



Ministry of Manpower (MoM) Singapore FAQs





1. What is the DataFlow Group?

The DataFlow Group is a leading global provider of specialized Primary Source Verification (PSV) solutions, and background screening and immigration compliance services. Clients across the public and private sectors rely on the DataFlow Group to mitigate potential risk by exposing fraudulent academic degrees, employment certificates, practice licenses, work permits and passports, among other documents.

To ensure that hired professionals have the qualifications they claim, the DataFlow Group utilizes cutting-edge technologies and leverages an expansive network of over 60,000 issuing authorities throughout more than 200 countries and territories to liaise with primary sources and verify the authenticity of documents submitted by candidates, in accordance with global industry best practices and Joint Commission International (JCI) guidelines.

The DataFlow Group undertakes hundreds of thousands of immigration compliance screening and verification service transactions for professionals each year on behalf of various government, quasigovernment, regulatory and large multinational organizations worldwide.

2. How do I apply for PSV with the DataFlow Group?

To apply for Primary Source Verification, visit: <https://www.dfmoms.com/> and follow the steps to complete the application form. Verification requests are not accepted via email and must be submitted online.

3. What is the fee for the application?

Fees vary depending on the number of documents that need to be verified.

Note: The only payment fee required by the DataFlow Group is settled during the application stage. If any party claims the need for additional fees, please notify us immediately via the Contact Us page on the DataFlow Group website.

4. I do not have a PayPal account. How can I settle the payment?

If you do not have a PayPal account, you can settle your payment directly using your credit card. Only VISA and AMEX credit cards are accepted.

5. I do not own a credit card. How can I settle the payment?

PSV payments are conducted on a prepaid basis. As such, payment may only be settled via credit card.





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6. Can I submit more than one request for PSV?

Yes. However, each qualification must be submitted separately by creating a new online application, even if it concerns the same individual.

7. What is the process adopted by the DataFlow Group for document verification?

The DataFlow Group conducts PSV by directly approaching the education, corporate or licensing body that issued the document to confirm its authenticity.

8. What sort of qualification documents are required for the PSV process?

In order to conduct PSV, the DataFlow Group requires a copy of your degree, diploma or certificate in the original language it was issued in by the university, college or institute.

If the education body is located in India, make sure to upload your final year's Transcript of Records or Marks Sheet relating to the qualification. Kindly ensure that all document scans are clear and complete to avoid any delays.

9. What is the Letter of Authorization (LoA) intended for?

The LoA is a mandatory requirement that provides permission to the DataFlow Group and the MoM to conduct the verification process. Kindly note that the LoA must be signed by the applicant only.

10. What is the timeframe required by the DataFlow Group to complete the verification?

The standard timeframe for completing the verification is 30 working days upon receiving the payment. However, occasionally, it will not be possible to conclude the process within this estimated timeframe due to holidays, staff absences or records being archived or misplaced by institutions.

11. How would I know if additional documents are needed for verification?

The DataFlow Group will send you an email in case submitted documentation is incomplete or if further documentation is required by the education body.

12. How can I follow up on the status of my application?

[Click here](#) to check the current status of your application. This can be done by entering your Barcode Number and Passport Number or by using a combination of your Client Reference Number and DataFlow Number.





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13. Why is a FIN Number mandatory for online submissions?

A FIN Number is a mandatory requirement of the MoM for online submissions. If you still haven't obtained a FIN Number, please specify 'NA' in the text box.

14. My qualification documents are not in English. Is a translation required?

The DataFlow Group conducts PSV based on a copy of the original document issued to the applicant. The translation of documents is not mandatory, however, it may be facilitated if applicable.

15. What am I required to do if I want to cancel my request?

[Click here](#) to submit your request - quoting your Transaction Number - in addition to the reason behind your cancellation. A refund request will only be processed if it is received within 48 hours of the payment.

16. How will I be informed of the result of the PSV?

Once PSV has been completed, the DataFlow Group will send the final report in PDF format to the email address provided during the online submission stage.

17. Who is responsible for informing the MoM about the completion of my verification?

The applicant is responsible for submitting the final DataFlow Group report to the MoM.

18. The payment receipt mentions 'CrossCheck Private Limited'. What is the relation between the DataFlow Group and 'CrossCheck Private Limited'?

'CrossCheck Private Limited' or 'CrossCheck' is a subsidiary of the DataFlow Group, and is the internal entity handling the DataFlow Group online payment system.

19. What is a PRC ID?

A PRC ID is a unique and mandatory identification number issued to all Chinese citizens. The PRC ID Number may vary between 14 and 18 digits, and is requested by numerous education bodies in China to search academic records.

If you do not have this information, please specify 'NA' in the PRC ID field.





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20. An error message is appearing while attempting to upload my documents. What should I do?

When uploading your documents, keep in mind the below tips:

- File size of each attachment must be less than 4 MB
- Use Internet Explorer 7.0 and above to open the submission link
- Delete all temporary internet files and cookies, and attempt to resubmit the application

If the issue persists, [click here](#) to share a screenshot of the error message. The DataFlow Group team will revert shortly.

21. I disagree with the result issued by the DataFlow Group. How may I request a re-verification?

[Click here](#) to submit details supporting your claim, while quoting the Transaction Number of your submission. The DataFlow Group will review the provided information and advise accordingly.

22. I was unable to get an answer to my query, and I still have a question.

[Click here](#) to submit your request, quoting your Barcode Number or Reference Number. The DataFlow Group team will revert at the soonest.

