

XPAT SYSTEM

COMMERCIAL FREE TIER USER GUIDE

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Introduction

This user guide provides a comprehensive overview of the Commercial Free Tier feature in the XPAT system. It covers eligibility, enrolment, slot allocation, and the promotion of paid slots, combining system behaviour with the steps visible to users.

The Commercial Free Tier enables eligible MSME-classified employers to receive up to 20 commercial quota slots free of charge.

Once enrolled, the system automatically assigns Free Tier slots and allows eligible paid slots to be converted into Free Tier slots.

2. Eligibility Criteria

An employer is eligible for the Commercial Free Tier if **all** of the following conditions are met:

- The employer is registered under the Ministry of Economic Development and Trade including:
 - Company
 - Sole Proprietorship
 - Partnership
 - Cooperative Society
- The employer is classified as MSME (Micro, Small, or Medium) by the Ministry of Economic Development and Trade

Employers that do not meet these criteria are not eligible for enrolment.

3. Accessing Commercial Free Tier

1. Log in to the XPAT employer portal
2. From the top navigation menu, click **Commercial Free Tier**

This opens the Commercial Free Tier page where eligibility, slot usage, and promotions are managed.

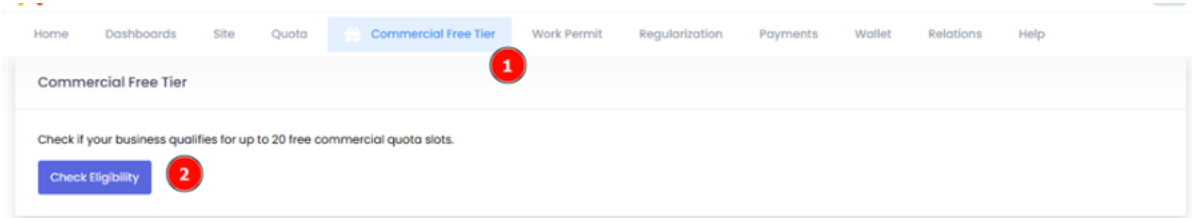


Figure 1

4. Enrolment Process – Check Eligibility

To enrol:

1. On the Commercial Free Tier page, click **Check Eligibility**
2. The system automatically verifies:
 - Organization type
 - SME classification

Enrolment Outcome

- **Eligible** → Employer is automatically enrolled
- **Not Eligible** → Reason for ineligibility is displayed
- **System Error** → User may retry later

No manual approval or additional steps are required after successful enrolment.

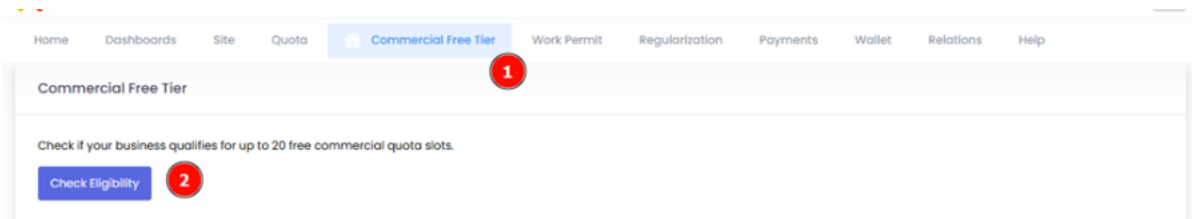


Figure 2

5. Viewing Free Tier Status and Slot Capacity

After enrolment, the system displays an information banner showing Commercial Free Tier usage,

for example:

You are enrolled in the Commercial Free Tier (6 / 20 slots used)

This confirms:

- Active enrolment status
- Number of free tier slots already used

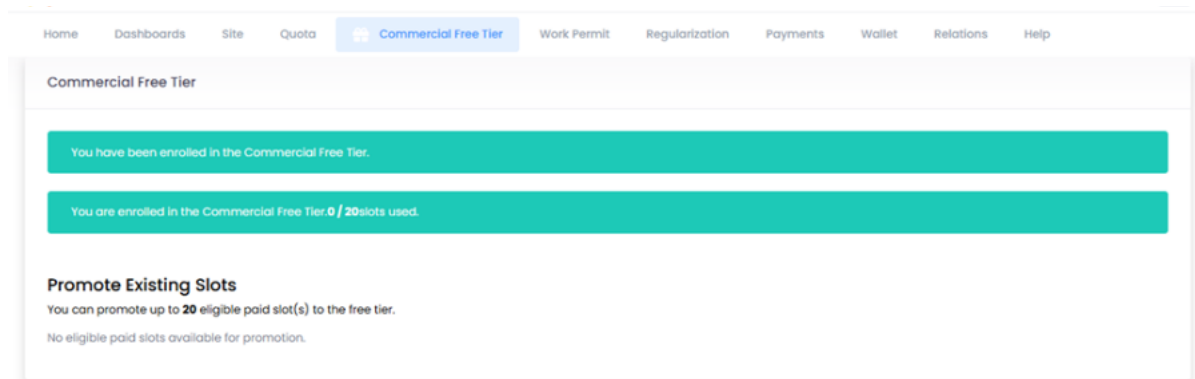


Figure 3

6. Understanding Slot Categories

The XPAT system supports multiple quota slot types:

Slot Category	Fee Required	Description
Paid	Yes	Standard commercial quota slot
Commercial Free	No	Free slot under Commercial Free Tier
Free (System)	No	Free slot granted by occupation rules – Domestic Category (not part of Commercial free tier)

Only **Commercial Free** slots count toward the 20-slot free tier limit.

7. Slot Allocation Logic

When a quota slot utilisation request is approved, the system assigns slots in the following order:

1. **System Free Slots** (from occupation rules - For Domestic Category)
2. **Commercial Free Slots** (if enrolled and falls under the 20-slot limit)
3. **Paid Slots** (if free tier limit is reached)

Batch Allocation Rules

- Maximum of **20 Commercial Free slots** per employer
- If a batch request exceeds the free tier limit:
 - Slots within the limit → Commercial Free
 - Remaining slots → Paid

Existing Commercial Free slots are **never reverted to Paid**.

8. Viewing Your Commercial Free Tier Slots

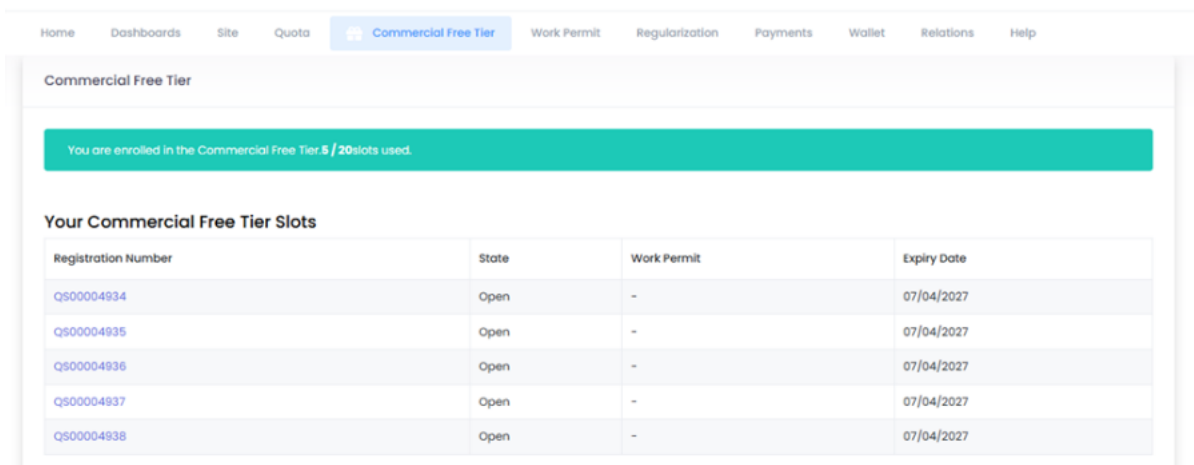
When free tier slots are used, they are displayed under:

Your Commercial Free Tier Slots

The table includes:

- **Registration Number** – Slot reference
- **State** – Open / Occupied / Reserved
- **Work Permit** – Linked permit (if applicable)
- **Expiry Date** – Slot expiry

This section helps employers monitor active free tier slots.



Registration Number	State	Work Permit	Expiry Date
Q500004934	Open	-	07/04/2027
Q500004935	Open	-	07/04/2027
Q500004936	Open	-	07/04/2027
Q500004937	Open	-	07/04/2027
Q500004938	Open	-	07/04/2027

Figure 4

9. Promoting Paid Slots to Commercial Free Tier

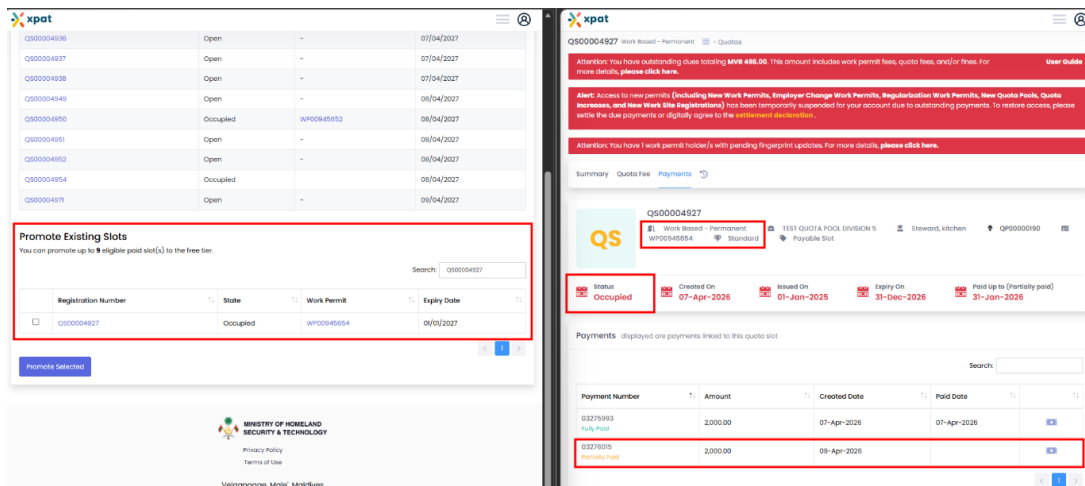
If the employer is enrolled and has not reached the 20-slot limit, existing Paid slots may be promoted.

Slot Eligibility Requirements

Eligible paid slots must meet the following criteria:

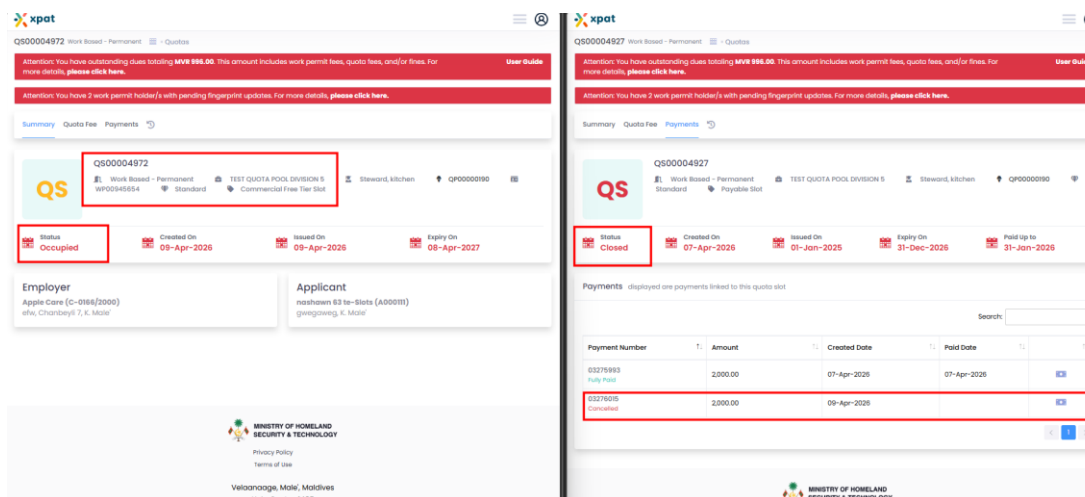
1. Status is **Open, Occupied, or Reserved**
2. Not expired for more than one year
3. In Pending Payment status

If a slot has a pending payment **for the current year** (i.e., no payment has been made or only a partial instalment has been initiated), it will still be considered eligible. In such cases, the pending payment will be cancelled, and the slot will be converted into a Free Tier commercial quota slot.



The screenshot displays the xpat interface for managing slots. On the left, a table lists various slots with their registration numbers, states, work permit types, and expiry dates. A red box highlights the 'Promote Existing Slots' section, which allows users to promote eligible paid slots to the free tier. On the right, the details for slot QS00004927 are shown. The slot is currently 'Occupied' and has a payment of 2,000.00. A red box highlights the 'Occupied' status and the payment details.

Figure 5



The screenshot displays the xpat interface for managing slots. On the left, the details for slot QS00004972 are shown. The slot is currently 'Occupied' and has a payment of 2,000.00. A red box highlights the 'Occupied' status and the payment details. On the right, the details for slot QS00004927 are shown. The slot is currently 'Closed' and has a payment of 2,000.00. A red box highlights the 'Closed' status and the payment details.

Figure 6

Promotion Steps (Paid Slots to Commercial Free Tier)

1. Scroll to the **Promote Existing Slots** section
2. Select eligible slots using checkboxes
3. Click **Promote Selected**

Multiple slots can be promoted at once, provided the free tier limit is not exceeded.

Promote Existing Slots

You can promote up to 16 eligible paid slot(s) to the free tier.

Search:

	Registration Number	State	Work Permit	Expiry Date
<input checked="" type="checkbox"/>	QS00003206	Reserved		27/08/2026
<input type="checkbox"/>	QS00003208	Open	-	27/08/2026
<input type="checkbox"/>	QS00003210	Open	-	28/08/2026
<input type="checkbox"/>	QS00003211	Open	-	28/08/2026
<input checked="" type="checkbox"/>	QS00004388	Occupied	WP00945649	07/12/2026
<input type="checkbox"/>	QS00004707	Reserved		25/12/2026
<input checked="" type="checkbox"/>	QS00004709	Reserved		25/12/2026
<input checked="" type="checkbox"/>	QS00004710	Occupied	WP00945535	25/12/2026
<input type="checkbox"/>	QS00004711	Reserved		25/12/2026
<input type="checkbox"/>	QS00004712	Occupied	WP00945536	25/12/2026

Promote Selected

< 1 2 3 4 5 ... 16 >

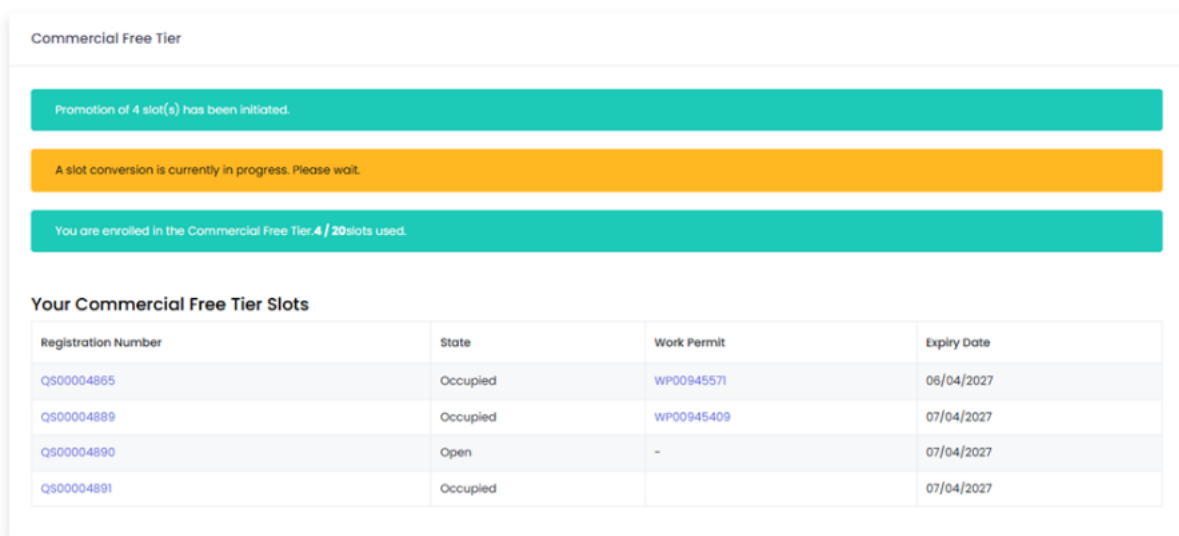
Figure 7

10. Promotion Outcome and Conversion Status

After promotion:

- A confirmation message indicates the promotion has started
- Slot conversion may temporarily restrict some actions
- Once completed:
 - Slot category changes to **Commercial Free**
 - Work permits are transferred automatically
 - Pending fees (if any) are cancelled
 - Slot appears under **Your Commercial Free Tier Slots**

Note: **Previously paid quota slot fees are not refunded.**



Commercial Free Tier

Promotion of 4 slot(s) has been initiated.

A slot conversion is currently in progress. Please wait.

You are enrolled in the Commercial Free Tier. **4** / 20 slots used.

Your Commercial Free Tier Slots

Registration Number	State	Work Permit	Expiry Date
Q500004885	Occupied	WP00945571	06/04/2027
Q500004889	Occupied	WP00945409	07/04/2027
Q500004890	Open	-	07/04/2027
Q500004891	Occupied		07/04/2027

Figure 8

11. Loss of Eligibility

The system performs **monthly MSME status validation**.

If MSME status is lost:

- Commercial Free Tier enrolment expires
- No new Commercial Free slots or promotions allowed
- Existing Commercial Free slots remain active
- Free tier slots automatically close once linked work permits are removed

12. Re-enrolment Process

If MSME status is restored:

1. Navigate to the **Commercial Free Tier** page
2. Click **Check Eligibility**
3. A new enrolment is created automatically if eligible

Commercial Free Tier benefits can then be used again.

13. Key Rules & Notes

- Maximum **20 Commercial Free slots** per employer
- Slot promotion is **manual**
- No refunds for slot fees previously paid for promoted slots
- Work permits transfer automatically during promotion
- Commercial Free slots close automatically when work permits are Cancelled

14. Frequently Asked Questions (FAQ)

1. How do I check eligibility?

Use the **Check Eligibility** button on the Commercial Free Tier page.

2. Is enrolment automatic?

Yes. If eligible, enrolment happens instantly once initiated by the User.

3. Can I exceed 20 free slots?

No. Any slots beyond the limit become Paid.

4. What happens if I lose SME status?

Existing Commercial Free slots remain but no new free slots are allowed.

5. Can Paid slots be converted?

Yes, using the Promote Existing Slots feature if eligible.

6. Are refunds given after promotion?

No. Paid fees are not refunded.

7. What happens during promotion?

Slot converts to Commercial Free, work permit transfers, fees are cancelled.

8. Can I rejoin later?

Yes. Re-check eligibility once SME status is restored.

9. What happens when a work permit is removed?

The related Commercial Free slot closes automatically.

10. What if eligibility check fails?

Retry later; it is usually due to a temporary system issue. If any issues persists please reach out to us through our communication channels.

15. Support & Assistance

For issues or unexpected behavior, contact system support with:

- Employer registration number
- Screenshot reference
- Description of the action being performed

OUR CONTACTS:

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