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1. Introduction

- 1.1 Online MOE FAS application (eFAS) using FormSG was introduced in Oct 2022 so that parents may choose to either apply MOE FAS through (i) eFAS or (ii) Hardcopy form.
- 1.2 When applying via eFAS, parents/ legal guardians will still need to provide the required supporting documents (e.g. pay slips, CPF statements etc), but in softcopy for the school to verify and assess eligibility as per current practice.
- 1.3 To reduce data entry effort by the School Admin Team (SAT), the following enhancements were made to iBENS:
- i) Upload FormSG eFAS summary spreadsheet Function:
 - A new UI screen to allow eFAS applications to be uploaded using a summary spreadsheet extracted from FormSG.
 - iBENS DEC will recommend to iBENS Approving Officer (AO) to grant or not to grant MOE FAS online in iBENS.
 - Unsuccessful MOE FAS applications made via eFAS will now be captured in iBENS.
 - ii) Capture Unsuccessful hardcopy MOE FAS Function:
 - A downloadable template for SAT to capture unsuccessful hardcopy MOE FAS applications in iBENS.
 - iii) A new report to provide a listing of successful and unsuccessful MOE eFAS applications.
- 1.4 The above enhancements to iBENS enable schools to capture all MOE FAS application information (Successful and Unsuccessful). The table below summarises how MOE FAS applications will be captured based on the different modes of application.

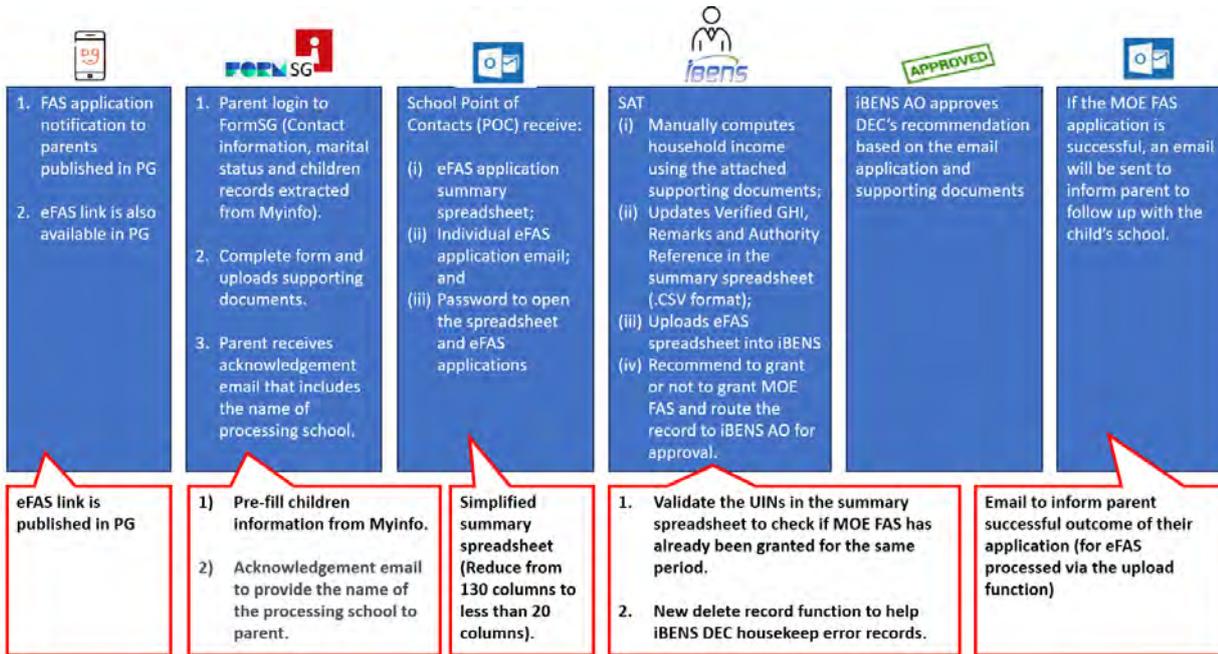
Mode of Application	Successful MOE FAS	Unsuccessful MOE FAS
eFAS	SAT uploads eFAS summary spreadsheet into iBENS	
Hardcopy MOE FAS Application Form	SAT enters iBENS (No change to current workflow)	SAT Populates template and upload into iBENS



MOE FAS Application Through FormSG (eFAS) User Guide

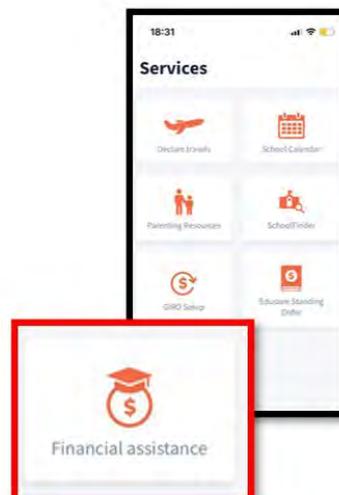
2. eFAS End to End Workflow

- 2.1 The diagram below illustrates the eFAS end-to-end workflow. This user guide will cover the processes in this workflow in greater details in the next few sections.
- 2.2 Additional enhancements were done to the eFAS process in 2023 to further streamline the application and processing workflow. These changes are shown in the callout below.



3. FAS application notification to parents published through Parent Gateway (PG)

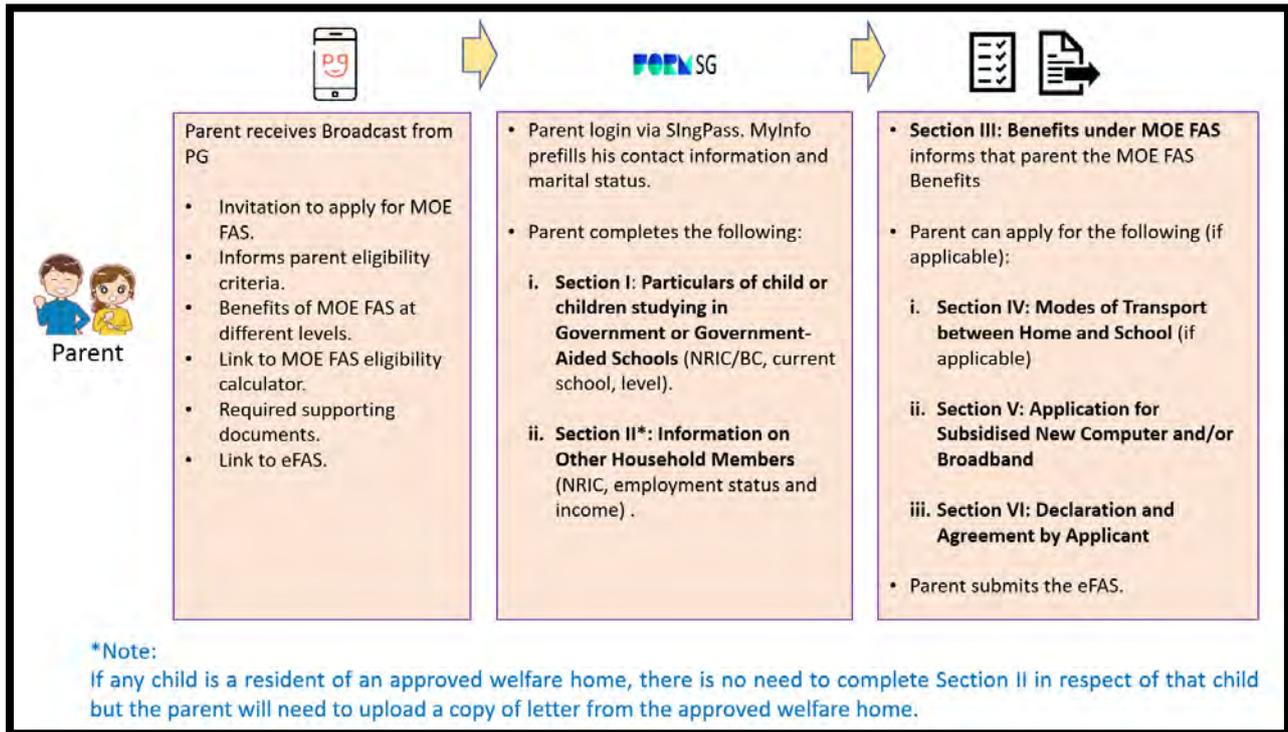
- 3.1 The PG message broadcasted to parent/ legal guardian should include the information below:
- i) Invitation to apply for MOE FAS
 - ii) Inform parent the MOE FAS eligibility criteria
 - iii) Inform parent/ legal guardian that application via hardcopy form is required for:
 - a. families with other dependents (Great grandparents, Aunties/Uncles, Cousins and others)
 - b. family with more than 6 children in GGAS
 - c. family with more than 5 unmarried children not in GGAS
 - d. family with more than 3 grandparents in the household
 - iv) Inform parent whose child is a ComCare recipient that they need not submit the application for MOE FAS as MOE FAS will be auto-granted to ComCare beneficiaries in GGAS
 - v) Benefits of MOE FAS
 - vi) Link to eligibility calculator on the MOE website (<https://www.moe.gov.sg/financial-matters/financial-assistance>)
 - vii) Required softcopy supporting documents to be prepared in advance
 - viii) Links to eFAS
 - a. eFAS link in PG's services section;
 - b. eFAS internet link (<https://go.gov.sg/moe-efas>); and
 - c. hardcopy form





4. Parent/ Legal Guardian’s eFAS User Journey

- 4.1 This section covers the steps that the parent/ legal guardian will have to follow when he applies for MOE FAS through the eFAS form.
- 4.2 The diagram below illustrates the parent’s eFAS user journey when he login to FormSG using SingPass.



- 4.3 The eFAS form is formatted like the hardcopy form so that the applicant who is applying to renew MOE FAS will be familiar with the requirements in the different sections.
- 4.4 It will also be easier for SATs to answer questions from parents or process the submitted application.

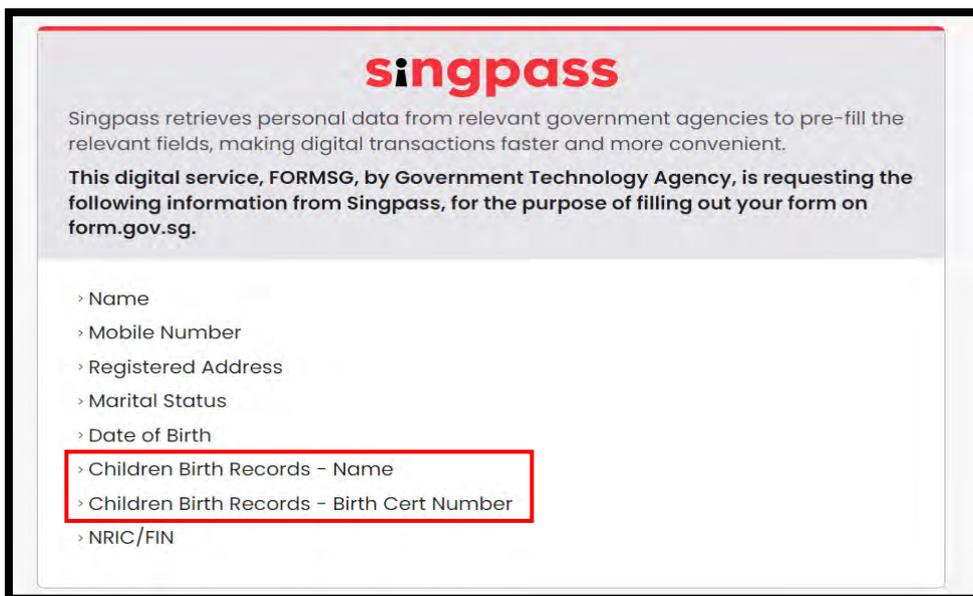


MOE FAS Application Through FormSG (eFAS) User Guide

- 4.5 Parent/ Legal guardian will be brought to the eFAS login page upon clicking on the eFAS link.



- 4.6 Parent/ Legal guardian will need to login with Singpass and FormSG will prefill the following information taken from MyInfo. From Oct 2023, records of children below the age of 21 years old are also available.



4.7 Instructions and required softcopy supporting documents are clearly listed at the start of the eFAS form.

1. Please click "yes" to read instructions before you proceed. (optional)

No Yes

NOTE:
 If you have children studying in different Government or Government-aided schools, you need to submit only 1 application form to the school of any child.

If your family and child is/children are existing beneficiary/beneficiaries of MSF ComCare, your child/children will be auto-granted MOE FAS. You do not need to apply for MOE FAS separately.

Please prepare softcopies of the following documents before you begin completing the application form.

(Supporting documents should be in .pdf, .jpg, .png, .gif, .jpeg format of file size no more than 1MB each. The application will automatically reduce large file size image files to less than 1 MB.

If your PDF document is more than 1MB, click on the link to reduce the file size before attempting to upload the file. <https://www.adobe.com/sg/acrobat/online/compress-pdf.html>

Please ensure that the files are not password protected.

- CPF Transaction Statement or Contribution History for past 12 months.
https://www.cpf.gov.sg/content/dam/web/member/faq/general-information---useful-tips/documents/Guide_to_view_and_save_CPF_statements.pdf
- Latest Income Tax Notice of Assessment for household members with other sources of income and self-employed household member(s).
 If the household member is not required to pay tax, the member can provide the page from IRAS's myTaxportal > notices/letters > individual, to show that he/she has no Tax Notice of Assessment.
- Latest payslip or a letter from the employer certifying gross monthly income (applicable only for employed household member(s)). You can upload additional payslips at the end of the form.
- Proof of other sources of income (e.g. rental, pension, and etc), if applicable.
- For household members who are unemployed and below age 63 and are not undertaking full-time studies or undergoing full-time National Service – There should be no CPF contribution for the recent 6 months.
- Student/Matriculation card for full-time student at Tertiary institutions (e.g. ITE, Polytechnics, Universities, Private schools) / Identification card for full-time National Servicemen (if applicable).
- Copies of NRIC of household members, other than parents and unmarried siblings of the child.
- Where applicable, documents showing proof of legal guardianship (e.g. a court order or Letters of Probate or Administration), for the purposes of Section VI of the application form.

From **singpass**



OR

Front and Back of the NRIC



Please ensure that the image of the uploaded NRIC shows the address of the individual.

h. Where applicable, provide documents showing proof of legal guardianship (e.g. a court order or Letters of Probate or Administration) or divorced marital status, for the purposes of Section VI of the application form.

- 4.8 Parent/ Legal guardian can select the child/ward from a drop list. The name and UIN of the child will be populated in the form.

2. Please select the number of child/children studying in Government or Government-Aided Schools.
Children studying in Government or Government-Aided Primary School, Secondary School, Junior College/Central Institute.

5

Child (1)'s information

3. Child records

Child

Select your child's name

Birth certificate number

4. Current Level of Child (1).

Primary 2 in 2023

Please note that the MOE FAS application form will be submitted to this school.

5. Current Primary School of Child (1).
List of Primary Schools.

Select an option

Drop list to select child's name. BC/NRIC will be auto populated.

- 4.9 Parent/ Legal guardian will still have to enter the information of older unmarried siblings who are 21 years old and above.

16. Please select the number of unmarried child(ren) not studying in Government or Government-Aided Schools.

1

17. Age Group of Child - 1
Please select the age group of your unmarried child not studying in Government or Government-Aided Schools (1).

Above 21 years old

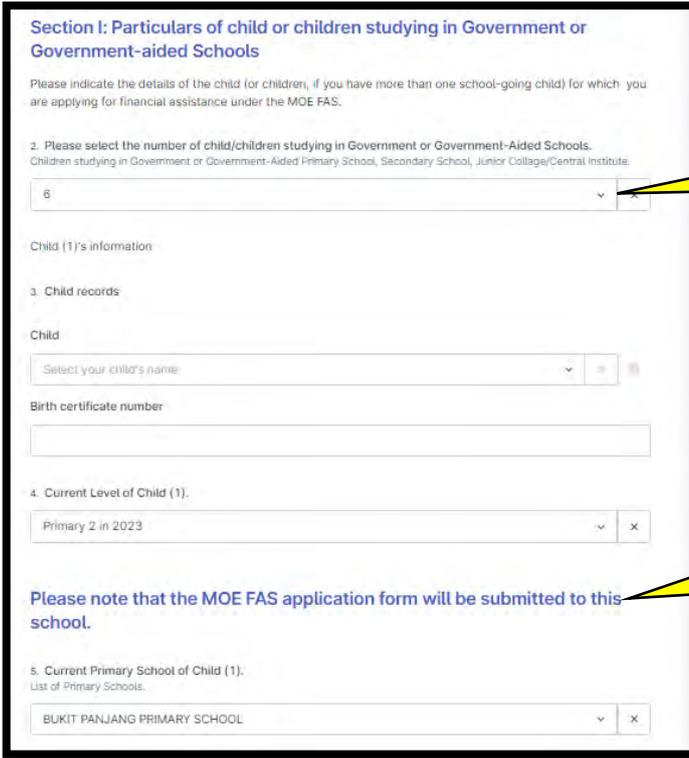
18. NAME_N_CHILD1
Please enter the name of your unmarried child not studying in Government or Government-Aided Schools (1).

19. NRIC_N_CHILD1
Please enter the NRIC of your unmarried child not studying in Government or Government-Aided Schools (1).

eFAS form Section I:

4.10 Parent/Legal guardian enters particulars of child or children studying in GGAS.

4.11 The eFAS form is designed to accept up to 6 children studying in GGAS. For family with more children in GGAS, the parent will need to use the hardcopy form instead.



Section I: Particulars of child or children studying in Government or Government-aided Schools

Please indicate the details of the child (or children, if you have more than one school-going child) for which you are applying for financial assistance under the MOE FAS.

2. Please select the number of child/children studying in Government or Government-Aided Schools.
Children studying in Government or Government-Aided Primary School, Secondary School, Junior College/Central Institute.

6

Child (1)'s information

3. Child records

Child

Select your child's name

Birth certificate number

4. Current Level of Child (1).

Primary 2 in 2023

Please note that the MOE FAS application form will be submitted to this school.

5. Current Primary School of Child (1).
List of Primary Schools.

BUKIT PANJANG PRIMARY SCHOOL

Parent can enter up to 6 children studying in GGAS

The eFAS application form will be emailed to the POCs of the school of the first child



eFAS form Section II:

4.12 If any child is a resident of an approved welfare home, the Parent/Legal guardian can choose “Yes” and upload the letter from the approved welfare home approval supporting document in eFAS. The parent can skip the rest of Section II of the form.

Section II: Information on Other Household Members

3. Is any child a resident of an approved welfare home?
There is no need to complete Section II in respect of that child if you can provide a copy of letter from the approved welfare home.

No Yes

4. Upload letter from the approved welfare home.


[Choose file](#) or drag and drop here

Maximum file size: 1 MB

- 4.13 Parent/Legal guardian provides email address and selects relationship with the child.
- 4.14 The Parent/Legal Guardian will receive an email acknowledgement upon successful submission of the form.

Applicant's Information (Parent/Legal Guardian)

4. Name
PHUA CHU KANG

5. Date of birth
23/02/1965

6. Registered address
411 CHUA CHU KANG AVE 3, #12-3, SINGAPORE 238823

7. Mobile number
9876 5432

8. Email Address of Applicant (Parent/Legal Guardian of the Student(s)).
[Empty field]

9. Applicant's Relationship with the Child/Children.
 Father
 Mother
 Legal Guardian

10. Marital status
MARRIED

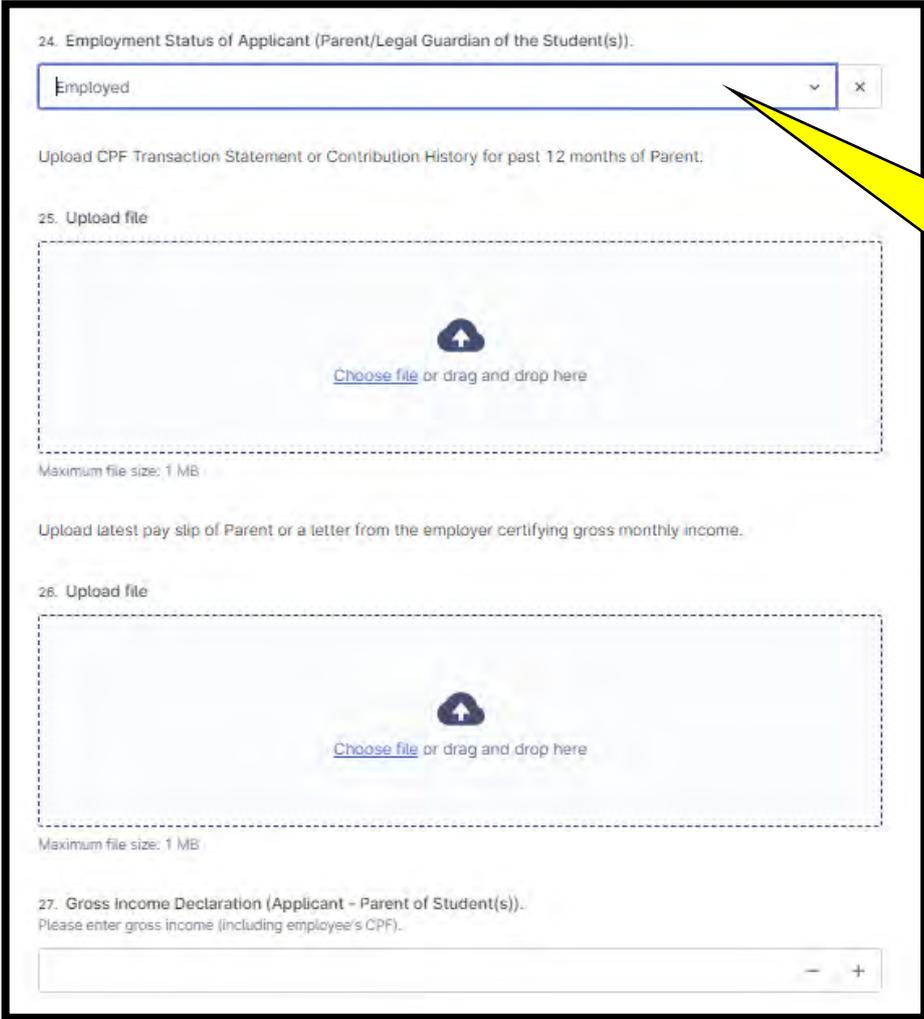
11. Name of your Spouse.
[Empty field]

12. Please enter the NRIC of your Spouse.
[Empty field]

13. Date of Birth of your Spouse.
[Empty field]

Select relationship.

- 4.15 For families not on ComCare or the child is not in an approved welfare home, the parent/ legal guardian will be guided by the form to upload the required income supporting documents depending on his employment status.
- 4.16 The form cannot be submitted if the required income documents are not uploaded.



24. Employment Status of Applicant (Parent/Legal Guardian of the Student(s)).

Employed

Upload CPF Transaction Statement or Contribution History for past 12 months of Parent.

25. Upload file

Choose file or drag and drop here

Maximum file size: 1 MB

Upload latest pay slip of Parent or a letter from the employer certifying gross monthly income.

26. Upload file

Choose file or drag and drop here

Maximum file size: 1 MB

27. Gross Income Declaration (Applicant - Parent of Student(s)).
Please enter gross income (including employee's CPF).

– +

The dropdown menu for question 24 is expanded, showing the following options:

- Employed
- Self-employed
- Unemployed

4.14 Parent/ Legal guardian with “Married” marital status will be guided to provide the information of his spouse.

28. Name of your Spouse.

29. Please enter the NRIC of your Spouse.

30. Date of Birth of your Spouse.

31. Employment Status of your Spouse.

Upload CPF Transaction Statement or Contribution History for past 12 months of your Spouse.

32. Upload file


[Choose file](#) or drag and drop here

Maximum file size: 1 MB

Upload latest pay slip of your Spouse or a letter from the employer certifying gross monthly income.

33. Upload File


[Choose file](#) or drag and drop here

Maximum file size: 1 MB

34. Gross Income of your Spouse.
Please enter gross income (including employee's CPF).

- 4.17 Parent/ Legal guardian will be guided by the form to provide information of unmarried child/children (if any) not studying in GGAS and Grandparents (if any).
- 4.18 The form is designed to accept up to 5 unmarried children not studying in GGAS.
- 4.19 For unmarried sibling that is below 21 years old, parent/ legal guardian can select the child using the drop list.
- 4.20 The name and NRIC of siblings age 21 and above will have to be entered by the parent/ legal guardian.



35. Please select the number of unmarried child(ren) not studying in Government or Government-Aided Schools.

2

Parent can enter up to 5 unmarried children not studying in GGAS

36. Age Group of Child - 1
Please select the age group of your unmarried child not studying in Government or Government-Aided Schools (1).

Below 21 years old

Below 21 years old
Select child's name from drop list.

37. Child records

Child

Select your child's name

Birth certificate number

38. Employment Status of Child not studying in Government or Government Aided Schools (1).

Select an option

Below primary school attending age (e.g. Nursery, Kindergarten)
Full-time student in other educational institution (e.g. Independent Schools, Specialised schools, Special education (SPED) schools)
Full-time student in tertiary institutions (e.g. ITE, Polytechnics, Universities, private schools) or Full-time NSMen
Employed
Self-employed
Unemployed

39. Age Group of Child - 2
Please select the age group of your unmarried child not studying in Government or Government-Aided Schools (2).

Above 21 years old

40. NAME_N_CHILD2
Please enter the name of your unmarried child not studying in Government or Government-Aided Schools (2).

Age 21 and above
Enter Name and NRIC manually.

41. NRIC_N_CHILD2
Please enter the NRIC of your unmarried child not studying in Government or Government-Aided Schools (2).

42. Employment Status of Child not studying in Government or Government Aided Schools (2).

Select an option



4.21 The form is designed to accept up to 3 grandparents staying with the student.

43. Please select the number of Grandparents staying in the same residential address.

Parent can enter up to 3 Grandparents

44. Please enter the Name of Grandparent (1).
Name as per NRIC:

Upload NRIC of Grandparent (1) - Front

45. Upload file


[Choose file](#) or drag and drop here

Maximum file size: 1 MB

Upload NRIC of Grandparent (1) - Back

46. Upload file


[Choose file](#) or drag and drop here

Maximum file size: 1 MB

47. Employment Status of Grandparent (1).

Retired (63 years old and above)
Employed
Self-employed
Unemployed



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- 4.22 Parent/ Legal guardian can declare other income (e.g. rental income) and total income of the household.
- 4.23 Parent/ Legal guardian can also provide other relevant information or upload up to 5 additional supporting documents that can support his application (e.g. Loss of income or reduction in income document, Divorce document from the family court, etc).

Other Relevant Information

58. Please provide any other information that may be relevant to your application. (optional)

59. Number of additional documents to upload.

60. Additional supporting document 1

Maximum file size: 1 MB

61. Additional supporting document 2

Maximum file size: 1 MB

62. Additional supporting document 3

Maximum file size: 1 MB

Additional supporting document 4

Option to upload up to 5 additional documents.



eFAS form Section III, IV & V: MOE FAS Benefits.

4.24 Parent/ Legal guardian will be guided by the form to apply for transport subsidy and to refer to IMDA website for details on subsidised broadband and/or laptop/tablet under the IMDA's digital access programme.

Section III: Benefits under MOE FAS (For Primary and Secondary levels only)

If your application is successful, your child or children identified in Section I above will enjoy full subsidy of school fees and standard miscellaneous fees, and will be eligible for free textbooks and school attire comprising of 2 sets of uniforms, 2 sets of PE attire, a pair of shoes and 2 pairs of socks. The school will notify you on the collection of the free textbooks and school attire from the school's vendors. The school will also notify you on school meals subsidy that will be given to your child or children.

Section IV: Modes of Transport between Home and School

The public transport subsidy will be provided from the effective month of the MOE FAS till December of the year.

The school bus subsidy will only be provided from the effective month of the MOE FAS. There will be no reimbursement or retrospective subsidy for school bus fares incurred in the months prior to the effective month of the MOE FAS.

19. Do you need transport subsidy?

No Yes

20. Mode of Transport

Please tick (✓) against only one of the boxes below to indicate the mode of transport that your child or children studying in the School will use to travel between home and school:

- Public Transport (Subsidy of \$17 per month)
- School Bus (Applicable to Primary level only) (Subsidy of 65% of the monthly fare)

Section V: Subsidised Broadband and/or Laptop/Tablet

If you are interested to apply for subsidised broadband and/or laptop/tablet under IMDA DigitalAccess@Home, you can apply via www.digitalaccess.gov.sg or contact 6377 3800 or e-mail: digitalaccess@imda.gov.sg. You can also approach the School for a hard copy of the application form.

eFAS form Section VI:

4.25 Finally, Parent/ Legal guardian must check the 2 boxes in this section to declare that the submission is true and to agree to the terms of the MOE FAS application.

Section VI: Declaration and Agreement by Applicant (whether Parent or Legal Guardian)

16. Please place a tick (✓) against the box for your declaration.

1. I hereby declare that none of the child / children identified in Section I above are in receipt of financial assistance from more than one MOE-funded school or institute of higher learning. ("MOE-funded schools" include Government schools, Government-aided schools, independent schools, Specialised independent schools, and Specialised schools. "Institutes of higher learning" include ITE, the Polytechnics, Nanyang Academy of Fine Arts, LaSalle College of the Arts, University of the Arts Singapore and the Autonomous universities.)

17. Please place a tick (✓) against the box for your agreement to the terms listed in Section VI of this form.

2. I undertake to notify my child's / children's current school in writing if, after submitting this form, any of my child / children receives financial assistance from more than one MOE-funded school or institute of higher learning.

3. I agree that where I, the undersigned, am the parent / legal guardian of the child / children identified in Section I above:

- (i) unless I have already completed a separate form applying to make withdrawals from the said child's Edusave account / each of the said children's Edusave account for the purposes set out below, I shall, by completing this form, be regarded as making an application to the School for withdrawals to be made from the said child's Edusave account / each of the said children's Edusave accounts:
 - (a) on a monthly basis, for the payment of miscellaneous fees payable to the School in respect of that child;
 - (b) on a monthly basis, where the School is an autonomous school, for the payment of autonomous school fees payable to the School in respect of that child; and
 - (c) where I have consented to my child's / each of the said children's participation in an enrichment programme approved by the School, whether conducted locally or overseas, payment of the whole or part of the expenses payable (as determined by the School) for such enrichment programme, in respect of that child.
 - (d) where I have consented to my child's / each of the said children's purchase of a personal learning device for use under a digital learning programme approved by the Government and conducted by the School, for payment of the whole or part of the expenses payable (as determined by the School) for such personal learning device, in respect of that child.
- (ii) the application arising from paragraph 3(i) of this Section VI will be in effect as long as my child/ any of my children is on the MOE FAS, and will remain in effect even if my child is / any of my children are not placed on the MOE FAS in any subsequent academic year with the School, and will further remain in effect until I notify the School otherwise in writing; and
- (iii) where the balance in my child's Edusave Account / any of my children's Edusave accounts is insufficient to pay any fees or expenses in respect of which I have applied for the withdrawal of moneys from my child's / that child's Edusave account, the amount of such fees or expenses which remains unpaid shall be paid for by me in GIRO, cash, or such other means as the School or MOE may require.

4. I acknowledge and agree with the instructions for applicants and eligibility criteria in Annex I. I agree that MOE, or any school(s) in which the child / children identified in Section I above are enrolled in, may at any time in their sole and absolute discretion request for additional information to:

- (i) assess or reassess the financial situation of my household; or
- (ii) reassess the financial assistance to be provided to my child or children in the course of the calendar year.

5. I agree that any financial assistance provided to any of the children identified in Section I above as a consequence of the application for financial assistance in this form may be withdrawn or withheld in respect of that child if:

- (i) I notify the School that I no longer wish for monies to be withdrawn from the Edusave account of that child for the purposes stated in paragraph 3(i)(a) to (d) of this Section VI;
- (ii) MOE assesses, based on the new information provided under paragraph 4 of this Section VI, that I am no longer entitled to financial assistance, or to a lower level of financial assistance;
- (iii) I fail to notify that child's school as required under paragraph 2 of this Section VI or fail to provide any such additional information as required pursuant to paragraph 4 of this Section VI, to the satisfaction of either MOE or the relevant school(s); or
- (iv) my declaration in paragraph 1 of this Section VI is false or, after the date of this declaration, the child receives financial assistance from more than one MOE-funded school or institute of higher learning; or
- (v) that child subsequently fails to meet any of the eligibility criteria in Annex I; or
- (vi) any of the information that I have provided to MOE or the relevant school(s) in connection with the provision of financial assistance is subsequently found to be false, incomplete, or misleading.

6. I agree that MOE shall be entitled in its discretion to recover on demand any financial assistance rendered if any of the circumstances in paragraphs 5(iii) to 5(vi) arise, as a debt due and payable.

7. I agree and consent to the MOE, or any school(s) in which my child / children identified in Section I above are enrolled in, collecting, using, and disclosing all necessary data (including both my child / children's and my personal data) to other parties, including other Government departments, statutory boards, or entities involved in the administration of social assistance, for the purpose of determining my child's / children's eligibility for financial assistance, unless such sharing is prohibited by law. I also confirm that I have obtained consent from the other persons listed in Section II above for the sharing of their personal data for the abovementioned purpose.

8. I hereby declare that the information provided in this application form is true to the best of my knowledge.

I agree to the terms listed in Section VI of this form.

Submit now



5. Acknowledgement Email to Parent/ Legal guardian (from Oct 2023)

- 5.1 eFAS applications made by parents/ legal guardians are received centrally by Finance Department. The eFAS applications are batched and emailed to the processing school daily.
- 5.2 An acknowledgement email will also be sent to the Parent/ legal Guardian concurrently as shown below.

From: MOE_FAS@MOE.GOV.SG
To: <Email of Parent/ Legal Guardian>

Subject: [DO NOT REPLY] Acknowledgement for MOE FAS Application via FormSG (6507bb012ccd0f001276d678)

Dear NAME_OF_PARENT (Parent/Legal Guardian of the Students)

We have received your application for MOE FAS for the following children:

1. CHILD 1 NAME (T*****11F) / ABC PRIMARY SCHOOL
2. CHILD 2 NAME (T*****22F) / XYZ SECONDARY SCHOOL
3. CHILD 3 NAME (T*****33F) / ABC PRIMARY SCHOOL

For any queries on your MOE FAS application, please contact ABC PRIMARY SCHOOL, the processing school you have indicated in your application.

Please note that if you have any additional information or supporting documents to provide, you should submit it directly to the school instead of submitting another application form.

We seek your understanding that during the year-end peak period for MOE FAS application, the processing time is approximately one month.

Thank you.

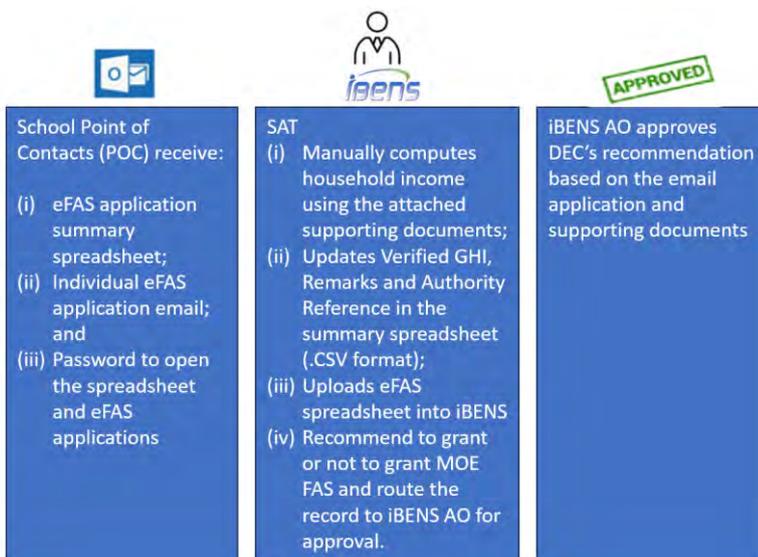
Ministry of Education
<http://www.moe.gov.sg>

CONFIDENTIALITY: If this email has been sent to you by mistake, please notify the sender and delete it immediately. As it may contain confidential information, the retention or dissemination of its contents may be an offence under the Official Secrets Act.

- 5.3 This email serves as a reminder to the Parent/ Legal guardian:
- i) Which processing school have been selected;
 - ii) Parent should follow up with the processing school on the outcome of their application;
 - iii) Parent should submit additional documents to the processing school instead of submitting another eFAS application; and
 - iv) Explain that due to year-end peak period for MOE-FAS application, the processing time is approximately one month.

6. Processing eFAS Application Email

- 6.1 This section covers the eFAS application email and the eFAS summary spreadsheet that the appointed school POCs will receive and the necessary follow-up actions to process the MOE FAS applications.
- 6.2 Each school should appoint at least 2 POCs to receive the eFAS applications. The school can nominate the POCs using this link: <https://go.gov.sg/efas-poc>
- 6.3 The diagram below illustrates the school POC's user journey when he receives the eFAS application emails and Summary Spreadsheet.



- 6.4 eFAS applications will be received centrally by FPD in the form of an email per MOE FAS application with the supporting documents as attachments as part of the email.
- 6.5 The eFAS applications will be distributed to the POCs via their Outlook email account (ending with @Schools.gov.sg) in batches together with a summary spreadsheet of the eFAS applications daily during the annual MOE FAS exercise from October each year till end February of the following year. The frequency will be reduced subsequently after the MOE FAS application exercise.

For example, if there are 10 eFAS applications for a particular school, the POCs of that school will receive the following in this batch:

- i) A password protected spreadsheet containing the summary of the 10 eFAS applications;
 - ii) 10 emails (one for each MOE FAS application(password protected); and
 - iii) A separate email with the password to open the files.
- 6.6 Please refer to the Annex A for a guide to create an email rule to automatically move the eFAS emails to a sub-folder.



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6.7 The screen captures below show the summary spreadsheet, a sample of the eFAS application email (with supporting document attachments) and the Password email to open the password protected files.

Online Application Of MOE FAS - ADMIRALTY PRIMARY SCHOOL

MH MOE FAS (MOE)
To

ADMIRALTY PRIMARY SCHOOL.xlsx
23 KB

Dear POCs,

Attached is the eFAS Summary Spreadsheet for eFAS application.
Password to open the attached will be sent to you separately.

Individual applications submitted through FormSG will be forwarded to you.

Thank you.

MOE_FAS@MOE.GOV.SG
Finance and Procurement Division
Ministry of Education • 285 Ghim Moh Road Singapore 279622 • <http://www.moe.gov.sg>
Integrity the Foundation • People our Focus • Learning our Passion • Excellence our Pursuit

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Password protected summary spreadsheet

MOE FAS Application via FormSG (#3bc8bfd389d800123a38cc)

MH MOE FAS (MOE)
To

3bc8bfd389d800123a38cc.jpg
338 KB

3bc8bfd389d800123a38cc.20221004-133748_PDF.jpg
204 KB

3bc8bfd389d800123a38cc.20221004-133457_PDF.jpg
201 KB

FormSG_3bc8bfd389d800123a38cc.xlsx
75 KB

Dear POCs,

Attached is the individual FormSG submission for MOE FAS application.
Password to open the attached will be sent to you separately.

Thank you.

MOE_FAS@MOE.GOV.SG
Financial System Development, Finance and Procurement Division • Fax: +65 6775 6397
Ministry of Education • 285 Ghim Moh Road Singapore 279622 • <http://www.moe.gov.sg>
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Password protected eFAS Application

Online Application Of MOE FAS - ADMIRALTY PRIMARY SCHOOL

MH MOE FAS (MOE)
To

Dear POCs

The password to open the file is: **1234567890**

Thank you.

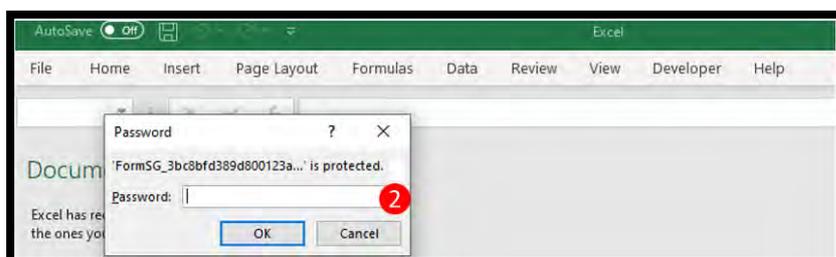
MOE_FAS@MOE.GOV.SG
Finance and Procurement Division
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Password to open the password protected files

6.8 The individual eFAS application can be open by using the password provided in a separate email sent to the POCs.

1. Double click on the excel file
2. Enter the password provided in the separate email and click ok to open the eFAS application (shown below).



Response ID	3bc8bfd389d800123a38cc
Timestamp	Thu, 01 Sep 2022 01:46:39 PM
Display Instructions?	Yes
Name	Parent of T1290000C
Registered address	123 WOODLANDS DRIVE 45, #04-111, SINGAPORE 731123
Mobile number	+6591234567
Email Address of Applicant (Parent/Legal Guardian of the Student(s))	parent73@gmail.com
Applicant's Relationship with the Child/Children	Mother
Marital status	DIVORCED
Please select the number of child/children studying in Government or Government-Aided Schools.	2
BC/NRIC of Child (1)	T1290000C
Name of Child (1)	Name of Child 1
Current Level of Child (1)	Primary 3
Current School of Child (1)	ADMIRALTY PRIMARY SCHOOL
BC/NRIC of Child (2)	T1030000F
Name of Child (2)	Name of Child 2
Current Level of Child (2)	Secondary 2
Current School of Child (2)	ADMIRALTY SECONDARY SCHOOL
Is any child a resident of an approved welfare home?	No
Employment Status of Applicant (Parent/Legal Guardian of the Student(s))	Employed
[attachment] Upload CPF Transaction Statement or Contribution History for past 12 months of Parent	3bc8bfd389d800123a38cc_20221004-133457_PDF.jpg
[attachment] Upload latest payslip of Parent	3bc8bfd389d800123a38cc_20221004-133748_PDF.jpg
Gross Income Declaration (Applicant - Parent of Student(s))	3000
Please select the number of unmarried child(ren) not studying in Government or Government-Aided Schools.	0
Please select the number of Grandparents staying in the same residential address	0
Other Income Declaration	0
Total Household Income Declaration	3000
Please provide any other information that may be relevant to your application.	GROSS SALARY IS WITH BONUS WHICH IS A ONE TIME OFF BONUS.
Any other supporting documents to upload?	Yes
[attachment] Upload other supporting documents that may be relevant to your application.	3bc8bfd389d800123a38cc_.jpg
Do you need transport subsidy?	Yes
Mode of Transport	Public Transport (Subsidy of \$17 per month)
Do you wish to apply for a subsidised new computer and/or Broadband?	Yes
Subsidised new computer and/or broadband through the IMDA's digital access programme	I wish to apply for a subsidised new computer and/or broadband through the Info-communications Media Development Authority (IMDA)'s digital access programme. If my child/s / children are found eligible for benefits under the MOE FAS, I consent to, and have obtained the consent from the rest of my household for, my child's / children's school(s) to provide my household's particulars to IMDA or its lead agencies so that they may contact me to follow-up on my application.
Please place a tick (✓) against the box for your declaration.	I hereby declare that the information provided above is true to the best of my knowledge. I undertake to refund the value of benefits received in respect of my child / children if any of the information is subsequently found to be false.
Please place a tick (✓) against the box for your agreement to the terms listed in Section VI of this form.	I agree to the terms listed in Section VI of this form.
SingPass Validated NRIC	S0900000C

- 6.9 The password protected summary spreadsheet can be opened using the same password.
- 6.10 Upon receiving the eFAS files, the POC should open the summary spreadsheet to ensure the following:
- i) The number of eFAS application emails received for that batch tallies with the number of records in the summary spreadsheet.
 - ii) The “Response ID” of the eFAS application email tallies with the Response ID of column in the summary spreadsheet. Each row in the spreadsheet is 1 MOE FAS application.
- 6.11 The eFAS form is formatted like the hardcopy form. Hence, SAT can refer to the “Step-by-step guide to processing and approving MOE FAS application”.
- 6.12 The table below summaries the required supporting documents to verify the income status of household members.

Employment Status	Required supporting documents							Declaration of unemployment	Declaration of self-employment
	NRIC	CPF Statement	IRAS Statement*	Pay Slip	Matric Card	11B (FT NSmen)			
Children in GGAS	No	No	No	No	No	No			NA
Employed	No	Yes	No [^]	Yes	No	No			Not required at the point of e-application.
Self-employed	No	Yes	Yes	No	No	No			
Unemployed	No	Yes	No [^]	No	No	No			
Studying full-time at tertiary institutions (e.g. ITE, Poly, Universities, private schools)	No	No	No	No	Yes	No			NA
In NS	No	No	No	No	No	Yes			NA (Taken as retired)
63 years old and above	Yes	No	No	No	No	No			
Below 63 - Employed	Yes	Yes	No [^]	Yes	No	No			Not required at the point of e-application.
Below 63 - Self-employed	Yes	Yes	Yes	No	No	No			
Below 63 - Unemployed	Yes	Yes	No [^]	No	No	No			

Note:

*If the self-employed household member is not required to pay tax, the member can upload the page from IRAS’s myTaxportal > notices/letters > individual, to show that he/she has no Tax Notice of Assessment.

[^]Tax Notice of Assessment is required for employed or unemployed household member with other sources of income.

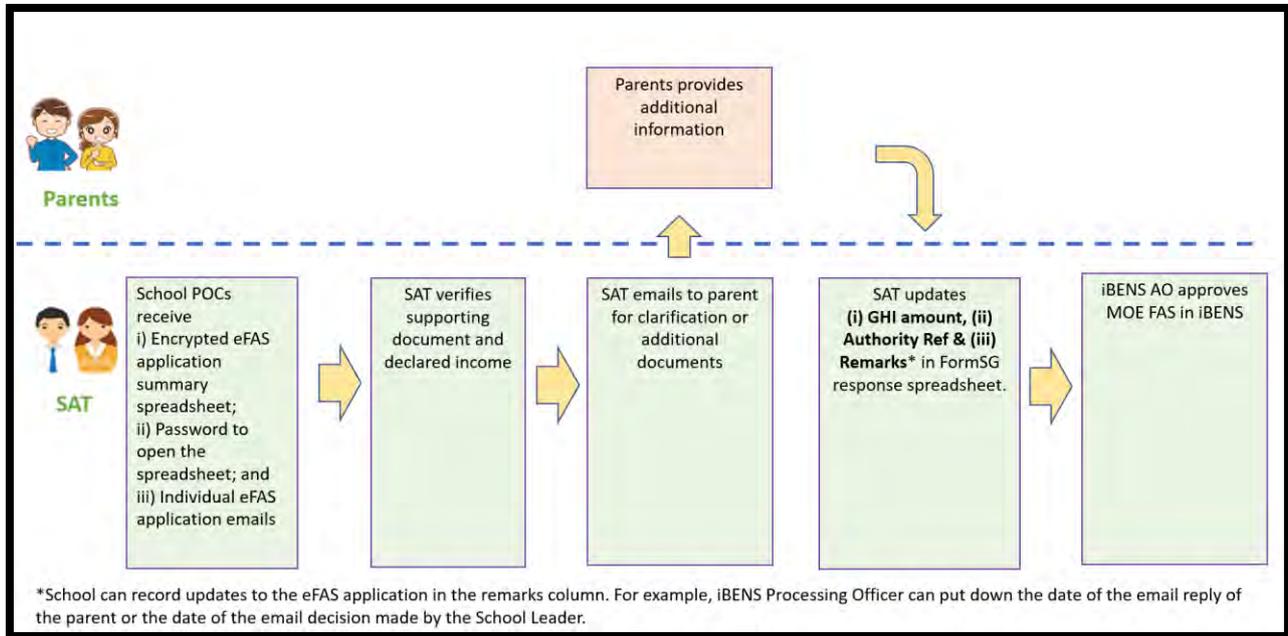


MOE FAS Application Through FormSG (eFAS) User Guide

6.13 SAT may refer to the table below to determine if follow-up action is required.

	No Action Required – When?	Follow-up Action Required – When?
Employed	<ul style="list-style-type: none"> Employed household member's calculated income using CPF statement and pay slip is the same as declared income. Employed household member's calculated income using CPF statement and pay slip is different from declared income but <u>the calculated income amount meets the MOE FAS eligibility criteria.</u> 	<ul style="list-style-type: none"> Employed household member's calculated income using CPF statement and pay slip is a substantial difference from the declared income and <u>the correct income amount exceeds the MOE FAS eligibility criteria.</u> Employed household member declared other sources of income.
Self-employed	<ul style="list-style-type: none"> Income is calculated based on the submitted CPF and IRAS statements as supporting document. Though the IRAS statement is 1 year ago, it gives a good indication of regular income earned and the school will accept the declared income amount if it is close to the income derived from the supporting documents. 	<ul style="list-style-type: none"> Applicant has informed that he is self-employed and not required to pay tax or the latest tax assessment does not reflect current income status. Calculated income using IRAS and CPF statement is different from declared income and the <u>calculated income amount exceeds the MOE FAS eligibility criteria.</u>
Unemployed	<ul style="list-style-type: none"> CPF statement shows no contributions for the recent 6 months. This will cut down declarations from stay home mothers without income (no CPF contributions) and will cut down a lot of follow-ups by schools to request for declarations from these stay home parents. 	<ul style="list-style-type: none"> CPF statement shows recent contributions. School can verify if it is due to loss of job. Unemployed household member declared other sources of income.

6.14 If there is a need seek clarifications from the parent, SAT can refer to the portion of the eFAS application which requires additional information or supporting document. Please see possible workflow illustrated below.



6.15 Please refer to Annex B on how to update eFAS application after clarification with the parent.



MOE FAS Application Through FormSG (eFAS) User Guide

7. Processing eFAS applications for next year's Primary 1 students

- 7.1 The processing school can only grant MOE FAS to the incoming Primary 1 students from late November every year when the records are available in iBENS.
- 7.2 To facilitate early granting of MOE FAS to the older siblings who are already in GGAS, we will shift the incoming Primary 1 student's information to Section II of the eFAS application form as shown below.

RESPONSE ID	64f6812bfc97250011090001
TIMESTAMP	Tue, 05 Sep 2023 09:15:23 AM
NUMBER OF CHILDREN STUDYING IN GGAS	1
GGAS CHILD NAME.1	CHILD_1
GGAS CHILD NRIC.1	T09XXXXF
GGAS CURRENT LEVEL.1	Secondary 2 in 2023
GGAS CURRENT SCH.1	SERANGOON GARDEN SECONDARY SCHOOL
IS ANY CHILD A RESIDENT OF APPROVED WELFARE HOME?	No
APPLICANT NAME	NAME OF FATHER
APPLICANT DATE OF BIRTH	1 Jan 1900
APPLICANT REGISTERED ADDRESS	ADDRESS OF FATHER
APPLICANT TEL	+6599999999
APPLICANT EMAIL	abc@yahoo.com <mailto:abc@yahoo.com>
APPLICANT RELATIONSHIP TO CHILDREN	Father
APPLICANT MARITAL STATUS	MARRIED
APPLICANT EMPLOYMENT STATUS	Employed
[ATTACHMENT] APPLICANT CPF FILE	64f6812bfc97250011090001_16938764815198456823406993126467.jpg
[ATTACHMENT] APPLICANT TAX NOA	64f6812bfc97250011090001_1693876496409966580745214950019.jpg
APPLICANT GROSS INCOME DECLARATION	500
SPOUSE NAME	Spouse name abc
SPOUSE NRIC	S8116580G
SPOUSE DATE OF BIRTH	06 Jun 1981
SPOUSE EMPLOYMENT STATUS	Unemployed
[ATTACHMENT] SPOUSE CPF FILE	64f6812bfc97250011090001_16938765133728427925127536844907.jpg
SPOUSE GROSS INCOME	0
NUMBER OF UNMARRIED CHILDREN NOT STUDYING IN GGAS	1
NON GGAS CHILD NAME.1	CHILD_2
NON GGAS CHILD NRIC.1	T1299999F
NON GGAS CHILD EMPLOYMENT STATUS.1	Primary 1 in 2024 (NORTHLAND PRIMARY SCHOOL)
NUMBER OF GRANDPARENTS STAYING IN SAME RESIDENTIAL ADDRESS	0
OTHER INCOME DECLARATION	0
TOTAL HOUSEHOLD INCOME DECLARATION	500
NUM OF ADDITIONAL DOCUMENTS	0
NEED TRANSPORT SUBSIDY?	No
APPLY FOR IMDA NEU PC PLUS?	No
APPLICANT DECLARATION	I hereby declare that the information provided above is true to the best of my knowledge. I undertake to refund the value of benefits received in respect of my child / children if any of the information is subsequently found to be false.
APPLICANT AGREEMENT	I agree to the terms listed in Section VI of this form.
APPLICANT NRIC	S8888888C
RECIPIENT SCH	SERANGOON GARDEN SECONDARY SCHOOL

Information of the incoming Primary 1 student moved to section II of the form.

- 7.3 The processing school can upload the eFAS application and grant MOE FAS to the student (if eligible). **When the Primary 1 student's information is available in**

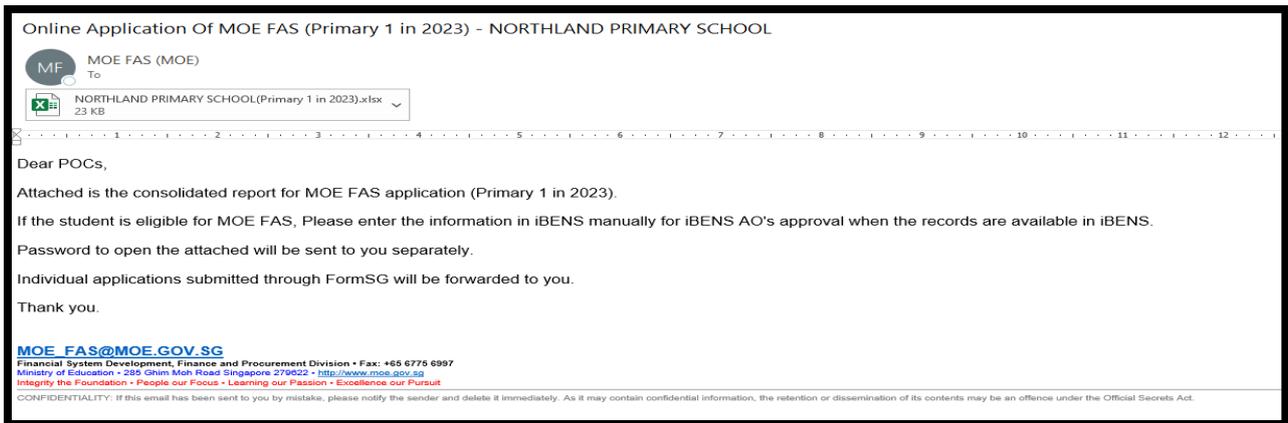


MOE FAS Application Through FormSG (eFAS) User Guide

iBENS, the processing school can grant MOE FAS to this incoming Primary 1 student manually (just like processing hardcopy MOE FAS applications).

- 7.4 Using the eFAS form above as an example, the Secondary School can grant MOE FAS to their student first. When the Primary 1 student’s information is available in iBENS, the Secondary School can use the “Sibling Grant” function in iBENS to grant MOE FAS to the Primary 1 student.
- 7.5 **Being a family centric scheme, it is the processing school’s responsibility to ensure that they follow up to grant MOE FAS to these incoming Primary 1 students as it will have downstream impact on both schools (students benefits and answering to parent).**
- 7.6 **The school of the incoming P1 student will also receive 3 emails providing information of the eFAS application and the school that will be processing the eFAS application.** The screen captures below show the 3 additional emails that primary school will receive.

i) Summary spreadsheet containing the list of incoming Primary 1 students within each batch.



ii) Individual eFAS applications of the incoming Primary 1 students



iii) Password to open files in (i) and (ii)



MOE FAS Application Through FormSG (eFAS) User Guide

Online Application Of MOE FAS (Primary 1 in 2023) - NORTHLAND PRIMARY SCHOOL

MOE FAS (MOE)

Dear POCs,

The password to open the file is: **1234567890**

Thank you.

MOE_FAS@MOE.GOV.SG

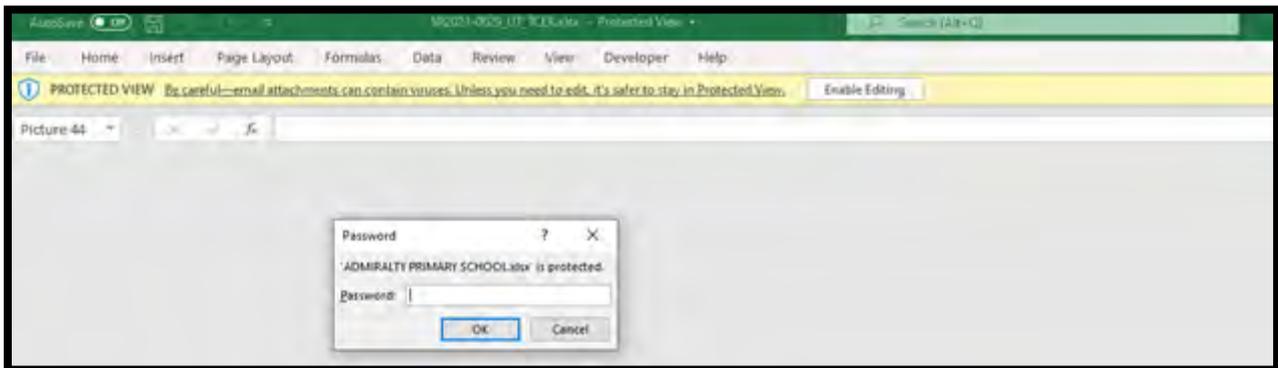
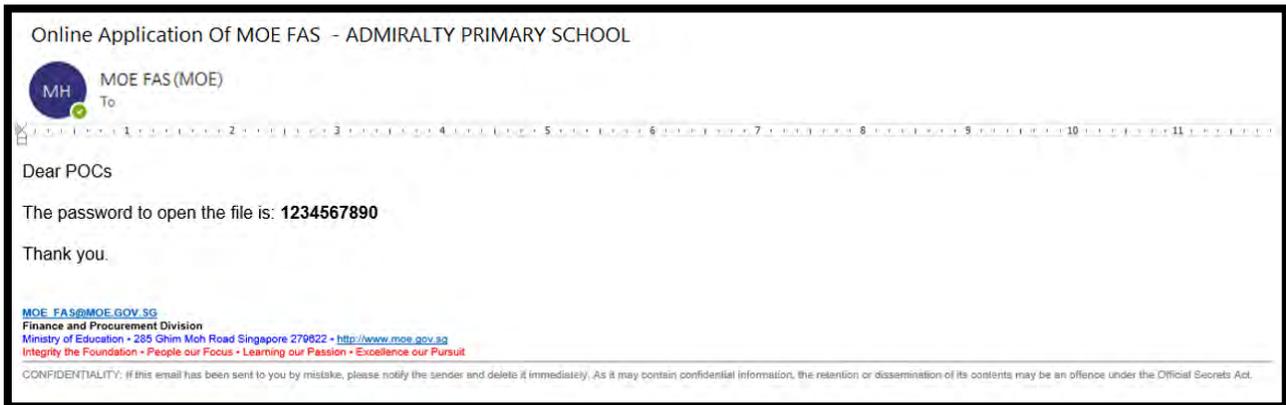
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8. Updating the eFAS Summary Spreadsheet for Upload to iBENS

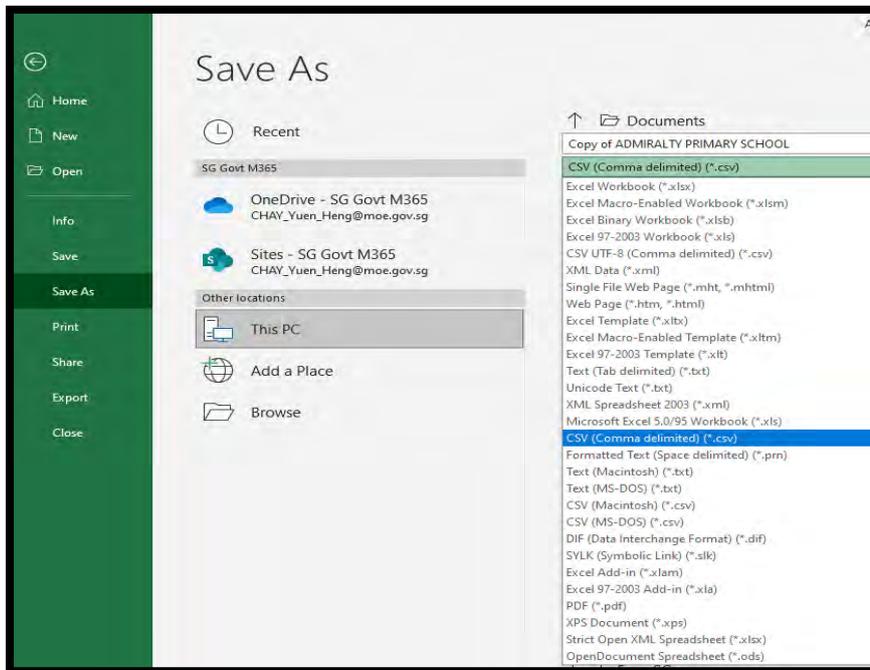
- 8.1 iBENS has been enhanced so that iBENS DEC can upload the eFAS spreadsheet into iBENS to reduce data entry.
- 8.2 Upon receiving the eFAS summary spreadsheet, the SAT can open the spreadsheet with the password provided in a separate email (also to the POCs) as shown below.



- 8.3 After the SAT has verified the supporting documents and determined the Gross Household Income (GHI) of the family, the SAT must update **columns Q, R and S** with the “Verified GHI”, “Remarks (if any)” and the “Authority Reference Number” before uploading the spreadsheet to iBENS.

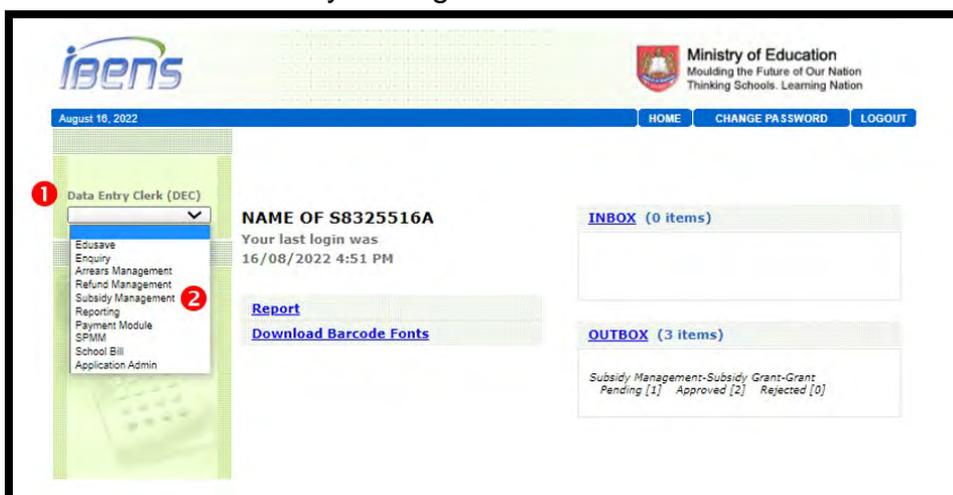
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1	Response ID	Timestamp	Number of C	Child1	Child2	Child3	Child4	Child5	Name of App	Email Address	Applicant's R	Name of Spc	NRIC of Spc	Number of C	Number of G	Total House	Verified Gross	Remarks by Authority	Authority Reference	SingPass	Vali Processing School	
2	650c939f02c	Fri, 22 Oct '2	T11111	TXXXXX1A					NAME OF T6 a@yahoo.cc	Mother	NAME OF F9 F9825292D			0	0	2500				T6463129U	HUAMIN PRIMARY SCHOOL	
3	650c44aa3ef	Thu, 21 A 2	T2222222C						NAME OF SK 64@gmail.cc	Mother	NAME OF SK SXXXXXXXc			2	2	3200				SXXXX890B	HUAMIN PRIMARY SCHOOL	
4	650c3253bf2	Thu, 21 A 2	T33333	TXXXX65G					NAME OF S9 ar93@gmail	Father	NAME OF SK SXXXXXXXA			2	2	1250				SXXXX001Z	HUAMIN PRIMARY SCHOOL	
5	650bd3213e	Thu, 21 A 1	T44444						NAME OF SK monimos@y	Father	NAME OF SK SXXXXXXXZ			2	2	1000				SXXXX788E	HUAMIN PRIMARY SCHOOL	
6	650bcdfa3ef	Thu, 21 A 3	T55555	T11212	T153XXXXE				NAME OF SK h83@gmail.t	Mother	NAME OF SK SXXXXXXXF			0	0	0				SXXXX068G	HUAMIN PRIMARY SCHOOL	
7																						

- 8.4 Please note that the file MUST be saved as .csv format (Can be any filename of your choice). Please make sure you do not add any additional columns or rows, or delete any columns or rows, as it would cause the subsequent file upload to fail.**

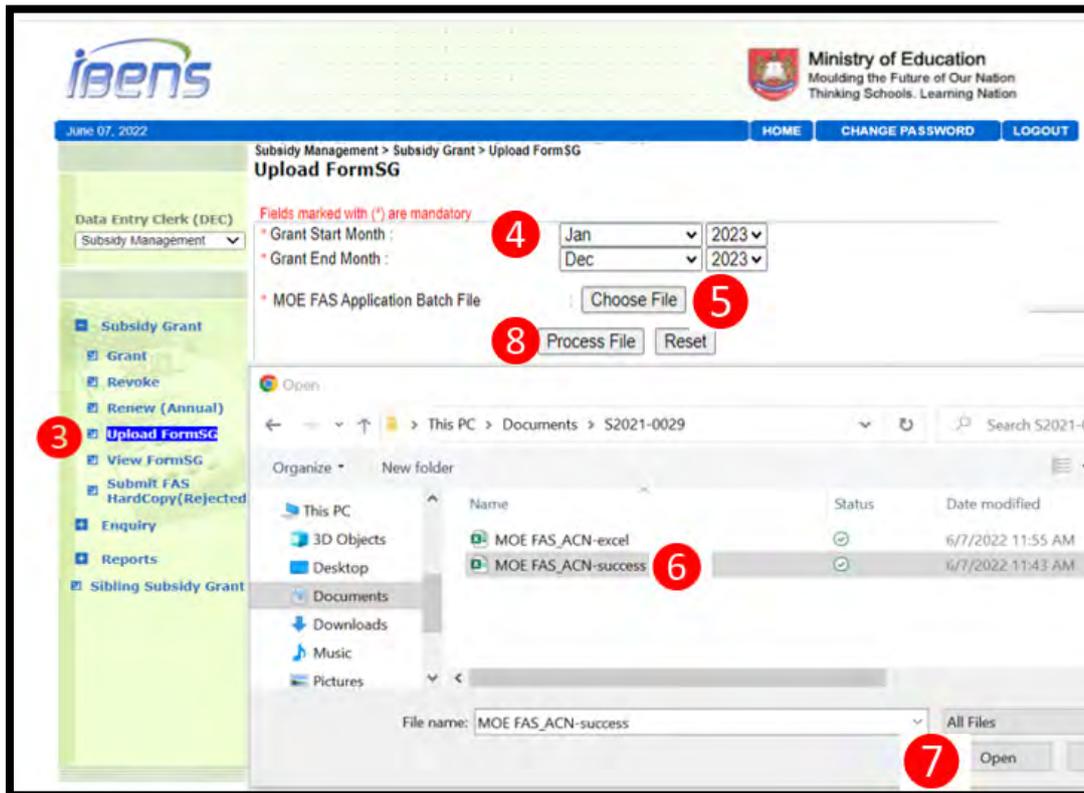


- 8.5 When the iBENS DEC is ready to upload the eFAS summary spreadsheet, login to iBENS and:**

1. Select Data Entry Clerk (DEC) role
2. Select Subsidy Management.



3. Select Subsidy Grant, then choose Upload FormSG.
4. Select the intended Grant Start and End Month.
5. Click Choose File to locate the folder that the eFAS Summary Spreadsheet is stored.
6. Select the file that has been saved as .csv format
7. Click the “Open” button.
8. Click on the “Process File” button for iBENS to validate the spreadsheet.



File [redacted] csv" processed successfully. Please proceed to submit the file by clicking "Submit" button.

Fields marked with (*) are mandatory

* Grant Start Month : Oct 2023

* Grant End Month : Dec 2023

* MOE FAS Application Batch File : Choose File No file chosen

Process File Reset

Upload Summary Details

Total No. of Records Processed	2
No. of Records Processed Successfully	1
No. of Records Processed with Error	1

Click Show Error Records Button To See More

Show Error Record Submit Cancel

- 8.6 At this stage, the student UIN and relevant information are only loaded in a staging area for the iBENS DEC to confirm records creation in iBENS. Only records that have passed the validation check can be created in iBENS.
- 8.7 After the file has been processed, the Upload Summary Details section will show the outcome of the uploading as follows–
- o **Total No. Records Processed** – the total number of records in the summary spreadsheet processed.
 - o **No. of Records Processed Successfully** – the total number of good records that have passed the validations.
 - o **No. of Records Processed with Error** – the total number of error records. Validation of these records have not been successful.
- 8.8 Click on the “Show Error Record” to view the Student UIN and Error Description for the failed records (if any). Please refer to table below on error description and the follow-up required.

List of Error Records

S/N	Student UIN	Error Description
1	G6803279I	The given Student has an existing subsidy record

Print Close

- 8.9 Click on the Print button to have a printout of the error records for follow-up action. Click on the Close button to close the pop-up window.
- 8.10 The iBENS DEC can click on the “Reset” button to clear the all the records that have been temporarily loaded in the staging area if he wants to correct the records that have failed the validation test in the same batch. The iBENS DEC can process the same batch later.
- 8.11 The iBENS DEC can click on the “Submit” button when he is ready to create the MOE FAS records in iBENS. Only the UINs that have passed the validation test will be created. UINs that failed the validation test will not be created and will be removed from the staging area.
- 8.12 It is not necessary to wait for all the UINs to pass validation before creating the MOE FAS records. iBENS DEC can upload the UINs that have passed validation first and subsequently upload the rest of the UINs in the batch after correcting the errors shown in para 8.15.
- 8.13 There is no restriction to the number of spreadsheets (batches) that the iBENS DEC can upload into iBENS.

8.14 The table below shows the list of Error Description and the explanation of the errors and helps iBENS DEC to identify possible errors in the parent's submission or the eFAS summary spreadsheet.

	Error Description	Explanation of Error	Action by iBENS DEC
1	a. Application date is empty	Application date (Timestamp) for each row must not be empty.	Check column B - application date format.
	b. Gross household income is empty	Verified Gross Household Income (GHI) for each row must not be empty.	Ensure Q of the summary spreadsheet is not empty
	c. Student Authority Ref. No. is empty.	Authority Reference Number for each row must not be empty.	Ensure S of the summary spreadsheet is not empty
2	a. GGAS count is not numeric	"Number of child/children studying in Government or Government-Aided Schools" column must be numeric only (1, 2, 3, 4, 5)	Ensure column J of the summary spreadsheet is numeric (1, 2, 3, 4, 5)
	b. Non-GGAS count is not numeric	"Number of unmarried child(ren) not studying in Government or Government-Aided Schools" column must be numeric only (0, 1, 2, 3, 4)	Ensure column AU of the summary spreadsheet is numeric (0, 1, 2, 3, 4)
	c. Grandparent count is not numeric	"number of Grandparents staying in the same residential address" column must be numeric only (0, 1, 2, 3)	Ensure column CF of the summary spreadsheet is numeric (0, 1, 2, 3)
	d. Gross household income is not numeric	"Verified Gross Household Income (GHI)" column must be nearest dollar with no decimal points (0, 1, 2, 3, 4, 5, 6, 7, 8, 9)	Ensure column DP of the summary spreadsheet is a whole number
3	Invalid UIN. Student UIN/NRIC should exist in iBENS, is Active and SC	Error in Student UIN for one of the reasons: UIN format error (Begin with 'S' or 'T', or the last letter does not match the sequence of numbers), Student not found, Student not a SC, Student status is not Active.	Check student record in iBENS or School Cockpit to ensure that UIN is correct, student is a SC.
4	Invalid application date	Application date (Timestamp) format must be in DD/MM/YYYY format.	Check column B - application date format.
5	GGAS count should be at least 1	"Number of child/children studying in Government or Government-Aided Schools" column must be at least 1.	Ensure column J of the summary spreadsheet must be at least 1.
6	No sibling details	Number of child/children studying in Government or Government-Aided Schools must correspond to the number of student UIN for each row.	Ensure column J of the summary spreadsheet must be at least 1.
7	Student UIN/NRIC should be Active and SC in iBENS	Student not found, Student not a SC, Student status is not Active, Student is not studying in a Government or Government-Aided School (Please refer to Annex B).	Check student record in iBENS or School Cockpit to ensure that UIN is correct, student is a SC.
9	Duplicate records found upon submission	Duplicate Student UIN in the same file.	Delete one of the duplicate row in the spreadsheet and submit the file again.
10	Student-parent relationship is invalid	Parent and child relationship is different from iBENS' record.	Please refer to Annex B.
11	FormSG application has already been uploaded for this student	There is an existing MOE FAS application with status Pending for Review, Pending Submission, Pending Submission or Rejected for this period. Parent has submitted another MOE FAS application.	Process the existing MOE FAS record in iBENS or use the delete record function to delete the erroneous record.
12	Subsidy application is already pending for approval for this student	There is an existing MOE FAS application with status Pending for Approval for this period. Parent has submitted another MOE FAS application	Process the existing MOE FAS record in iBENS Process the existing MOE FAS record in iBENS or use the delete record function to delete the erroneous record.
13	For main student, Student's school is not the same with the DEC	Parent has selected the wrong school of the first child. Only DEC of the first child on the eFAS applicant can process the application	Please refer to Annex B.
14	For sibling, Main Student's school is not the same with the DEC	As parent has selected the wrong school of the first child. The siblings' FAS application will also be flagged as an error.	Please refer to Annex B.



MOE FAS Application Through FormSG (eFAS) User Guide

15	No valid records to submit	If all records from file are error records, user will not be able to proceed with the submission.	Inform FPD
16	Grant Start month cannot be prior to the current month	Grant Start month is before current month. No backdating of grant period.	Change grant start month to current (if it is Jan) or following month.
17	The given student has a existing subsidy record	The student has already been granted MOE FAS for the same period.	Check if the student is already granted MOE FAS for the same period.

9. iBENS Subsidy Management Screens for Processing eFAS Applications

- 9.1 iBENS has been enhanced to process the uploaded eFAS application and has introduced the concept of application status.
- 9.2 After uploading the eFAS applications into iBENS via the eFAS Summary Spreadsheet, the iBENS DEC and AO can track the progress of an eFAS application by its application status.
- 9.3 Unlike processing hardcopy MOE FAS where the iBENS DEC needs to finish data entry and route to the iBENS AO in the same session, the eFAS records are saved according to its application status. iBENS DEC can retrieve the records according to the application status and continue to work on it later.
- 9.4 The table below explains how the application status is inter-related, ie. the meaning of each of the statuses.

	Application Status	Explanation
1	Pending For Review	<ul style="list-style-type: none"> When the eFAS application is first created from the summary spreadsheet. iBENS DEC can edit the following: <ul style="list-style-type: none"> GHI, Number of family members <ul style="list-style-type: none"> No. of Siblings including the student No. of Grandparents. Select the correct income criteria used, MOE FAS grant period Recommend granting or not to grant MOE FAS (Yes or No) <p>Note: iBENS DEC should change the household information only if there are amendments to the application due to clarifications with the parent or instructions from iBENS AO (Please refer to Annex B)</p>
2	Pending Submission	iBENS DEC has reviewed the MOE FAS record but has not routed the record to the iBENS AO
3	Pending Approval	iBENS AO has not approved the recommendation to grant or not to grant MOE FAS
4	Approved	iBENS AO has approved the recommendation to grant MOE FAS
5	Unsuccessful MOE FAS	<ul style="list-style-type: none"> iBENS AO has approved the recommendation not to grant MOE FAS Unsuccessful MOE FAS records are saved in iBENS for school's future data analysis
6	Rejected	There is an error in the submission and iBENS DEC can correct the error and re-route the record to iBENS AO for approval

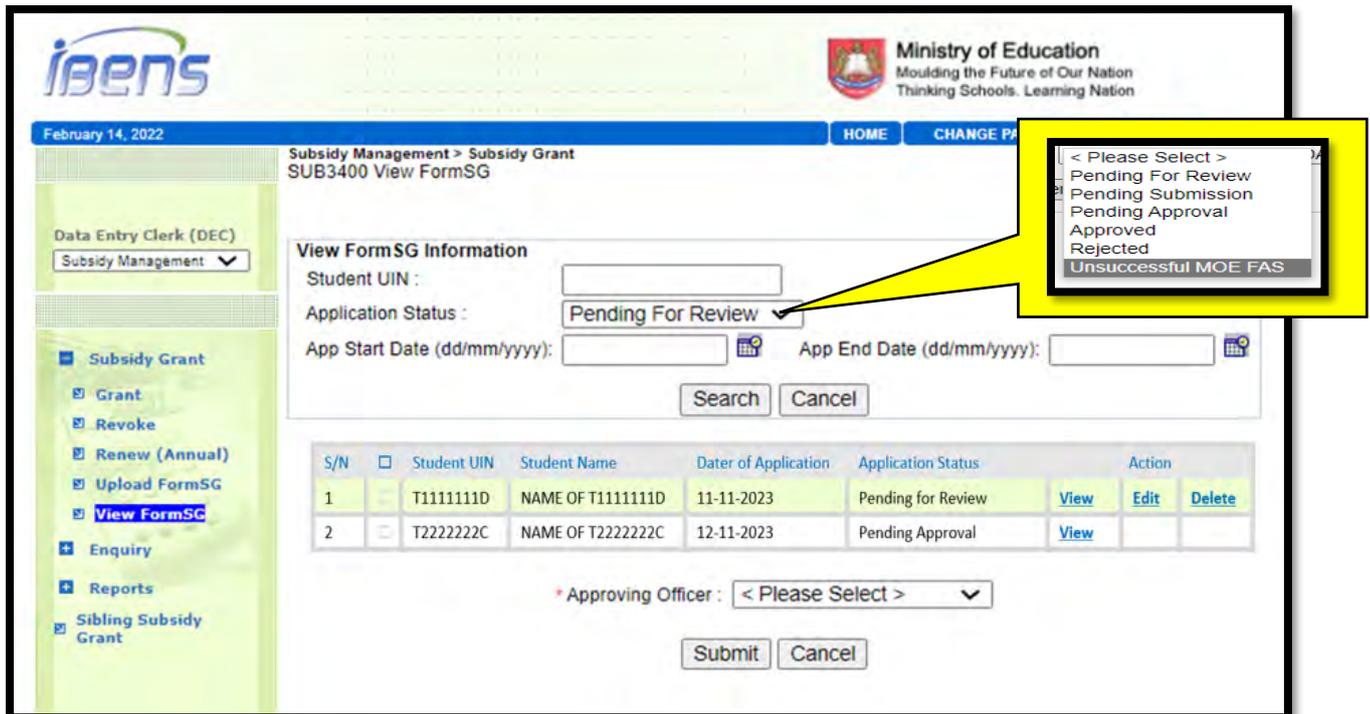
- 9.5 If the parent provides the information of his children in the same school or another GGAS in the same eFAS application, iBENS will capture this information and automatically grant MOE FAS to the siblings if the MOE FAS application is successful.

Processing eFAS applications in iBENS by DEC

- 9.6 After submitting the eFAS summary spreadsheet, the iBENS DEC can retrieve the created records from the “View FormSG” tab.
- 9.7 The iBENS DEC can search for the created record(s) by any of the following options:
- Student UIN,
 - Application status
 - By date range: eFAS Application Start Date to Application End Date.

If the DEC clicks Search without selecting any parameters, all records available will be retrieved.

- 9.8 Click on View or Edit to display the individual eFAS application.

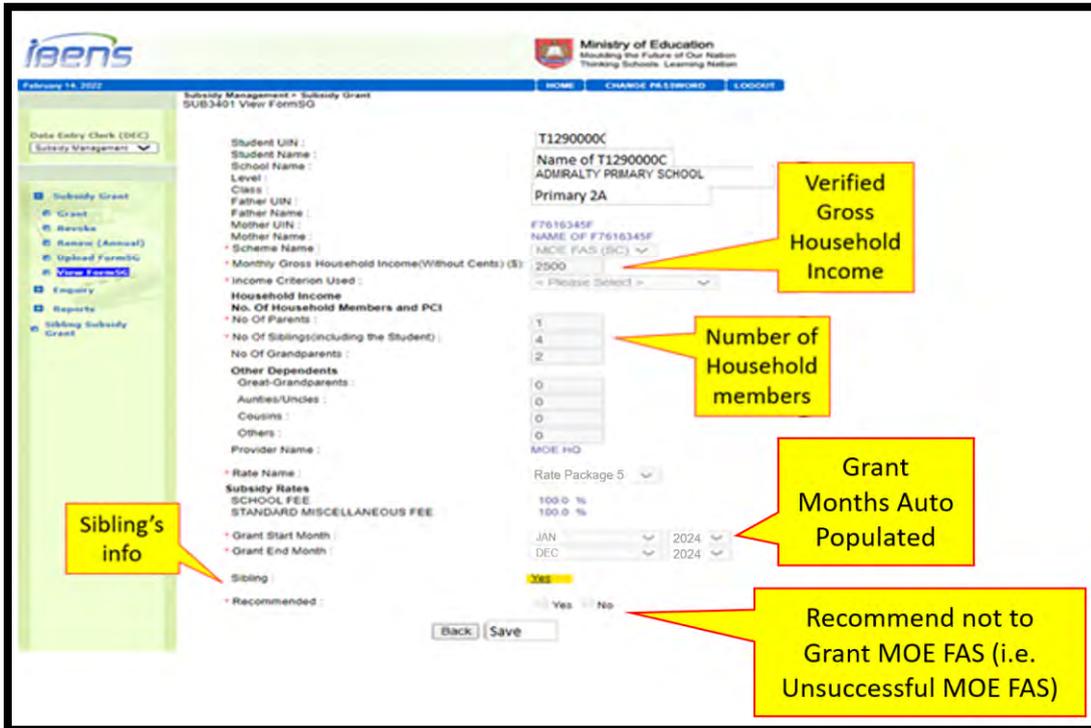


The screenshot shows the iBENS web application interface. The top navigation bar includes the iBENS logo, the date 'February 14, 2022', and the Ministry of Education logo with the tagline 'Moulding the Future of Our Nation Thinking Schools. Learning Nation'. The main content area is titled 'Subsidy Management > Subsidy Grant SUB3400 View FormSG'. On the left, there is a sidebar with a 'Data Entry Clerk (DEC)' dropdown set to 'Subsidy Management' and a list of menu items: Subsidy Grant (Grant, Revoke, Renew (Annual), Upload FormSG, View FormSG), Enquiry, Reports, and Sibling Subsidy Grant. The main area contains a 'View FormSG Information' section with input fields for 'Student UIN', 'Application Status' (set to 'Pending For Review'), 'App Start Date', and 'App End Date'. A yellow callout box highlights the 'Application Status' dropdown menu, which lists the following options: '< Please Select >', 'Pending For Review', 'Pending Submission', 'Pending Approval', 'Approved', 'Rejected', and 'Unsuccessful MOE FAS'. Below the input fields are 'Search' and 'Cancel' buttons. At the bottom, there is an 'Approving Officer' dropdown set to '< Please Select >' and 'Submit' and 'Cancel' buttons. A table below the form displays application records:

S/N	Student UIN	Student Name	Dater of Application	Application Status	Action
1	T1111111D	NAME OF T1111111D	11-11-2023	Pending for Review	View Edit Delete
2	T2222222C	NAME OF T2222222C	12-11-2023	Pending Approval	View

9.9 The new view FormSG screen has the following features:

- Sibling(s)' info field. If the parent includes information of siblings studying in GGAS, this would be indicated with **Yes**.
- Recommend granting MOE FAS, based on the income eligibility criteria, to be indicated with Yes or No.



The screenshot shows the 'Subsidy Management - Subsidy Grant' form in the FormSG system. The form is for student T1290000C, ADMRALTY PRIMARY SCHOOL, Primary 2A. Key features highlighted by yellow callouts include:

- Verified Gross Household Income:** The 'Monthly Gross Household Income(Without Cents) (\$)' field is set to 2000.
- Number of Household members:** The 'No. Of Household Members and PCI' field is set to 2.
- Grant Months Auto Populated:** The 'Grant Start Month' is JAN 2024 and 'Grant End Month' is DEC 2024.
- Recommend not to Grant MOE FAS (i.e. Unsuccessful MOE FAS):** The 'Recommended' field is set to 'No'.
- Sibling's info:** The 'Sibling' field is highlighted, indicating a field for sibling information.

9.10 Upon saving the changes made, the application status of the record will be changed from "Pending for Review" to "Pending Submission".

9.11 The DEC can “tick” each or all records, select the iBENS Approving officer (AO) from the dropdown list and route to the AO for approval. The application status will then be changed from “Pending Submission” to “Pending Approval”.

Subsidy Management > Subsidy Grant
SUB3400 View FormSG

Data Entry Clerk (DEC)
Subsidy Management

View FormSG Information

Student UIN :

Application Status : Pending Submission

App Start Date (dd/mm/yyyy): App End Date (dd/mm/yyyy):

S/N	<input type="checkbox"/>	Student UIN	Student Name	Date of Application	Application Status	Action
1	<input type="checkbox"/>	T1200000C	NAME OF T1200000C	11-11-2023	Pending Submission	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
2	<input checked="" type="checkbox"/>	T1090000B	NAME OF T1200000C	12-11-2023	Pending Submission	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

* Approving Officer :

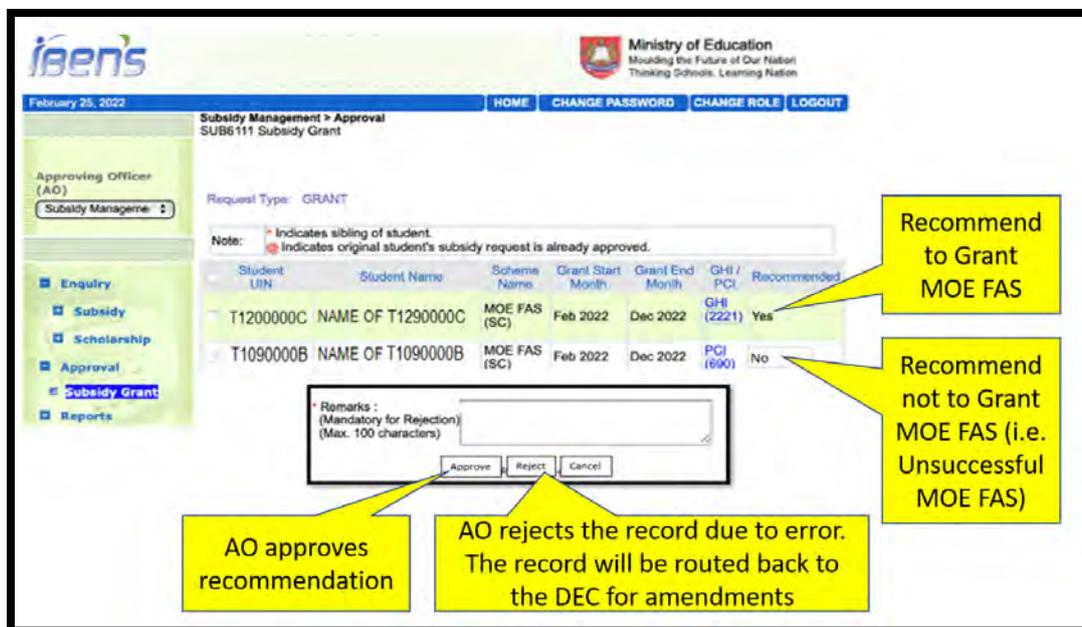
Select AO and route for approval

Subsidy Management > Subsidy Grant
SUB3402 View FormSG

Authority Reference Number:

No. of Successful Main Applicant submitted: 1

- 9.15 A new column has been introduced for eFAS approval. The iBENS AO approval can be given **to grant** MOE FAS or **not grant** MOE FAS. The unsuccessful eFAS applications are saved for the school's future data analysis.



The screenshot shows the iBENS Subsidy Management - Approval interface. A table lists MOE FAS applications with columns for Student UIN, Student Name, Scheme Name, Grant Start Month, Grant End Month, GHI/PCI, and Recommended. Callouts explain the 'Recommended' column and the 'Approve'/'Reject' buttons.

Student UIN	Student Name	Scheme Name	Grant Start Month	Grant End Month	GHI / PCI	Recommended
T1200000C	NAME OF T1290000C	MOE FAS (SC)	Feb 2022	Dec 2022	GHI (2221)	Yes
T1090000B	NAME OF T1090000B	MOE FAS (SC)	Feb 2022	Dec 2022	PCI (690)	No

Remarks: (Mandatory for Rejection) (Max. 100 characters)

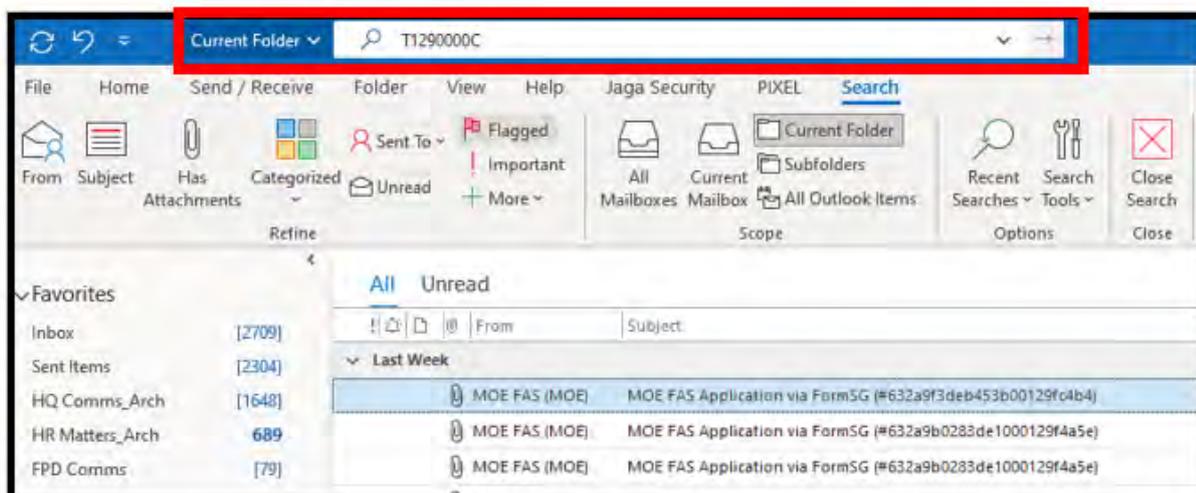
Buttons: Approve, Reject, Cancel

Callouts:

- Recommend to Grant MOE FAS
- Recommend not to Grant MOE FAS (i.e. Unsuccessful MOE FAS)
- AO approves recommendation
- AO rejects the record due to error. The record will be routed back to the DEC for amendments

- 9.16 The iBENS AO can click on the UIN to display the student's FAS details. The AO can match the iBENS entry with the eFAS application email and the relevant supporting documents before approving the recommendation.

- 9.17 iBENS will sort the UINs in ascending order regardless of the order of input. iBENS AO can use the search function (shown below) in Microsoft outlook to retrieve the eFAS email.



The screenshot shows the Microsoft Outlook search results for 'T1290000C'. The search results are sorted by UIN in ascending order. The search bar is highlighted with a red box.

Search Results:

From	Subject
MOE FAS (MOE)	MOE FAS Application via FormSG (#632a9f3deb453b00129f04b4)
MOE FAS (MOE)	MOE FAS Application via FormSG (#632a9b0283de1000129f4a5e)
MOE FAS (MOE)	MOE FAS Application via FormSG (#632a9b0283de1000129f4a5e)



MOE FAS Application Through FormSG (eFAS) User Guide

9.18 The screenshot below shows the student's FAS details.

Subsidy Management - Approval
SUB6112 Subsidy Grant

Approving Officer (AO)
Subsidy Management

Request Type : SUB_GRANT
Request Submission Date : 15/11/2021
Request By : NAME OF S1255726D
Request Remarks :
Authority Ref. No. : FASFORMSG_012022_006

Student UIN : T1290000C
Student Name : Name of T1290000C
School Name : ADMIRALTY PRIMARY SCHOOL
Level : Primary 2A
Class :
Father UIN : F6825597Z
Father Name : NAME OF F6825597Z
Mother UIN : F8583244A
Mother Name : NAME OF F8583244A
Sibling Student UIN :
Sibling Student Name :

Household Income
Income Criterion Used : Gross Household Income
Monthly Gross Household Income(Without Cents) : 2000

No. Of Household Members and PCI
No Of Parents : 2
No Of Siblings(including the Student) : 1
No Of Grandparents : 0
Other Dependents :
Great-Grandparents : 0
Aunties/Uncles : 0
Cousins : 0
Others : 0
Total No Of Household Members : 3
Per Capita Income : 666

Scheme Name : MOE FAS (SC)
Provider Name : MOE HQ
Rate Package Name : Rate Package 4

Subsidy Rates
SCHOOL FEE : 0.0 %
STANDARD MISCELLANEOUS FEE : 100.0 %

Grant Start Month : Jan 2022
Grant End Month : Dec 2022

OK

9.19 iBENS AO can also reject the record(s) routed if there are errors in the submission and iBENS DEC needs to correct these errors. It is mandatory to include the reason(s) for rejecting the submission so that the iBENS DEC can correct the errors.

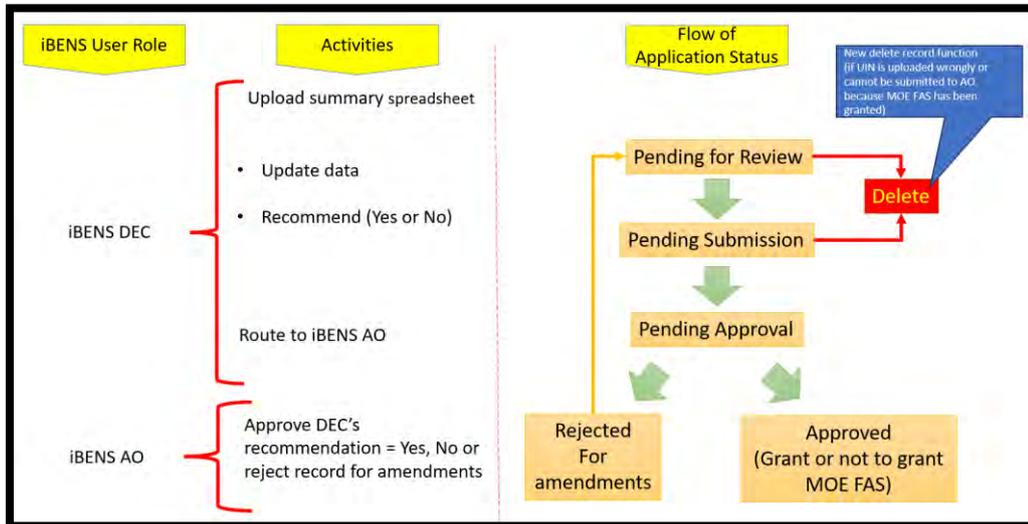
Remarks :
(Mandatory for Rejection)
(Max. 100 characters)

Approve **Reject** Cancel

NOTE: Rejecting a submission does not mean that the eFAS application is unsuccessful. The application is ONLY unsuccessful if the recommendation NOT to grant MOE FAS is approved.

10. Housekeeping eFAS records with the Delete Record Function

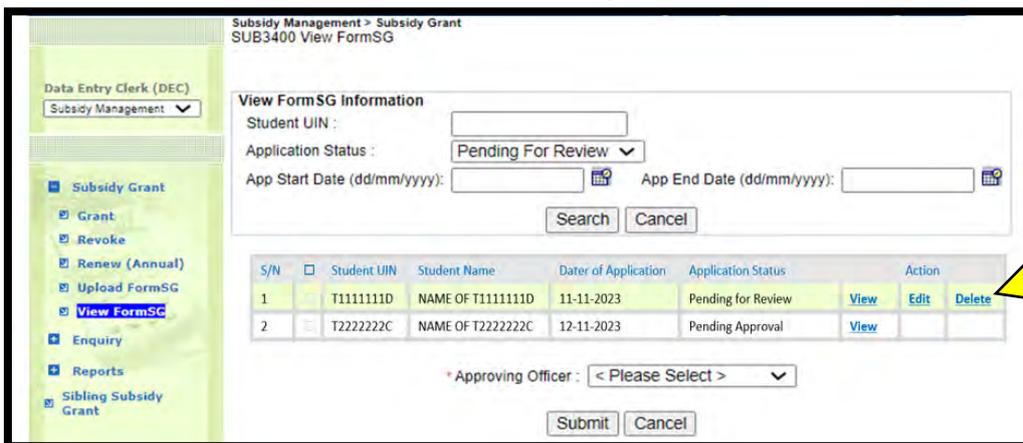
10.1 The diagram below shows the activities of the iBENS users and the flow of the eFAS application status.



10.2 A new delete record function is created to help the iBENS DEC housekeep uploaded eFAS records that are erroneous or was granted MOE FAS by the backend ComCare interface before the iBENS AO can approve the recommendation.

10.3 Only records with application status "Pending for Review or Pending Submission" can be deleted by the iBENS DEC.

10.4 If an erroneous record has been routed to the iBENS AO, the AO can reject the record so that the system can reroute it back to the iBENS DEC. The iBENS DEC can then delete the record if necessary.



The screenshot shows the 'View FormSG Information' page in the system. It includes a search form with fields for Student UIN, Application Status (set to 'Pending For Review'), App Start Date, and App End Date. Below the search form is a table of records:

S/N	Student UIN	Student Name	Date of Application	Application Status	Action
1	T1111111D	NAME OF T1111111D	11-11-2023	Pending for Review	View Edit Delete
2	T2222222C	NAME OF T2222222C	12-11-2023	Pending Approval	View

At the bottom, there is an 'Approving Officer' dropdown menu and 'Submit' and 'Cancel' buttons.

New delete record function for records with application status Pending for Review or Pending Submission

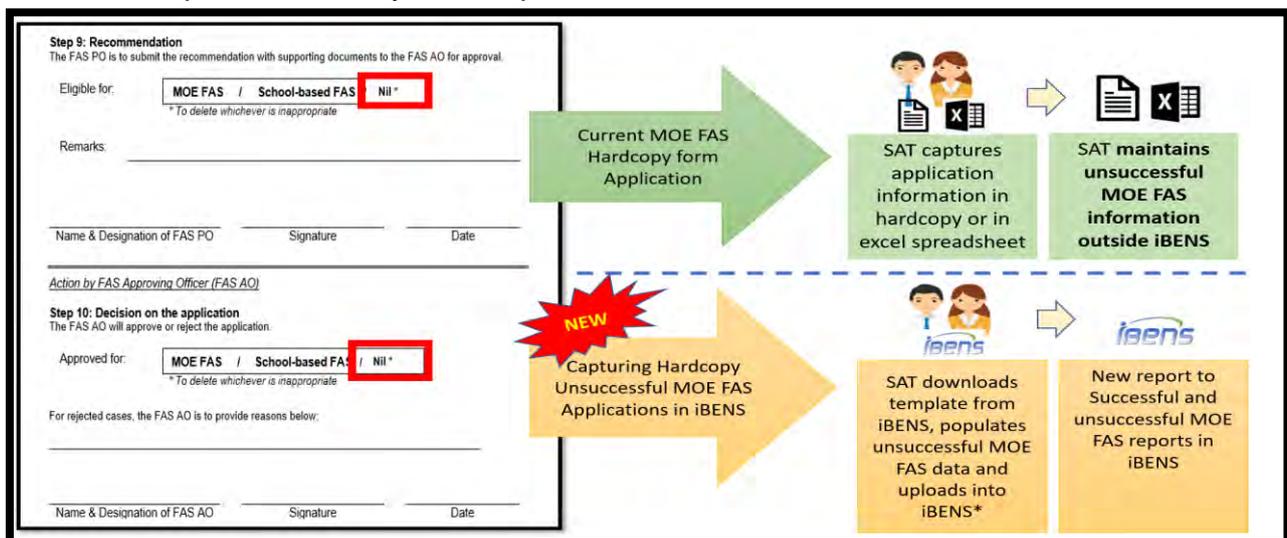
10.5 If a record has been deleted by mistake, the iBENS DEC can upload the record again using the same eFAS FormSG function in Section 7 above.

11. Capturing Hardcopy Unsuccessful MOE FAS Applications in iBENS

- 11.1 In the previous section, unsuccessful MOE FAS records are captured when iBENS AO approves iBENS DEC's recommendation not to grant MOE FAS to the eFAS application.
- 11.2 For hardcopy application, some SAT captures unsuccessful MOE FAS application information outside iBENS in hardcopy or excel spreadsheets.
- 11.3 To give schools the complete picture, iBENS is also enhanced to allow schools capture the hardcopy unsuccessful applications using a simple template (UIN, GHI, PCI and FAS validity period).
- 11.4 The table below summarises how the FAS application information will be captured based on the different modes of application.

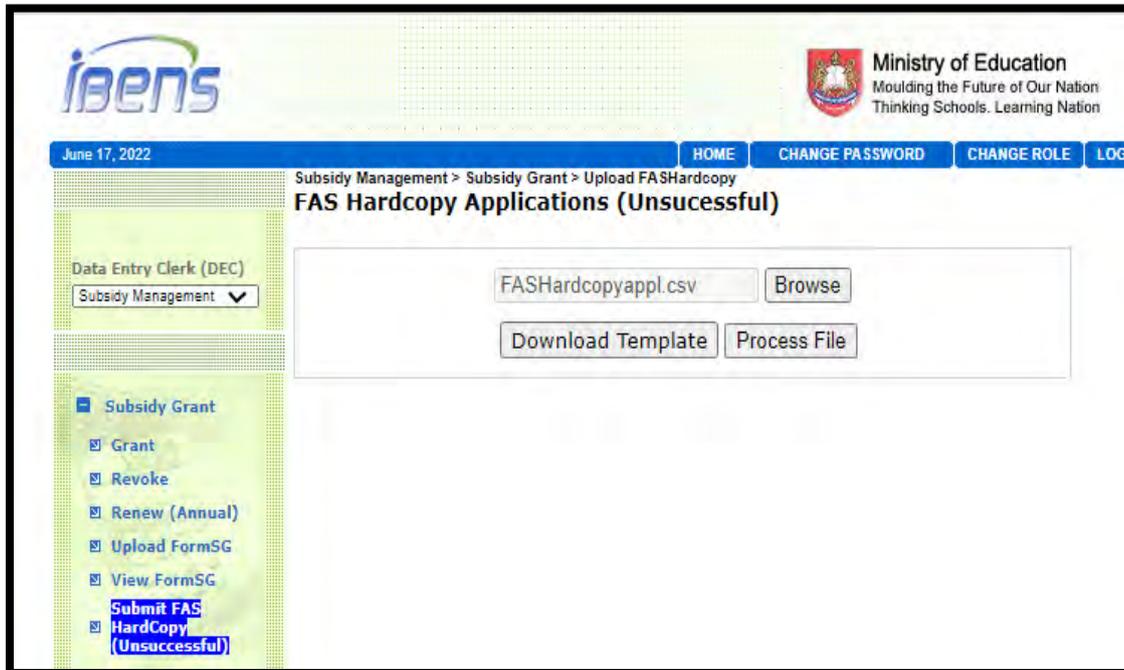
Enhancements to iBENS to enable schools to capture all MOE FAS application information		
Mode of Application	Successful MOE FAS	Unsuccessful MOE FAS
eFAS using FormSG	SAT uploads eFAS summary spreadsheet into iBENS	
Hardcopy FAS Application Form	iBENS DEC enters the records into iBENS (No change)	iBENS DEC populate template and upload into iBENS

- 11.5 The workflow below illustrates how hardcopy unsuccessful MOE FAS applications are captured currently as compared to the new workflow.

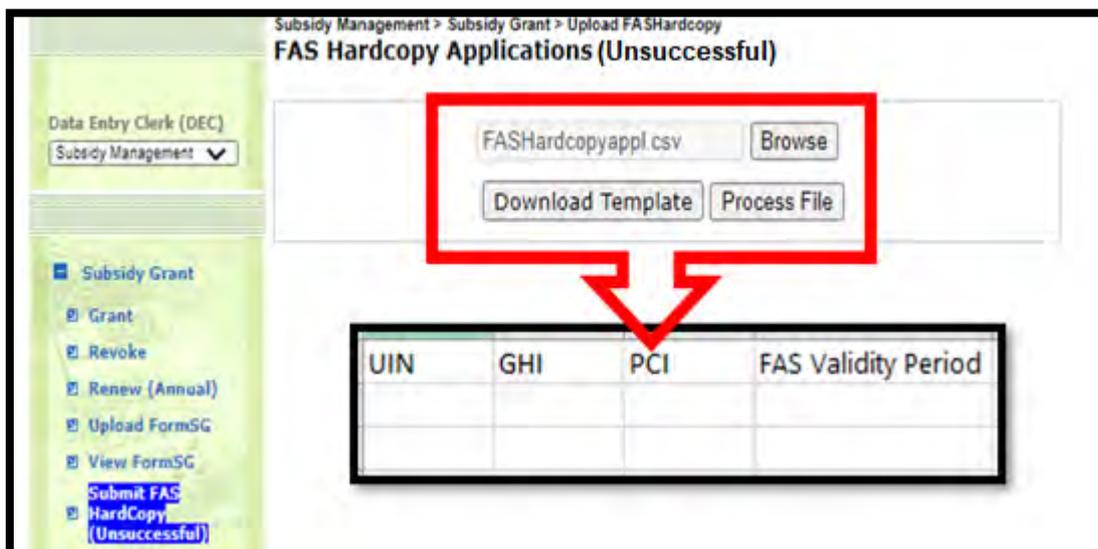


SAT can upload unsuccessful MOE FAS records during the school lull period (e.g. term break).

- 11.6 A new iBENS UI was created for the iBENS DEC to facilitate the upload of hardcopy unsuccessful MOE FAS records.



- 11.7 To prevent file format error, iBENS DEC can download the required template from the new UI. Only 4 data items are required for upload to keep data entry effort of SAT manageable.





MOE FAS Application Through FormSG (eFAS) User Guide

- 11.8 After populating the hardcopy unsuccessful MOE FAS records into the template, the iBENS DEC can upload the updated template into iBENS using the “Browse” and “Process file” buttons.
- 11.9 At this stage, the student UIN and relevant information are only loaded in a staging area for iBENS DEC to confirm records creation in iBENS. Only records that have passed the validation check can be created in iBENS.
- 11.10 The “Status” section will show the number of records that have passed the basic validation test and the number of records that have failed the validation test.
- 11.11 The iBENS DEC can click on the “Show Error Record” to view the Student UIN and Error Description for the failed records (if any). Please refer to table below on error description and the follow-up required.
- 11.12 The “Discard” button clears the all the records that have been temporarily loaded in the staging area if he wants to correct the records that have failed the validation test in the same batch and upload again later.
- 11.13 The iBENS DEC can click on the “Submit” button when he is ready to create the MOE FAS records in iBENS. Only UINs that have passed the validation test will be created. UINs that failed the validation test will not be created and will be removed from the staging area.

Subsidy Management > Subsidy Grant > Upload FASHardcopy

FAS Hardcopy Applications (Unsuccessful)

Note:

- Please note any modifications to the uploaded data need to be performed in the uploaded file and upload again.
- "Discard" will clear and navigate user back to Upload file.

Status: Total: 7 / Successful in upload: 3 / Error during upload: 4

SNo	UIN	GHI	PCI	FAS VALIDITY YEAR
1	T0134578D	4000	1000	2023
2	T0700002J	4300	2000	2022
3	T0900123Z	8800	2400	2023



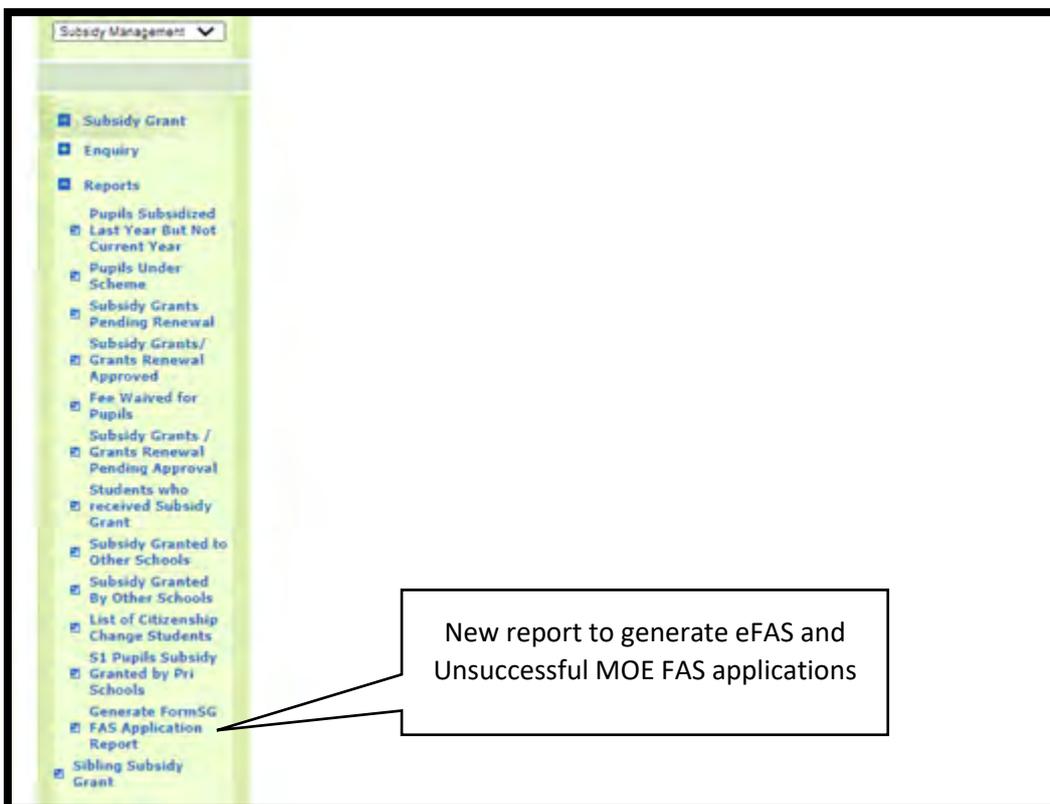
MOE FAS Application Through FormSG (eFAS) User Guide

11.14 The table below list the error messages and the corresponding explanations.

	Error Message Prompt	Explanation	Action by iBENS DEC
1	Student's school is not the same with the DEC	The student is not from the iBENS DEC's school and record cannot be created.	Check student record in iBENS or School Cockpit to ensure that UIN is correct and student status is active in school.
2	Invalid UIN. Please check given student UIN/NRIC if exist in iBENS, Active or Citizenship	Error in Student UIN for one of the reasons: UIN format error (Begin with 'S' or 'T', or the last letter does not match the sequence of numbers), Student not found, Student not a SC, Student status is not Active.	UIN format error. Please check given student UIN/NRIC if exist in iBENS, Active or if the student is a SC.
3	Please enter valid GHI (Gross Household Income)	"Gross Household Income (GHI)" column must be nearest dollar with no decimal points.	Please use only whole numbers
4	Please enter valid PCI (Per Capital Income)	"Per Capita Income" column must be nearest dollar with no decimal points.	Please use only whole numbers
5	Please enter valid FAS Validity Year	Validity Year must be in the format YYYY	Please ensure year format is numeric.

12. New iBENS Reports for eFAS and Unsuccessful MOE FAS Applications

- 12.1 A new report is made available to iBENS DEC and AO to print the list of eFAS applications based on the application status. This report can also be used to print all unsuccessful MOE FAS applications (Captured via eFAS or uploaded using the template in the previous section).
- 12.2 The new report is available in the Subsidy Management “Report” tab called “Generate FormSG FAS Application Report”.





MOE FAS Application Through FormSG (eFAS) User Guide

12.3 The report can be generated with the following parameters:

- By date range: Application Start Date to Application End Date; or
- By Application Status

iBENS will generate all available records for all periods if all the report parameters are left blank.

RMSUB916 Generate FormSG FAS Application Report

Start Date of Application (dd/mm/yyyy):

End Date of Application (dd/mm/yyyy):

Application Status :

School Name :

< Please Select >

Pending For Review

Pending Submission

Pending Approval

Approved

Rejected

Unsuccessful MOE FAS

12.4 This report can be exported in PDF or Excel format

Export Report To:

PDF

Excel

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12.5 The screen print below shows a sample report.

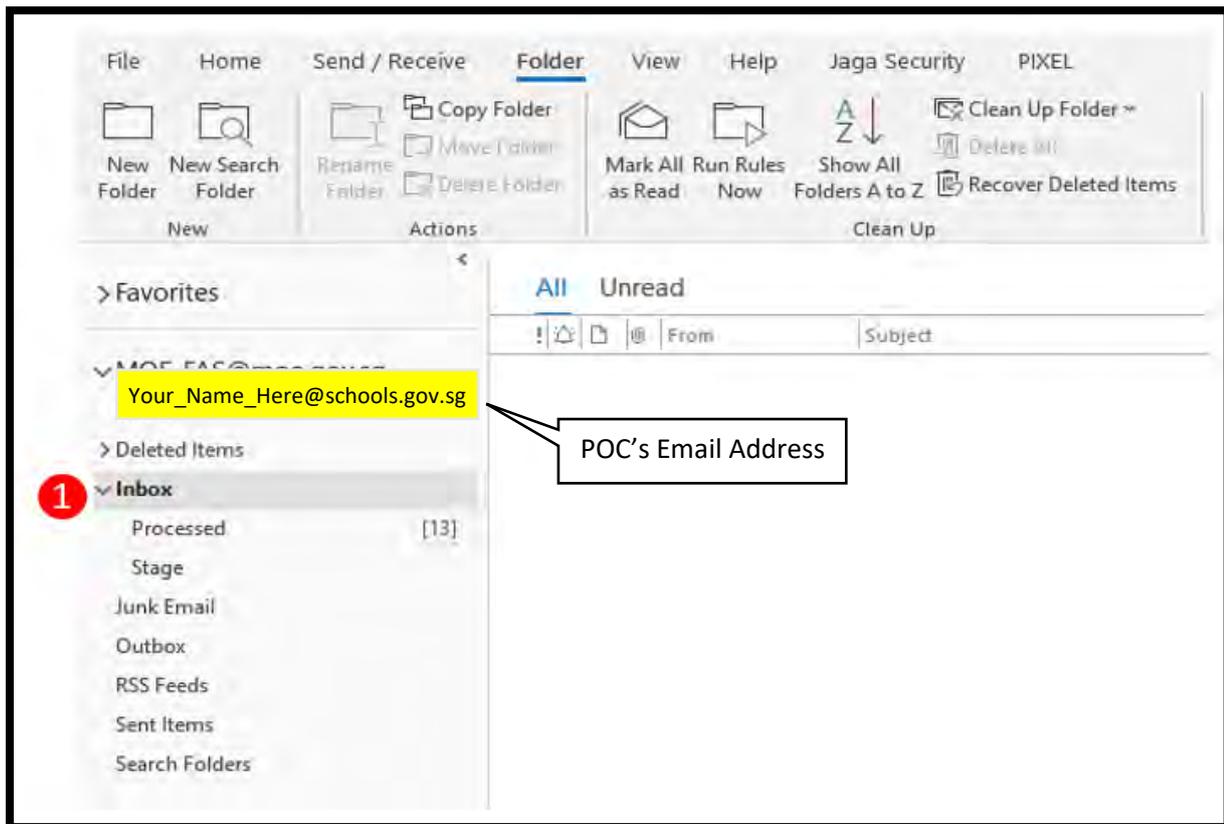
S/N	Student UIN	Student Name	Grant Status	Grant Start Date	Grant End Date	Authority Reference Number	GHI	PCI	Entry Source	Remarks
1	70076B	NAME OF 0076B	Pending Approval	Aug 2022	Dec 2022	SIT_Pending	100	33	Online	
2	552978G	NAME OF 2978G	Approved	Aug 2022	Dec 2022	SIT_Approved	155	33	Online	
3	290976H	NAME OF 0976H	Rejected	Aug 2022	Dec 2022	SIT_Rejected	123	33	Online	Rejected with error
4	872975B	NAME OF 2975B	Unsuccessful MOE FAS				7000	1000	Hardcopy	
5	418472A	NAME OF 8472A	Unsuccessful MOE FAS				3000	700	Hardcopy	
6	840477F	NAME OF 0477F	Pending Submission	Aug 2022	Dec 2022	UAT_Pending	100	33	Online	
7	162170C	NAME OF 82170C	Pending Submission	Aug 2022	Dec 2022	SIT_Approved	123	33	Online	

Annex A (Creating email rules in Microsoft Outlook)

Introduction

This section illustrates how a Point of Contact (POC) can create a sub-folder in Microsoft Outlook and setup email rules in so that eFAS Summary Spreadsheet, Password to open the spreadsheet and the individual eFAS application emails be automatically saved into this sub-folder.

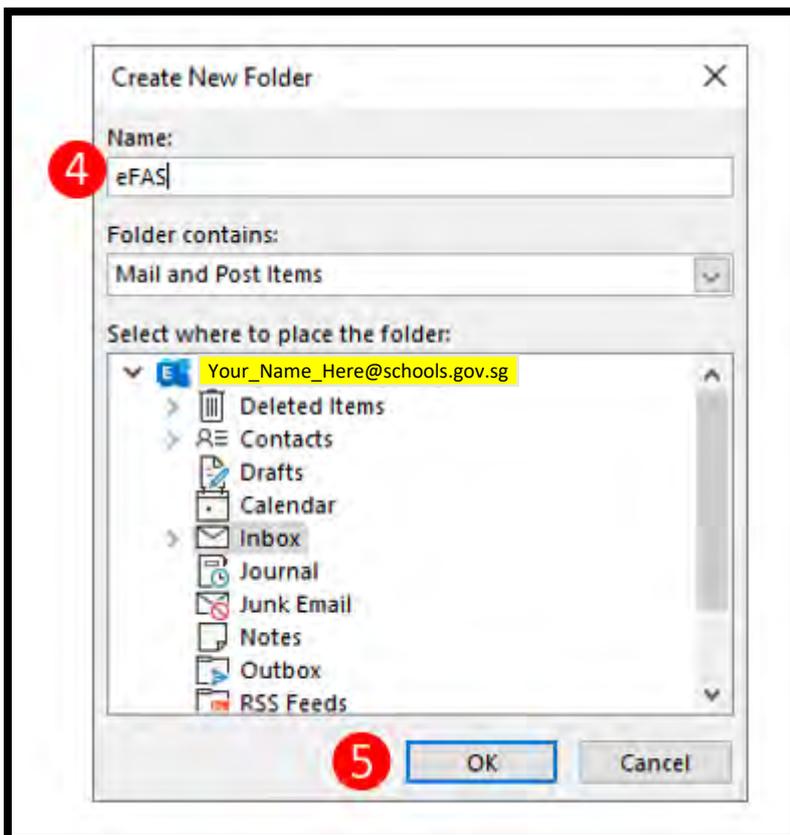
1. Upon starting Microsoft Outlook, click on “Inbox” to select the Inbox folder.



2. Click on the “Folder” button.
3. Then Click on the “New Folder” button.

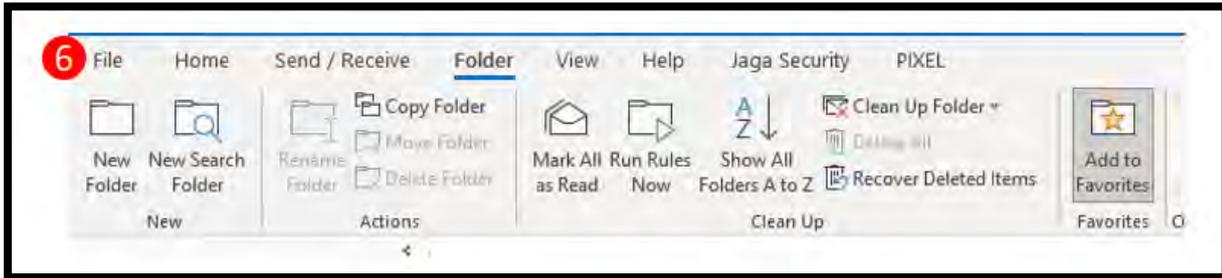


4. Enter the name of the sub-folder to be created. In this case, the new folder is called 'eFAS'.
5. Click "OK" to create the new sub-folder.

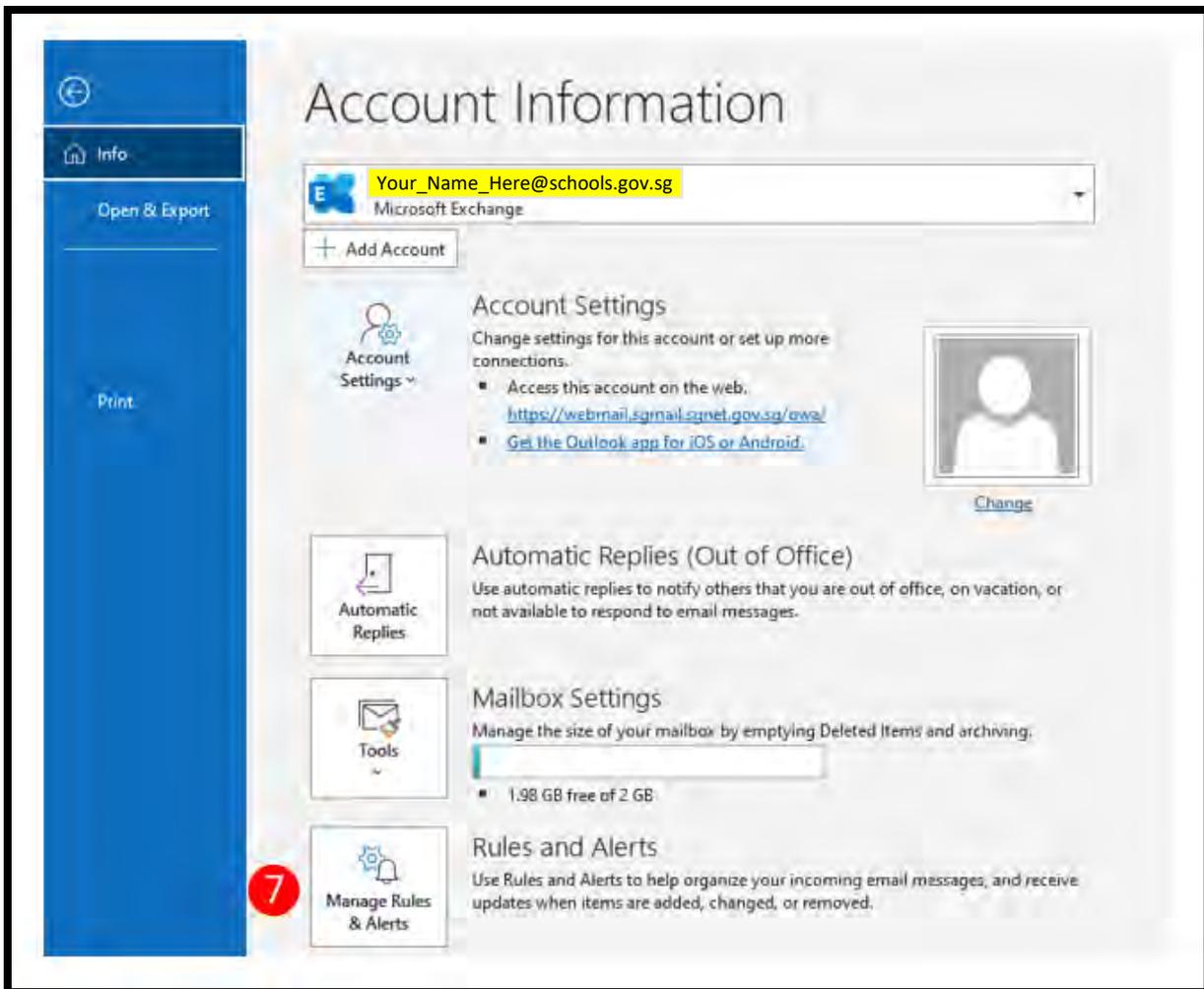




6. After creating the sub-folder, Click on the “File” button.



7. Select the “Manage Rules & Alert” button.

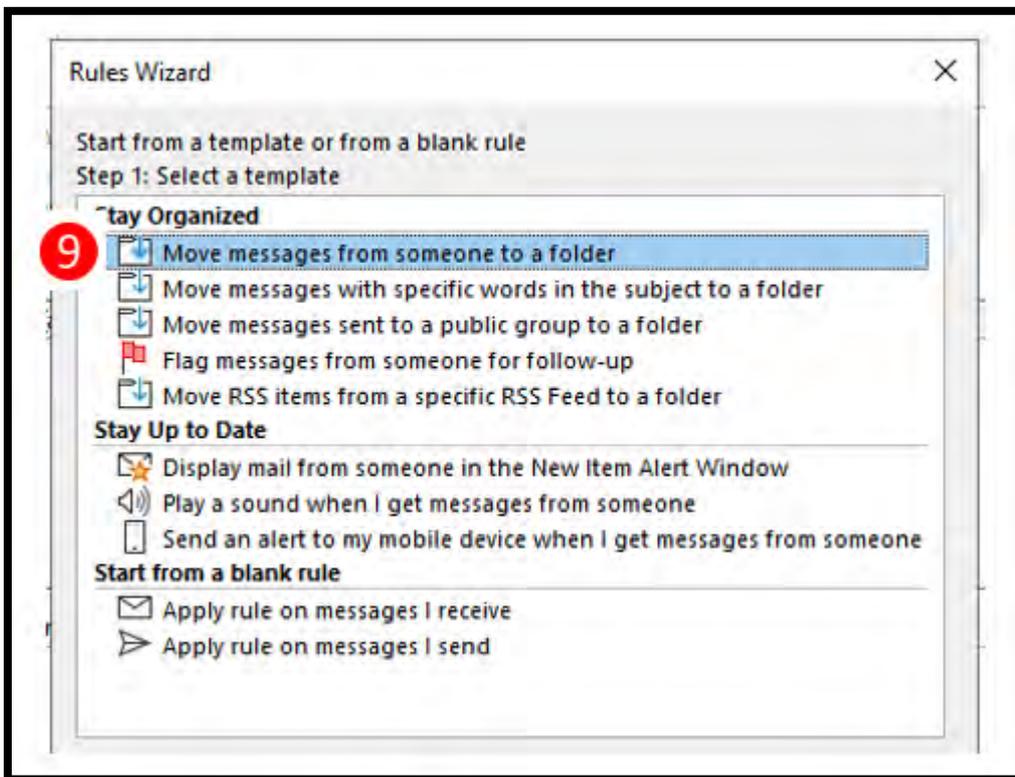




8. Select “New Rule” button to make a rule.

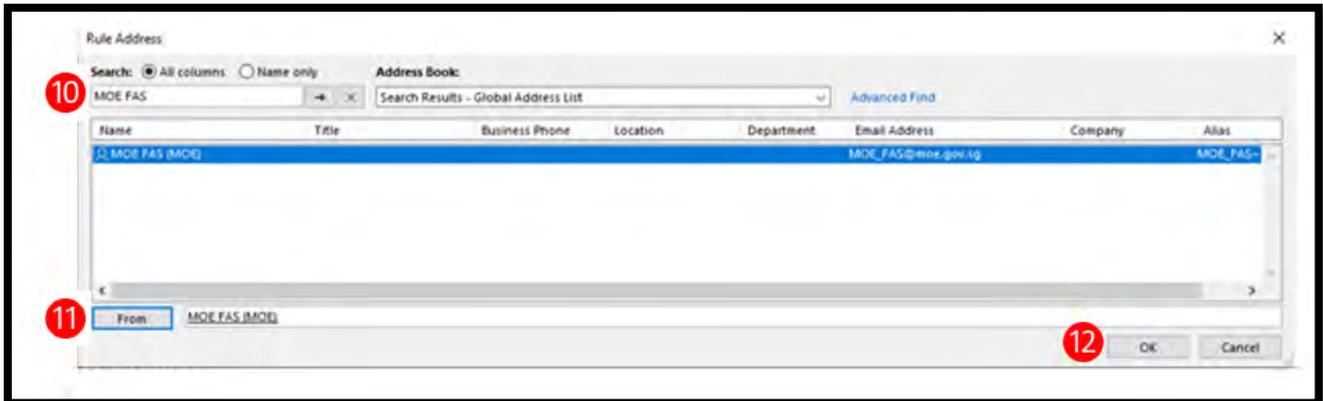


9. Select “Move messages from someone to a folder” to move all emails from MOE_FAS@moe.gov.sg to a specific folder and click on the “Next” button to continue.

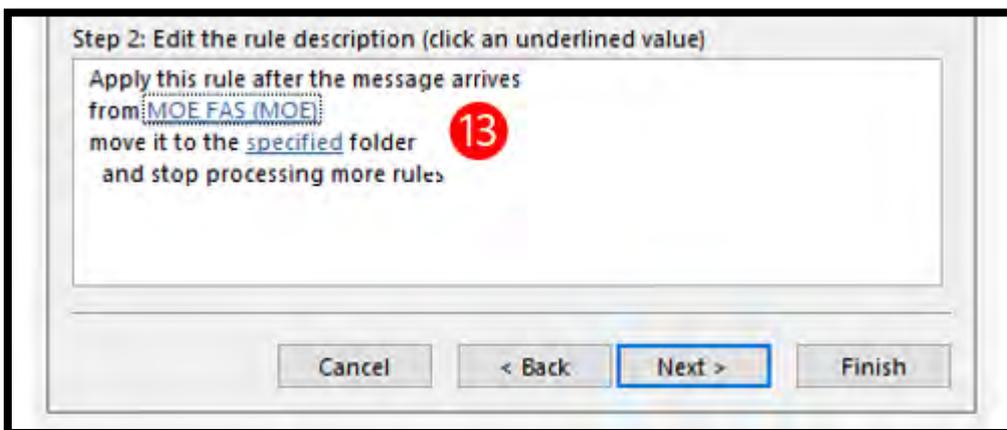




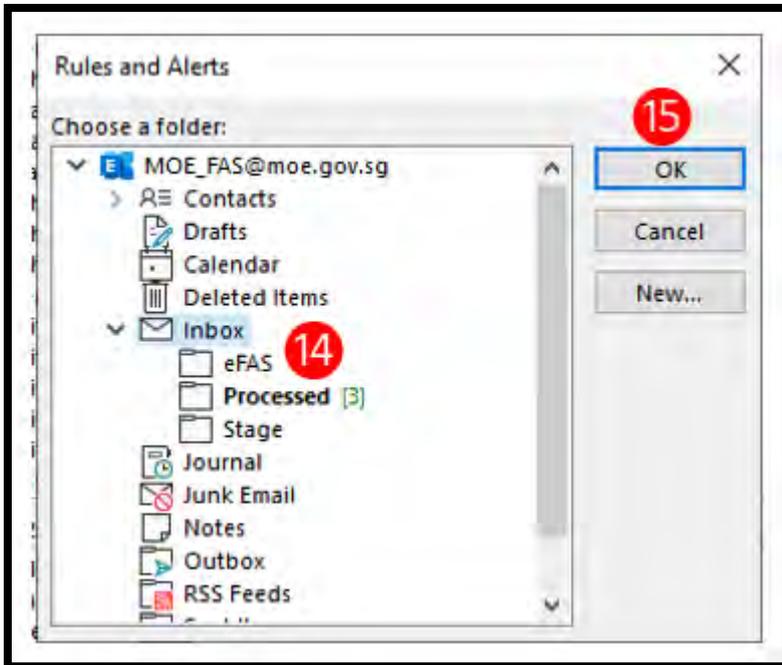
10. Search for “MOE FAS” and click on the “ → ” button.
11. Click on the “From” to select the email address.
12. Click on the “OK” button to save the selected email address.



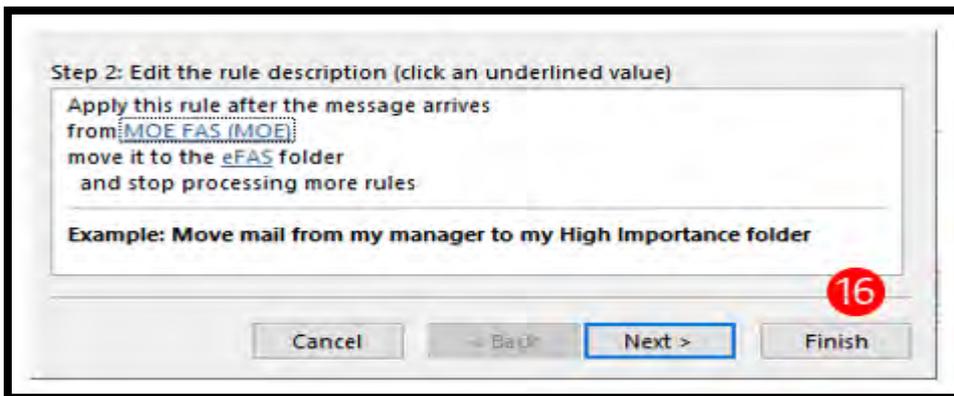
13. Click on “specified” to select the sub-folder to receive the emails from MOE_FAS@moe.gov.sg.



14. Select the sub-folder that was created to receive the emails.
15. Click “OK” to save your selection.

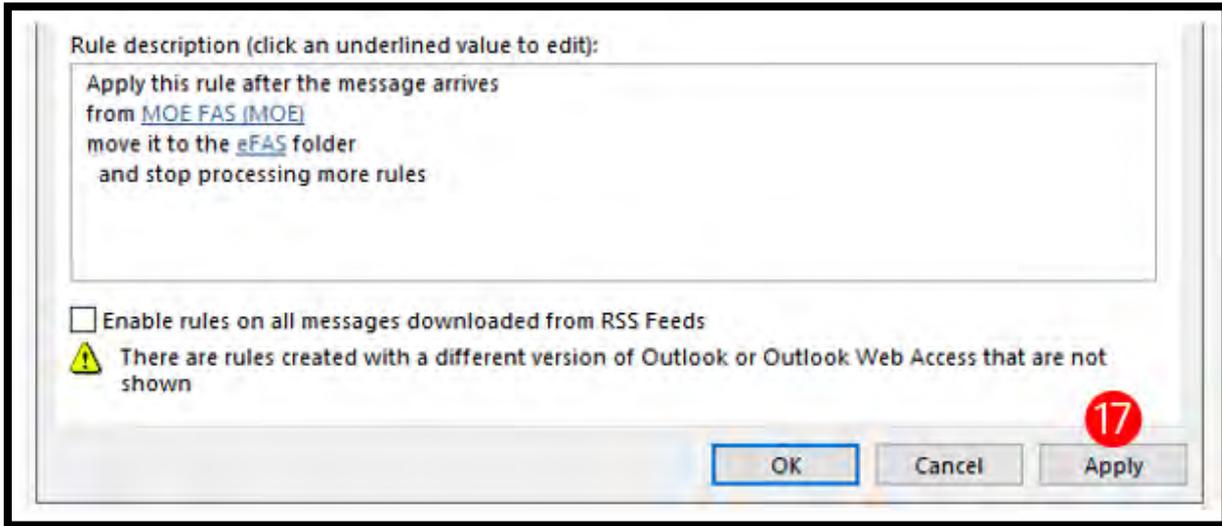


16. Click on the “Finish” button.





17. Click on the “Apply” button to apply the rules that was just created.



As part of housekeeping the folder, the POC can move all processed eFAS emails to a separate folder offline (E.g. a specific folder for each academic year).

The eFAS email and related clarifications from parent or instructions from iBENS AO should be kept for at least 3 academic years (e.g. if MOE FAS was awarded in for AY2023, the documents should be kept until 1 January 2026).



Annex B (Processing the eFAS application after clarification with Parent)

Introduction

This section covers possible errors made by parents and how the eFAS application and suggested approaches to process the eFAS application.

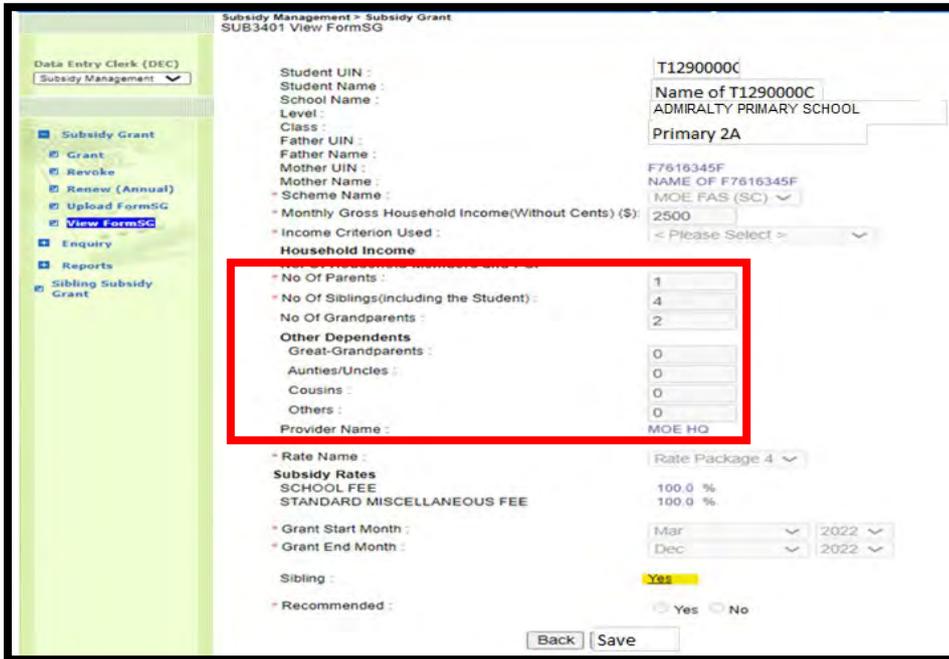
1. Upon receiving the eFAS application email, the SAT will:
 - i) Verify household members;
 - ii) Go through the uploaded supporting documents; and
 - iii) Compute Monthly Gross Household Income (GHI)

Wrong Number of Siblings not in GGAS or Grandparents

2. The table below shows possible errors made by parent when submitting information of his household members and how the eFAS application can be updated for processing without requiring the parent to submit the eFAS again.

	Possible Error	Suggested Solution
1	Wrong number of Unmarried Siblings not in GGAS provided	<ol style="list-style-type: none">1. Record the error in the Remarks column of the spreadsheet2. Upload the eFAS summary Spreadsheet into iBENS3. Update the correct Number of unmarried siblings not in GGAS by changing the No. of Siblings (including the student) field (shown below)
2	Wrong number of Grandparents provided	<ol style="list-style-type: none">1. Record the error in the Remarks column of the spreadsheet2. Upload the eFAS summary Spreadsheet into iBENS3. Update the correct Number of Grandparents the No. of Grandparents field (shown below)

Note: The eFAS spreadsheet can also be updated for the same purpose. But this is not recommended due to the numerous columns on the spreadsheet.



Wrong School selected for the 1st student in the eFAS application.

- iBENS will validate the school of the first listed student when the eFAS Summary Spreadsheet is upload. If this student is not an active student of the school, iBENS will return “Student's school is not the same with the DEC” error for that eFAS application.
- The table below shows possible errors made by parent when submitting information of children in GGAS how the eFAS application processed.

	Possible Error	Suggested solution so that the parent need not submit an application again.
1	Parent selected wrong school for 1 st child	<ol style="list-style-type: none"> Parent to provide the name of the correct school. Email the eFAS application email and the information to be updated to MOE_FAS@moe.gov.sg Finance Dept will amend the eFAS summary spreadsheet and forward to the correct school for processing.
2	Did not include sibling studying in GGAS in the eFAS application	<ol style="list-style-type: none"> Parent to provide details of the sibling (UIN) Email the eFAS application email and the information to be updated to MOE_FAS@moe.gov.sg Finance Dept will amend the eFAS summary spreadsheet and return it to the school for processing.



Parent – Child Relationship Error

5. To ensure that the eFAS application is made by the birth parent of the child. iBENS will check if the UIN of the applicant (Father or Mother of the student) in the eFAS application matches with the records in iBENS.

6. iBENS DEC will need to manually key in the eFAS application (just like the hardcopy MOE FAS application) if the applicant is the Legal guardian of the child.