PUB Business & Professional Portal

User Manual

Version 0.2

REVISION HISTORY

Version	Effective Date	Summary of Changes	Author
0.1	19 Jul 2023	Initial version	Hendrianto, Jerel
0.2	21 Jul 2022	Revised based on feedbacks on review session	Hendrianto, Jerel, Jun Yang

TABLE OF CONTENTS

1. Introduction

1.1 Purpose

This User Manual is for the users of PUB Business & Professional Portal (BP Portal) providing the system end-users a guide on how to use the system.

1.2 Background

PUB Business & Professional Portal is the frontend system that supports Licensed Plumbers, Data Assistants, Qualified Persons, and Other Professionals to submit transactions online to BPU   backend.

1.3 Scope

As the implementation is based on Agile methodology, the features are delivered by releases. The first release covers the followings:

a. Profile Update

b. Dashboard and Notification Feature

c. Water Tank Certification Submissions

d. Water Service Installation Submissions, and

e. Water Sanitary Services Submissions

The rest of features will be updated in the upcoming releases.

1.4 Definitions, Acronyms and Abbreviations

S/N	Acronym / Abbreviation	Description
1.	BP Portal	PUB Business & Professional Portal
2.	LP	Licensed Plumber
3.	Assistant	Drafter or a person who assist Licensed Plumber and/or Qualified Person to create draft transaction
4.	QP	Qualified Person

1.5 References

S/N	Document Name / Version	Description
1.	User Story Specification Version: Date:	User Story Specification explains the requirement from tender and requirement sessions and acceptance criteria (pass criteria) for each requirement.
2.	Product Backlog Version: Date:	Product Backlog consists of User Stories, Release Plan for the User Stories, and its Story Points (or effort assessment).
3.	User Test Scenario Version:	User Test Scenario consist of permutation of scenarios which are derived from acceptance criteria. Not only explains positive results (pass criteria), but also consists

	Date:	of.

1.6   About This Manual

a.   This manual guides Licensed Plumbers and Assistants to navigate BP Portal performing various submissions.

b.   Reader should be resident of Singapore and has knowledge regarding activities / services done by Licensed Plumber (because Singpass is required to access the BP Portal).

c.   The information provided in the current version is presented based on features built in Release 1.

d.   Reader can navigate through the content table presenting various modules, features, and use cases.

1.7   Installation

The latest version of Edge, Chrome, Safari, and Mozilla Firefox are the supported browsers to access the BP Portal. It is recommended to use laptop or PC with minimal resolution 1366p x 768p to have the best experience viewing various transactions in the Portal.

2.   FUNCTIONS

2.1   Login

2.1.1   Action needed before logging in

Before continuing to log in, user should ensure the following prerequisites are met:

a.   User should be a resident of Singapore.

   User requires to have NRIC / Singpass ID to use BP Portal.

b.   Install Singpass application on his mobile and activate 2-Factors Authentication.

   For android mobile or tablet holder, follow these steps to install Singpass mobile application. Refer to Singpass Registration Guide.

c.   Install the latest version of any one of these browsers: Edge, Chrome, Safari, or Mozilla Firefox

d.   Especially for those who are employed under certain Organisation(s), you should have CorpPass ID.

   To onboard to CorpPass, contact your organisation's CorpPass Admin. Refer to the Guide for CorpPass Admin to onboard a new NRIC to the Organisation UEN-issuance agency.

2.1.2   How to log in as individual user

Individual user is a person who is working independently or not employed under any organisation that is registered under ACRA or UEN-issuance agency.

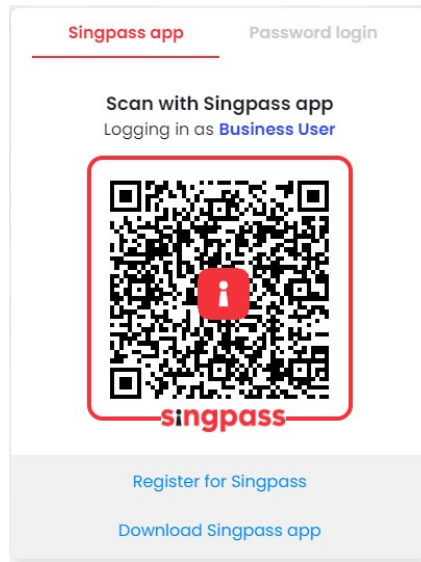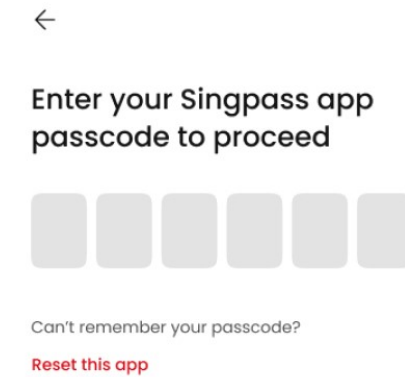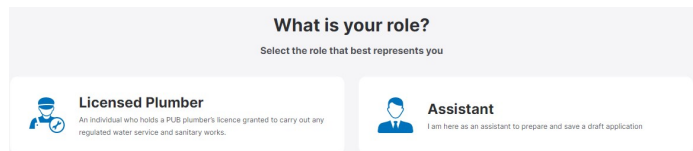|	
Step 1 Open your browser and access the following url: PUB Business & Professional Portal	
Step 2 Click on the button "Log in with Singpass"	

Step 3
Scan the QR code displayed using Singpass app, or tap ion the icon when you open it using mobile device:

Step 4
Enter your passcode in Singpass app.

Step 5
After successful login, you will view the selection of roles. Select a role that you want to act as.

2.1.3   How to log in as business user

Business user is a person who is employed under organisation(s) that is registered under ACRA or UEN-issuance agency.

Step 1
Open your browser and access the following url:
PUB Business & Professional Portal

Step 2
Click on the button
"Log in with Singpass"

Log in to Licensed Plumber Portal

Please note that from 11 April 2021, you will be required to login to government digital services for
businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login

For Qualified Professional and Other Professional, please log in using the current BPU Portal. Click here to
switch to the QP Portal.

via   via
Individual Users   **Business Users**

Log in with singpass   Log in with corppass

Step 3
Scan the QR code displayed
using Singpass app, or
tap ion the icon when you open it
using mobile device:

Singpass app   Password login

Scan with Singpass app
Logging in as **Business User**

singpass

Register for Singpass

Download Singpass app

Step 4
Enter your passcode in Singpass
app.

←

**Enter your Singpass app
passcode to proceed**

Can't remember your passcode?

Reset this app

Step 5
After successful login, you will
view the selection of roles.
Select a role that you want to act
as.

Note:
If you are employed under
multiple organisations (UENs),
you will need to choose an
organisation before you view the
selections of roles.

What is your role?
Select the role that best represents you

Licensed Plumber
An individual who holds a PUB plumber's licence granted to carry out any
regulated water service and sanitary works.

Assistant
I am here as an assistant to prepare and save a draft application

Note:
The following is only applicable for a person who has
multiple organisations (UENs).
Select UEN/Entity ID

20190147A	20190167A	C20001180H
ACCENTURE 147	ACCENTURE 167	BIGDAY
180024441H	180045358R	T15LP0011L
Company 180024441H Pte Ltd	Company 180045358R Pte Ltd	EW REAL ESTATE FUND LP

2.1.4   Dashboard Navigation

The BP Portal provides a dashboard as the landing page after user successfully logged in. It serves quick links to features and are frequently used and insights to overall submissions.
In the dashboard page, user can view the followings:

1
Official government banner

This banner indicates the official ".gov.sg" website.
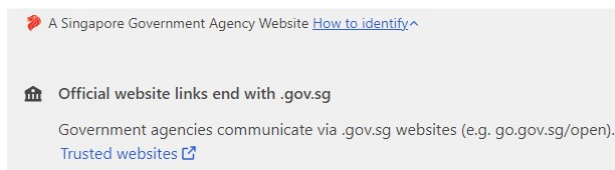
2
Megamenu items

    a. Home

       Go to Dashboard page

    b. All Submissions

       View all list of draft and submitted applications

    c. Announcements

       View all list of announcements or circular messages

    d. Report an Issue

       <the feature is not available yet>

3
Personal Information

It is applicable for Licensed Plumber only.

    a. Notifications

       Go to Dashboard page

    b. Profile Photo

       View all list of draft and submitted applications

    c. Name

    d. License ID

    e. View Other Menu Items

       Click the arrow icon

       to display:

         • Profile

         • Demerit points

For Licensed Plumber

After clicking on the ⌄

    👤 Profile

    ⊖ Demerit points
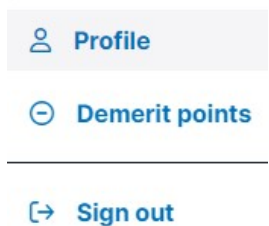
    [→ Sign out

For Assistant (drafter)

• Sign out

Assistant (drafter) can only view
   a.   Name

   b.   Sign Out

Click the arrow icon

⌄

to display the Sign Out button

4
Licence Status and Demerit Points

It is applicable for Licensed Plumber only.
   a.   Licence Status Icon

✅ Active

⚠️ Suspended

   b.   Licence Status and End Date Before Renewal.

   c.   Total Demerit Points

The current demerit points from various penalties within a period. The point will be reset periodically. Please note that suspension in consecutive periods can lead to revocation of your licence.

   d.   View More

Display history of penalties and demerit points.

5
Licence Renewal Banner

The banner will be displayed when Licence End Date is

nearing the renewal date.

a. Renewal date

Licensed Plumber is suggested to take refresher course before this date.

b. Steps to renew

Click to view steps to renew your licence.

Steps to renew:

6

Cue of Submission Status

Each box represents how many of your applications under the respective Submission Status

a. Draft

This represents new draft, submitted applications from Assistants. In short, all applications which have not been submitted to PUB will be under Draft.

b. Processing

This represents applications which are being verified by Processing Officer (PUB).

c. Accepted

This represents applications which have been approved and project is still on-going (completion of work have not been started).

d. Returned

This represents applications which have been returned by Processing Officer (PUB) for amendment.
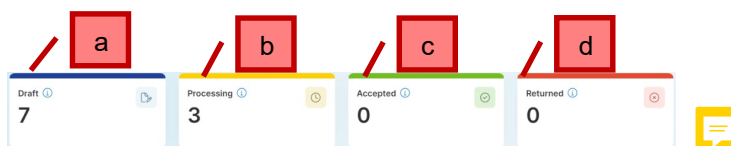
7

Recent Submissions

a. View All Submissions

Click to view all your projects.

b. Project Number

c. Submission Number

d. Project Title

e. Project Status

f. Last Modified Date

g. Information Message

The information message gives hint to user about the next action to be done. These are various hints that can be shown:

- to submit the completion work

- to resubmit after returned by PUB
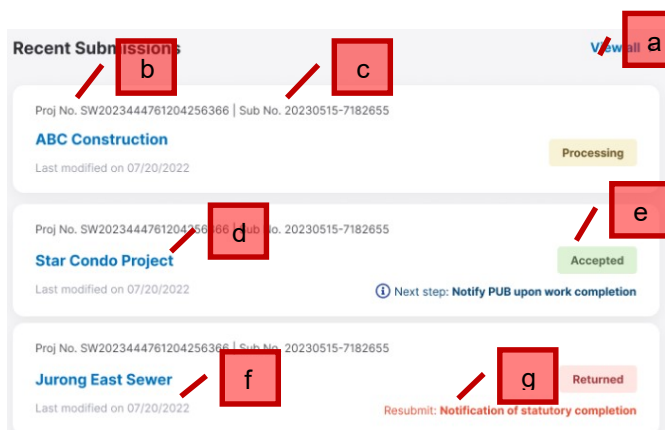
8
Recent Announcements / Circulars

a. View All Announcements / Circulars

Click to view all Announcements

b. Read / Unread

Red dot indicates the Announcement has not been read or clicked yet.

c. Announcement Title

d. Announcement Date
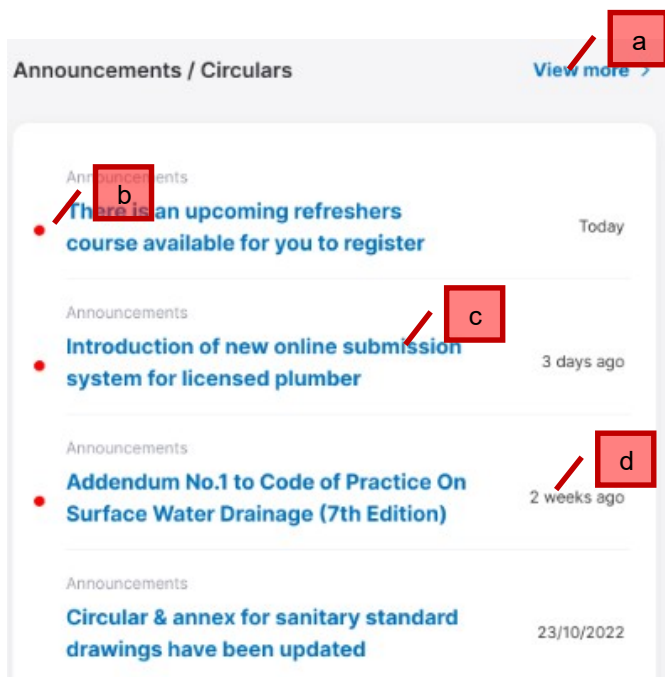
2.1.5 View Profile and History of Demerit Points

Step 1

It is applicable for Licensed Plumber only.

a. View your basic profile information on the top right corner of screen.

b. View your Licence Status and Total Demerit Points under your basic profile information
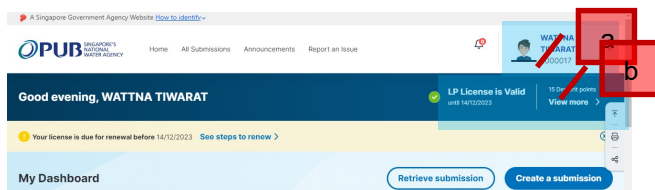
Step 2

To view complete profile information, click on arrow icon and click on the Profile button
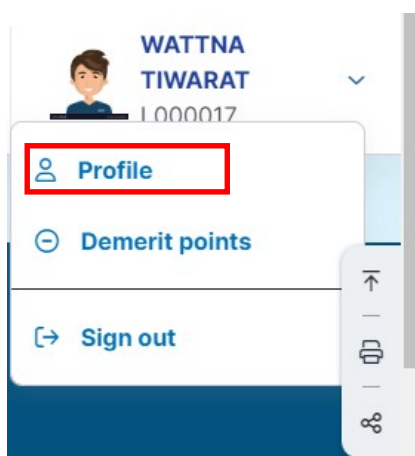
The Profile detail is opened.
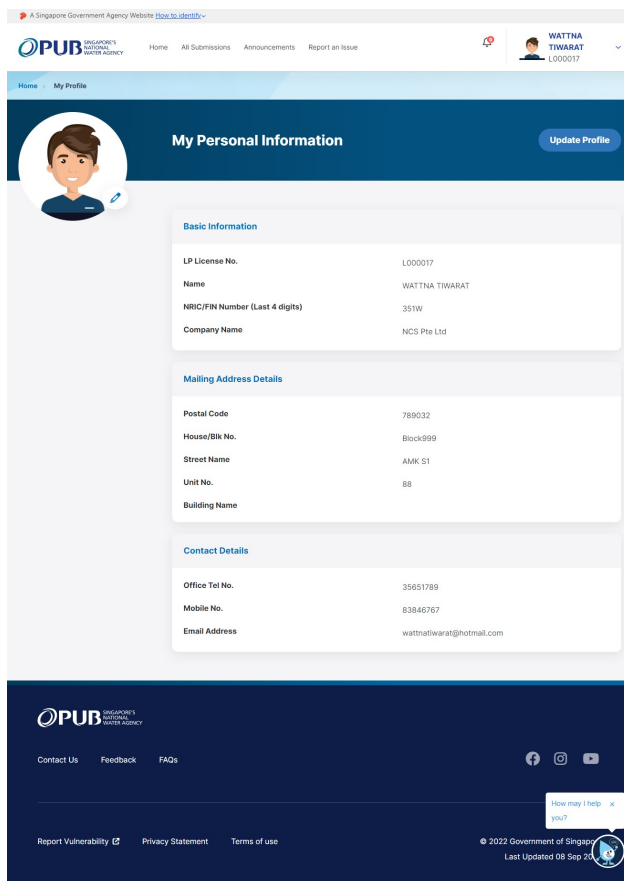
2.1.6 Update Profile

Step 1
It is applicable for Licensed
Plumber only.

Click on arrow ⌄ icon under top
right corner of your screen and
click on the Profile button.
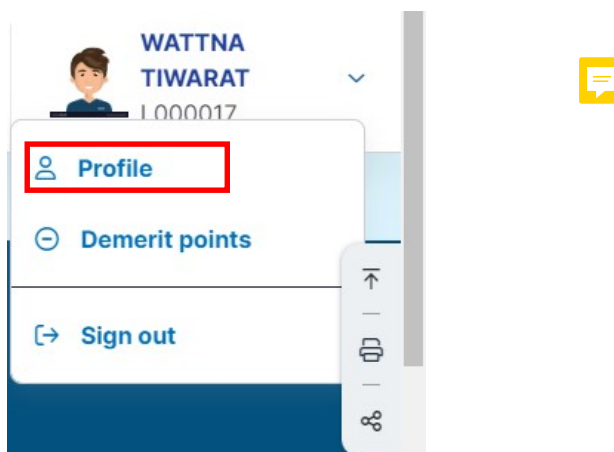
Step 2
Click on Update Profile button.
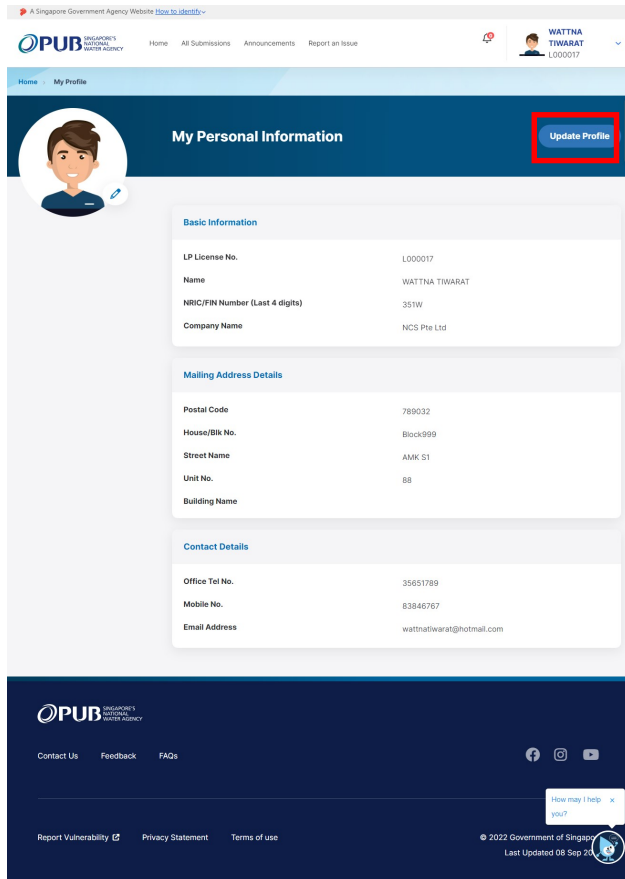
Step 3
You can edit fields that are enabled, or
you can retrieve information from MyInfo by clicking on "Retrieve info via MyInfo" button.

After editing any information, click on "Save Changes" button to save the information.
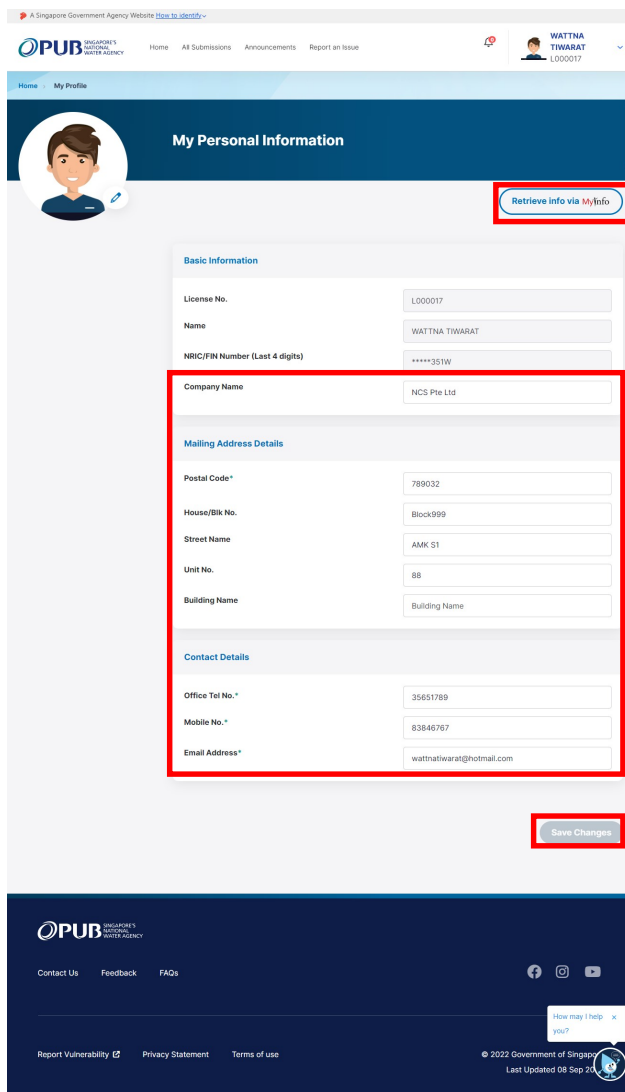
2.1.7   View All Announcements

Step 1
In your Dashboard, click on "View More" button to view all announcements.
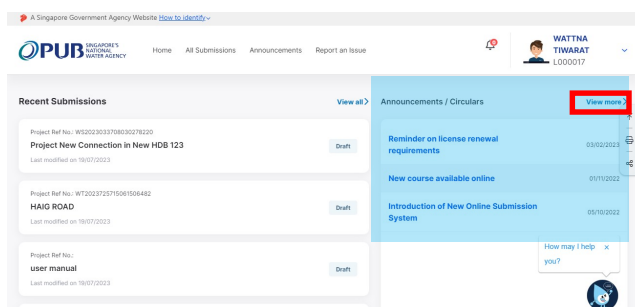
Step 2
To open a detail announcement, click on the respective record.

The announcement detail is opened.

2.1.8 View All Notifications

Step 1
In your Dashboard, click on the

bell icon to view the recent
notification(s) which have not
been read/clicked.

Click on the "View All
Notifications" to view all
notifications.

Step 2
To open a detail notification, click
on the respective record.

The notification detail is opened.
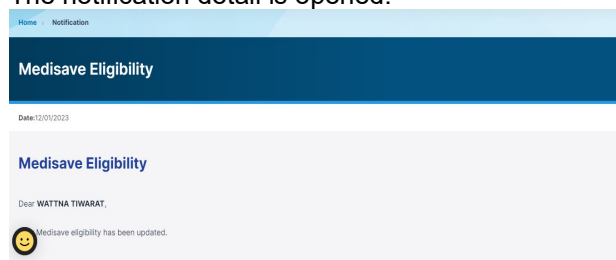
2.1.9 View All Submissions

Step 1

Click All Submissions on the bar on top of the screen.

Step 2
Click on any part of the row in the table.
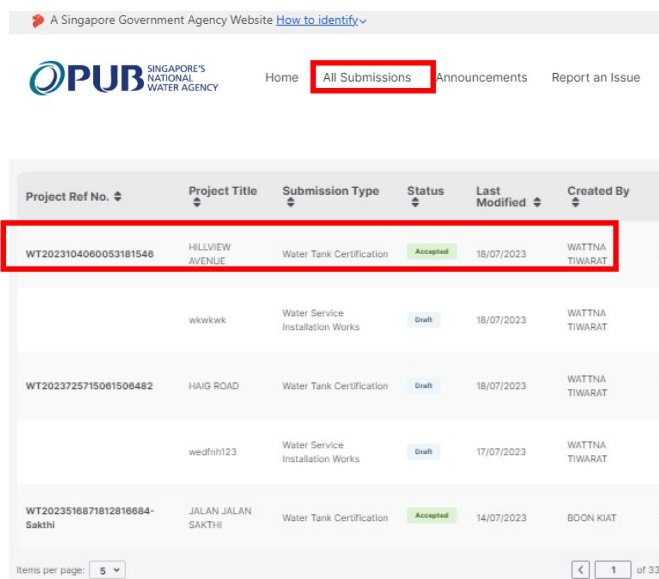
Step 3
Upon reaching this page, the details of the form can be seen. These are the following:

    a. Project Reference Number

    b. Submission Status

    c. Project Title

    d. Form Type

    e. Modification Status
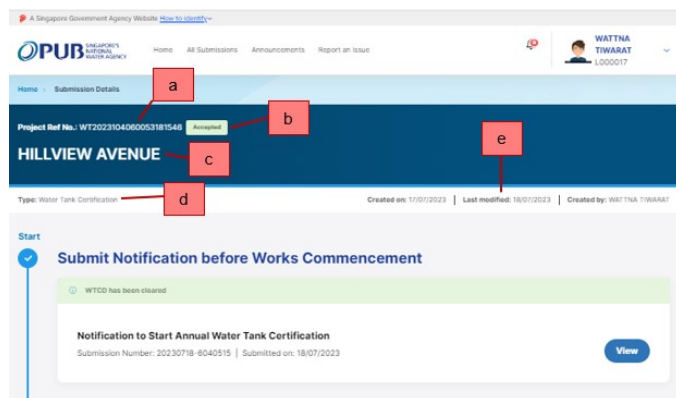
Step 4

Click All Submissions on the bar on top of the screen.

Step 5

Click the up down arrows in each column to sort the values (ascending / descending).
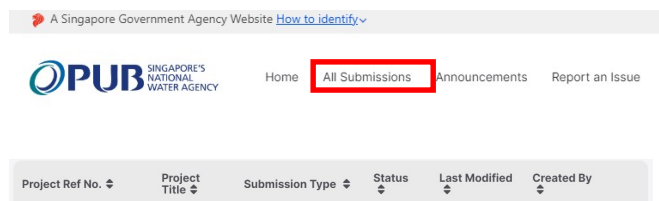
Step 6
Select a value in the dropdowns to filter the table according to preference.
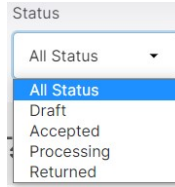
Step 7
Click these arrows to proceed to the next/previous set of 5 forms respectively.

Step 8
Click on these values to be able to view more row of items in the table.
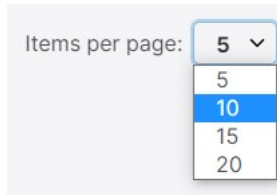
2.1.10 Create Submission: Water Tank Certification - Notification to Start Work

Step 1

Click the Create Submission button in the Dashboard OR All Submissions page.

Dashboard
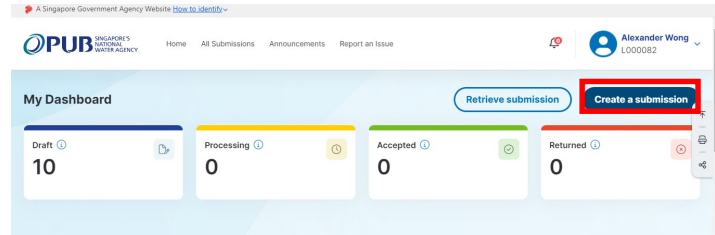
All Submissions
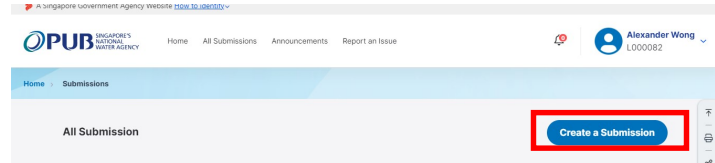
Step 2

Licensed Plumber
Select Annual Water Tank Certification in the dropdown.

Assistant (Drafter)
For Water Tank Certification, please select Licensed Plumber, then select Annual Water Tank Certification in the dropdown.

Licensed Plumber
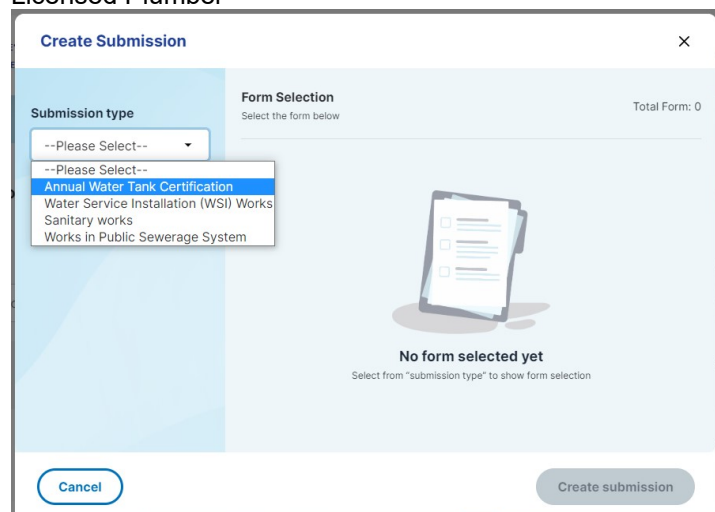
Assistant (Drafter)

Step 3

Select the Radio button in the item, "Notification to Start Annual Water Tank Certification.

Click Create submission.

Step 4

Click Start.

Step 5

Please read the Instructions and prepare all relevant information required to complete the form.

Click Continue.

Step 6

Licensed Plumber
Upon reaching the form, the LP License Number should be populated into the fields, these data will be seen by the Licensed Plumber.
Click Next to proceed to the next step.

Assistant (Drafter)
Upon reaching the form, fill in the LP License Number field (the Name, NRIC, Mobile No, and Email Address fields will be populated). For Drafter Email Address, enter your email address.

Assistant (Drafter)

Step 7

Click the "Click here to select location" button.

Type a valid postal code into the Search field and click on Search.

Click on the checkbox that represents the building that has the Water Tank.

Click Next to proceed to the next step.

Step 8

Input the details of the Registered Consumer into these fields.

Click Next to proceed to the next step.

Step 9

Input the details of the Officer in Charge into these fields.

Click Next to proceed to the next step.

Step 10

Input an Expected Commencement Date that isn't a past date.

Then input an Expected Completion Date that is later than the Commencement Date.

Click Next to proceed to the next Step.

Step 11

The form has been completed, review the details of all the sections.

If you want to correct information, click on the respective edit button

 .

If all details are inputted correctly, click the Submit button below.

2.1.11 Create Submission: Water Tank Certification – Submit Certificate of Satisfactory Completion

Step 1

After Form "Notification to Start Annual Water Tank Certification" is approved by PUB, you can start Certificate of Satisfactory Completion.

Open the Project Number through either one of the following options:
a.   Via Retrieve Submission
In dashboard, click on Retrieve Submission button.

Input Project Number and click on the Retrieve button.

b.   Via Dashboard
Click on "Accepted" card or "Returned" card (if previous submission has been returned d for amendment). Then you will view Project(s) with the selected Status under All Submission table.

c.   Via All Submission
Input Project Number into the search field.

Then, input Project Number on the search field, or find and click the desired record under "All Submission" table.

Via Retrieve Submission

Via Dashboard

Via All Submission

Step 2

Click on the Start button.

Step 3

Please read the Instructions and prepare all relevant information required to complete the form.

Click on the Continue button.

Completion of Annual Water Tank Certification   ✕

ⓘ This form may take you about 15 minutes to fill in.

Instructions

This is a submission by Licensed Plumber for the Completion of Annual Water Tank Certification.

All relevant information shall be submitted:

1. Project location
2. Details of Registered Consumer
3. Details of Officer In Charge
4. Tank Details
5. Inspection Checklist
6. Water Sample Lab Test Reports

Continue

Step 4

Licensed Plumber
Upon reaching the form, the LP License Number should be populated into the fields, these data will be seen by the Licensed Plumber.
Click Next to proceed to the next step.

Assistant (Drafter)
Upon reaching the form, fill in the LP License Number field (the Name, NRIC, Mobile No, and Email Address fields will be populated). For Drafter Email Address, enter your email address.

For Licensed Plumber

For Assistant (Drafter)

Step 5

The values in all these fields are retrieved from the Notification form, with the Project Reference Number included.

Click Next to proceed to the next Step.

Step 6

The values in the section have been retrieved from the Notification form.

Click Next to proceed to the next Step.

All fields marked with an asterisk (*) are required.

Particulars

Utilities Account No. *

> 1

Contact Details

Office Tel No. *

> 87654321

Email Address * ⑦

> test@test.com

Save as draft   Previous   Next

Step 7

The values in the section have been retrieved from the Notification form.

Click Next to proceed to the next Step.

All fields marked with an asterisk (*) are required.

Particulars

Name of Officer In Charge Details * ⑦   Company Name

> test   Company Name

Contact Details

Office Tel No. *   Email Address *

> 87654321   test@test.com

Mobile No. *

> 98765432

Save as draft   Previous   Next

Step 8

First, input how many tanks in the Building has work been completed on.

Then, input the details of the Tanks in the Block that work has been completed on.

Click Next to proceed to the next Step.

Step 9

Input the dates of the inspections of the Water Tanks, and the Lab Test Reports, along with the scope of Work that has been completed.

No dates in the future are allowed for the Date of Latest Lab Test Reports and Date of First Joint Inspection.

As for Date of Final Joint Inspection, the date must be after Date of First Joint Inspection.

Click Next to proceed to the next Step.

Step 10

Attach file(s) by clicking on
Browse files or dropping the
file into the highlighted box.

   a. You can remove or
       download file when
       file name is lighted
       up.

   b. To remove a file, click
       on the respective
       Delete button.

A submission can only contain
file(s) up to 10MB attachment.

Click Next to proceed to the
next Step.

Step 11

The form has been
completed, review the details
of all the sections.

Ensure that all the information
inputted into the form are
accurate.

If you want to correct
information, click on the
respective edit button

    .

If all the information inputted
is correct, check if all the
procedures in the
Declarations section have
been followed. If yes, tick the
checkbox.

Once the declaration
checkbox has been ticked, the
Submit button will be enabled.
Click the Submit button below.

2.1.12 Create Submission: Water Service Installation Works – Submit Notification of Works

Step 1	Dashboard
Click the Create Submission button in the Dashboard or All Submissions page.	

All Submissions

Step 2

For Licensed Plumber, Select "Water Service Installation (WSI) Works" in the dropdown.

For Assistant (Drafter), Select Licensed Plumber, then select "Water Service Installation (WSI) Works" in the dropdown.

For Licensed Plumber
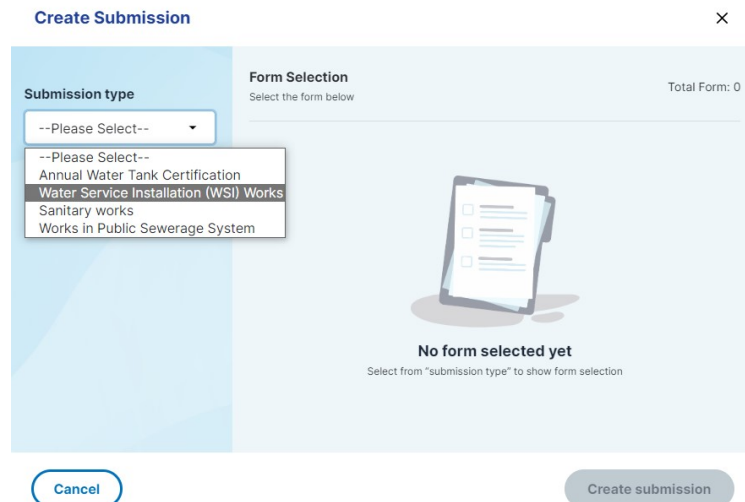
For Assistant (Drafter)
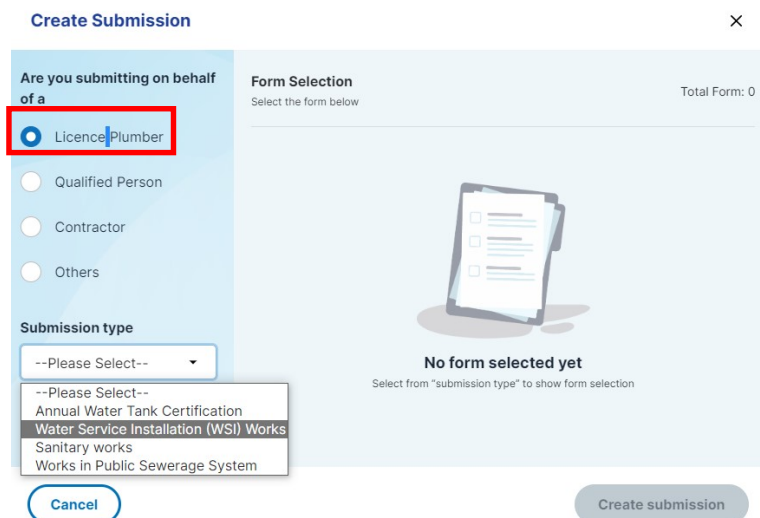
Step 3

Select the Radio button in the item, "Water Service Installation Works".

Click Create submission.

Create Submission   ×

Submission type

Water Service Install... ▾

Form Selection
Select the form below   Total Form: 2

⦿ 🏗 **Water Service Installation Works**
Submit Notification and Certificate of Satisfactory Completion for WSI works

Cancel   **Create submission**

Step 4

Click Start.

🛈 A Singapore Government Agency Website How to identify⌄

⏀PUB SINGAPORE'S NATIONAL WATER AGENCY   Home   All Submissions   Announcements   Report an Issue   🔔   WATTNA TIWARAT L000017 ⌄

Home › Submission Details

Project Ref No.: Draft
New Project   🗑

Type: Water Service Installation Works   Created on: 19/07/2023 | Last modified: 19/07/2023 | Created by: WATTNA TIWARAT

Start

① **Submit Notification before Works Commencement**

Notification of Water Service Installation Works   Start

② **Submit Certificate of Satisfactory Completion after Works Completion**
End
🛈 Form in previous step has to be completed in order to start WSI Completion
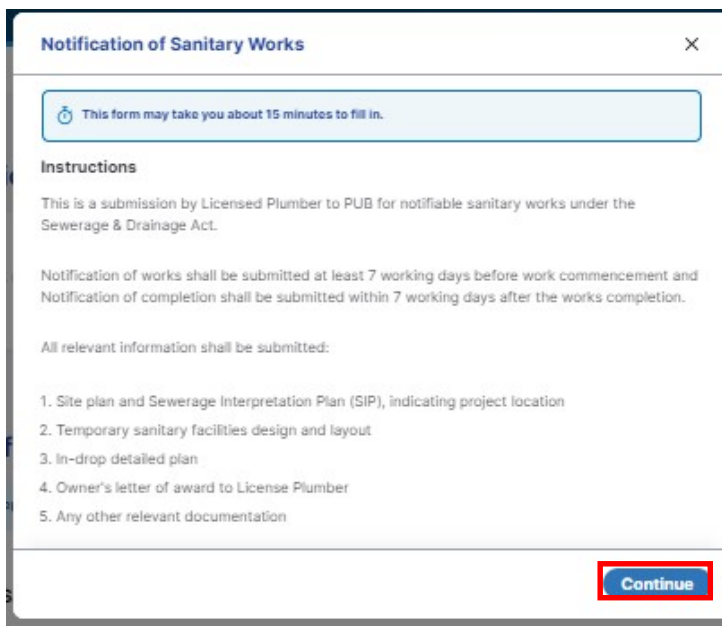
Certificate of Satisfactory Completion of Water Service Installation Works   Start

Step 5

Please read the
Instructions and prepare
all relevant information
required to complete the
form.

Click Continue.

Step 6

For Licensed Plumber,
upon reaching the form,
the LP License Number
should be populated into
the fields, these data will
be seen by the Licensed
Plumber.

Click Next to proceed to
the next step.

For Assistant (Drafter),
upon reaching the form, fill
in the LP License Number
field (the Name, NRIC,
Mobile No, and Email
Address fields will be
populated).

Then, enter your email
address under "Drafter
Email Address".

For Assistant (Drafter)

Step 7

Click on "Nature of Work" and select an item under the dropdown list.

When you select "New Sub-Meter(s)" under the Nature of Work, specify "Direct Supply to Submeter".

Other than "New Sub-Meter(s)", enter "Project Title".

After input all compulsory information which are indicated with Asterix

✳ icon, click on the Next to proceed to the next step.

Particulars of Project Details should be specified according to the Nature of Work.

All fields marked with an asterisk (*) are required.

Particulars

Nature of Work *

New Sub-Meter(s) ▼

Type of Water Supply *

--Please Select-- ▼

Development Type

--Please Select-- ▼

Estimated Water Usage (m³/month) *

Estimated Water Usage

Direct Supply to Submeter *

○ Yes   ○ No

A Singapore Government Agency Website How to identify ⌄

PUB SINGAPORE'S NATIONAL WATER AGENCY

Home   All Submissions   Announcements   Report an Issue

WATTNA TIWARAT
L000017

Home › WSI

Water Service Installation
Notification of WSI Work by Licensed Plumber

✓ LP Details   ② Project Details   ③ Location Details   ④ Customer Details   ⑤ Attachments   ⑥ Review

All fields marked with an asterisk (*) are required.

Particulars

Nature of Work *	**Type of Water Supply** *
New Service (HDB) ▼	NEWater ▼
Development Type	**Other Development Type**
Others ▼	Other works
Project Title *	**Estimated Water Usage (m³/month)** *
Project New Connection in New HDB 12:	10000

Connection from PUB Supply Main Required? *

● Yes   ○ No

Expected Commencement Date *	**Expected Completion Date** *
08/01/2023 📅	08/05/2023 📅

Master Meter Serial No. *

M12345678

Reduced Level of Highest Water Fitting(mRL) via Direct Supply Mode

1

Platform Level of Development

1

Save as draft   Previous   Next

Step 8

Type a valid postal code into the "Postal Code" field. Then, "Block No." and "Street Name" will be populated.

Enter "Unit Number" and "Building Name". You can type "NA" under "Building Name" when it is not relevant.

For MK Lot Number fields, please input the correct format according to SLA regulatory.

Click on the Next button to proceed to the next step.

Step 9

Input the details of the Customer into these fields. Input all compulsory information which are indicated with Asterix

✳ icon.

Click Next to proceed to the next step.

Step 10

Attach file(s) by clicking on Browse files or dropping the file into the highlighted box.

    a. You can remove or download file when file name is lighted up.

    b. To remove a file, click on the respective Delete button.

A submission can only contain file(s) up to 10MB attachment.

Click Next to proceed to the next Step.

File name is lighted up (enabled) when it can be downloaded or removed.

Step 11

The form has been completed, review the details of all the sections.

If you want to correct information, click on the respective edit button

[edit icon]

.

If all details are inputted correctly, click the checkbox under Declaration before submitting the application.

Then, click on Submit button.

2.1.13 Create Submission: Water Service Installation Works – Submit Certificate of Satisfactory Completion after Works Completion

Step 1

After Form "Water Service Installation Works – Notification of Works" is approved by PUB, you can start Certificate of Satisfactory Completion.

Open the Project Number through either one of the following options:
a. Via Retrieve Submission
   In dashboard, click on Retrieve Submission button.

   Input Project Number and click on the Retrieve button.

b. Via Dashboard
   Click on "Accepted" card or "Returned" card (if previous submission has been returned d for amendment). Then you will view Project(s) with the selected Status under All Submission table.

c. Via All Submission
   Input Project Number into the search field.

   Then, input Project Number on the search field, or find and click the desired record under "All Submission" table.

Via Retrieve Submission

My Dashboard   Retrieve submission   Create a submission

Draft ⓘ 81   Processing ⓘ 2   Accepted ⓘ 90   Returned ⓘ 1

Retrieve Submission   ✕

Enter your project reference number to retrieve submissions ⓘ

WS2023033708030278220   Retrieve

Via Dashboard

My Dashboard   Retrieve submission   Create a submission

Draft ⓘ 81   Processing ⓘ 2   Accepted ⓘ 90   Returned ⓘ 1

Via All Submission

All Submission   Create a Submission

Search   Project Ref No., Title, or key word   🔍

Submission Type   All Types ▾   Status   Returned ▾   Last Modified   mm/dd/yyyy 📅

Project Ref No. ⇕	Project Title	Submission Type	Status	Last Modified	Created
SCW202333766832611622	Reject Form B	Sewer Connection Works	Returned	22/06/2023	WATTNA TIWARAT

How may I help you? ✕

Step 2

Click on the Create button under "Submit Certificate of Satisfactory Completion after Works Completion.

Step 3

Please read the Instructions and prepare all relevant information that may be required to complete the form.

Click on the Continue button.

Step 4

For Licensed Plumber, upon reaching the form, the LP Licensed information should be populated into the fields.

Click Next to proceed to the next step.

For Assistant (Drafter), upon reaching the form, fill in the LP License Number field (the Name, NRIC, Mobile No, and Email Address fields will be populated).

Then, enter your email
address under "Drafter
Email Address".

For Licensed Plumber

For Assistant (Drafter)

Step 5

Check Project Details information that are retrieved from the Start Work form.

Enter the rest of information.

For the "Expected Commencement Date", it cannot be a past date.

For the "Expected Completion Date", input a date that is later than the "Expected Commencement Date".

Click on Next button.

Step 6

Check the Location Details information which are retrieved from the Start Work form.

Click on the Next button to proceed to the next step.

Step 7

Attach file(s) by clicking on Browse files or dropping the file into the highlighted box.

    c.   You can remove or download file when file name is lighted up.

    d.   To remove a file, click on the respective Delete button.

A submission can only contain file(s) up to 10MB attachment.

Click Next to proceed to the next Step.

All fields marked with an asterisk (*) are required.

Attachments (Max: 10MB) *

Drag & drop your files here (doc,docx, xls,xlsx,ppt,pptx,pdf,txt,zip,rar,jpg,png,bmp,tga,csv,dwf,dwn,dgn)

OR

Browse files

File name is lighted up (enabled) when it can be downloaded or removed.

All fields marked with an asterisk (*) are required.

Attachments (Max: 10MB) *

Drag & drop your files here (doc,docx, xls,xlsx,ppt,pptx,pdf,txt,zip,rar,jpg,png,bmp,tga,csv,dwf,dwn,dgn)

OR

Browse files

BPP Docx.docx

Test image.png

Save as draft   Previous   Next
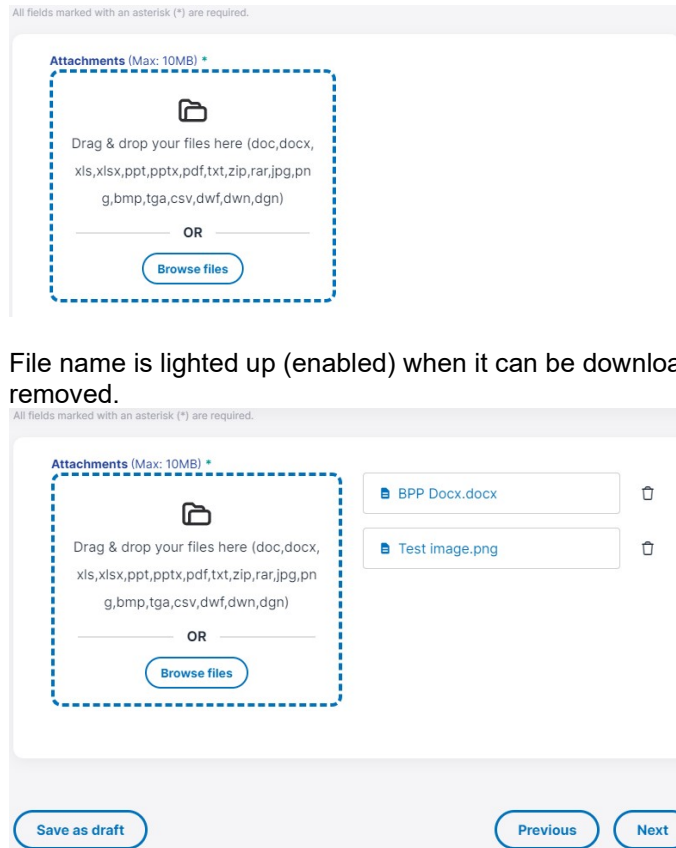
Step 8

The form has been completed, review the details of all the sections.

If you want to correct information, click on the respective edit button

 .

If all details are inputted correctly, click the checkbox under Declaration before submitting the application.

Then, click on Submit button.

2.1.14 Create Submission: Sanitary Works (Temporary Toilet Facilities) / Form E

Step 1

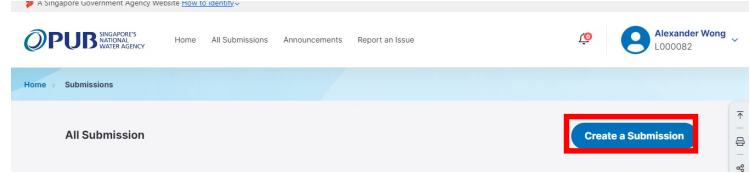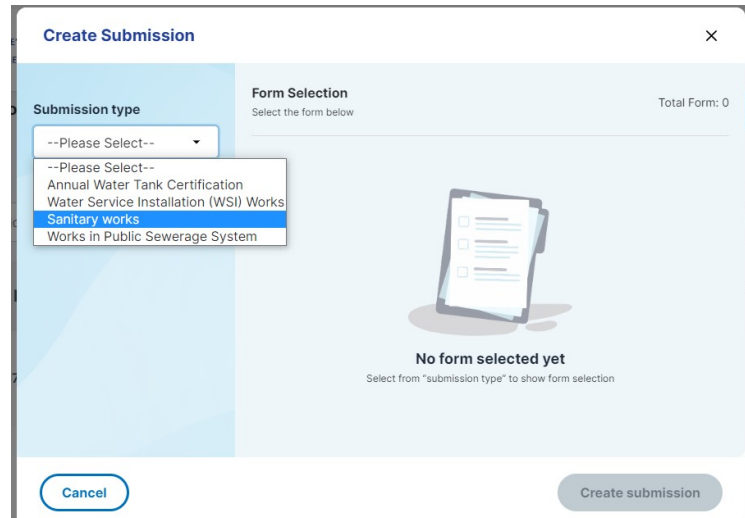Click the Create Submission button in the Dashboard OR All Submissions page.

Dashboard

All Submissions

Step 2

Licensed Plumber
Select Sanitary Works in the dropdown.

Licensed Plumber

Assistant (Drafter)
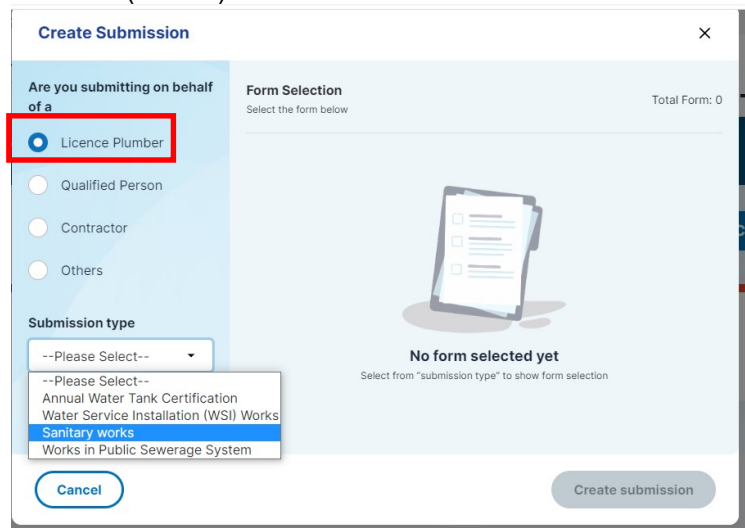For Sanitary Works please select Licensed Plumber, then select Sanitary Works in the dropdown.
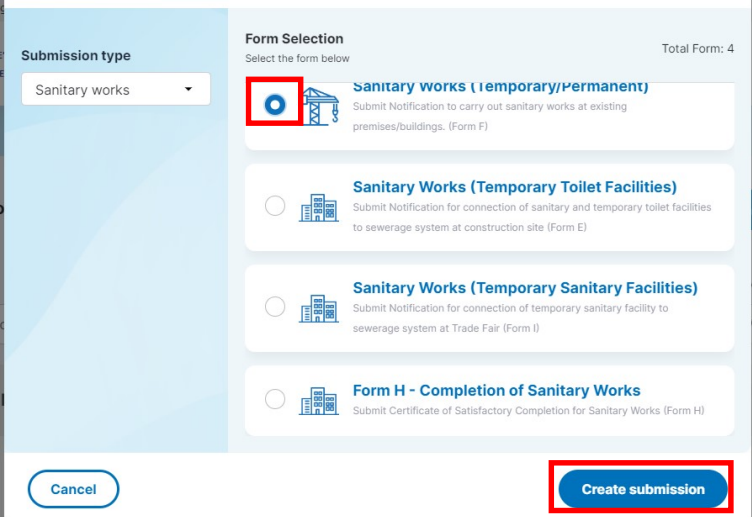
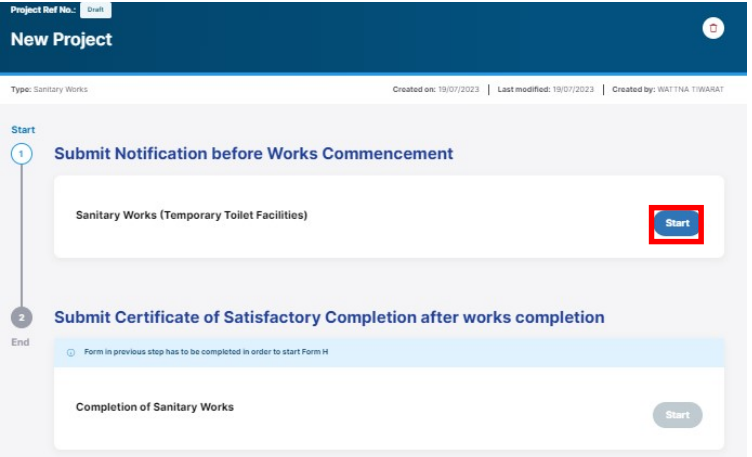Assistant (Drafter)

Step 3

Select the Radio button in the item, "Sanitary Works (Temporary Toilet Facilities)".
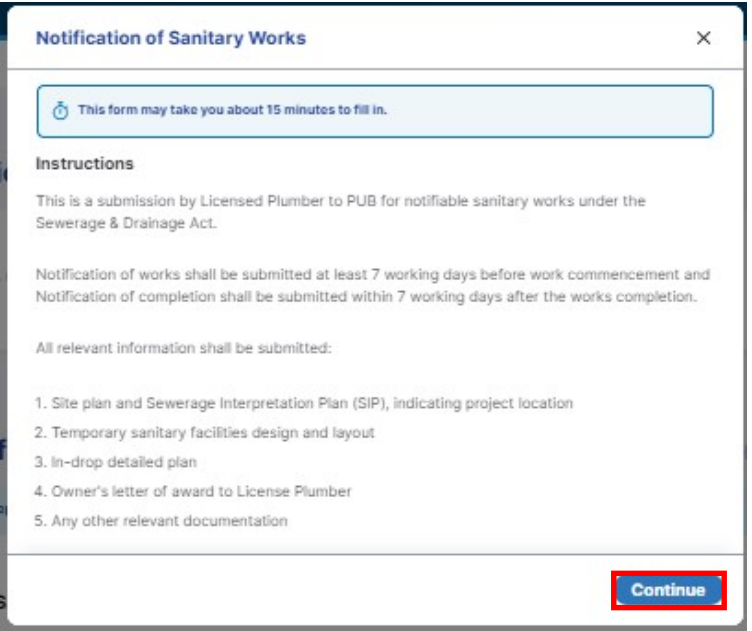
Click Create submission.

Step 4

Click Start.

Step 5

Please read the Instructions and prepare all relevant information required to complete the form.

Click Continue.

Step 6

Licensed Plumber
Upon reaching the form, the LP License Number should be populated into the fields, these data will be seen by the Licensed Plumber.
Click Next to proceed to the next step.

Assistant (Drafter)
Upon reaching the form, fill in the LP License Number field (the Name, NRIC, Mobile No, and Email Address fields will be populated). For Drafter Email Address, enter your email address.

Licensed Plumber

Assistant (Drafter)

Step 7

Input information into all compulsory fields that are indicated with *.

For BCA Reference Number, only input into the field if your project has the information.

For MK Lot Number fields, please input the correct format according to SLA regulatory.

Click Next to proceed to the next Step.

Step 8

Input the details of the Qualified Person involved in the Project.

Click Next to proceed to the next Step.

Step 9

Input the details of the Contractor involved in the Project.

Click Next to proceed to the next Step.

Step 10

Attach file(s) by clicking on Browse files or dropping the file into the highlighted box.

    a. You can remove or download file when file name is lighted up.

    b. To remove a file, click on the respective Delete button.

A submission can only contain file(s) up to 10MB attachment.

Click Next to proceed to the next Step.

Step 11

The form has been completed, review the details of all the sections.

Ensure that all the information inputted into the form are accurate.

If you want to correct information, click on the respective edit button

.

If all the information inputted is correct, check if all the procedures in the Declarations section have been followed. If yes, tick the checkbox.

Once the declaration checkbox has been ticked, the Submit button will be enabled. Click the Submit button below.

2.1.15 Create Submission: Sanitary Works (Temporary/Permanent) / Form F

Step 1

Click the Create Submission
button in the Dashboard OR
All Submissions page.

Dashboard
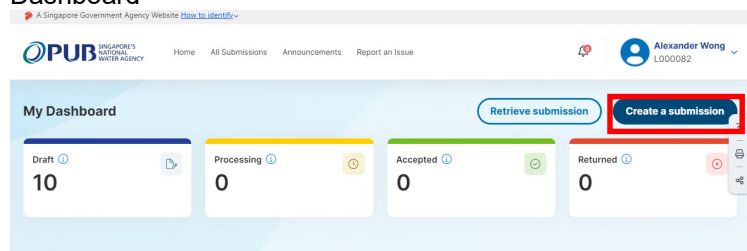
All Submissions

Step 2

Licensed Plumber
Select Sanitary Works in the dropdown.

Assistant (Drafter)
For Sanitary Works please select Licensed Plumber, then select Sanitary Works in the dropdown.

Licensed Plumber

Assistant (Drafter)

Step 3

Select the Radio button in the item, "Sanitary Works (Temporary/Permanent)".

Click Create submission.

Step 4

Click Start.

Step 5

Please read the Instructions and prepare all relevant information required to complete the form.

Click Continue.

Step 6

Licensed Plumber

Licensed Plumber
Upon reaching the form, the
LP License Number should
be populated into the fields,
these data will be seen by the
Licensed Plumber.
Click Next to proceed to the
next step.

Assistant (Drafter)
Upon reaching the form, fill in
the LP License Number field
(the Name, NRIC, Mobile No,
and Email Address fields will
be populated). For Drafter
Email Address, enter your
email address.

Assistant (Drafter)

Step 7

Input information into all compulsory fields that are indicated with *.

For BCA Reference Number, only input into the field if your project has the information.

For MK Lot Number fields, please input the correct format according to SLA regulatory.

Click Next to proceed to the next Step.

Step 8

Input the details of the Owner of the property which the Works are being done in.

Step 9

Input the details of the Contractor involved in the Project.

Click Next to proceed to the next Step.

Step 10

Attach file(s) by clicking on Browse files or dropping the file into the highlighted box.

   a. You can remove or download file when file name is lighted up.

   b. To remove a file, click on the respective Delete button.

A submission can only contain file(s) up to 10MB attachment.

Click Next to proceed to the next Step.

Step 11

The form has been completed, review the details of all the sections.

Ensure that all the information inputted into the form are accurate.

If you want to correct information, click on the respective edit button

.

If all the information inputted is correct, check if all the procedures in the Declarations section have been followed. If yes, tick the checkbox.

Once the declaration checkbox has been ticked, the Submit button will be enabled. Click the Submit button below.

2.1.16 Create Submission: Sanitary Works (Temporary Sanitary Facilities) / Form I

Step 1

Click the Create Submission button in the Dashboard OR All Submissions page.

Dashboard

All Submissions

Step 2

Licensed Plumber

Licensed Plumber
Select Sanitary Works in the
dropdown.

Assistant (Drafter)
For Sanitary Works please
select Licensed Plumber,
then select Sanitary Works in
the dropdown.

Assistant (Drafter)

Step 3

Select the Radio button in
the item, "Sanitary Works
(Temporary Sanitary
Facilities)".

Click Create submission.

Step 4

Click Start.

Step 5

Please read the Instructions
and prepare all relevant
information required to
complete the form.

Click Continue.

Step 6

Licensed Plumber

Licensed Plumber
Upon reaching the form, the
LP License Number should
be populated into the fields,
these data will be seen by
the Licensed Plumber.
Click Next to proceed to the
next step.

Assistant (Drafter)
Upon reaching the form, fill in the LP License Number field (the Name, NRIC, Mobile No, and Email Address fields will be populated). For Drafter Email Address, enter your email address.

Assistant (Drafter)

Step 7

Input information into all compulsory fields that are indicated with * based on the details of the Trade Fair accordingly.

For MK Lot Number fields, please input the correct format according to SLA regulatory.

Click Next to proceed to the next Step.

Step 8

Input the details of the Company that organized / operates the Trade Fair.

Step 9

Input the details of the Contractor involved in the Project.

Click Next to proceed to the next Step.

Step 10

Attach file(s) by clicking on Browse files or dropping the file into the highlighted box.

    a. You can remove or download file when file name is lighted up.

    b. To remove a file, click on the respective Delete button.

A submission can only contain file(s) up to 10MB attachment.

Click Next to proceed to the next Step.

Step 11

The form has been completed, review the details of all the sections.

Ensure that all the information inputted into the form are accurate.

If you want to correct information, click on the respective edit button

.

If all the information inputted is correct, check if all the procedures in the Declarations section have been followed. If yes, tick the checkbox.

Once the declaration checkbox has been ticked, the Submit button will be enabled. Click the Submit button below.

2.1.17 Create Submission: Completion of Sanitary Works / Form H

Step 1

After Form E/F/I is approved by PUB, you can start Certificate of Satisfactory Completion.

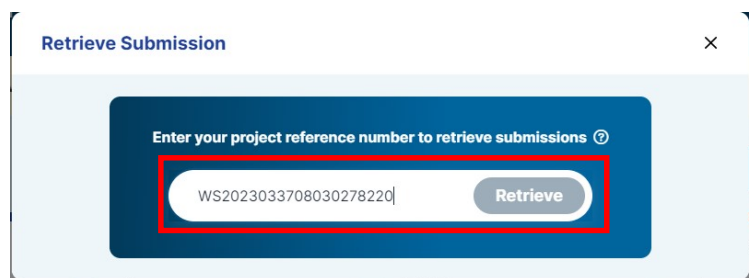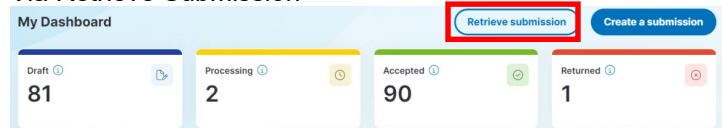Open the Project Number through either one of the following options:
    a. Via Retrieve Submission
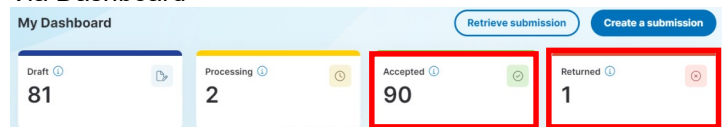In dashboard, click on Retrieve Submission button.

Input Project Number and click on the Retrieve button.

    b. Via Dashboard
Click on "Accepted" card or "Returned" card (if previous submission has been returned d for amendment).

Via Retrieve Submission
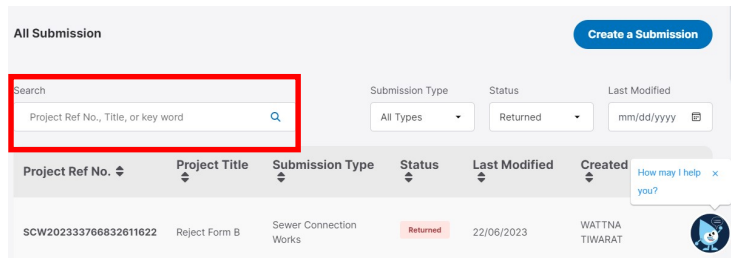

Via Dashboard

Via All Submission

Then you will view Project(s) with the selected Status under All Submission table.

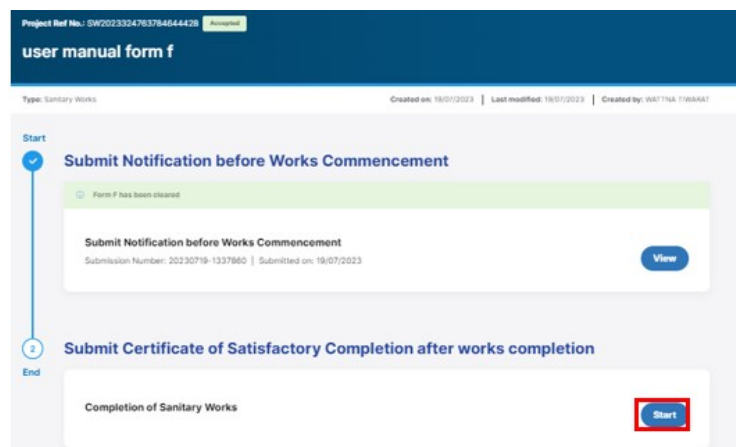   c.   Via All Submission Input Project Number into the search field.

Then, input Project Number on the search field, or find and click the desired record under "All Submission" table.

Step 2

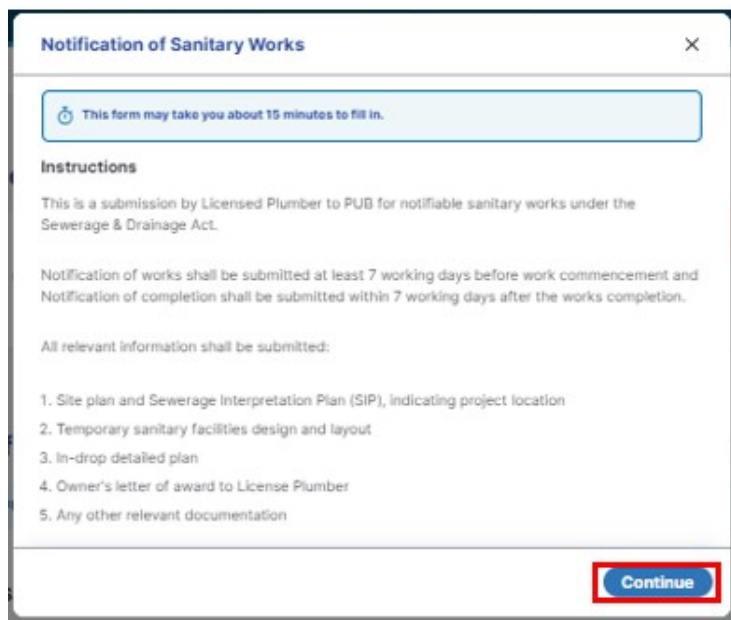After Form E/F/I is approved by PUB, you can start completion of Sanitary Works (Form H).

Click Start.

Step 3

Please read the Instructions and prepare all relevant information required to complete the form.

Click Continue.

Step 4

Licensed Plumber
Upon reaching the form, the
LP License Number should
be populated into the fields,
these data will be seen by the
Licensed Plumber.

Click Next to proceed to the
next step.

Assistant (Drafter)
Upon reaching the form, fill in
the LP License Number field
(the Name, NRIC, Mobile No,
and Email Address fields will
be populated). For Drafter
Email Address, enter your
email address.

Licensed Plumber

Assistant (Drafter)

Step 5

All the values have been retrieved from the previous Form (Form E/F/I), you are only required to select the Type of Submission.

Click Next to proceed to the next Step.

Step 6

Attach file(s) by clicking on Browse files or dropping the file into the highlighted box.

   a. You can remove or download file when file name is lighted up.

   b. To remove a file, click on the respective Delete button.

A submission can only contain file(s) up to 10MB attachment.

Click Next to proceed to the next Step.

Step 7

The form has been completed, review the details of all the sections.

Ensure that all the information inputted into the form are accurate.

If you want to correct information, click on the respective edit button ⊠ .

If all the information inputted is correct, check if all the procedures in the Declarations section have been followed. If yes, tick the checkbox.

Once the declaration checkbox has been ticked, the Submit button will be enabled. Click the Submit button below.

2.1.18 Resubmit an Application

Step 1

After PUB Officer returned an application for your amendment, you will receive an email notification including the Project Number.

Open the Project Number through either one of the following options:

a. Via Retrieve Submission
    In dashboard, click on Retrieve Submission button.

    Input Project Number and click on the Retrieve button.

b. Via Dashboard
    Click on the "Returned" card (if previous submission has been returned d for amendment). Then you will view Project(s) with the selected Status under All Submission table.
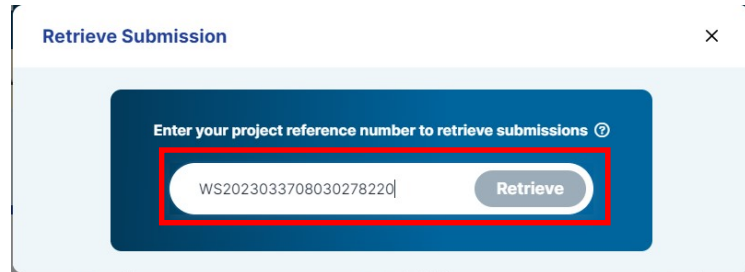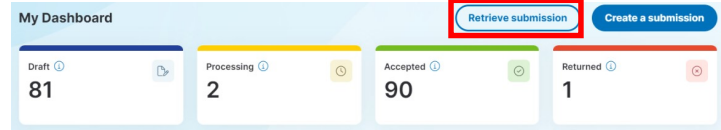
c. Via All Submission
    Input Project Number into the search field.

    Then, input Project Number on the search field, or find and click the desired record under "All Submission" table.
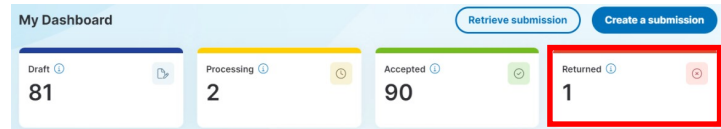
Via Retrieve Submission

Via Dashboard

Via All Submission

Step 2

Click on the "Edit & Resubmit" button under the respective form.

Step 3

Edit the information on the form and click on Next till the Review page.

You can also display the information of another resubmission number by selection the respective submission number from the left pane.

⚠️ Please note that the current draft data will be replaced by the latest information when you click on Save button.

Then, click on Declaration (if any) and Submit button.

3. TROUBLESHOOTING

The followings are information on troubleshooting procedures when user encounter error messages and type of problems that can occur.

3.1.1   Invalid MK / TS Lot No

Step 1

When you see this error, it means that the MK / TS Lot Number is in the wrong format. You can search the correct format of the MK / TS Lot Number through [OneMap.](#)

MK / TS - Lot No. *⑦

| MK ▾ | 99 | – | 99999 | d |

⚠ MK / TS - Lot No. is invalid

Hover the ⑦ to view the hint

MK / TS - Lot No. *⑦

| MK | To check the MK Lot No for Buildings, please access https://www.onemap.gov.sg/#/LandQueryInfo | 9999 | d |

⚠ MK

3.1.2   Invalid Mobile Number

Step 1

When you see this error, it means that the Mobile No you inputted is in the wrong format.

You should input 8-digit numbers that begin with 8 or 9.

Mobile No. *

12345678

⚠ Mobile No. is invalid

3.1.3 Invalid Email Address

Step 1

When you see this error, it means that the email is an invalid format.

It should be in the following format
Email Name + @ + (email provider) + (.com / .org / .co / .net).
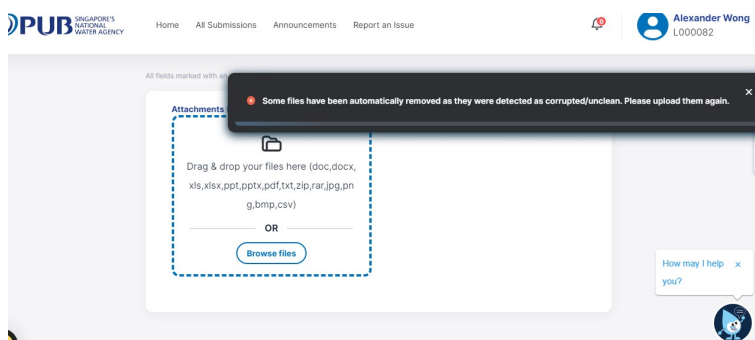
Example:
Johndoe@gmail.com

Email Address *

email@email..com

⚠ Email Address is invalid
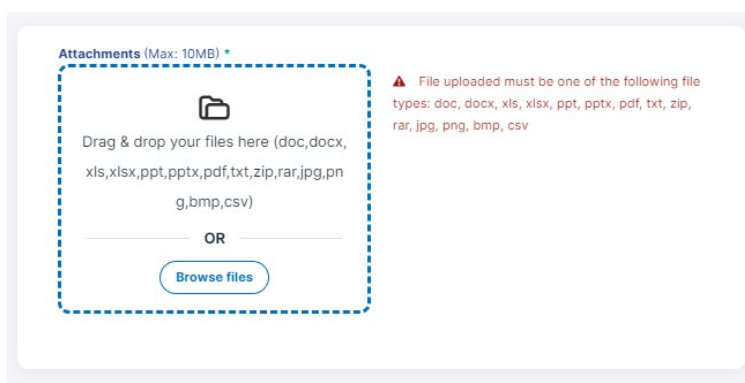
3.1.4 Malicious File

Step 1

When you see this error, it means that your attached file contains a virus. Input another file.

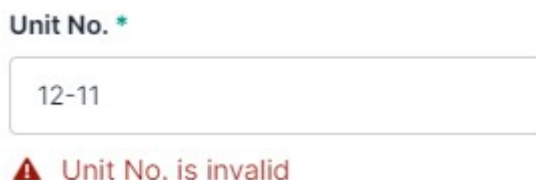### 3.1.5 Invalid File Format

Step 1

When you see this error, it means that your attached file is not in the correct format. Input a file that is in the format given.

3.1.6 Invalid Unit No

Step 1

Upon clicking on the Unit No field, a # should be prefixed. If you removed it, the system would validate that the Unit No does not begin with #, prompting an invalid message.

4.   FALLBACK PROCEDURES

[Provide information on fallback procedures upon system downtime/failure. E.g., maintenance page after it is released]