement is reached this way and payment has been made, the employee should withdraw their claim(s). The employee may also use this option if they no longer wish to pursue their claim(s). Please refer to Page 19 for instructions on how to withdraw your claim(s).

Expiry of e-Negotiation

If a dispute is not resolved after 8 days, the e-Negotiation stage will expire. Any outstanding proposals from the previous stage will also expire. You will not be able to carry out any actions until a mediator has been assigned.

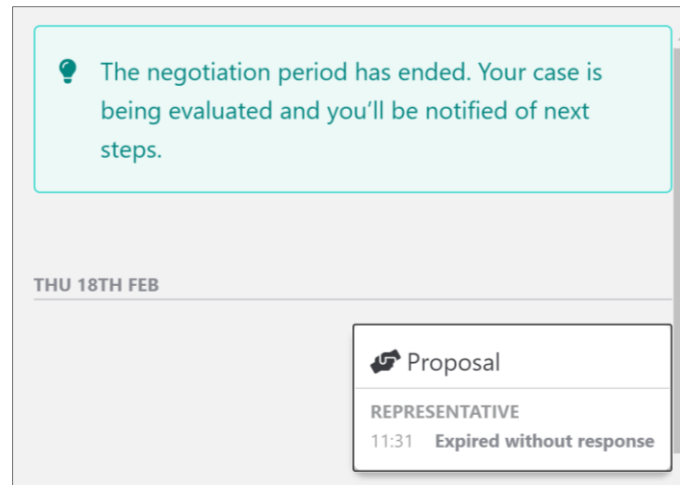


Figure 11: After Expiry of e-Negotiation

e-Mediation

Upon the expiry of e-Negotiation, TADM will assign the case to a mediator within 3 working days. The mediator will then commence e-Mediation within 3 working days by sending an opening message to both parties.

Sending Messages to All

During e-Mediation, the mediator, employee, and employer can send messages visible to all. To send a new message, click on the "Message" button at the top of the middle pane and a new message box will appear.

The sender can also upload documents to be viewed by all recipients. Please refer to Page 16 for instructions on how to upload files.

New message

Who is this message for?

Everyone MEDIATOR

What would you like to say?

Choose Files

Send message

This message will be visible for **everyone**

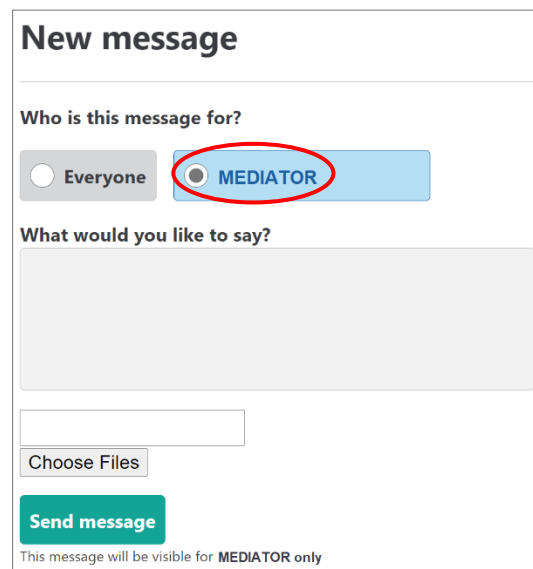
Figure 12: Sending a Message to All

Private Messaging

The mediator can choose to send messages privately to either the employee or employer.

The employee and employer can also send messages privately to the mediator, but not to each other.

In a private message, only the sender and the recipient will be able to view any uploaded documents.



The screenshot shows a 'New message' form. At the top, it says 'New message'. Below that, it asks 'Who is this message for?'. There are two radio button options: 'Everyone' (unselected) and 'MEDIATOR' (selected and circled in red). Below the radio buttons is a text area labeled 'What would you like to say?'. There is a 'Choose Files' button and a 'Send message' button. At the bottom, it says 'This message will be visible for MEDIATOR only'.

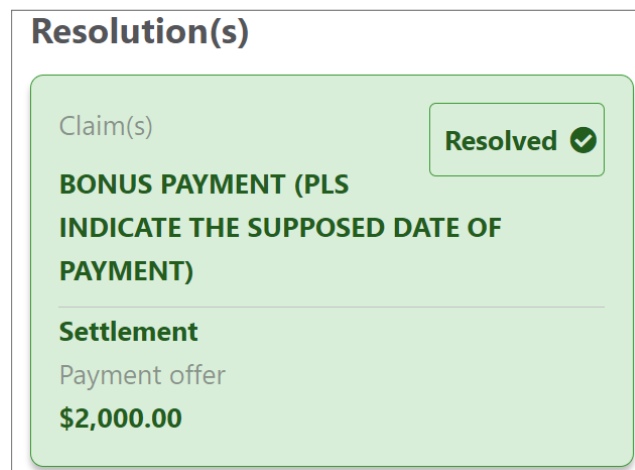
Figure 13: Sending a Private Message to the Mediator

Case Closure at e-Mediation

Case Closure by Mediator

Upon the conclusion of e-Mediation, the mediator will close the case on the platform with an appropriate case outcome.

If a settlement has been reached, the mediator will provide instructions on the amount and detail the agreed payment amount. The employee should reach out to TADM if their employer fails to make the payment by the stipulated deadline.



The screenshot shows a digital interface for a mediated resolution. At the top, the heading "Resolution(s)" is displayed. Below it, a light green rounded rectangle contains the following information: "Claim(s)" is followed by a "Resolved" status with a green checkmark icon. The main text reads "BONUS PAYMENT (PLS INDICATE THE SUPPOSED DATE OF PAYMENT)". A horizontal line separates this from the "Settlement" section, which includes "Payment offer" and the amount "\$2,000.00".

Figure 14: Example of a Mediated Resolution

In some instances, the mediator may close the case on the portal and continue the mediation in-person. The mediator will inform the parties of the details of the in-person session if this is the case.

Withdrawal of claim(s) by Employee

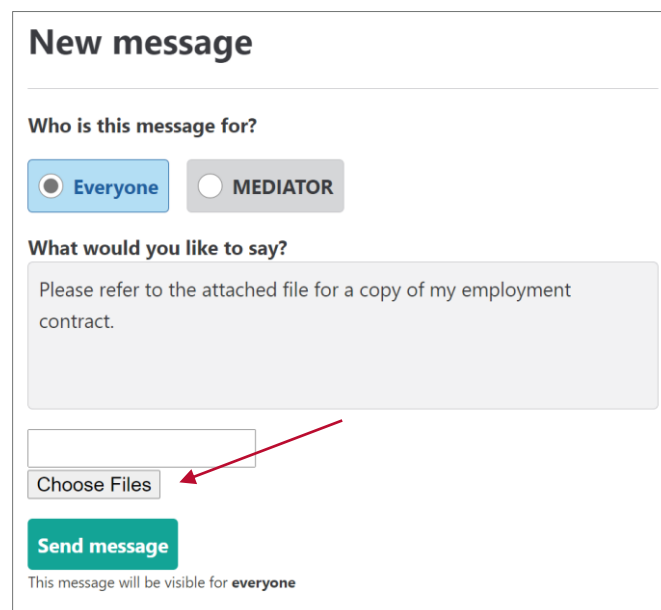
Like in e-Negotiation, the employee and employer may also reach an agreement privately offline during e-Mediation. If an agreement is reached this way and payment has been made, the employee should withdraw their claim(s). The employee may also use this option if they no longer wish to pursue their claim(s). Please refer to Page 19 for instructions on how to withdraw your claim(s).

Uploading Documents

Documents can be uploaded directly to the TADM ODR platform when you respond to proposals (during e-Negotiation) or when you use the message function (during e-Mediation).

Steps to Upload a Document

1. Click on a proposal or on the “Message” button found on top of the middle pane to open the message box.
2. Click on the “Choose Files” button to select the file you would like to upload. Multiple files can be uploaded within the same message.



The screenshot shows a 'New message' form. At the top, it asks 'Who is this message for?' with two radio buttons: 'Everyone' (selected) and 'MEDIATOR'. Below this is a text area with the placeholder text 'Please refer to the attached file for a copy of my employment contract.' At the bottom of the form, there is a 'Choose Files' button, a 'Send message' button, and a note that says 'This message will be visible for everyone'. A red arrow points to the 'Choose Files' button.

Figure 15: Uploading files

3. This file will appear under the heading “Pending uploads”.

New message

Who is this message for?

Everyone MEDIATOR

What would you like to say?

Please refer to the attached file for a copy of my employment contract.

Choose Files

Pending uploads **Employment Contract.pdf**

Send message

This message will be visible for **everyone**

Figure 16: Files uploaded

4. Click on the “Send Response” or “Send message” button.
5. The document will go through virus scanning before the upload is completed. The duration of the scan will depend on the size of the file. If an error message appears, please upload the file again.

Message

From **EMPLOYEE**
To **Everyone**
Date **Today 13:26**

Please refer to the attached file for a copy of my employment contract.

Documents

Employment Contract.pdf

⚠️ “Employment Contract.pdf” is being scanned for viruses. Try refreshing the page. You can view the file when the virus scan is complete.

Figure 17: Notification of file scanning

6. Once virus scanning is complete, the message and the document will be sent to the other party.
7. This document will now be visible on the left sidebar of the case.

Document Upload Limitations

There is a limit of 200 documents and total upload size of 150MB per message/proposal response.

The accepted file types include the following:

avi	heic	msg	pdf	webm
bmp	heif	numbers	png	webm_audio
csv	jpg	ods	rtf	webp
doc	mov	odt	tiff	wma
docx	mp3	ogg	tsv	wmv
eml	mp4	ogg_video	txt	xls
gif	mpeg	pages	wav	xlsx

Withdrawing Your Claim(s)

If you are an employee, you have the option to withdraw your claim(s) at any point during the process. If all the claims are withdrawn, the case will be treated as closed and no further action by either party can be taken.

Steps to Withdraw Your Claim(s)

Withdrawing an individual claim

The option to withdraw an individual claim will only be available after the initial response from the employer. This response can be the employer declining the offer or making a counter-offer.

Claim(s)
REIMBURSEMENT FOR EXPENSES INCURRED WHILE CARRYING OUT OFFICIAL DUTIES

Proposed settlement
Payment offer
\$900.00

Response
I do not agree

Accept **Withdraw claim** **Counter offer**

Figure 20: Withdraw individual claim after a counter offer

Withdrawing ALL claim(s)

1. Click on the “Withdraw case” button on the left sidebar of the case page. A pop-up will appear.
2. Type a closing message to explain the reason for withdrawing the claim(s).

Cancel

Withdraw case

uat employee 34 uat company 34

Closing message to all involved
Provide an explanation for withdrawing this case. **All disputants involved will see this.**

The company has contacted me and agreed to pay the outstanding amount. I received payment on 02 Jan 2022.

Did you receive payment as part of a settlement?

No Yes

⚠ Withdrawing your case
If you choose to withdraw, your case will be closed and cannot be reopened.

Withdraw case

Figure 18: Withdrawal message

3. Indicate if there is any payment involved in the withdrawal of the dispute. If “Yes” is selected, please type the exact amount in the “Amount” box.

Cancel

Withdraw case

uat employee 34 uat company 34

Closing message to all involved
Provide an explanation for withdrawing this case. **All disputants involved will see this.**

The company has contacted me and agreed to pay the outstanding amount. I received payment on 02 Jan 2022.

Did you receive payment as part of a settlement?

No Yes ←

Amount

\$ 700

⚠ Withdrawing your case
If you choose to withdraw, your case will be closed and cannot be reopened.

Withdraw case

Figure 19: Indicating type of settlement

4. Click on the "Withdraw case" button.
5. Confirm withdrawal by clicking on the button a second time.
6. After completing this process, the employer and mediator (applicable in e-mediation only) will be notified of the case closure.

For Further Support

If you need further support, please click on your profile name at the top right corner of the page and select "Support" from the drop-down list that appears (see Figure 15).

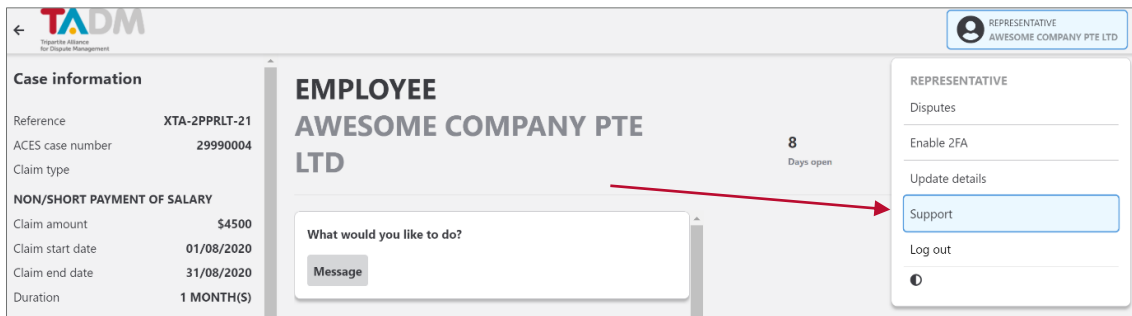


Figure 21: Drop-Down List With "Support" Option

You will be redirected to TADM's "Contact Us" page (<https://tal.sg/tadm/contact-us/>) for you to submit your query. We will respond within 3 working days.