

A step-by-step guide for effecting eService via the Singpass app Inbox – for Substituted Service

The option for effecting substituted service via the Singpass app Inbox is currently only available to eLitigation subscribers. Self-represented persons and law firms using the Service Bureau cannot take advantage of this mode of eService. The individuals (both existing parties to the case and non-parties) on whom substituted service is sought must have valid NRIC/FIN numbers.

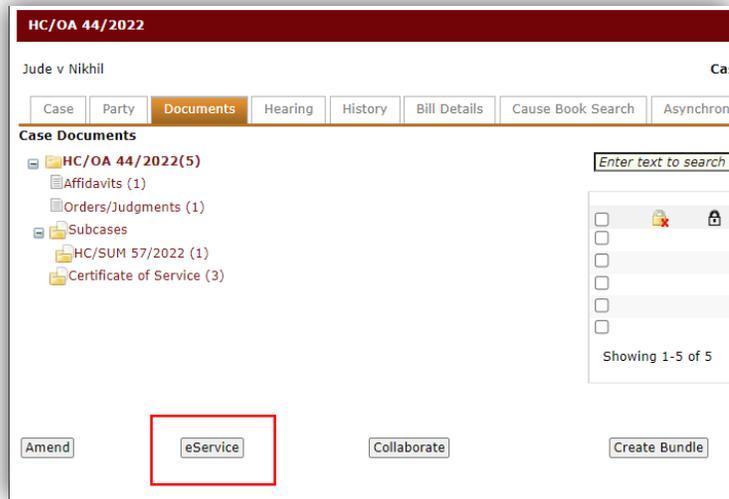


Fig 1: After you have obtained the relevant Court Order allowing for substituted service, go to the “Documents” tab of the case and click on the “eService” button.

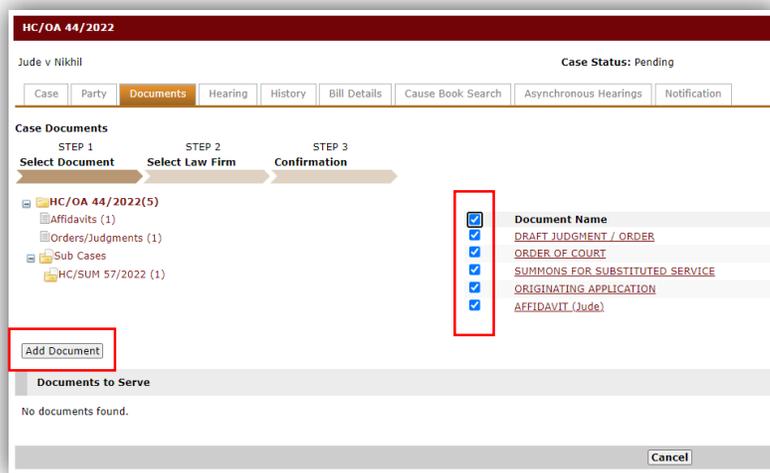


Fig 2: Select the documents to be served and click “Add Document”.

Documents to Serve	
<input type="checkbox"/> Document Name	Date of Document
<input type="checkbox"/> DRAFT JUDGMENT / ORDER	01-Jun-2022 09:44 AM
<input type="checkbox"/> ORDER OF COURT	01-Jun-2022 09:44 AM
<input type="checkbox"/> SUMMONS FOR SUBSTITUTED SERVICE	01-Jun-2022 09:34 AM
<input type="checkbox"/> ORIGINATING APPLICATION	31-May-2022 09:01 PM
<input type="checkbox"/> AFFIDAVIT (Jude)	31-May-2022 09:01 PM

Showing 1-5 of 5 Previous 1 Next Go to page: Go Items Per Page 25

Fig 3: Review the selected documents before clicking on the “Next” button.

Case | Party | **Documents** | Hearing | History | Bill Details | Cause Book Search | Asynchronous Hearings | Notification

STEP 1 Select Document STEP 2 Select Recipient STEP 3 Confirmation

serving via :

Please select the party who wishes to e-serve the document:

Fig 4: Select “Singpass app Inbox” from the “serving via” dropdown list. Then, select the party who wishes to e-serve the document(s). If the law firm is representing multiple parties, selecting one party would suffice.

Choose recipient(s)

I have obtained the permission of Court to eServe the selected documents to the intended recipient(s) via the Singpass app Inbox
 Yes No

Please select the Court Order Number:

Fig 5: Confirm that a Court Order has been granted to serve via the Singpass app Inbox, and select the relevant Court Order from the dropdown list.

Proceed to:

- Fig 6a if you would like to serve to existing parties; and/or
- Fig 6b if you would like to serve to non-parties.

Please select the Court Order Number:
HC/ORC 8/2022

Add party from case (only those with valid NRIC/FIN numbers are listed)

- Nikhil
- Jude
- Han

Add selected party

Add non-party (enter a valid NRIC/FIN number)

Intended recipient(s)

Remove selected recipient(s)

Fig 6a: To serve the documents on existing parties, select the name(s) of the intended recipient(s) and click on the **“Add selected party”** button. Click on **“Next”** at the bottom of the page to proceed.

Please select the Court Order Number:
HC/ORC 8/2022

Add party from case (only those with valid NRIC/FIN numbers are listed)

- Nikhil
- Jude
- Han

Add selected party

Add non-party (enter a valid NRIC/FIN number)

Intended recipient(s)

Remove selected recipient(s)

Fig 6b: To serve the documents on a non-party, enter the NRIC/FIN number of the non-party and click on the **“Add non-party”** button. Multiple non-parties can be added. Click on **“Next”** at the bottom of the page to proceed.

STEP 1 Select Document STEP 2 Select Recipient STEP 3 Confirmation

Document to Serve

SNo	Document Name	Date	Fee
1	DRAFT JUDGMENT / ORDER*	29-Jun-2022 01:19 PM	S\$2.00
2	ORDER OF COURT*	29-Jun-2022 01:19 PM	S\$2.00
3	SUMMONS FOR SUBSTITUTED SERVICE*	01-Jun-2022 09:34 AM	S\$2.00
4	ORIGINATING APPLICATION*	31-May-2022 09:01 PM	S\$2.00
5	AFFIDAVIT (Jude)*	31-May-2022 09:01 PM	S\$2.00

Total Fee: S\$10.00
Showing 1-5 of 5

Previous 1 Next Go to page: Go

Case Parties to serve via the Singpass app Inbox

SNo	Case Parties
1	Jude

Showing 1-1 of 1

Previous 1 Next Go to page: Go

Fees Payable

Total Fees Payable: S\$10.00

Previous Print Serve Document

Fig 7: In the final step, review the list of documents and eService fees, before clicking on the “**Serve Document**” button.

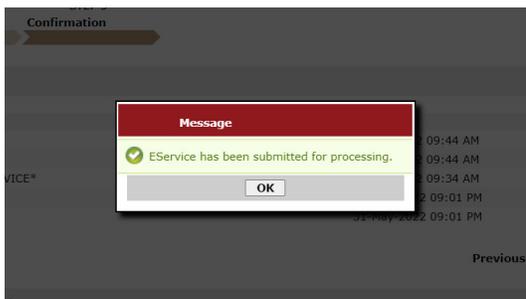


Fig 8: After clicking “Serve Document”, you will see a message indicating that the “eService has been submitted for processing”.

What happens after eServing via the Singpass app Inbox?

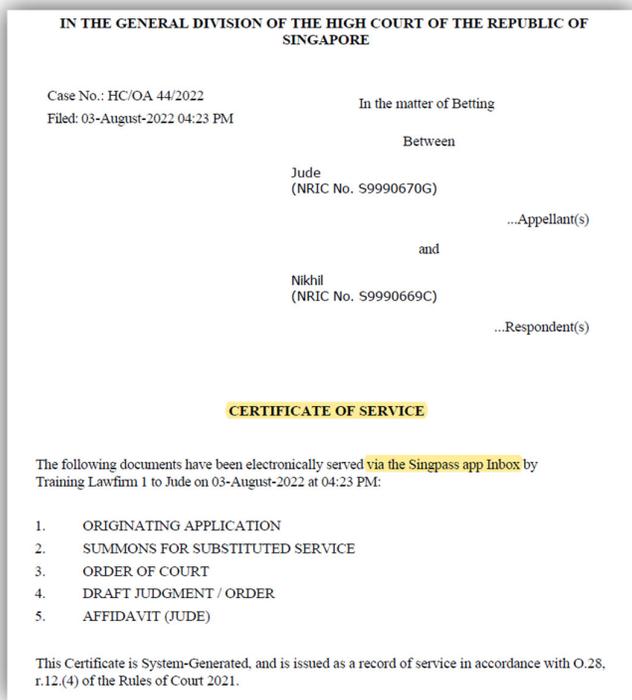


Fig 1: A “Certificate of Service” will be generated if the Singpass notification has been successfully delivered to the intended recipient’s Singpass app Inbox. The notification includes a secure link to download the Court documents.

The certificate of service **does not** mean that the recipient has:

- opened the notification to read its contents, or
- tapped on the “View Documents” button to download the served documents.

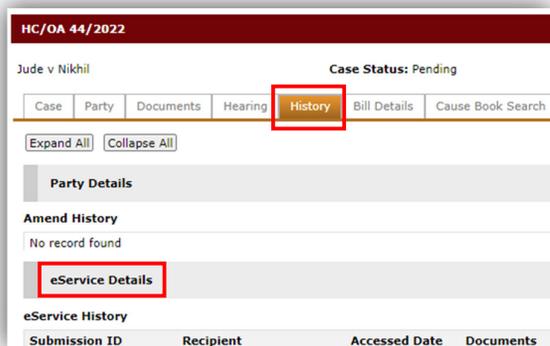


Fig 2: The status of the delivery will be reflected under the case file’s “History” tab > “eService Details” > “eService History” header.

The table below shows the message that will be displayed for the various scenarios:

Message	Scenario
<p>eService via the Singpass app Inbox: The notification has been successfully delivered to the recipient’s Singpass app Inbox.</p> <p>A Certificate of Service has been generated.</p>	<p>A Singpass notification has been successfully delivered to the intended recipient’s Singpass app Inbox. The notification includes a secure link to download the Court documents.</p> <p>The certificate of service does not mean that the recipient has:</p> <ul style="list-style-type: none"> • opened the notification to read its contents, or • tapped on the “View Documents” button to download the served documents.
<p>eService via the Singpass app Inbox: The intended recipient does not appear to have the Singpass app installed. Delivery to the intended recipient’s Singpass app Inbox has not been effected and no further attempts will be made. A Certificate of Service will not be generated. If the user has a registered mobile number with Singpass, an SMS will be sent to him/her with the case number and your law firm’s contact information.</p> <p>You will not be charged for the unsuccessful eService. You may wish to consider an alternative mode of effecting service.</p>	<p>Either:</p> <ol style="list-style-type: none"> a) Recipient has Singpass account, but does not have Singpass app installed, or b) Recipient does NOT have Singpass account