

**GUIDE TO CLAIM YOUR
SKILLSFUTURE ENTERPRISE CREDIT (SFEC)
FOR SKILLS TRAINING
(WORKFORCE TRANSFORMATION)**

SKILLS *future* SG

Enterprise
Singapore

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introduction

to SkillsFuture Enterprise Credit



The SkillsFuture Enterprise Credit (SFEC) aims to encourage employers to invest in enterprise and workforce transformation💡. Eligible employers will receive additional support for your enterprise and workforce transformation efforts, in addition of the existing schemes.



Enterprise Transformation

Programmes that support enterprise transformation



Workforce Transformation

Job redesign initiatives, and curated training programmes by SkillsFuture Singapore and Workforce Singapore, such as training courses aligned to the Skills Framework, Professional Conversion Programmes and sector-specific programmes

For more information, please visit the SFEC information page on the [SkillsFuture for Business Portal](#)



SFEC FOR SKILLS TRAINING

Eligible employers* can tap on the one-off \$10,000 credit to cover **up to 90% of out-of-pocket expenses** for training courses that are aligned to the Skills Framework and funded by SkillsFuture Singapore (SSG).

The SFEC Claim Process



1

Submission: Enterprise submits the SFEC claim via the [SkillsFuture for Business portal](#)



2

Endorsement: Training Provider endorses enterprise's SFEC claim via the Training Partners Gateway (TPGateway)



3

Approval: SSG reviews and approves or rejects the SFEC claim



4

Disbursement: Enterprise receives approved SFEC claim disbursement via PayNow

IMPORTANT

If you have sent your foreign employees for SFEC-eligible course(s), you will have to submit your claims via the system manually.

If you have sent your Singaporean/Permanent Resident employee for training, please check with the training provider if you need to perform the manual claim process as some courses are automatically processed.

* More details can be found here: <https://www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/skillsfuture-enterprise-credit>

The SFEC claim process



 **Covered in this guide**

logging in

to the SkillsFuture for Business Portal



You will need to log in via the **SFEC system via SkillsFuture for Business portal** to submit your SFEC claims.

Users will need to be **assigned with Corppass** and **log in via Singpass** to transact within the portal.

- 1 Assign Corppass
- 2 Visit the SkillsFuture for Business Portal and log in via Singpass

assigning corppass

If you are **not** the Corppass Administrator, you will need to approach your organisation's Corppass Administrator for assignment of Corppass to access SFEC claims.



Action Required by the Corppass Administrator:

1. Select **SSG-WSG E-SERVICES** under Digital Services on the Corppass portal
2. Assign **EPJS Enterprise User** to required user within the organisation. Assigned user(s) will be able to submit SFEC claims.

For More Information on Corppass:

- **Website:** www.corppass.gov.sg
- **Corppass Helpdesk:** (65) 6335 3530
Monday to Friday: 8am - 8pm
Saturday: 8am - 2pm
Closed on Sunday and Public Holiday
- **Email:** support@corppass.gov.sg

logging in



Access <https://go.gov.sg/sfec-ssg> and click

Submit SFEC Claim >

to log into SFEC system via *Singpass

How to claim

Claims can only be submitted for training which has been completed. **All unused amounts will expire by 30 June 2025.**

For programmes

Submit SFEC claim to respective agencies by 30 June 2025

For courses

In most cases, SFEC is automatically reimbursed to your corporate PayNow account after completion of the course.

Submit SFEC claim

Check your SkillsFuture Enterprise Credit (SFEC) balance or submit a claim.

Submit SFEC Claim >

Click here to login

* Please note that from 11th of April 2021, the login process for Corppass will be changed to verify the user's identity via Singpass first, before the user can proceed to access and transact with government digital services

Note: Foreign ID users will be issued a Singpass Foreign user Account (SFA) and the 'Corppass 2FA for Foreigners' app will no longer be used.

dashboard

for SFEC Claims



Upon logging in to SFEC system, click on the **SFEC Training Claims tab** and you will be directed to a **Dashboard**, to **check the status** of your claim submissions and disbursements.



SFEC claims dashboard



After logging in, you will be able to view your SFEC credit balances and start your manual claim submission

A Singapore Government Agency Website

A+ A- Reset

SKILLSfuture SG

Courses

SFEC Training Claims

AP Funding

SME Status



Kindly verify your Email Id

Available Balance

Your enterprise's SFEC balance at a glance

\$7,177.27

\$0.00
PROCESSING

\$526.50
APPROVED

\$2,296.23
CREDITED

Submit Claims

Please check with the Training Provider(s) if the course(s) are eligible for SFEC and whether you need to submit your claims manually.

[Back to SFEC Microsite](#)

Click to submit SFEC claims

Training Claim Details

Summary of Other SFEC Claims

Search by Course Title and Subr

All

Search

Reset

Training claim status



You will be able to view your SFEC claims details with SSG in the **Training Claim Details** tab.

Training Claim Details

Summary of Other SFEC Claims

Search by Course Title and Subr

All

Search

Reset

Submission ID	Submission Status	Submission Date	Course Title	Course Start Date	Estimated credit amount	Created By	Action	Submission Type
SFEC2102030122	Processed	03-02-2021	Course X	03-02-2021	\$90.00			Automatic
#	Trainee Name	NRIC/FIN No.	Status	Estimated credit amount				
1	Trainee X	XXXXXXXXXX	APPROVED	\$90.00				
SFEC2103030221	Pending TP	03-03-2021	Productivity Improvement (Classroom & Asynchronous)	01-01-2021	\$270.00	Enterprise User A	Withdraw	Manual
#	Trainee Name	NRIC/FIN No.	Status	Estimated credit amount				
1	Trainee A	XXXXXXXXXX	PROCESSING	\$270.00				



Submission statuses

1. Pending TP - Submission routed to Training Provider for endorsement
2. Pending SSG - Submission routed to SSG for endorsement
3. Pending Enterprise - Submission routed to Enterprise for further clarification
4. Processed - Submission has been approved/rejected by SSG
5. Withdrawn - Submission was retracted by Enterprise



Claim statuses

1. Processing: Claim submission is currently being processed (pending TP, SSG or Enterprise)
2. Approved - Claim submission was successful
3. Rejected - Claim submission has been rejected
4. Withdrawn - Claim submission was retracted by Enterprise



Other SFEC claims statuses



You will be able to view the disbursement "**Statuses**" under the **Summary of Other SFEC Claims** tab.

Training Claims Details

Summary of Other SFEC Claims

Search by Ref ID and Scheme -Status- -Scheme N -Month- -Year- Search Reset

[Download Statement](#)

Ref ID	Scheme	Amount	Status	Disbursement Date	Remarks	Scheme Type	Agency
SFEC20210536854	Skillsfuture SFEC Training Course	\$153.00	Credited	22-04-2021		Workforce Transformation	Skillsfuture Singapore
ESG_SFEC14492	Productivity Solution Grants	\$243.00	Credited	29-04-2021		Enterprise Transformation	Enterprise Singapore

Note: For detailed claim information for Enterprise Transformation schemes, please log in to the Business Grant Portal. For other enquiries, please contact Enterprise Singapore at 6898 1800 or email to enquiry@enterprisesg.gov.sg

If you have received your SFEC disbursements in your account, please allow for up to a week for the system to update its status. You should see the line you have received disbursement on reflected as "credited", with the corresponding date and amount. This should be reflected as an inward credit to your bank account from IRAS, with either the prefix "SFEC" for PayNow, or "Skillsfuture Enterprise Credit" for GIRO.

Enterprise Transformation or Workforce Transformation claims will be shown

You can download your Statement of Account into an excel file here

💡 Disbursement statuses

1. Processing - Claim processing at ESG's side
2. Pending Disbursement - Claims processed by ESG, pending IRAS disbursement
3. Credited - Claim credited
4. Rejected - Claim rejected by ESG/IRAS

Agency Name	Scheme Name	Type Of Scheme	Project Reference	Credit Amount	Disbursement Status	Remarks	Disbursement Date
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Please note the screens are for illustrative purposes and are subject to changes. UENs, NRICs, Phone Numbers and Email Addresses have been masked for PDPA purposes.

submission

of SFEC Claims manually

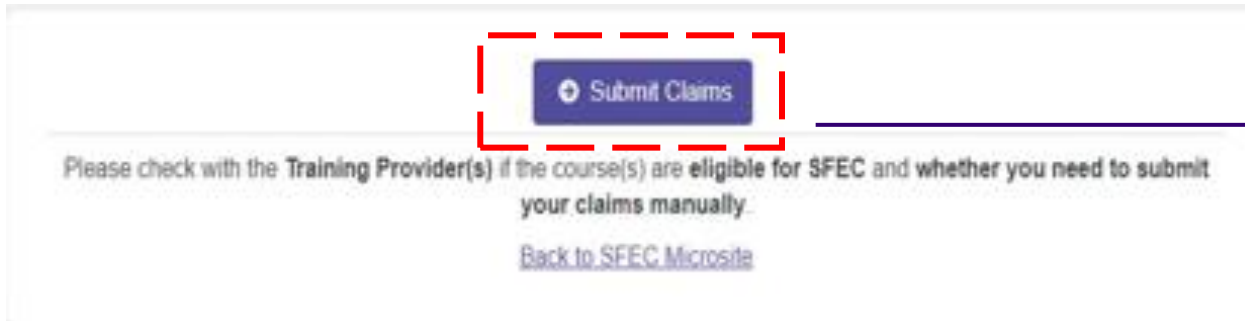


From the **SFEC Training Claims tab**, you will be able to start a manual SFEC claim submission for your enterprise. You will be required to enter the course run and trainee(s)' information, and upload relevant supporting documents to support your claim.

Manual submission (1/8)



To begin a manual claim submission, click [➔ Claim Submission](#), and complete all mandatory fields.



Claim Submission

Name of Training Provider *

Course Start Date * Course End Date *

Course Title *

[➔ Proceed](#)



Newly qualified employers under the SFEC Expansion may use their SFEC on supportable training courses that commences from 1 April 2022.
Employers who were previously qualified can continue to use their SFEC on supportable training courses that commences from 1 April 2020.



Manual submission (2/8)



You will be directed to the claim submission page

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Courses

SFEC Training Claims

AP Funding

SME Status



USER

UEN:

Company:



1

Add Claim

2


Review Claim


3


Confirmation

Things To Note

 The claim process will take approximately 15 minutes to complete

 You may be required to upload your Payment Invoice and/or Receipts as supporting documents (up to 5 MB).

 Accepted file formats include GIF, JPEG, JPG, PNG, PDF.

 Please ensure that you have below all details, to complete the claims for New Claims Application

- Training Provider Information
- Course Information
- Trainees Information

Continue to next page



Manual submission (3/8)



Scroll down to validate the selected course information, and click [+ Add Trainee Information](#)



New Claim Application

Course Information

Training Provider

Course Title: WSQ

Course Code:

Course Category: WSQ

Course Start Date: 01-09-2021

Course End Date: 01-09-2021

Full Fee: \$6,000.00

Total Course Fee Components

Total Course Fee: \$0.00

Total Assessment Fee: \$0.00

Estimated Claimable Amount: \$0.00

Trainee Information for SFEC Claim

[+ Add Trainee Information](#)

Trainee Name	NRIC/FIN No.	Course Fee ⓘ	Assessment Fee ⓘ	Action
--------------	--------------	--------------	------------------	--------

No items to show...

Save

Cancel

Proceed

[Continue to next page](#)

Manual submission (4/8)



Complete all mandatory fields.

Add Trainee Information ✕

Trainee Name *

ID Type * NRIC/FIN No. *

Course Fee

Assessment Fee

+ Add

Indicate the amount of **Out Of Pocket Course Fees (without GST)** paid to the Training Provider

Manual submission (5/8)



If your enterprise has sent more than one employee to the **same course run**, click [+ Add Trainee Information](#) to add more trainees to the claim submission. If the claims process is automated for your employee, the system will prompt you and you do not need to submit a SFEC claim for that employee.

New Claim Application

Course Information

Training Provider: | Course Start Date: 01-09-2021

Course Title: WSQ Provide Go-the-Extra-Mile Service1 | Course End Date: 01-09-2021

Course Code: | Full Fee: \$6,000.00

Course Category: WSQ

Total Course Fee Components

Total Course Fee: \$300.00

Total Assessment Fee: \$0.00

Estimated Claimable Amount: \$270.00

Estimated claimable amount is calculated based on up to 90% of the out-of-pocket course fees paid

[+ Add Trainee Information](#)

Trainee Information for SFEC Claim

Trainee Name	NRIC/FIN No.	Course Fee ⓘ	Assessment Fee ⓘ	Action
Trainee A		\$300.00	\$0.00	→ Edit or delete trainee details

Edit or delete trainee details

Supporting Documents (Please attach invoice or receipt)

You are required to upload invoices or receipts as supporting documents to support your claim

[Upload Files](#)

Filename

No items to show...

Click **Proceed** to continue with submission

[Save](#) [Cancel](#) [Proceed](#)

Manual submission (6/8)



Review all information entered before submitting the claim.

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Courses

SFEC Training Claims

AP Funding

SME Status



USER
UEN:
Company:



Kindly verify your Email Id

1
Add Claim

2
Review Claim

3
Confirmation

New Claim Application

Course Information

Training Provider:
Course Title:
Course Code:
Course Category: WSQ

Course Start Date: 01-09-2021
Course End Date: 01-09-2021
Full Fee: \$6,000.00

Total Course Fee Components

Total Course Fee: \$300.00
Total Assessment Fee: \$0.00
Estimated Claimable Amount: \$270.00

Trainee Information for SFEC Claim

Name	NRIC/FIN No.	Course Fee ⓘ	Assessment Fee ⓘ
Trainee A		\$300.00	\$0.00

Continue to next page

Manual submission (7/8)



Agree to the terms & conditions and click  Submit.

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Courses

SFEC Training Claims

AP Funding

SME Status



USER

UEN:

Company:



1

Add Claim

2


Review Claim


3

Confirmation

Declaration

- I hereby verify and confirm that the information provided is correct.
- I have read and agreed to Terms and Conditions.

 Back

 Cancel

 Submit



Manual submission (8/8)



The claim has been submitted successfully.



Add Claim



Review Claim



Confirmation

✔ Thank you for submitting Claim SFEC2103030221. We will take approximately 15 to 20 working days to process your claim.

Course Information

Training Provider:		Course Start Date:	01-01-2021
Course Title:	Productivity Improvement	Course End Date:	29-01-2021
Course Code:			

Enterprise submission



Your submitted claim will be routed to the Training Provider for endorsement. You may track the submission status from the **Training Claim Details** tab under the SFEC Training Claims dashboard.

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Courses

SFEC Training Claims

AP Funding

SME Status



Training Claim Details

Summary of Other SFEC Claims

Search by Course Title and Subr

All

Search

Reset

Submission ID	Submission Status	Submission Date	Course Title	Course Start Date	Estimated credit amount	Created By	Action	Submission Type
SFEC2103030221	Pending TP	03-03-2021	Productivity Improvement (Classroom & Asynchronous)	01-01-2021	\$270.00	Enterprise User A	Withdraw	Manual

#	Trainee Name	NRIC/FIN No.	Status	Estimated credit amount
1	Trainee A	XXXXXXXX	PROCESSING	\$270.00

This is your **submission** status. Refer to page 13 for more details

This is your **claim** status. Refer to page 13 for more details

How to withdraw SFEC claims



Steps to withdraw an SFEC claim

1. Login to the SFEC system via <https://sfec.enterprisejobskills.gov.sg>
2. Mouse over and click the submission ID that you wish to withdraw.
3. Select "Proceed" at the bottom right of the page. Tick all acknowledgement clauses when prompted and submit.
4. Return to the dashboard and refresh your screen.
5. You should see the submission status as "Pending TP" and the withdraw button under the Action tab.

Training claim status

You will be able to view your SFEC claims details with SSG in the **Training Claim Details** tab.

Training Claim Details Summary of Other SFEC Claims

Search by Course Title and Subr All Search Reset

Submission ID	Submission Status	Submission Date	Course Title	Course Start Date	Estimated credit amount	Created By	Action	Submission Type
SFEC2102030122	Processed	03-02-2021	Course X	03-02-2021	\$90.00			Automatic
Step 2								
#	Trainee Name	NRIC/FIN No.	Status	Estimated credit amount				
1	Trainee X	XXXXXXXXXX	APPROVED	\$90.00	Step 5			
SFEC2103030221	Pending TP	03-03-2021	Productivity Improvement (Classroom & Asynchronous)	01-01-2021	\$270.00	Enterprise User A	Withdraw	Manual
#	Trainee Name	NRIC/FIN No.	Status	Estimated credit amount				
1	Trainee A	XXXXXXXXXX	PROCESSING	\$270.00				

Submission statuses

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Claim statuses

1. Processing: Claim submission is currently being processed (pending TP, SSG or Enterprise)
2. Approved - Claim submission was successful
3. Rejected - Claim submission has been rejected
4. Withdrawn - Claim submission was retracted by Enterprise

withdraw submission



You can withdraw your submission by clicking on "Withdraw" under "Action" column. Please note that once the claims are processed by training providers, you will not be able to withdraw the claims. In addition, **withdrawn claims cannot be re-instated** and will have to be re-submitted.

SKILLSfuture SG Courses SFEC Training Claims AP Funding SME Status

Training Claim Details Summary of Other SFEC Claims

Search by Course Title and Subr All Search Reset

Submission ID	Submission Status	Submission	Created By	Action	Submission Type
+ SFEC2103030221	Pending TP	03-03-2021	Enterprise User A	Withdraw	Manual

Confirmation Message ✕

Please confirm withdrawal of claim application. Once withdrawn, the claim cannot be re-instated.

Ok Cancel

withdraw submission



You can withdraw your submission by clicking on "Withdraw" under "Action" column. Please note that once the claims are processed by training providers, you will not be able to withdraw the claims. In addition, **withdrawn claims cannot be re-instated** and will have to be re-submitted.

The screenshot displays a web interface for managing claim applications. At the top, there are three circular icons labeled 'Add Claim', 'Review Claim', and 'Confirmation'. Below these is the 'Update Claim Application' section, which is divided into three columns: 'Course Information', 'Route Back Details', and 'Total Course Fee Components'. The 'Course Information' section includes fields for Training Provider, Course Title, Course Code, Course Category, Course Start Date, Course End Date, and Full Fee. The 'Route Back Details' section includes TP Email, TP Remarks, and TP RouteBack Date. The 'Total Course Fee Components' section includes Total Course Fee, Total Assessment Fee, and Estimated Claimable Amount. Below this is a table for 'Trainee Information for SFEC Claim' with columns for Trainee Name, ID Type, NRIC No., Course Fee B, Assessment Fee B, and Action. A yellow highlight is placed over the TP Remarks field, which contains the text: 'Course fee amount under Trainee information should be the total of pocket fees/fee GST paid by company (\$1865.55)'. A large black arrow points downwards from this field to a red-bordered text box at the bottom of the screenshot. The text box contains the following instructions: 'Please check the remarks in your returned claim. Upload the requested documents or make the necessary amendments as indicated.'

Disbursement

After your SFEC claim has been endorsed by the Training Provider and approved by SSG, the claim will be sent to EnterpriseSG. Approved SFEC claims will be disbursed to your enterprise on a **quarterly basis via PayNow.**



for further support



Contact Us

Please contact Enterprise Singapore at <https://go.gov.sg/askenterprisesg> for assistance should you have questions on SFEC and on your eligibility.

For problems submitting SFEC claims or viewing of claims status, please contact SSG by submitting a feedback at <https://service-portal.skillsfuture.gov.sg> or contact SSG Call Centre at 6785 5785