

# TADM Online Dispute Resolution (ODR) System

## User Guide

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## 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

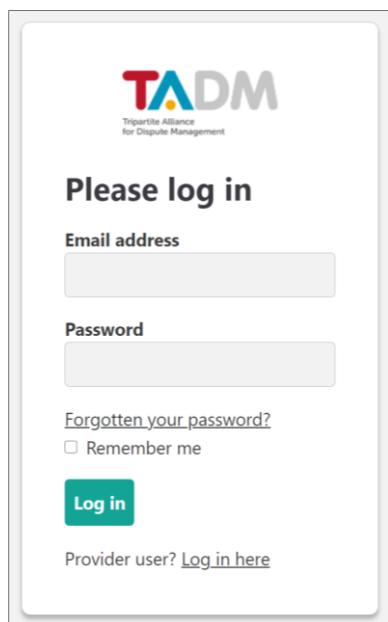
### Creating an Account and Logging In

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.

The screenshot shows the 'Create account' form. At the top is the TADM logo and text. Below it is a 'Create account' heading. There are two input fields: 'Full name' and 'Password'. Underneath the password field is a list of six checkboxes, all of which are checked: '12 characters minimum', 'One uppercase character', 'One lowercase character', 'One special character', and 'One number'. Below the checkboxes is a checkbox labeled 'I have read and understood the terms and conditions'. At the bottom is a green 'Create account' button.

Figure 1: Account Creation Page

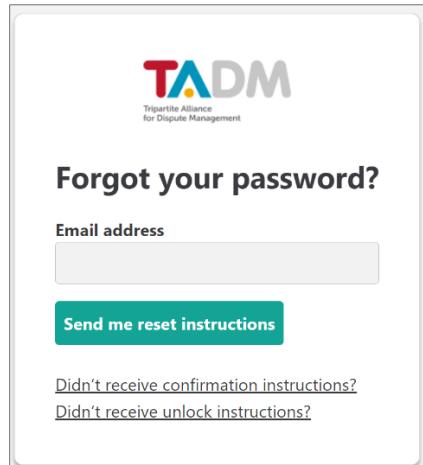
Upon creating an account, you will be able to log in with your email address and password. Please ensure that you are on the log-in page for Disputant users (<https://odr.tadm.sg/d/log-in>). Note that only lowercase should be used when keying in the email address.



The screenshot shows the TADM log-in page. At the top is the TADM logo and name. Below it, the heading "Please log in" is displayed. There are two input fields: "Email address" and "Password". Underneath the password field is a link "Forgotten your password?". Below the email field is a checkbox labeled "Remember me". A teal-colored "Log in" button is centered below the fields. At the bottom, there is a note "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.



The screenshot shows the "Forgot your password?" page. It features the TADM logo at the top. The main heading is "Forgot your password?". Below it is an "Email address" input field. A teal-colored "Send me reset instructions" button is positioned below the input field. At the bottom of the page, there are two links: "Didn't receive confirmation instructions?" and "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.

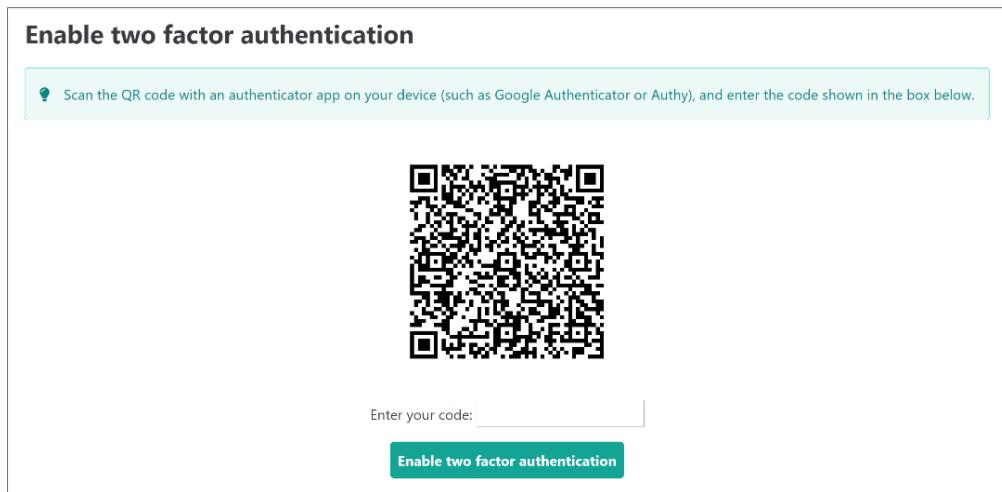


Figure 4: Page for Enabling 2FA

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  
.....

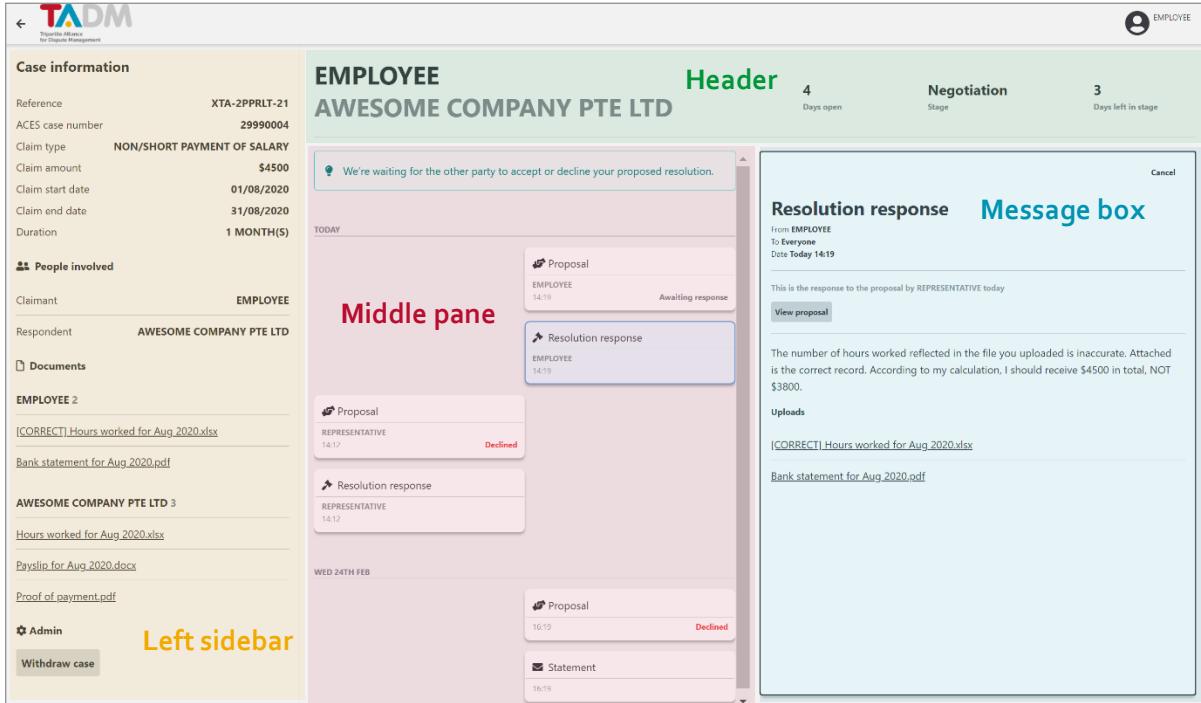
**Update details**

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.



**Left sidebar:**

- Case information
 

|                  |                                    |
|------------------|------------------------------------|
| Reference        | XTA-2PPRLLT-21                     |
| ACES case number | 29990004                           |
| Claim type       | <b>NON/SHORT PAYMENT OF SALARY</b> |
| 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 |
- 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
    - Payclip for Aug 2020.docx
    - Proof of payment.pdf
- Admin
  - Withdraw case

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

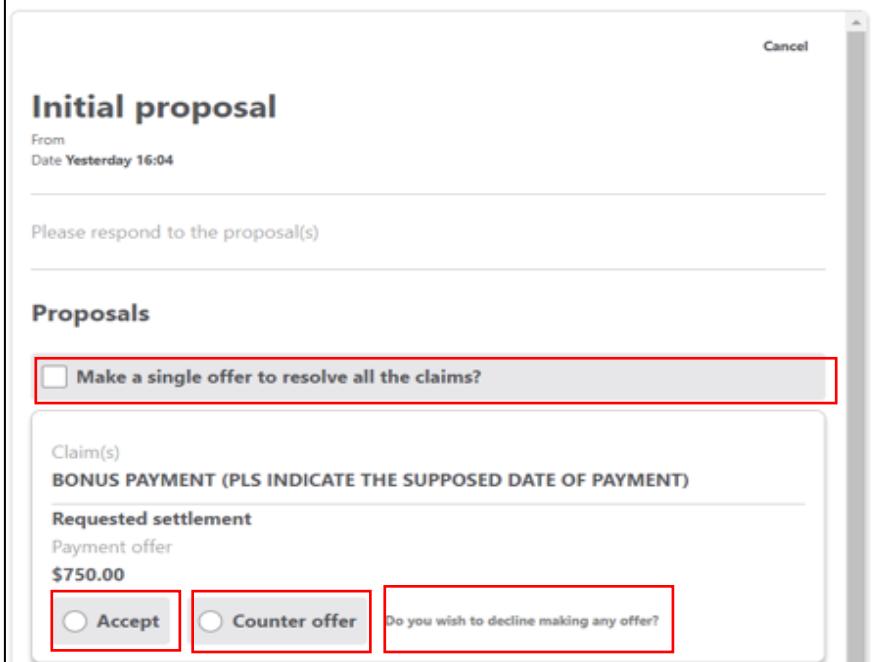
The e-Negotiation stage lasts for 8 calendar days and begins once the invitation emails have been sent to both parties, regardless of whether either party has created an account.

### 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 software interface titled "Initial proposal". At the top, it displays "From" and "Date Yesterday 16:04". Below this is a text area with placeholder text "Please respond to the proposal(s)". A section titled "Proposals" follows, containing a checkbox labeled "Make a single offer to resolve all the claims?". This checkbox is highlighted with a red border. Below this is a "Claim(s)" section with a "BONUS PAYMENT (PLS INDICATE THE SUPPOSED DATE OF PAYMENT)" field. Under "Requested settlement", there is a "Payment offer" field set to "\$750.00" and two radio button options: "Accept" and "Counter offer", both of which are highlighted with red borders. A third option, "Do you wish to decline making any offer?", is also present in a red-bordered box.

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](mailto: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.

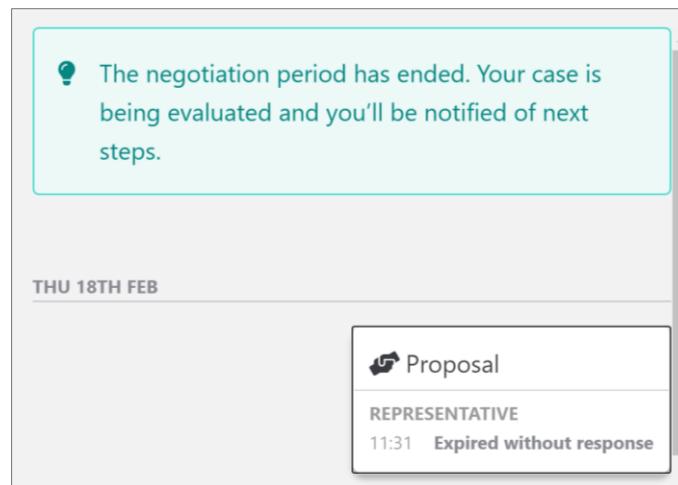


Figure 11: After Expiry of e-Negotiation

## 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

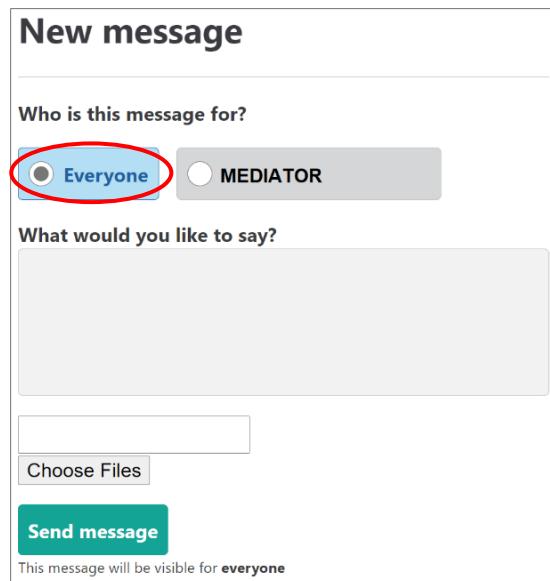


Figure 12: Sending a Message to All

## 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.

**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 MEDIATOR only

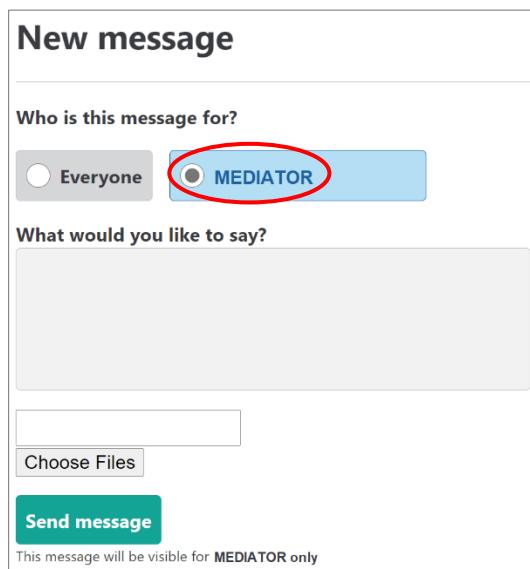


Figure 13: Sending a Private Message to the Mediator

## 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.

| Resolution(s)  |  |
|--|--|
| Claim(s)   | Resolved <input checked="" type="checkbox"/> |
| <b>BONUS PAYMENT (PLS INDICATE THE SUPPOSED DATE OF PAYMENT)</b> |  |
| <b>Settlement</b>  |  |
| Payment offer  |  |
| <b>\$2,000.00</b>  |  |

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.

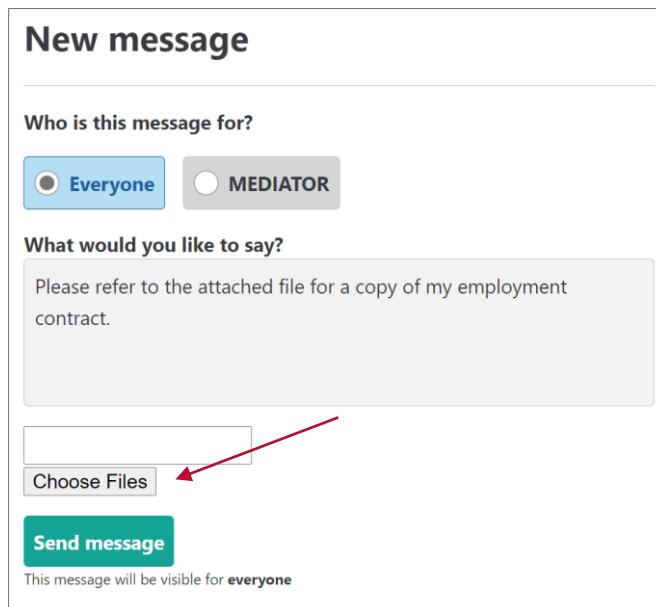


Figure 15: Uploading files

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).

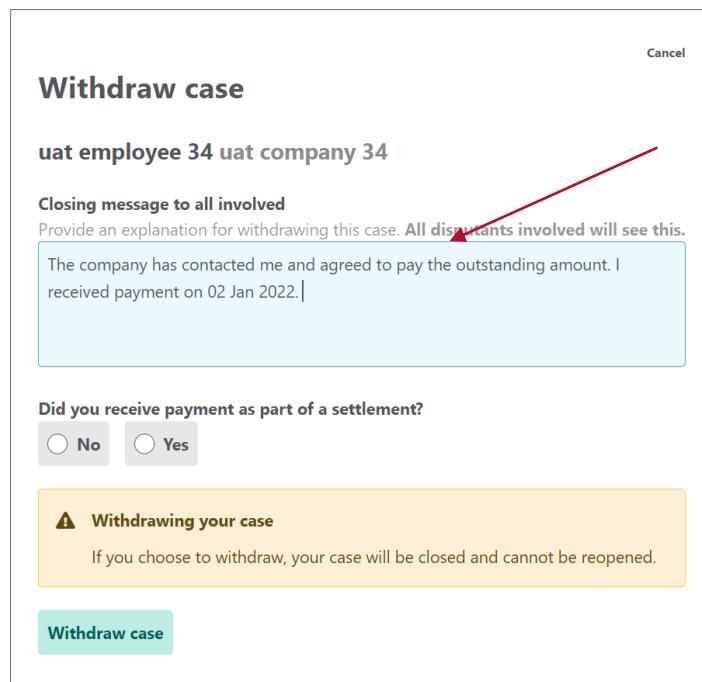


Figure 18: Withdrawal message

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).

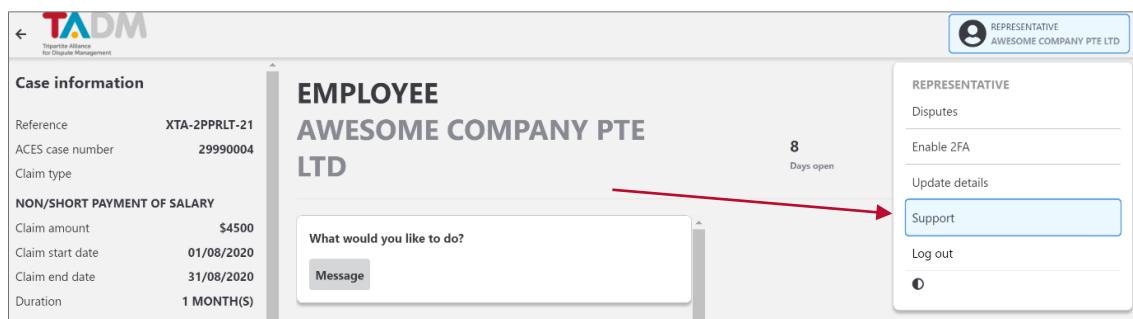


Figure 21: Drop-Down List With “Support” Option

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.