

Frequently Asked Questions (FAQs)

- 1) I am a student and would like to use PSEA to set up Standing Order (SO) to pay for my course fees. However, when I login to MOE Student Finance System (SFS), I cannot see the SO option. How can I set up SO?**

If you are below 21 years old, you will not be able to set up a SO. Please ask your parents/guardians to set up SO on your behalf instead.

- 2) I am currently taking a full-time Diploma course and would like to tap on my PSEA. What should I select for “SO Usage” when setting up my Standing Order (SO)?**

It is recommended that you select both “Tuition Fees” and “Enrichment Programme Fees” during SO setup. This is to ensure that fees and charges that are eligible for PSEA usage will be covered by the SO. This includes:

- Tuition/Course fees and compulsory charges of approved programmes under “Tuition Fees”
- Enrichment programmes and overseas exchange programmes under “Enrichment Programme Fees”

- 3) I have already set up my Standing Order (SO). When will it take effect?**

Once your SO is set up in Student Finance System (SFS), it will take effect immediately.

- 4) Since there is no need for Singapore Polytechnic to request for my authorization for each withdrawal once the Standing Order (SO) is set up, how will I know when a deduction is made from my PSEA?**

You will receive an e-notification from SFS when there is a deduction. You can login to SFS to view past withdrawals and refunds.

- 5) Will the Standing Order (SO) withdrawal fail if I have insufficient PSEA balance?**

MOE Student Finance System (SFS) will deduct your available balance.

- 6) During my Standing Order (SO) setup, I selected “Tuition Fees” only for SO Usage. Can I add “Enrichment Programme Fees” now to my existing SO?**

Yes, you can login to MOE Student Finance System (SFS) to edit your existing SO and select “Enrichment Programme Fees”. Upon submission, it will take immediate effect.

- 7) During my Standing Order (SO) setup, I did not set an expiry date. Can I add an expiry date now?**

Yes, you can login to MOE Student Finance System (SFS) to edit your existing SO and set a future expiry date. Alternatively, you can login to SFS to terminate your SO with immediate effect.

8) Can I set 2 different expiry dates for “Tuition Fees” and “Enrichment Programme Fees” SO Usage?

No, you cannot set 2 different expiry dates. The expiry date is applicable to the Standing Order (SO) and is not specific to each SO Usage Type.

9) I graduated from Singapore Polytechnic and had set up a Standing Order (SO) previously to pay for my fees. I am taking a SkillsFuture course now from Singapore Polytechnic PACE Academy. Do I need to set up SO again?

Please log in to SFS to :

- Verify whether your SO for Singapore Polytechnic is still active. If it has been terminated, please edit the SO to re-activate it again (instead of creating another new SO).
- Check that the required SO Usage is selected. If it is not selected, you can edit your SO to add it.

10) Will the SO Standing Order be automatically terminated after I graduate from Singapore Polytechnic?

No, the SO will remain in force unless you terminate it in SFS. Alternatively, you can set an expiry date for it to be terminated automatically upon graduation.

11) I had set up a Standing Order (SO) previously when I was studying at another institution. Do I still need to set up another SO for Singapore Polytechnic?

Every SO is unique to each institution and cannot be used for another institution. As such, you will need to set up a new SO for Singapore Polytechnic.

12) Can I tap on my sibling's PSEA to pay for my course fees?

Yes, you can tap on your sibling's PSEA (up to a maximum of 3 siblings). You will need to set up a Standing Order (SO) for your PSEA in MOE Student Finance System (SFS) and include your sibling's details when submitting your SO. Funds will be deducted from your PSEA first, then followed by your siblings' PSEA in the priority order indicated during your SO setup.

Upon submission of your SO, SFS will send an e-notification to your siblings, asking them to authorize your request to use their PSEA. However, if authorization is not given within 10 calendar days, the request will expire and you will need to submit a new request via SFS.

13) What will happen if my sibling did not authorize my request to use their PSEA?

As the SO for your PSEA was set up successfully, funds will be deducted from your PSEA. No deductions will be made from your siblings' PSEA, since authorization was not given.

This is because SFS was unable to proceed with the withdrawals based on the priority order indicated in your SO instructions. If you still wish to tap on your siblings' PSEA, please revise your SO instructions and submit a new request.

14) Can I request for partial withdrawal from my PSEA first before deducting from my siblings' PSEA?

No, you can only utilise your sibling's PSEA after exhausting your own. As such, MOE will attempt to deduct the full withdrawal from your PSEA followed by your sibling's PSEA if insufficient.