



MOMS - FAQs

Q. How do I apply?

Please visit the link for online submission: <http://dataflowgroup.com/payment.html>

Follow the simple steps given on the link and submit the request online.

Please note that verification requests need to be submitted online and are not accepted through E-mail.

Q. What is the cost of verification?

The requestor needs to pay SGD 105.00 per qualification. Request for each qualification needs to be submitted separately.

Q. I do not have a PayPal Account. How do I make a payment?

You are not required to register for a PayPal account to make a payment for the submission. Payment can be made directly using your credit card (VISA and AMEX cards only).

Q. I do not have a credit card. How do I make a payment?

Primary Source Verification services offered by DataFlow are on prepaid basis, payment for which can only be made via credit card.

Q. May I submit more than one request?

Yes. Please ensure that each qualification is submitted separately even if it pertains to the same individual.

Q. What is the process you adopt for verification of a qualification?

Primary Source Verification is conducted by approaching the education body (issuing the qualification document) and attaining verification of the applicant's qualification.



Q. What sort of qualification documents would be required for verification?

We would require copy of the qualification document in regional language (degree/diploma or certificate) issued by the education body (University/College/Institute) in order to attain verification.

If the education body is in India, kindly ensure to upload the final year mark sheet (transcript) of the related qualification.

Kindly ensure that all document scans are clear and complete. This will ensure timely completion of the request.

Q. What do you mean by Letter of Authorization? Why is it required?

A Letter of Authorization allows DataFlow to conduct and attain verification pertaining to the Applicant's qualification.

Education bodies require this document as a mandatory requirement.

Kindly ensure the Letter of Authorization is signed by the Applicant "only".

Q. How much time will it take to complete my verification?

A standard time frame of 30 working days is set for DataFlow to complete the process.

Occasionally, verifications get delayed due to strikes, holidays or concerned personnel being on leave etc.

Q. How would I know if additional documents are required for verification?

DataFlow will send a communication to requestor if documentation submitted is incomplete or further documentation is requested by the education body.

Q. How do I check the status of my verification request?

You may write to us on moms@dataflowgroup.com regarding your queries.

Please ensure you provide us the "Transaction Id" available on the payment receipt or confirmation E-mail received by you.

A revert will be sent within 48 hours from the time of email receipt.



Q. Why is FIN Number mandatory during online submission?

In compliance to the instructions provided by MOM Singapore, this information is mandatory during online submission.

If the applicant is yet to attain a FIN number, please mention “NA” in the text box available.

Q. My qualification document is not in English language. Do you need a translation?

DataFlow conducts Primary Source Verification based on copy of the original document issued to the Applicant.

Translation of documents is not mandatory however may be facilitated if it is available.

Q. If I wish to cancel my request, what is the procedure?

You may write to us on moms@dataflowgroup.com quoting your Transaction Id and reason for cancellation.

Refund request will only be processed, if request is received within 48 hours of successful payment submission.

Q. How will I be informed of the verification result?

Once the Primary Source Verification has been completed, DataFlow will issue a credential report in PDF format.

The Report will be submitted to the requestor on the E-mail provided during online submission.

Q. Will you inform MOM of the completion of case?

The requestor needs to submit the credential report issued by DataFlow to the Ministry of Manpower Singapore.



Q. The payment contains the name CrossCheck Private Limited. What is the relation between DataFlow and CrossCheck.

CrossCheck Private Limited is an internal entity handling the online payment system for DataFlow.

Q. What is PRC Id? Please advice

PRC Id is a unique and mandatory identification number issued to all Chinese citizens.

The PRC Id Number may vary from 14 to 18 digits, which is requested by many education bodies in China to search academic records.

In case the Applicant does not have this information, please specify “NA” in the PRC Id field.

Q. I am unable to upload the documents as the website shows an error. Please help

Please utilize the below tips to resolve the matter:

- File size of the attachments should be less than 4 MB in size
- Use Internet Explorer version 7.0 and above to open the link
- Delete all temporary internet files and cookies and attempt to submit the application again

In case the concern persists, please send an email to moms@dataflowgroup.com with a snapshot of the error appearing on the web link.

Q. I disagree with the result provided by DataFlow. How may I request re-verification?

Please provide details to support your claim (clarification document issued by the education body) via Email to moms@dataflowgroup.com quoting the Transaction Id of the submission made.

DataFlow will check the information provided and advise you accordingly.