



Primary Source Verification (PSV)

Frequently Asked Questions

Q 1. What is the DataFlow Group?

A 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 100,000 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, quasi-government, regulatory, and large multinational organizations worldwide.

Q 2. Why do I need to submit my documents to the DataFlow Group?

A Your licensing authority has partnered with the DataFlow Group to verify the authenticity of documents presented by applicants using an advanced screening method known as PSV.

Q 3. How do I submit my information and documents to the DataFlow Group?

A You may submit your information and documents within your PSV application by visiting www.dfmoms.com

Q 4. What documents are required for my PSV application?

A Once you are logged into your account, you will be guided at each step to provide the information and upload the required documents accordingly. Attach and submit all documents relevant to the position you are applying for - according to the 'How to Apply' kit document.

Once done, download the Letter of Authorization (LoA) - which must be signed and uploaded - along with a copy of your passport.

Q 5. How many certificates are required for my PSV application?

A The number of certificates or documents required by your licensing authority is detailed in the Client Reference Document.

In case you would want additional education, employment certificates or health/professional licenses to be verified, you are welcome to add more certificates, these can be verified for an additional fee per document.

Q 6. What is the fee for the application?

A Fees vary depending on the number of documents that need to be verified. The fee will be displayed during the application process when you select the number of documents you wish to submit for primary source verification.

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.

Education document (per qualification) - SGD 105 + 8% GST

Employment document (per employment) - SGD 105 + 8% GST

Accreditation of Education check (per education institution) - SGD 34 + 8% GST

Report Reissuance - SGD 65 + 8% GST

Q 7. How do I assess the type of documents I need to include in my PSV application?

A Refer to the Client Reference Document kit to learn more about the documents you need to include in your PSV application. For further queries, please contact concerned officials at the licensing authority.

Q 8. What is the process adopted by the DataFlow Group for document verification?

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

Q 9. Can I submit more than one request for PSV?

A Yes. Employers are advised to create a login account which will allow them to submit multiple documents for multiple candidates..

For assistance, please click on the How to Apply link on our website and follow the simple instructions.

Q 10. Can I pay for my application in cash?

A We only accept online payments via credit/debit cards.

Q 11. Should I attest/apostille my documents from the embassy in my country or any other authority?

A The DataFlow Group does not require document attestation/apostilling for PSV. Simply make sure that your document scans are clear and complete to ensure the timely processing of your application. The DataFlow Group does not require translated copies or actual original documents.

Q 12. Is it possible to submit documents and information for verification at a later stage?

A All relevant details and documents must be submitted at the time of application. To Note: Any additional documents for verification after your initial application will need to be submitted additionally and will be treated as an additional verification requirement, subject to additional fees.

Q 13. What is the Letter of Authorization (LoA) intended for?

A The LoA is a mandatory requirement that provides permission to the DataFlow Group and your licensing authority, to conduct the verification process. Kindly note that the LoA must be signed by the applicant only. The signatures need to match the signatures on your passport or any additional identification document uploaded.

Q

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

A

Primary Source Verification relies on seeking verification from the authorized representative of the authority issuing the document to be verified. A significant amount of the processing time is dependent on the response time of the issuing authority. The standard timeframe for completing the verification is shared on the screen when you initiate your application. If DataFlow can offer expedited processing for your application, you will see the option when selecting the package. Expedited processing is offered at additional fees. However, occasionally, it may not be possible to conclude the process within this estimated time frame due to holidays, staff absences, or records being archived or misplaced by institutions.

Q

15. Does the DataFlow Group offer Express processing?

A

You shall be able to select Express Processing if available while selecting the package for verification. We will not be able to change the selection once you have submitted your verification request. Express processing is offered at additional fees.

Please select 'Express Processing' while selecting your preferred package, if available. In case of any queries, we will reach out for additional information.

Q

16. I need assistance in submitting my Application, would the DataFlow Group be able to offer assistance in filing the Application.?

A

You shall be able to select assistance for filling the application if available while selecting the package for verification. We will not be able to change the selection once you have submitted your verification request. Please select 'Assisted Service' while selecting your preferred package, if available, fill in the minimal required information and upload the documents. Our team will fill in the details as required from the uploaded documents. In case of any queries, we will reach out for additional information.

Q

17. What happens after the DataFlow Group has completed my PSV application?

A

Once your PSV application is completed, a final report will be shared with your licensing authority, and you will be notified and directed to obtain a summarized version of your result online.

Please reach out to the contact at your licensing authority for the next steps.

Q

18. I haven't received any confirmation regarding my application submission. Please advise.

A

An auto-generated email is sent by noreply@dataflowgroup.com once the payment is settled and the application is submitted successfully.

Alternatively, you may visit www.dfmoms.com log in using your account credentials and click on the 'Check Your Status' button.

Q

19. Please advise on the DataFlow Group Case Number of my application.

A

Your DataFlow Group Case Number will be provided in the confirmation email you will receive after completing your application.

Q

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

A

Click [here](#) to check the current status of your application. This can be done by entering your DataFlow Group Case Number and Passport Number.

Alternatively, you may visit www.dfmoms.com log in using your account credentials and click on the 'Check Your Status' button.

Q

21. My credentials have been previously verified by the DataFlow Group for another authority. Please advise if I need to submit my application to the DataFlow Group once again when applying to the licensing authority.

A

You can opt for the report transfer process of your application to the DataFlow Group (if available) when applying to your licensing authority. Go to the Dashboard page, click on the 'Detailed Case Entry' button to initiate an application. Follow the on-screen instructions to select the 'Report Transfer' package (if available) and complete your application.

Q

22. How will I know when my PSV application has been completed?

A

Once your PSV application is completed, an email notification will be sent to your registered email ID and a final report will be shared with your licensing authority.

You could subscribe to our SMS notification service for an additional fee, which will keep you informed at every stage of the application.

Q

23. I have been informed through my online application status that my PSV process has been completed. How can I obtain the report?

A

A copy of your PSV report has been shared directly with your licensing authority. You can also obtain your report at www.dataflowstatus.com by simply entering your DataFlow Group Case Number and your passport number.

Q

24. I was unable to find an answer to my query, and I still have a question.

A

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

Q

25. I am having multiple Dataflow reports how can I transfer all these reports to your licensing authority

A

Please note that you need to create multiple applications to transfer all the reports separately and accordingly report transfer fees will be chargeable for each request.

Q

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

A

A FIN Number is a mandatory requirement of the Ministry of Manpower Singapore for online submissions. If your candidate is yet to obtain a FIN Number, please specify 'NA' in the text box.

Q

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

A

[Click here](#) to submit your request - quoting your MOMS Verification Reference Number and/or DataFlow Case Reference Number, along with the reason for requesting a cancellation.

A refund request will only be processed, when the cancellation request is received within 48 hours of the payment.

Q

28. Who is responsible for informing the Ministry of Manpower Singapore about the completion of my candidate's verification?

A

DataFlow Group will inform the Ministry of Manpower Singapore regarding the completion of each application. However, the employer is responsible for contacting the Ministry for further processing and discussion.

Q

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

A

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.

Q

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

A

[Click here](#) to submit details supporting your claim, while quoting the MOMS Verification Reference Number and/or DataFlow Case Reference Number of your application. The application will be reviewed with the provided information and advice the next steps accordingly.

Q

31. My candidate has a primary source verification report issued by the DataFlow Group earlier. Can I use the same report or do I submit a new application?

A

Yes, the employer may use the previous primary source verification report issued by the DataFlow Group for the Ministry of Manpower Singapore only.

During the application submission process, please click on 'Report Reissuance' package and specify the details available on the previous DataFlow primary source verification report.

On submission along with applicable fee payment, DataFlow will review the application details and process the application basis Ministry of Manpower Singapore. Once the DataFlow process is complete, we will reissue a new primary source verification report.

Q

32. The Ministry of Manpower Singapore has rejected my candidate's EP application for the requirement of a new MOMS Verification Reference Number. What do I need to do?.

A

Employers may [Click here](#) to submit the request for primary source verification using the 'Report Reissuance' package.

We will process your request to generate a new MOMS Verification Reference Number which will be incorporated in your candidates Primary Source Verification report.

The employer will be informed via email with the primary source verification report in a PDF format, sent to the registered email address provided during the online submission.

Q

33. How do I check which of my candidates' qualification(s) need to be submitted for primary source verification?

A

Employers are requested to first conduct an eligibility check to ascertain if the candidate qualifies for an Employment Pass or S Pass (before application or renewal).

[Click here](#) to visit the Ministry of Manpower Singapore e-services website to conduct the Employment / S Pass Self-Assessment Tool (SAT).

After completing the SAT check, please submit your candidate's qualification documents for Primary Source Verification.

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