

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	4
1.1 PURPOSE	4
1.2 BACKGROUND.....	4
1.3 SCOPE	4
1.4 DEFINITIONS, ACRONYMS AND ABBREVIATIONS.....	4
1.5 REFERENCES.....	4
1.6 ABOUT THIS MANUAL	5
1.7 INSTALLATION	5
2. FUNCTIONS.....	6
2.1 LOGIN.....	6
2.1.1 <i>Action needed before logging in</i>	6
2.1.2 <i>How to log in as individual user</i>	6
2.1.3 <i>How to log in as business user</i>	7
2.1.4 <i>Dashboard Navigation</i>	9
2.1.5 <i>View Profile and History of Demerit Points</i>	14
2.1.6 <i>Update Profile</i>	15
2.1.7 <i>View All Announcements</i>	17
2.1.8 <i>View All Notifications</i>	18
2.1.9 <i>View All Submissions</i>	19
2.1.10 <i>Create Submission: Water Tank Certification - Notification to Start Work</i>	20
2.1.11 <i>Create Submission: Water Tank Certification – Submit Certificate of Satisfactory Completion</i>	27
2.1.12 <i>Create Submission: Water Service Installation Works – Submit Notification of Works</i>	33
2.1.13 <i>Create Submission: Water Service Installation Works – Submit Certificate of Satisfactory Completion after Works Completion</i>	42
2.1.14 <i>Create Submission: Sanitary Works (Temporary Toilet Facilities) / Form E</i>	47
2.1.15 <i>Create Submission: Sanitary Works (Temporary/Permanent) / Form F</i>	55
2.1.16 <i>Create Submission: Sanitary Works (Temporary Sanitary Facilities) / Form I</i>	62
2.1.17 <i>Create Submission: Completion of Sanitary Works / Form H</i>	70
2.1.18 <i>Resubmit an Application</i>	75
3. TROUBLESHOOTING.....	77
3.1.1 INVALID MK / TS LOT NO.....	78
3.1.2 INVALID MOBILE NUMBER	78
3.1.3 INVALID EMAIL ADDRESS	78
3.1.4 MALICIOUS FILE	79
3.1.5 INVALID FILE FORMAT	79
3.1.6 INVALID UNIT NO.....	79
4. FALLBACK PROCEDURES	79



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:

- User should be a resident of Singapore.
User requires to have NRIC / Singpass ID to use BP Portal.
- 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](#).
- Install the latest version of any one of these browsers: Edge, Chrome, Safari, or Mozilla Firefox
- 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.

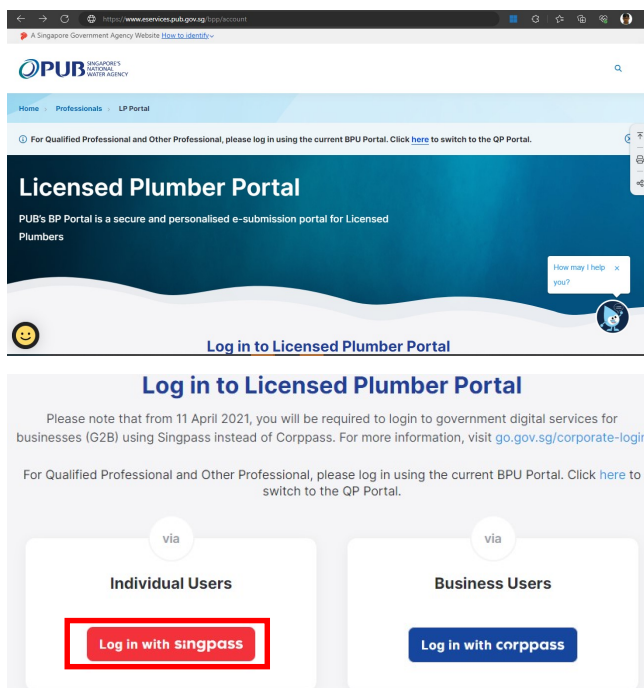
Step 1

Open your browser and access the following url:

[PUB Business & Professional Portal](#)

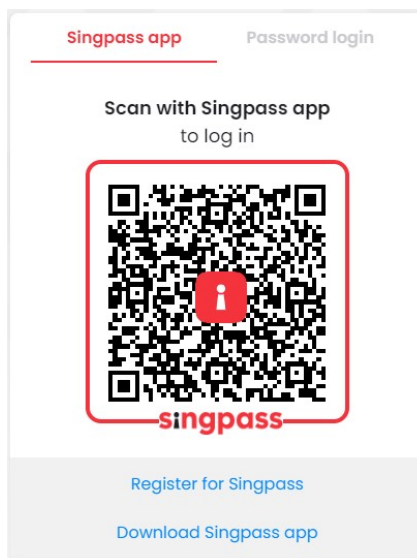
Step 2

Click on the button "Log in with Singpass"



Step 3

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



Step 4

Enter your passcode in Singpass app.



Enter your Singpass app passcode to proceed



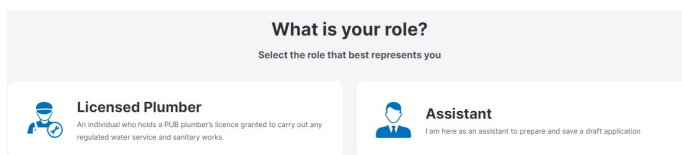
Can't remember your passcode?

Reset this app



Step 5

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



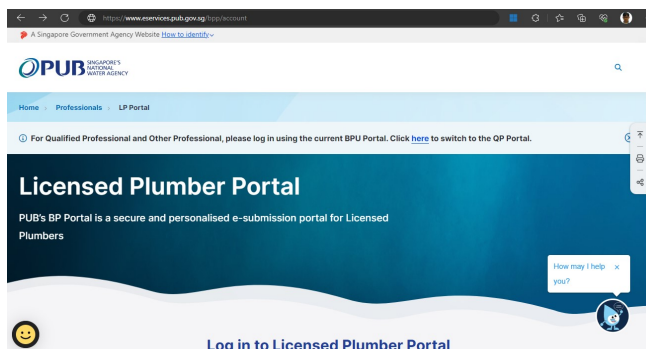
2.1.3 How to log in as business user

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

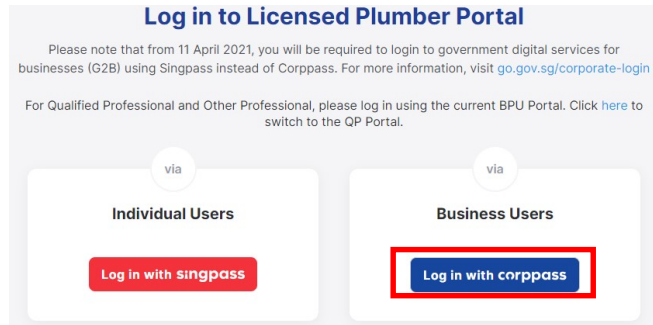
Step 1

Open your browser and access the following url:

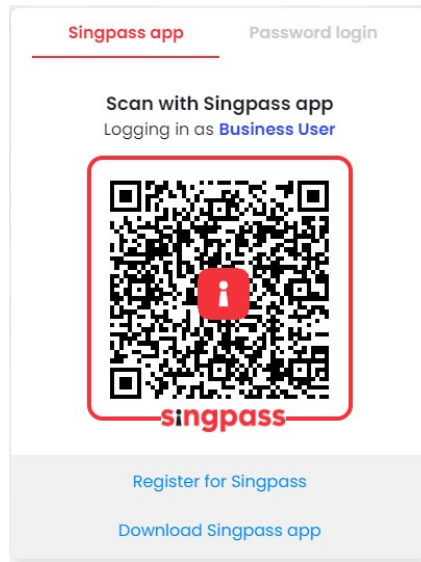
[PUB Business & Professional Portal](#)



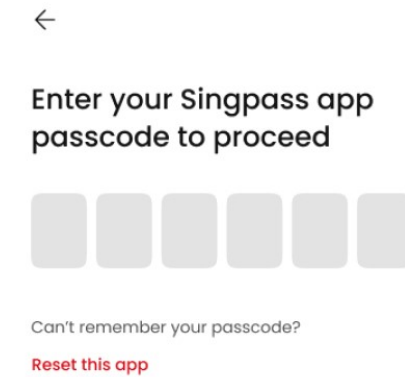
Step 2
Click on the button
“Log in with Singpass”



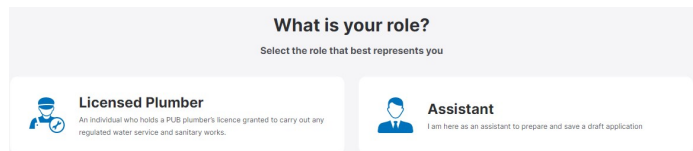
Step 3
Scan the QR code displayed
using Singpass app, or
tap on the icon when you open it
using mobile device:



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.



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

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



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:

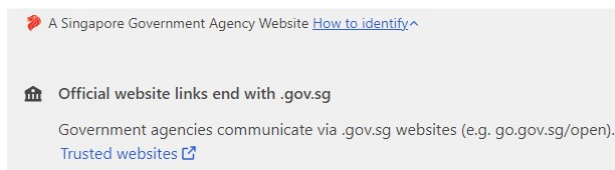
The screenshot displays the user dashboard for WATTNA TIWARAT (L000017). The interface includes a top navigation bar with links for Home, All Submissions, Announcements, and Report an Issue. A central status bar shows 'Good afternoon, WATTNA TIWARAT' and 'LP License is Valid until 14/12/2023' with 15 Demerit points. A notification banner indicates the license is due for renewal before 14/12/2023. The 'My Dashboard' section features four cards for Draft (7), Processing (3), Accepted (0), and Returned (0) submissions. Below this are sections for 'Recent Submissions' (listing projects like 'test postal wsi', 'HILLVIEW AVENUE', and 'FERNVALE LANE') and 'Announcements / Circulars' (including 'Reminder on license renewal requirements', 'New course available online', and 'Introduction of New Online Submission System'). The footer contains contact information, social media links, and legal notices.

Numbered callouts on the dashboard:

- 1: A Singapore Government Agency Website [How to identify](#)
- 2: Home All Submissions Announcements Report an Issue
- 3: WATTNA TIWARAT L000017
- 4: LP License is Valid until 14/12/2023 15 Demerit points View more
- 5: Your license is due for renewal before 14/12/2023 See steps to renew
- 6: Retrieve submission Create a submission
- 7: Recent Submissions View all
- 8: Announcements / Circulars View more

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

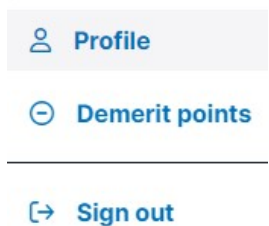
It is applicable for Licensed Plumber only.

- 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 ▼




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

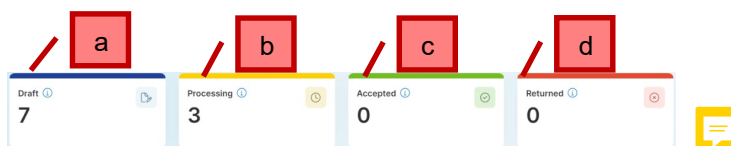
This represents applications which are being verified by Processing Officer (PUB).

- 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

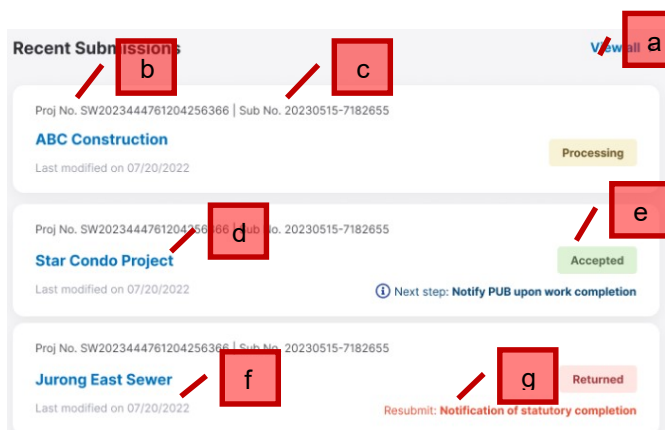
e. Project Status

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

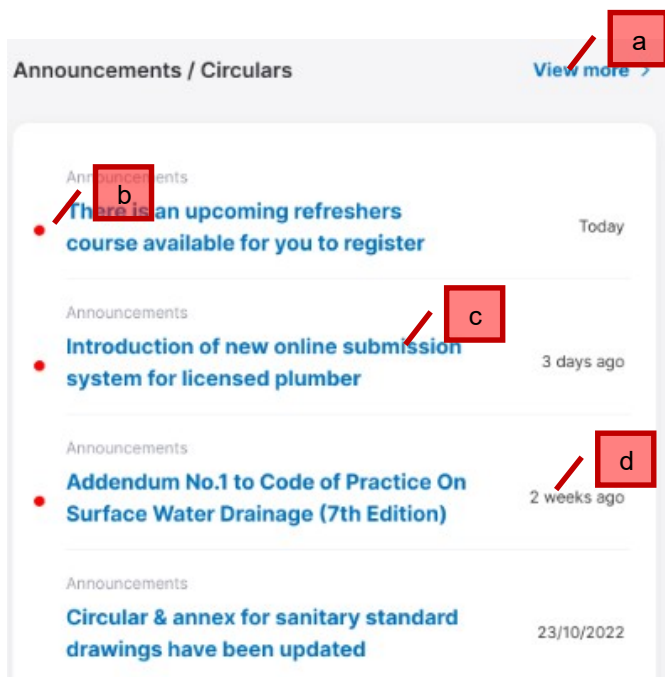
Click to view all Announcements

b. Read / Unread

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

c. Announcement Title

d. Announcement Date

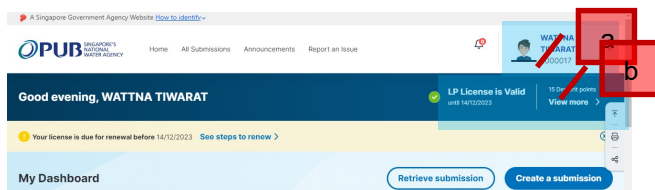


2.1.5 View Profile and History of Demerit Points

Step 1

It is applicable for Licensed Plumber only.

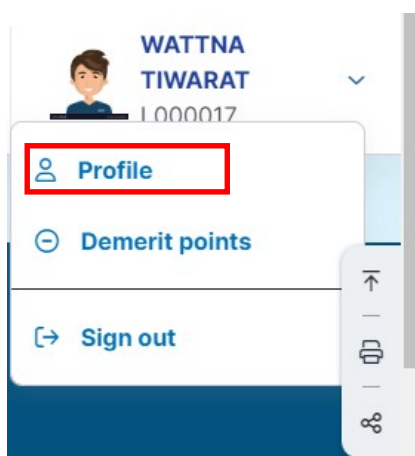
- View your basic profile information on the top right corner of screen.
- View your Licence Status and Total Demerit Points under your basic profile information



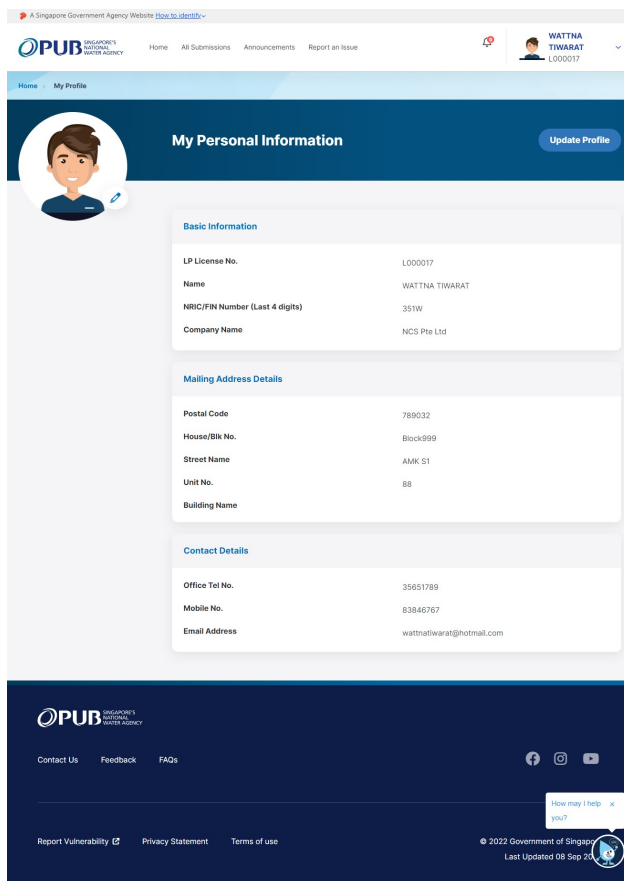
Step 2

To view complete profile

information, click on arrow icon and click on the Profile button



The Profile detail is opened.

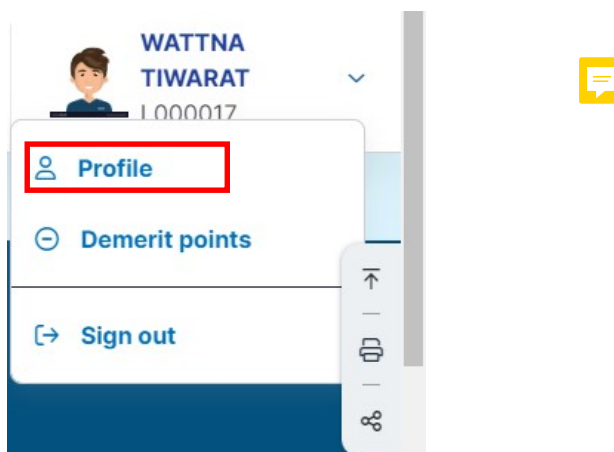


2.1.6 Update Profile

Step 1

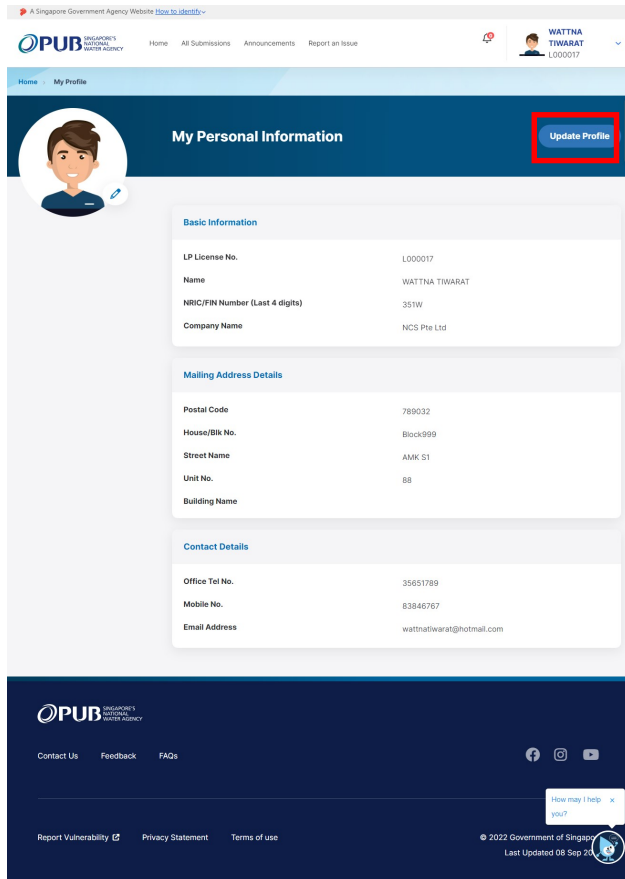
It is applicable for Licensed Plumber only.

Click on arrow  icon under top right corner of your screen and click on the Profile button.



Step 2

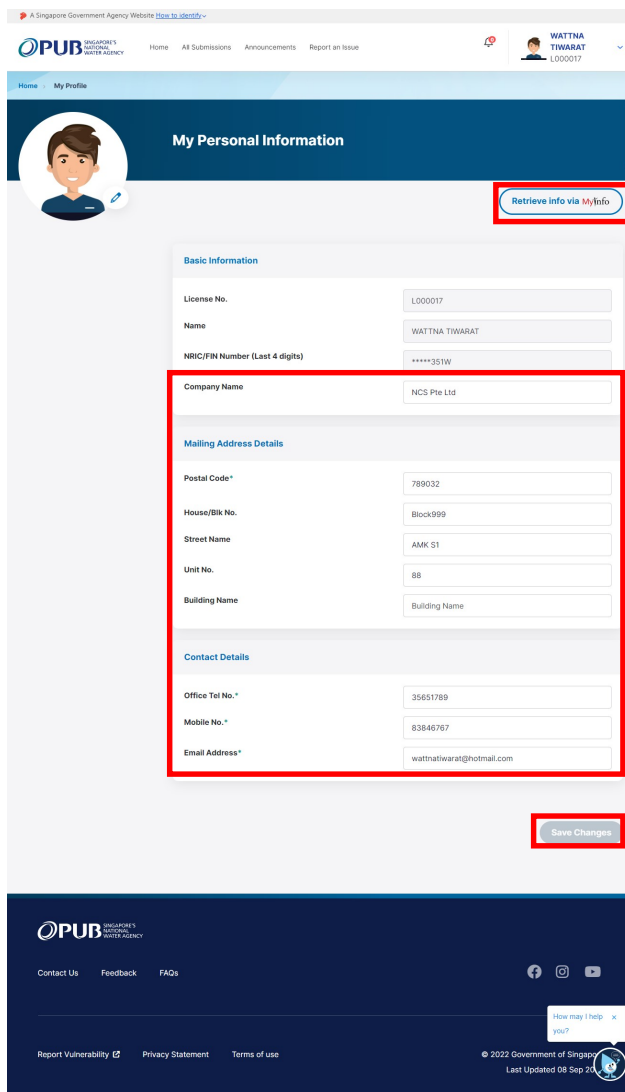
Click on Update Profile button.



Step 3

You can edit fields that are enabled, or you can retrieve information from MyInfo by clicking on “Retrieve info via MyInfo” button.

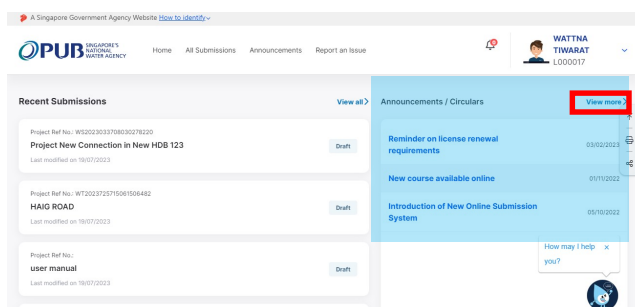
After editing any information, click on “Save Changes” button to save the information.



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.

Announcements / Circulars

Search: Month:

Title	Description	Date
Reminder on license renewal requirements	All LP license renewal must be made before....	03/02/2023
New course available online	New course available online for License Plumbers on....	01/11/2022
Introduction of New Online Submission System	Introduction of New Online Submission System for License Plumbers	05/10/2022

Items per page: 5 of 1

The announcement detail is opened.

Home > Announcements

All LP license renewal must be made before....

Date: 03/02/2023

Reminder on license renewal requirements

Dear LPs,

Please be reminded to perform license renewal at least **6 months before expiry**.

Please [click here](#)

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.

Singapore Government Agency Website

PUB SINGAPORE'S NATIONAL WATER AGENCY

Home All Submissions Announcements Report an Issue

Good evening, WATTNA TIWARAT

Your license is due for renewal before 14/12/2023 See steps to renew >

My Dashboard

Draft: 8 Processing: 3

Notifications

- License Renewal Reminder
- Notification on renewal of license
- Warning Letter
- License Renewal Reminder
- Suspension Letter
- License Renewal Reminder
- Notification to submit completion WTIC

View all notifications

Singapore Government Agency Website

PUB SINGAPORE'S NATIONAL WATER AGENCY

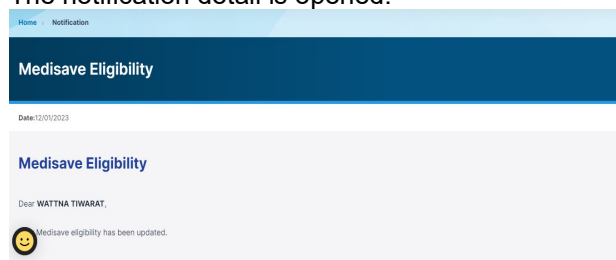
Home All Submissions Announcements Report an Issue

Home Notifications

Notifications

Date	Notification Type	Notification Title
12/01/2023	Medisave	Medisave Eligibility
12/01/2023	Submission Status Update	Submission SUB-20231105 has been approved

The notification detail is opened.



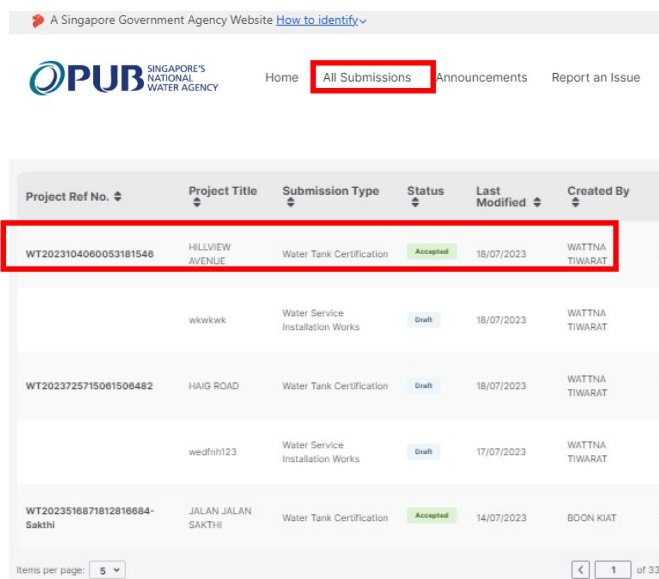
2.1.9 View All Submissions

Step 1

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

Step 2

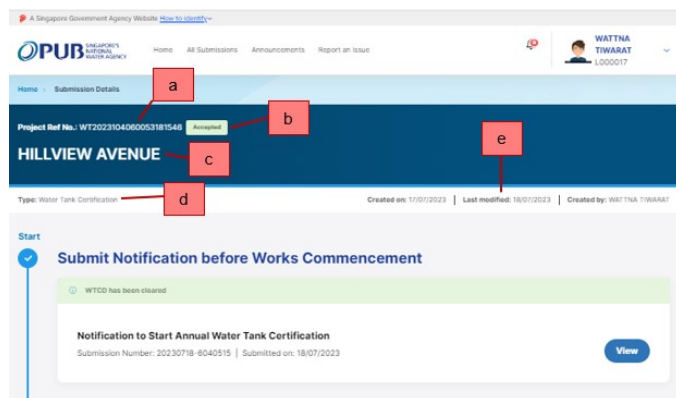
Click on any part of the row in the table.



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

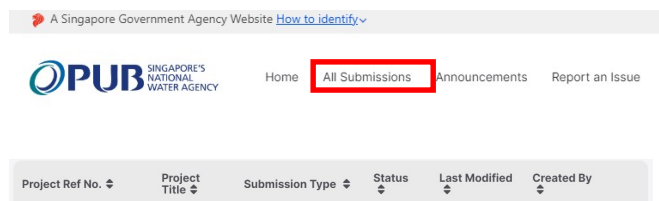


Step 4

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

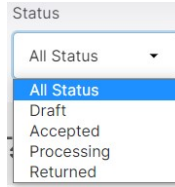
Step 5

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.



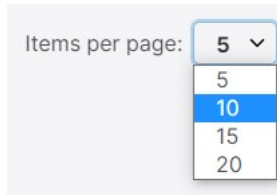
Step 7

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.

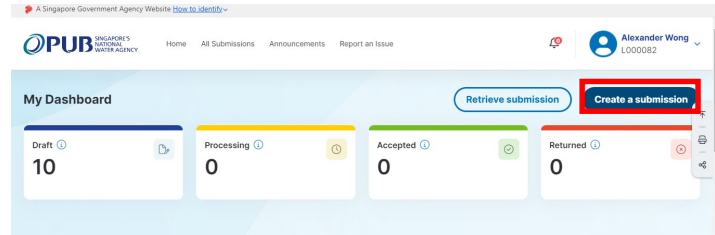


2.1.10 Create Submission: Water Tank Certification - Notification to Start Work

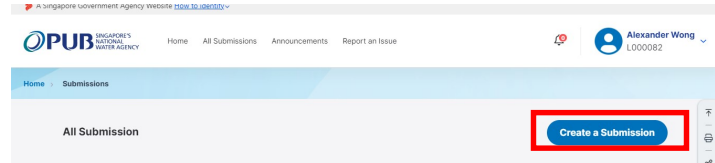
Step 1

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

Dashboard



All Submissions

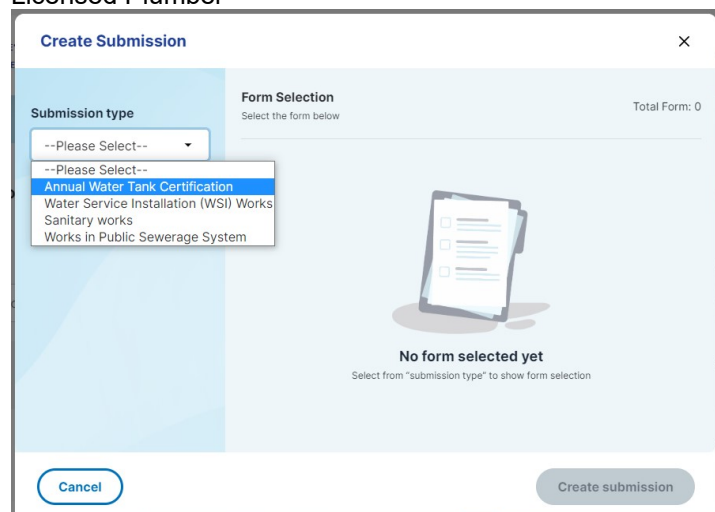


Step 2

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



Restricted

Assistant (Drafter)

Create Submission [X]

Are you submitting on behalf of a

- Licence Plumber
- Qualified Person
- Contractor
- Others

Submission type

--Please Select--

- Annual Water Tank Certification
- Water Service Installation (WSI) Works
- Sanitary works
- Works in Public Sewerage System

Form Selection [Total Form: 0]
Select the form below

No form selected yet
Select from "submission type" to show form selection


[Cancel] [Create submission]

Step 3

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

Click Create submission.

Form Selection [Total Form: 2]
Select the form below

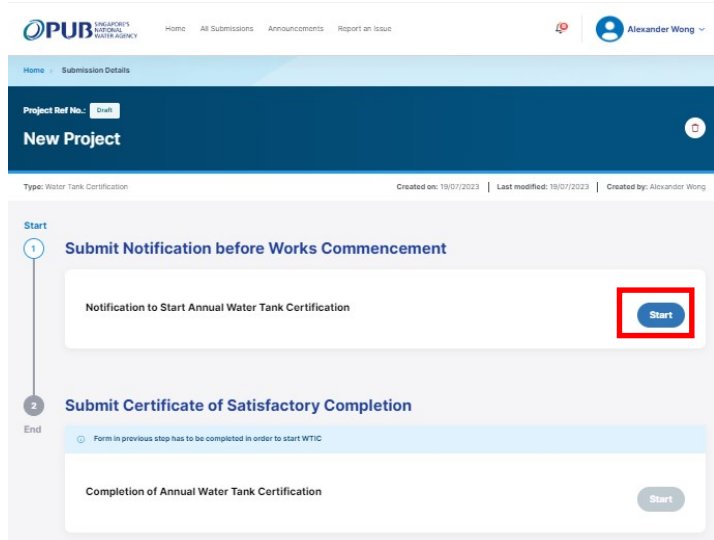
 **Notification to Start Annual Water Tank Certification**

Submit Notification to Start Annual Water Tank Certification Note: For ad hoc water tank repair work, please submit a general Water Service Installation (WSI) Works submission

[Create submission]

Step 4

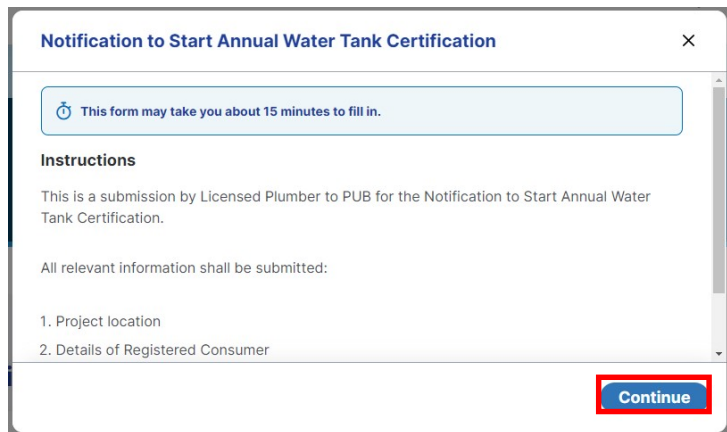
Click Start.



Step 5

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

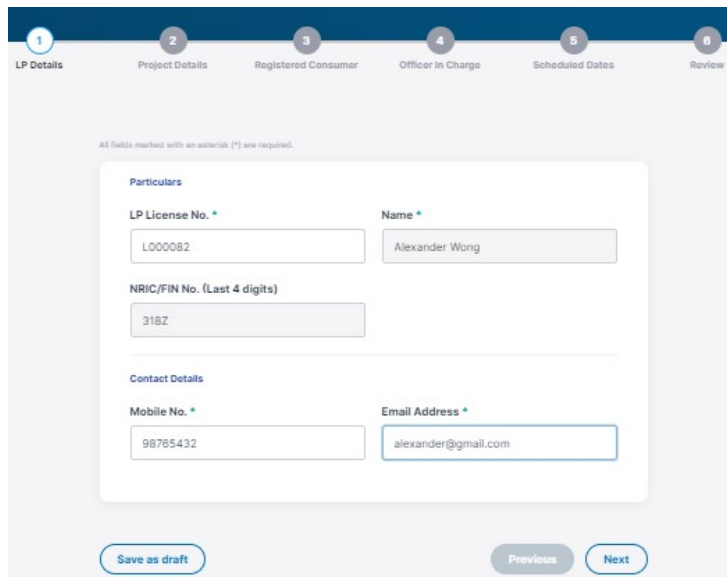
Click Continue.



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)

1 LP Details 2 Project Details 3 Registered Consumer 4 Officer In Charge 5 Scheduled Dates 6 Review

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

Particulars

LP License No. * Name *

NRIC/FIN No. (Last 4 digits)

Contact Details

Mobile No. * Email Address *

Drafter Email Address *

Save as draft Previous Next

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.

1 LP Details 2 Project Details 3 Registered Consumer Details 4 Officer In Charge Details 5 Scheduled Dates 6 Review

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

Building Name * Postal Code *

Block No. * Street Name *

Registered Customer * Certification Due Date

Save as draft Previous Next

Select Building

Note: Search for the building by entering the Postal Code or Building Name. If building is not found or any of the details are incorrect, kindly contact us at pub_watertank@pub.gov.sg

669592 Search

Select	Postal Code	Building Name	Block No.	Street Name	Registered Customer
<input checked="" type="checkbox"/>	669592	HILLBROOKS (LOBBY 7) (BLOCK 92)	92	HILLVIEW AVENUE	MCST 2523
<input type="checkbox"/>	669592	HILLBROOKS (LOBBY 6) (BLOCK 92)	92	HILLVIEW AVENUE	MCST 2523
<input type="checkbox"/>	669592	HILLBROOKS (LOBBY 5) (BLOCK 92)	92	HILLVIEW AVENUE	MCST 2523

Step 8

Input the details of the Registered Consumer into these fields.

Click Next to proceed to the next step.

LP Details Project Details Registered Consumer Details Officer In Charge Details Scheduled Dates Review

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

Particulars

Utilities Account No. *

1

Contact Details

Office Tel No. *

87654321

Email Address *

test@test.com

Save as draft Previous Next

Step 9

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

Click Next to proceed to the next step.

LP Details Project Details Registered Consumer Details **Officer In Charge Details** Scheduled Dates Review

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

Particulars

Name of Officer In Charge Details* Company Name

Contact Details

Office Tel No.* Email Address*

Mobile No.*

Save as draft Previous Next

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.

LP Details Project Details Registered Consumer Details Officer In Charge Details **Scheduled Dates** Review

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

Dates

Expected Commencement Date* Expected Completion Date*

Save as draft Previous Next

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.

Water Tank Certification
Completion of Annual Water Tank Certification
For any adhoc water tank repair work, please make a general WGI submission

Review your particulars and submit for approval [New submission](#)

LP Details

Particulars
LP License No. 1000017
Name WATTNA TIWAKAT
NRIC/FIN Number (Last 4 digits) 351W

Contact Details
Mobile No. 83846787
Email Address wnatnatiwat@hotmail.com

Project Details

Building Location
Building Name HAIG COURT (BLOCK 160)
Postal Code 438795
Block No. 160
Street Name HAIG ROAD
Registered Customer MCST 2903
Certification Due Date 10/05/2023

Registered Consumer Details

Particulars
Utilities Account Number 1

Contact Details
Office Tel No. 12312312
Email Address wnatna@gmail.com

Officer In Charge Details

Particulars
Name of Officer In Charge wnatna
Company Name

Contact Details
Office Tel No. 12312312
Email Address wnatna@gmail.com
Mobile Number 87654321

Attachments

Attachments
 DementPointsSystemforLicensedP...umber.pdf

Declaration

I hereby confirm that, to the best of my knowledge and belief, the water service installation/work annual water tank certification was carried out in accordance with the Public Utilities Board's requirements including the Public Utilities (Water Supply) Regulations, Singapore Standard SS 636 - Code of Practice for Water Services, other Authorities' requirements, and other statutory requirements.

- Potable water storage tanks have not been located below sanitary pipes and other non-potable water pipes.
- All the water fittings installed in the water service installation are of the types that comply with standards prescribed / stipulated by PUB and all water conservation measures have been adopted.
- The said water service installation and the associated electrical devices and equipment have been tested and are safe and acceptable for operation.
- Water samples have been taken from each tank for chemical and bacteriological analyses at an SAC-SINGLAS accredited laboratory. The water tank shall only be put into use after satisfactory test reports are obtained from the SAC-SINGLAS accredited laboratory. If the test reports from the SAC-SINGLAS accredited laboratory are unsatisfactory, disinfections shall have to be carried out again. All the test reports shall be kept readily available for inspection by PUB upon request.

All the details including the Project Location, Details Of Registered Consumer, Details Of the Officer In Charge, Tank Details are true and correct.

[Previous](#) [Submit](#)

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.

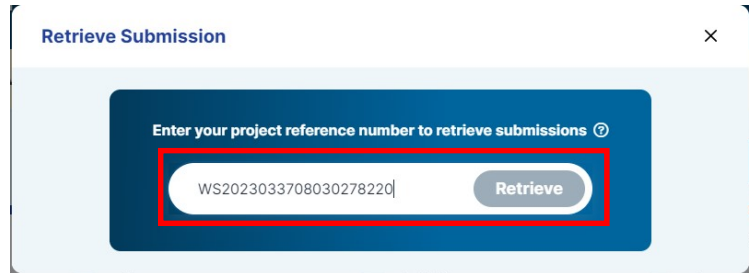
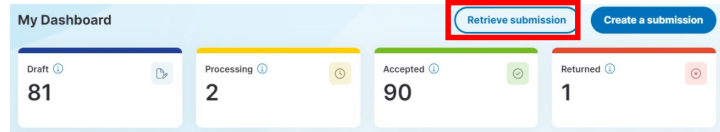
Input Project Number and click on the Retrieve button.

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

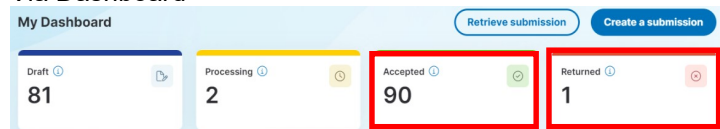
c. Via All Submission
 Input Project Number into the search field.

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

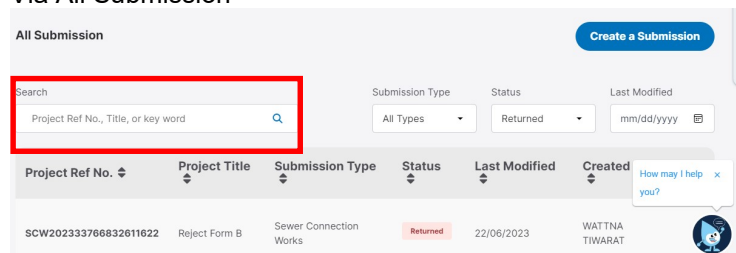
Via Retrieve Submission



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.

The screenshot shows a window titled "Completion of Annual Water Tank Certification" with a close button (X) in the top right corner. Below the title bar is a light blue box with a clock icon and the text "This form may take you about 15 minutes to fill in." Below this is the "Instructions" section, which states: "This is a submission by Licensed Plumber for the Completion of Annual Water Tank Certification. All relevant information shall be submitted:" followed by a numbered list: 1. Project location, 2. Details of Registered Consumer, 3. Details of Officer In Charge, 4. Tank Details, 5. Inspection Checklist, and 6. Water Sample Lab Test Reports. At the bottom right of the window is a red "Continue" button.

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.

The screenshot shows a form titled "For Licensed Plumber" with a progress bar at the top containing six steps: 1. LP Details, 2. Project Details, 3. Registered Consumer, 4. Officer In Charge, 5. Scheduled Dates, and 6. Review. The first step, "LP Details", is highlighted. Below the progress bar is a note: "All fields marked with an asterisk (*) are required." The form contains several input fields: "LP License No. *" with the value "L0000B2", "Name *" with the value "Alexander Wong", "NRIC/FIN No. (Last 4 digits)" with the value "318Z", "Mobile No. *" with the value "98765432", and "Email Address *" with the value "alexander@gmail.com". At the bottom of the form are three buttons: "Save as draft", "Previous", and "Next".

For Assistant (Drafter)

1 LP Details 2 Project Details 3 Registered Consumer 4 Officer In Charge 5 Scheduled Dates 6 Review

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

Particulars

LP License No. * Name *

NRIC/FIN No. (Last 4 digits)

Contact Details

Mobile No. * Email Address *

Drafter Email Address *

Save as draft Previous Next

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.

1 LP Details 2 Project Details 3 Registered Consumer 4 Officer In Charge 5 Tank Details 6 Lab Test Reports 7 Attachments 8 Review

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

Notification Project Reference Number *

Postal Code * Building Name *

Block No. * Street Name *

Certification Due Date

Save as draft Previous Next

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. *

Contact Details

Office Tel No. * Email Address *

[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* Company Name

Contact Details

Office Tel No. * Email Address *

Mobile No. *

[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.

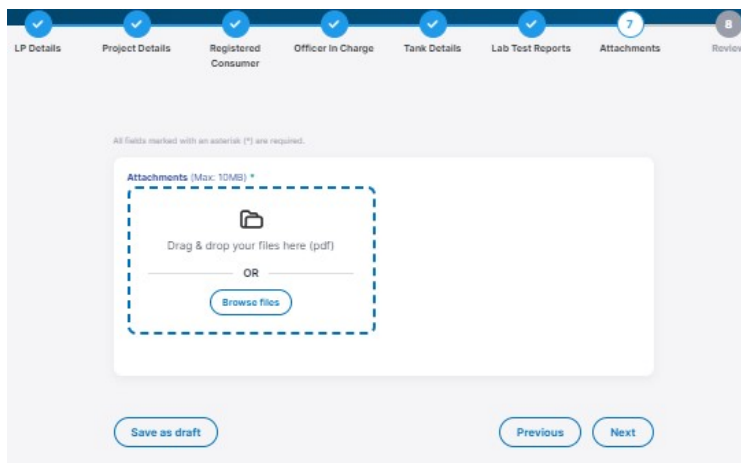
As for Date of Final Joint Inspection, the date must be after Date of First Joint Inspection.

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.

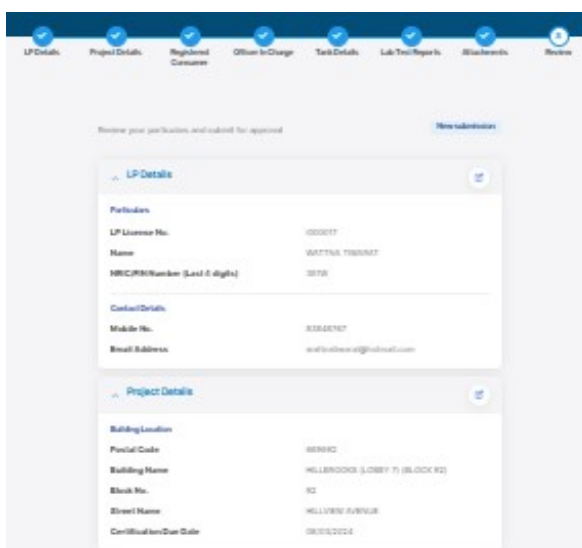
Ensure that all the information inputted into the form are accurate.

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.



The screenshot shows a multi-section web form. The sections are:

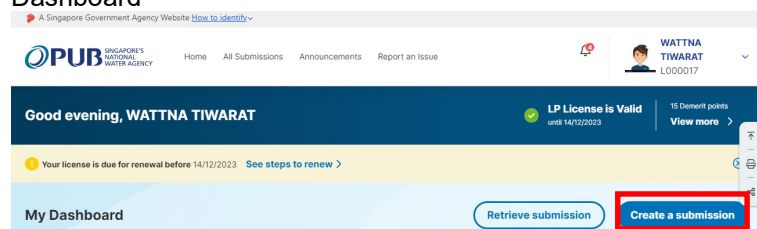
- Registered Consumer:** Includes fields for Registered Customer (WCT 2423), URBAN Account Number (1), Contact Details, and Email Address (w@pub.com).
- Officer in Charge:** Includes Name of Officer in Charge (wct), Company Name, Contact Details, Email Address (w@pub.com), and Mobile Number (87554321).
- Tank Details:** Includes Date, Low Level Tank (0), Intermediate Level Tank (0), and High Level Tank (0).
- Lab Test Reports:** Includes Nature of Work (Inspection, Cleaning & Disinfection), Date of Labeled Lab Test Report (16/07/2023), Date of Final Joint Inspection (16/07/2023), and Date of Final Joint Inspection (28/07/2023).
- Attachments:** Includes an upload button for 'WCM_Quotation (1).pdf'.
- Declaration:** A text area with a declaration statement and a checkbox for 'All the details including the Project Location, Details Of Registered Consumer, Details Of the Officer in Charge, Tank Details are true and correct.'

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

Step 1

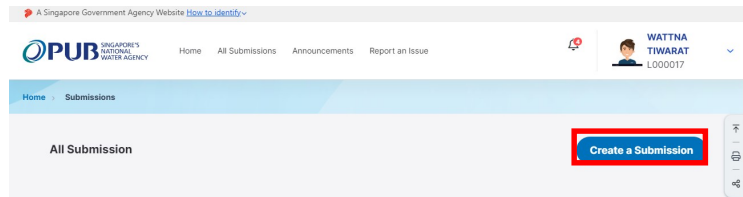
Click the Create Submission button in the Dashboard or All Submissions page.

Dashboard



All Submissions

Restricted

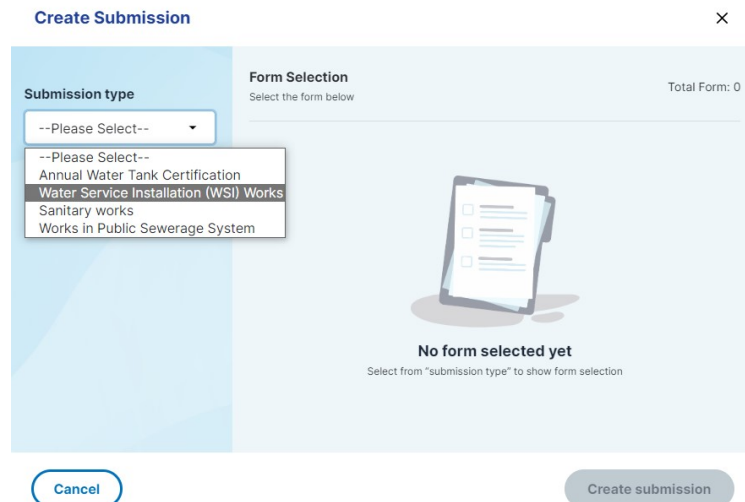


Step 2

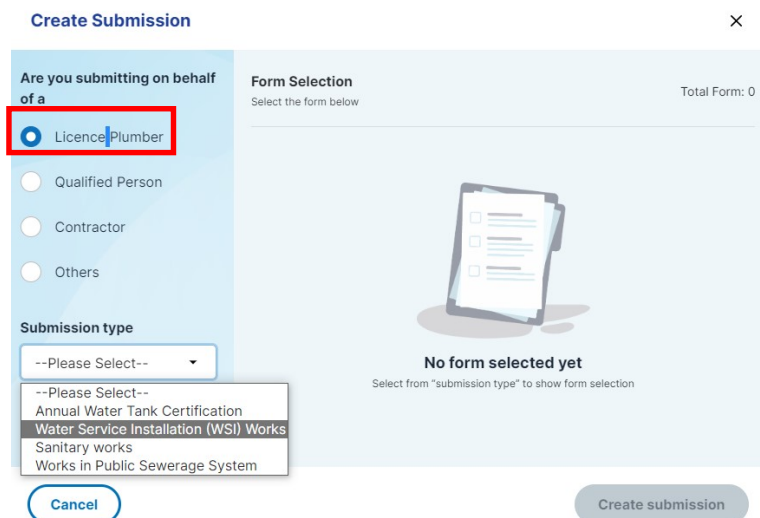
For Licensed Plumber,
Select “Water Service
Installation (WSI) Works”
in the dropdown.

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 Total Form: 2
Select the form below

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

Step 4

Click Start.

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.: 🗑

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

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

Step 5

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

Click Continue.

The screenshot shows a web browser window with the title "Notification of Water Service Installation Works". At the top, there is a blue box with a clock icon and the text "This form may take you about 15 minutes to fill in." Below this, the "Instructions" section states: "This is a submission by Licensed Plumber to PUB for Water Service Installation works under the Public Utilities Act. All relevant information shall be submitted:" followed by a numbered list: 1. Site plan, indicating project location; 2. Water schematic design; 3. Breakdown of water requirement (if applicable); 4. Any other relevant documentation. At the bottom right, there is a blue "Continue" button highlighted with a red border.

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".

The screenshot shows the "Water Service Installation" form for a Licensed Plumber. The page title is "Water Service Installation" with the subtitle "Notification of WSI Work by Licensed Plumber". A progress bar at the top indicates six steps: 1. LP Details, 2. Project Details, 3. Location Details, 4. Customer Details, 5. Attachments, and 6. Review. The "LP Details" step is currently active. The form contains the following fields: "LP License No. *" (populated with L000017), "Name *" (populated with WATTNA TIWARAT), "NRIC/FIN No. (Last 4 digits)" (populated with 351W), "Mobile No. *" (populated with 83846767), and "Email Address *" (populated with wattnatiwarat@hotmail.com). At the bottom, there are buttons for "Save as draft", "Previous", and "Next".

For Assistant (Drafter)

Water Service Installation
Notification of WSI Work by Licensed Plumber

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

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

Particulars

LP License No. * Name *

NRIC/FIN No. (Last 4 digits)

Contact Details

Mobile No. * Email Address *

Drafter Email Address *

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.

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

Particulars

Nature of Work * **Type of Water Supply ***

--Please Select--
 Additions/ Alterations/ Replacement
 New Service (HDB)
 New Service (Other Government Agency)
 New Service (Private)
 New Sub-Meter(s)
 Temporary Supply/ Temporary Supply Sub-meter
 Upgrading/ Relocation of meter
 Others

Project Title* **Estimated Water Usage (m³/month) ***

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 * **Type of Water Supply ***

Development Type

Estimated Water Usage (m³/month) * **Direct Supply to Submeter*** Yes No

A Singapore Government Agency Website [How to identify](#)

OPUB 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

1 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 ***

Development Type **Other Development Type**

Project Title* **Estimated Water Usage (m³/month) ***

Connection from PUB Supply Main Required? * Yes No

Expected Commencement Date * **Expected Completion Date ***

Master Meter Serial No. *

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

Platform Level of Development

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.

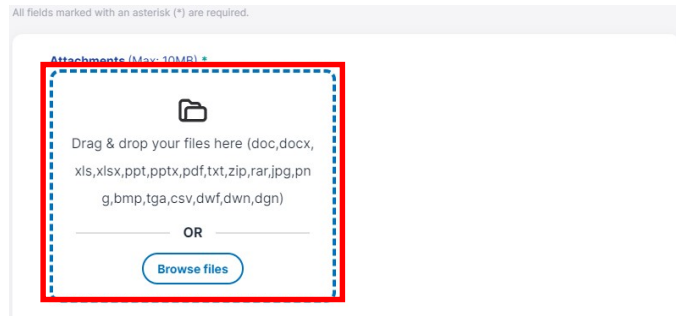
Step 10

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

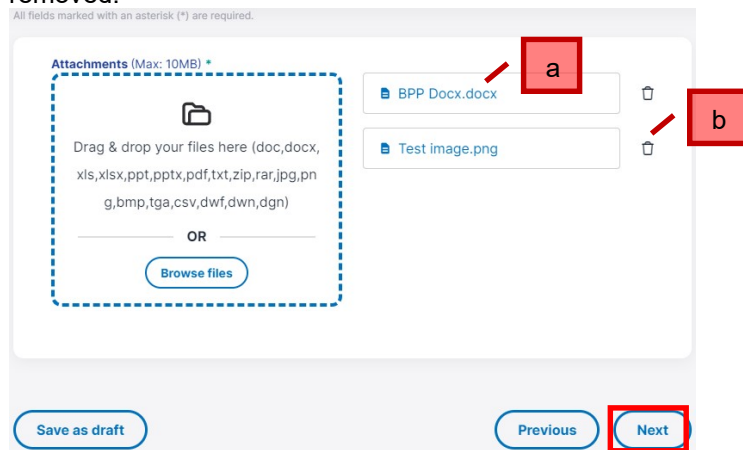
- a. You can remove or download file when file name is lighted up.
- b. To remove a file, click on the respective Delete button.

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



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

Then, click on Submit button.

Water Service Installation
Notification of WSI Work by Licensed Plumber

Review your particulars and submit for approval [New submission](#)

LP Details

Particulars

LP License No. L000017

Name WATTNA TIWABAT

NRIC/FIN No. (Last 4 digits) 351W

Contact Details

Mobile No. 83848767

Email Address wattnatwarat@hotmail.com

Project Details

Is Resubmission No

Previous Submission No.

Nature of Work New Service (HDB)

Development Type Other works

Type of Water Supply NEWater

Project Title Project New Connection in New HDB 123

Estimated Water Usage per Month 10000

Direct Supply to Submeter

Connection from PUB Supply Main Required Yes

Expected Commencement Date 01/08/2023

Expected Completion Date 05/08/2023

Platform Level of Development 1

Master Meter Serial No.

Reduced Level of Highest Water Fitting (mLL) via Direct Supply Mode 1

Location Details

Building Location

Postal Code 128803

MK / TS - Lot No. MK 12- 12345 V

Block No. 22

Street Name JALAN LEMPENG

Unit No. 321

Building Name REGENT PARK

Customer Details

Particulars

Customer Type HDB

Customer Name John Doe

Company Name HDB Company

Contact Details

Postal Code 128803

Block No. 22

Street Name JALAN LEMPENG

Unit No. 321

Building Name REGENT PARK

Mobile No. 84012722

Email email234@gmail.sg

Attachments

BPP Docx.docx

Test Image.png

Declaration

I hereby certify that the Water Service Installation at the premises is designed and complies with PUB's requirements including the Public Utilities (Water Supply) Regulations, Singapore Standard SS 538 - Code of Practice for Water Services, other Authorities' requirements, and other statutory requirements.

Potable water storage tanks shall not be located below sanitary pipes and other non-potable water pipes.

All water fittings installed in the water service installation shall comply with standards prescribed / stipulated by PUB.

No soldering shall be used for joining any water pipes/fittings.

Only lead-free materials are used for capillary joints.

All potable water tanks shall be watertight and with no gap between the tank roof and wall.

All water conservation measures shall be adopted; and for non-domestic developments with estimated water requirements > 3,000 m³/month and government developments with estimated water requirements > 3,000 m³/month, private water meters in accordance to PUB's requirements to monitor water usage at in the key areas stipulated in the Fourth Schedule of the Public Utilities (Water Supply) Regulations will be installed.

[Previous](#) [Submit](#)

Restricted

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.

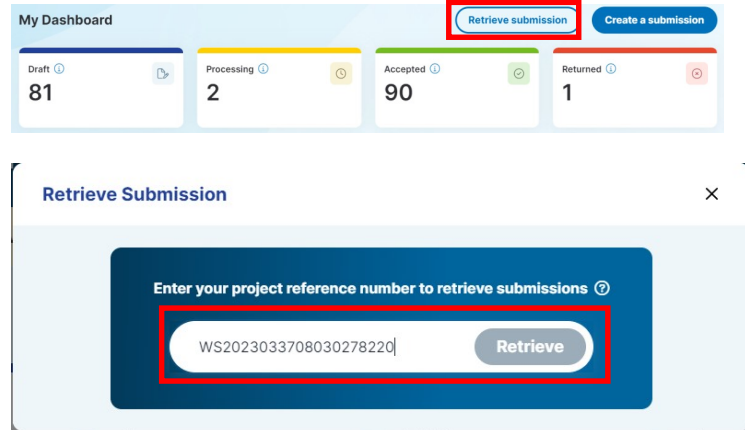
Input Project Number and click on the Retrieve button.

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

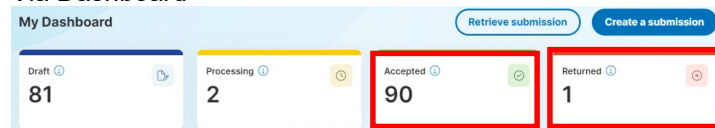
- c. Via All Submission
Input Project Number into the search field.

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

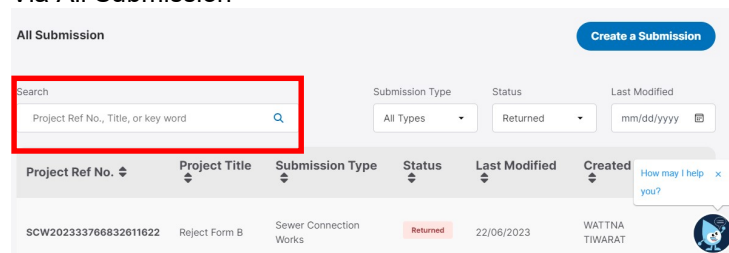
Via Retrieve Submission



Via Dashboard



Via All Submission



Step 2

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

The screenshot shows the PUB Singapore Government Agency Website. The user is logged in as WATTNA TIWARAT. The page displays the submission details for a project titled "Project New Connection in New HDB 123". The project reference number is WS2023033708030278220, which is marked as "Accepted". The submission type is "Water Service Installation Works", created on 19/07/2023, last modified on 19/07/2023, and created by WATTNA TIWARAT. The process flow is shown with two steps: 1. "Submit Notification before Works Commencement" (completed) and 2. "Submit Certificate of Satisfactory Completion after Works Completion" (current step). A "View" button is present for the first step, and a "Start" button is present for the second step.

Step 3

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

Click on the Continue button.

The screenshot shows the "Certificate of Satisfactory Completion of WSI Works by Licensed Plumber" form. A notification bar indicates that the form may take about 15 minutes to fill in. The instructions state: "This is a submission by Licensed Plumber to PUB for Water Service Installation works under the Public Utilities Act." A "Continue" button is visible at the bottom right of the form.

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

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-Completion

Water Service Installation

Certificate of Satisfactory Completion of WSI Works by Licensed Plumber Completion for Works Carried out by Licensed Plumber and urgent repairs

- 1 LP Details
- 2 Project Details
- 3 Location Details
- 4 Attachments
- 5 Review

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

Particulars

LP License No. * **Name ***

NRIC/FIN No. (Last 4 digits)

Contact Details

Mobile No. * **Email Address ***

[Save as draft](#) [Previous](#) [Next](#)

For Assistant (Drafter)

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

Particulars

LP License No. * **Name ***

NRIC/FIN No. (Last 4 digits)

Contact Details

Mobile No. * **Email Address ***

Drafter Email Address *

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.

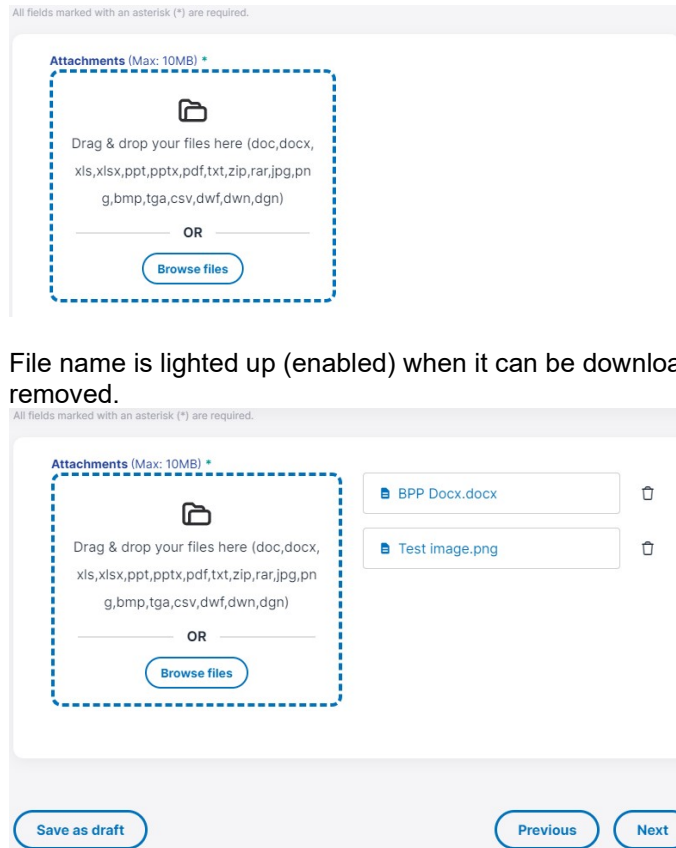
Step 7

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.



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

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.

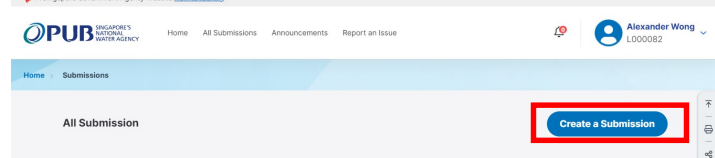
Dashboard

Step 2

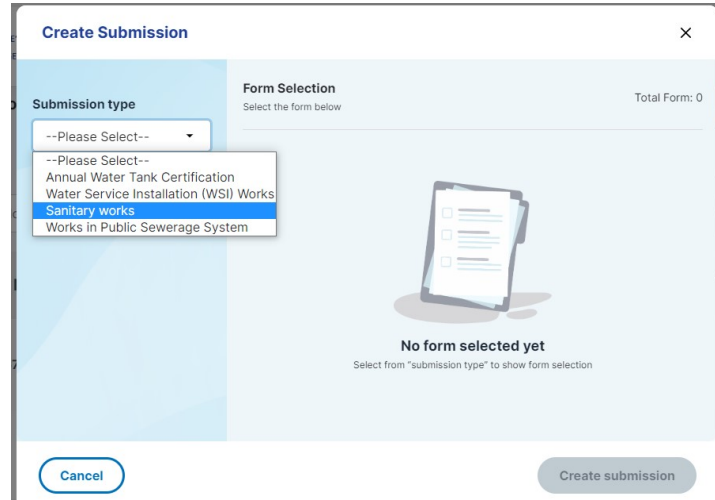
Licensed Plumber
Select Sanitary Works in the dropdown.

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

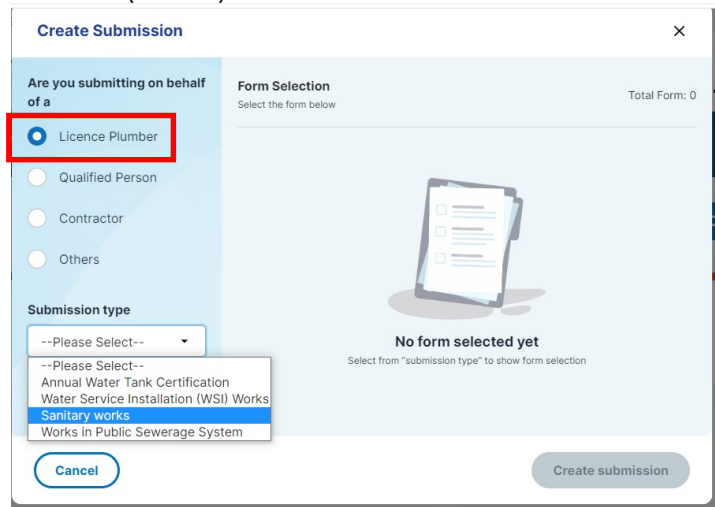
All Submissions



Licensed Plumber



Assistant (Drafter)



Step 3

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

Click Create submission.

Form Selection Total Form: 4

Select the form below

- Sanitary Works (Temporary/Permanent)**
Submit Notification to carry out sanitary works at existing premises/buildings. (Form F)
- Sanitary Works (Temporary Toilet Facilities)**
Submit Notification for connection of sanitary and temporary toilet facilities to sewerage system at construction site (Form E)
- Sanitary Works (Temporary Sanitary Facilities)**
Submit Notification for connection of temporary sanitary facility to sewerage system at Trade Fair (Form I)
- Form H - Completion of Sanitary Works**

Create submission

Step 4

Click Start.

Project Ref No.: Blank D

New Project

Type: Sanitary Works Created on: 19/07/2023 | Last modified: 19/07/2023 | Created by: WATTINA TIWARAT

Start

1 **Submit Notification before Works Commencement**

Sanitary Works (Temporary Toilet Facilities) **Start**

2 **Submit Certificate of Satisfactory Completion after works completion**

End

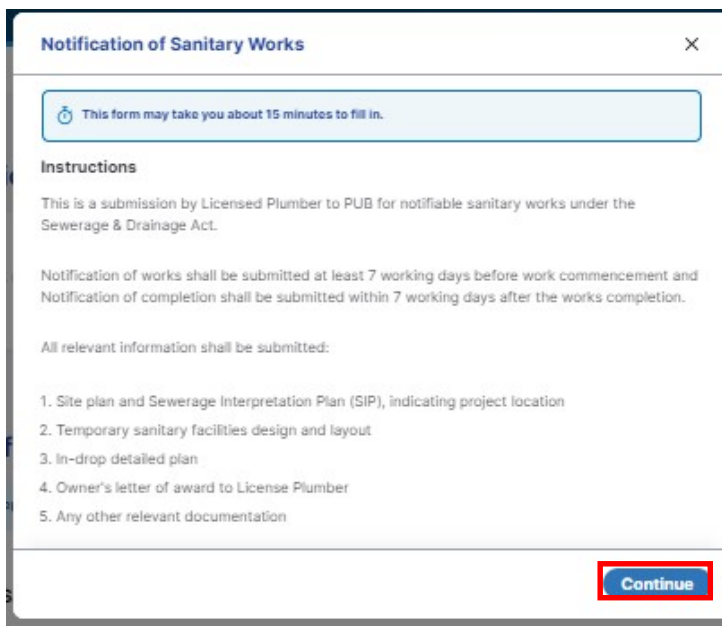
Form in previous step has to be completed in order to start Form H

Completion of Sanitary Works Start

Step 5

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

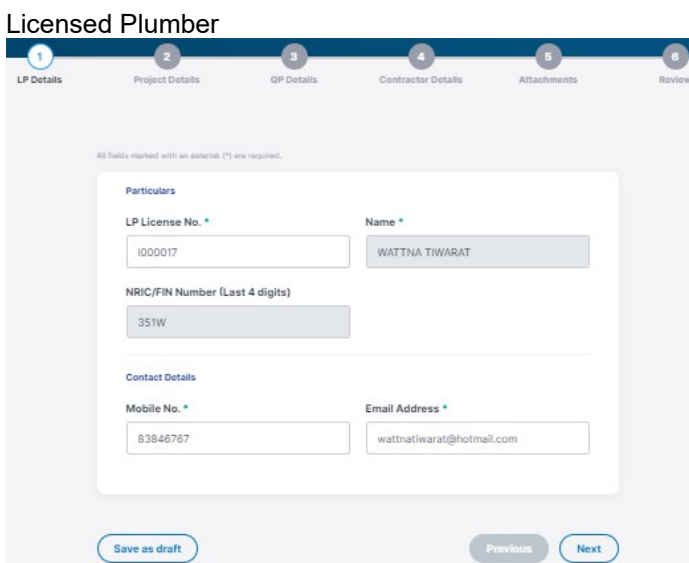
Click Continue.



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)

1 LP Details 2 Project Details 3 QP Details 4 Contractor Details 5 Attachments 6 Review

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

Particulars

LP License No. * **Name ***

LP license no. LP name

NRIC/FIN Number (Last 4 digits)

LP NRIC/FIN number (last 4 digits)

Contact Details

Mobile No. * **Email Address ***

LP mobile no. LP email address

Drafter Email Address *

Drafter email address

Save as draft Previous Next

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.

Sanitary Works
Form E - Notification for connection of any temporary sanitary facility to any sewerage system; (e.g. connection of temporary toilet to public sewerholding tank at construction site)

Progress: 1 LP Details, 2 **Project Details**, 3 GP Details, 4 Contractor Details, 5 Attachments, 6 Review

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

Particulars

BCA Reference Number *
Project Title *
Your project title
200 / 200

Connection Type *
--Please Select--

Duration of Development Project

Building Commencement Date *
dd/mm/yyyy

Building Completion Date *
dd/mm/yyyy

Project Location

Postal Code *
Project house / blk no.

House / Blk No. *
Project house / blk no.

Street Name *
Project street name

Unit No. *
Project unit no.

MK / TS - Lot No. *
12 12345 V

Site Information

Owner / Developer Name *
Owner / developer name

Main Building Contractor Name *
Main building contractor name

Used Water Discharged into Manhole *
 Yes No

Used Water Discharged into Neighbour's Inspection Chamber *
 Yes No

Used Water Discharged into Proposed Permanent Connection *
 Yes No

Sanitary Drainages and/or Sewer Connections That Over Cross or Under Cross Storm Water Drains *
 Yes No

Total No. of Staffs / Workers On Site

Residing on Site *
No. of staffs / workers residing on site

Not Residing on Site *
No. of staffs / workers not residing on

Total No. of Sanitary Fittings To Be Installed On Site

WC *
No. of wc

Urinal *
No. of urinal

Flow Rate To Sewer (Litre Per Second) *
[Input field]

Buttons: Save as draft, Previous, Next

Footer: PUB SINGAPORE'S NATIONAL WATER AGENCY, Contact Us, Feedback, FAQs, Report Vulnerability, Privacy Statement, Terms of use, © 2022 Government of Singapore, Last Updated 08 Sep 2022

Step 8

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

Click Next to proceed to the next Step.

The screenshot shows a web form for 'QP Details' in a multi-step process. The progress bar at the top indicates steps 1 through 6, with step 3 (QP Details) currently active. The form is titled 'Particulars' and includes the following sections:

- Name ***: Input field for 'QP name'.
- Company Name**: Input field for 'QP company name'.
- Address**:
 - Postal Code ***: Input field for 'QP postal code'.
 - House / Blk No. ***: Input field for 'QP house / blk no.'.
 - Street Name ***: Input field for 'QP street name'.
 - Unit No. ***: Input field for 'QP unit no.'.
- Contact Details**:
 - Mobile No. ***: Input field for 'QP mobile no.'.
 - Email Address ***: Input field for 'QP email address'.

At the bottom of the form, there are three buttons: 'Save as draft', 'Previous', and 'Next'.

Step 9

Input the details of the Contractor involved in the Project.

Click Next to proceed to the next Step.

The screenshot shows a web form for 'Contractor Details' in a multi-step process. The progress bar at the top indicates steps 1 through 6, with step 4 (Contractor Details) currently active. The form is titled 'Particulars' and includes the following sections:

- Name ***: Input field for 'Contractor name'.
- Company Name**: Input field for 'Contractor company name'.
- Address**:
 - Postal Code ***: Input field for 'Contractor Postal Code'.
 - House / Blk No. ***: Input field for 'Contractor house / blk no.'.
 - Street Name ***: Input field for 'Contractor street name'.
 - Unit No. ***: Input field for 'Contractor unit no.'.
- Contact Details**:
 - Mobile No. ***: Input field for 'Contractor mobile no.'.
 - Email Address ***: Input field for 'Contractor email address'.

At the bottom of the form, there are three buttons: 'Save as draft', 'Previous', and 'Next'.

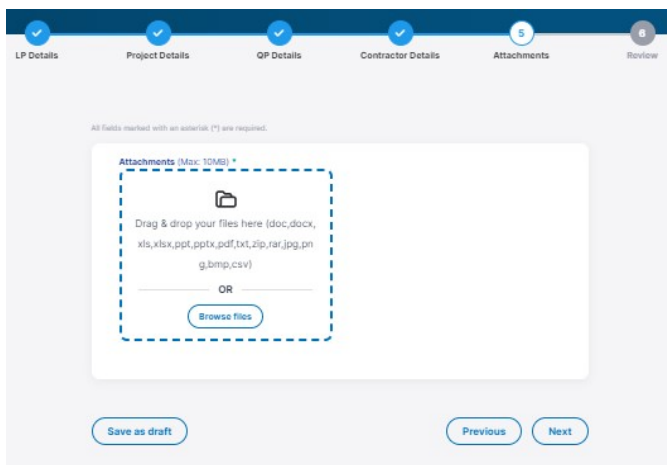
Step 10

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.

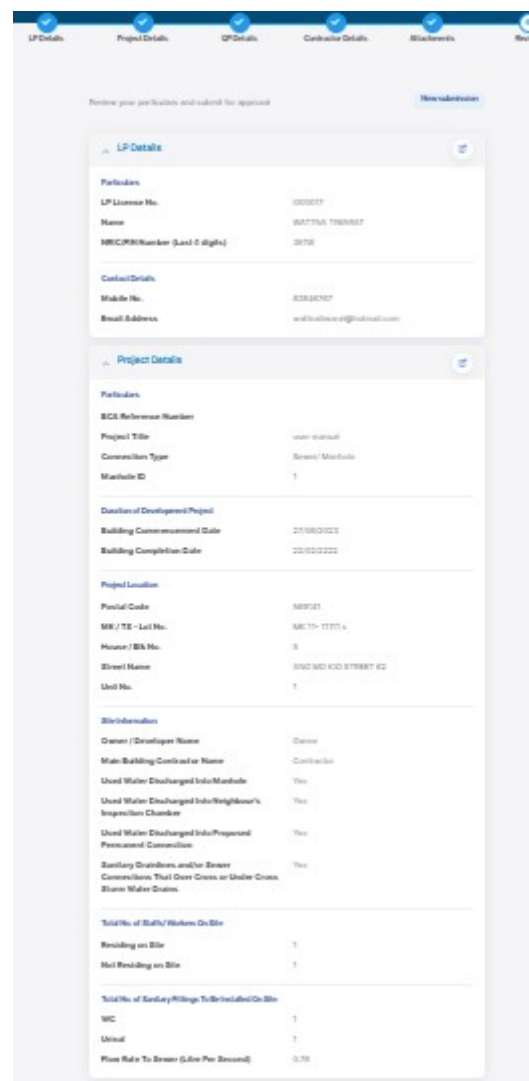
Ensure that all the information inputted into the form are accurate.

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.



OP Details

Particulars

Name: [redacted]

Company Name: [redacted]

Address

Postal Code: 597121

House / BB No.: 5

Street Name: JING MO KIO STREET #2

Unit No.: 1

Contact Details

Mobile No.: 97751412

Email Address: waf@waf.com

Contractor Details

Particulars

Name: [redacted]

Company Name: [redacted]

Address

Postal Code: 597121

House / BB No.: 5

Street Name: JING MO KIO STREET #2

Unit No.: 1

Contact Details

Mobile No.: 97751412

Email Address: waf@waf.com

Attachments

SCM_Outlook.pdf

Declaration

I confirm that all the information given in this form are correct.

I have informed the Contractor they shall be responsible for:

- Proper maintenance of the sanitary drainage system; temporary holding tank and engage a Licensed Waste Contractor to dispose waste water from the holding tank to the designated PUB Water Reclamation Plant
- Shut off the temporary sewer connection to sewerage system upon completion of the project and to notify PUB of the works
- Demolish the temporary holding tank upon completion of the project and to notify PUB of the works

I hereby notify PUB for carrying out the proposed sanitary work at the above premises and I undertake to carry out and ensure that the proposed sanitary work is completed in accordance with the proposed plans submitted, the requirements of the Code of Practice on Sewerage and Sanitary Works, at SS 138 - Code of Practice for Water Services and any PUB conditions and requirements.

Upon completion of the sanitary work, I shall submit completion form and notify PUB for inspection/acceptance/holding of the sanitary drain/sewerage, etc.

I declare that all the above are correct.

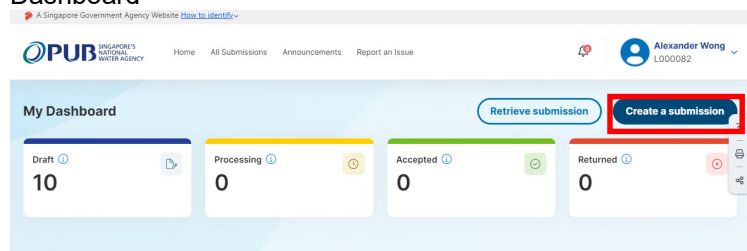
[Previous](#) [Next](#)

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

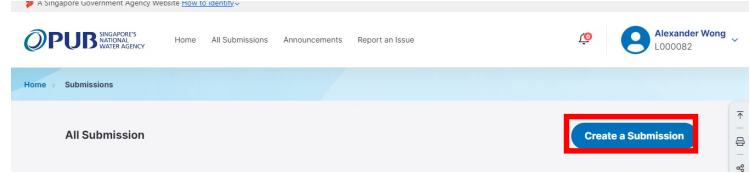


Step 2

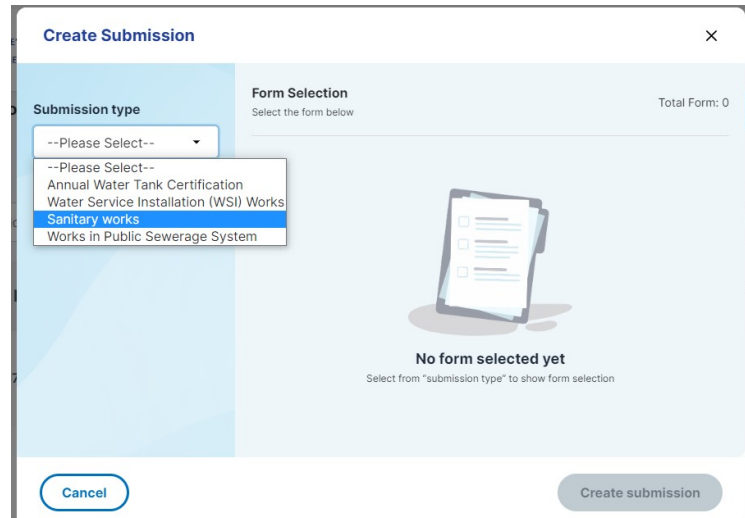
Licensed Plumber
Select Sanitary Works in the dropdown.

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

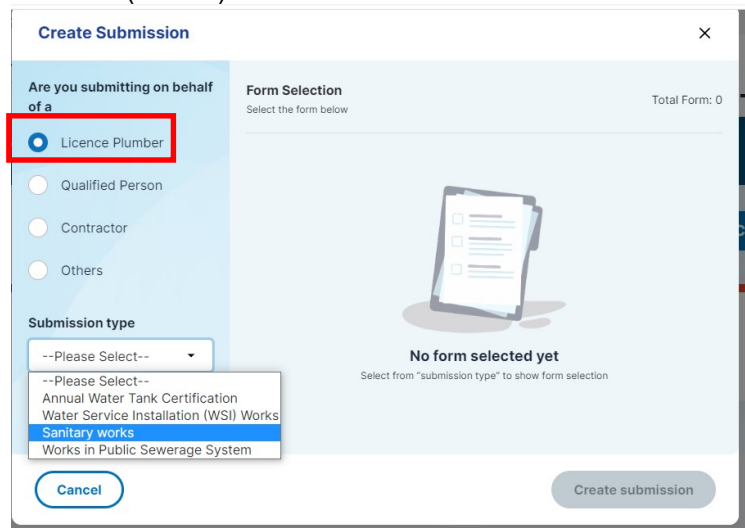
All Submissions



Licensed Plumber



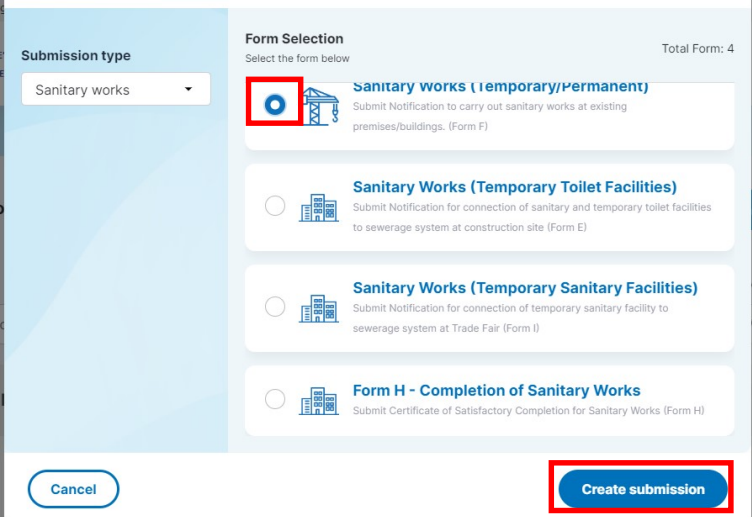
Assistant (Drafter)



Step 3

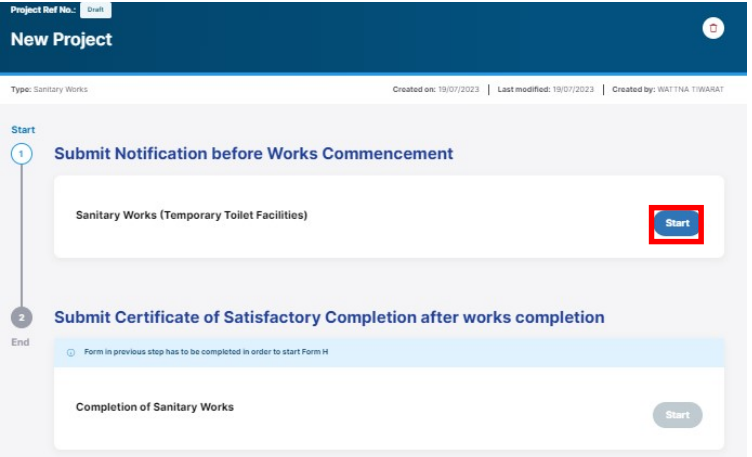
Select the Radio button in the item, "Sanitary Works (Temporary/Permanent)".

Click Create submission.



Step 4

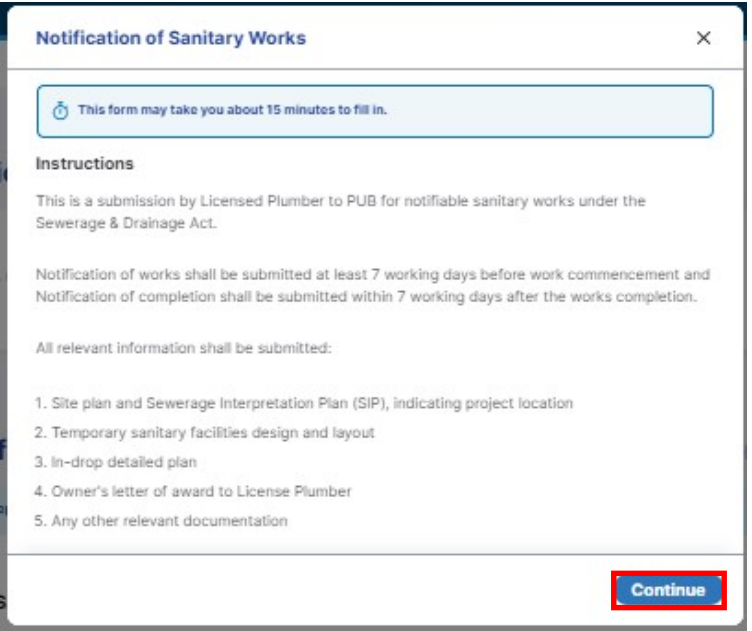
Click Start.



Step 5

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

Click Continue.



Step 6

Licensed Plumber

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.

The screenshot displays the 'Sanitary Works' Form F submission interface on the PUB website. The page title is 'Sanitary Works' and the subtitle is 'Form F - Notification for carrying out of any sanitary works (whether temporary or permanent) that affect any common sanitary pipe, inspection chamber or public sewerage system'. The progress bar indicates the current step is 'Project Details'. The form fields are as follows:

- Particulars:**
 - BCA Reference Number (text input)
 - Project Title * (text input, 200/200 characters)
 - Types of Sanitary Work * (dropdown menu, currently set to '--Please Select--')
- Duration of Development Project:**
 - Commencement Date * (calendar input, format dd/mm/yyyy)
 - Completion Date * (calendar input, format dd/mm/yyyy)
- Project Location:**
 - Postal Code * (text input)
 - House / Blk No. * (text input)
 - Street Name * (text input)
 - Unit No. * (text input)
- MK / TS - Lot No. *:** (input fields for lot number and unit type, e.g., 12, 12345, V)

Buttons at the bottom of the form include 'Save as draft', 'Previous', and 'Next'. The footer contains the PUB logo, contact information, and a copyright notice: '© 2022 Government of Singapore. Last Updated 08 Sep 2022'.

Step 8

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

The screenshot shows a web form for 'Owner/Occupier Details' at step 3 of a 5-step process. The navigation bar at the top has five steps: LP Details (checked), Project Details (checked), Owner/Occupier Details (active), Attachments, and Review. The form contains the following fields:

- Particulars**
 - Name * (text input: Owner/Occupier name)
 - Company Name (text input: Owner/Occupier company name)
- Address**
 - Postal Code * (text input: Owner/Occupier postal code)
 - House / Blk No. * (text input: Owner/Occupier house / blk no.)
 - Street Name * (text input: Owner/Occupier street name)
 - Unit No. * (text input: Owner/Occupier unit no.)
- Contact Details**
 - Mobile No. * (text input: Owner/Occupier mobile no.)
 - Email Address * (text input: Owner/Occupier email address)

Buttons at the bottom: Save as draft, Previous, Next.

Step 9

Input the details of the Contractor involved in the Project.

Click Next to proceed to the next Step.

The screenshot shows a web form for 'Contractor Details' at step 4 of a 6-step process. The navigation bar at the top has six steps: LP Details (checked), Project Details (checked), OP Details (checked), Contractor Details (active), Attachments, and Review. The form contains the following fields:

- Particulars**
 - Name * (text input: Contractor name)
 - Company Name (text input: Contractor company name)
- Address**
 - Postal Code * (text input: Contractor Postal Code)
 - House / Blk No. * (text input: Contractor house / blk no.)
 - Street Name * (text input: Contractor street name)
 - Unit No. * (text input: Contractor unit no.)
- Contact Details**
 - Mobile No. * (text input: Contractor mobile no.)
 - Email Address * (text input: Contractor email address)

Buttons at the bottom: Save as draft, Previous, Next.

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.

Sanitary Works
Form F - Notification for carrying out of any sanitary works (whether temporary or permanent) that affect any common sanitary pipe, inspection chamber or public sewerage system

Review your particulars and submit for approval [New submission](#)

LP Details

Particulars
 LP License No. 1000017
 Name WATTNA TIWARAT
 NRIC/IN Number (Last 4 digits) 351W

Contact Details
 Mobile No. 83846767
 Email Address wattnawarat@hotmail.com

Project Details

Particulars
 BCA Reference Number
 Project Title test user manual form f
 Types of Sanitary Work Construction of new common sanitary discharge stack/pipes

Project Duration
 Commencement Date 22/02/2222
 Completion Date 22/02/2222

Project Location
 Postal Code 569141
 MK / TS - Lot No. MK 11- 1111 s
 House / BN No. 5
 Street Name ANG MO KIO STREET 62
 Unit No. 1

Attachments

Copy of Updated Metadata_Tags_140723.xlsx

Declaration
 I confirm that all the information given in this form are correct.
 I hereby notify PUB for carrying out of the proposed sanitary work at the above premises and I undertake to carry out and ensure that the proposed sanitary work is completed in accordance with the approved plans submitted, the requirements of the Code of Practice on Sewerage and Sanitary Works, ES 586 - Code of Practice for Water Services and any conditions and PUB any conditions and requirements.
 I declare that all the above are correct.

[Previous](#) [Submit](#)

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

My Dashboard [Retrieve submission](#) [Create a submission](#)

Draft 10 Processing 0 Accepted 0 Returned 0

All Submissions

All Submission [Create a Submission](#)

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 Sanitary Facilities)".

Click Create submission.

Restricted

Step 4

Click Start.

Project Ref No.: [Blank] [Blank]

New Project

Type: Sanitary Works | Created on: 19/07/2023 | Last modified: 19/07/2023 | Created by: WATTNA TIWARAT

Start

1 **Submit plan to PUB**

Notification for connection of any temporary sanitary facility to any sewerage system **Start**

2 **Submit Certificate of Satisfactory Completion after works completion**

End

Form in previous step has to be completed in order to start Form H

Completion of Sanitary Works **Start**

Step 5

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

Click Continue.

Notification of Sanitary Works

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

Instructions

Trade Fair

The proposed temporary sanitary facilities shall be carried out in compliance with the General Requirements for temporary sanitary facilities for Trade Fairs. Failure to obtain PUB's approval on the design of temporary sanitary facilities prior to commencement of the Trade Fair operations, or the construction/installation of temporary sanitary facilities not in accordance with the approved design at the trade fair site is a violation of Section 11 of the Sewerage and Drainage Act (SDA). In addition, failure to comply with any condition stated in PUB's approval letter is an offence under Section 63(b) of the SDA.

Instructions

This is a submission by Licensed Plumber to PUB for notifiable sanitary works under the Sewerage & Drainage Act.

Notification of works shall be submitted at least 7 working days before work commencement and Notification of completion shall be submitted within 7 working days after the works completion.

All relevant information shall be submitted:

1. Site plan, indicating project location
2. Layout of temporary sanitary facilities
3. Detailed plan of in-drop
4. Owner's letter of award to License Plumber
5. Any other relevant documentation

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.

The screenshot shows a web form with a progress bar at the top containing six steps: 1. LP Details, 2. Trade Fair Details, 3. Particulars of Trade Fair Organiser/Operator, 4. Contractor Details, 5. Attachments, and 6. Review. The third step is active. Below the progress bar, a message states: "All fields marked with an asterisk (*) are required." The form is divided into two main sections: "Particulars" and "Contact Details".

Particulars

- LP License No. *: Input field containing "1000017".
- Name *: Input field containing "WATTNA TIWARAT".
- NRIC/FIN Number (Last 4 digits): Input field containing "351W".

Contact Details

- Mobile No. *: Input field containing "83846767".
- Email Address *: Input field containing "wattnatiwarat@hotmail.com".

At the bottom of the form, there are three buttons: "Save as draft", "Previous", and "Next".

Assistant (Drafter)

This screenshot shows the same web form as above, but with empty input fields. The progress bar and "All fields marked with an asterisk (*) are required." message are identical. The form structure is the same, but the input fields are empty.

Particulars

- LP License No. *: Input field containing "LP license no.".
- Name *: Input field containing "LP name".
- NRIC/FIN Number (Last 4 digits): Input field containing "LP NRIC/FIN number (last 4 digits)".

Contact Details

- Mobile No. *: Input field containing "LP mobile no.".
- Email Address *: Input field containing "LP email address".
- Drafter Email Address *: Input field containing "Drafter email address".

At the bottom of the form, there are three buttons: "Save as draft", "Previous", and "Next".

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.

The screenshot shows a web form titled "Particulars of Trade Fair Organiser/Operator". At the top, a progress bar indicates steps 1 through 6, with step 3 (the current step) highlighted. The form contains several sections: "Name" with fields for "Organiser/Operator name" and "Company Name"; "Address" with fields for "Postal Code", "Street Name", "House / Blk No.", and "Unit No."; and "Contact Details" with fields for "Mobile No." and "Email Address". A note states "All fields marked with an asterisk (*) are required." At the bottom, there are buttons for "Save as draft", "Previous", and "Next".

Step 9

Input the details of the Contractor involved in the Project.

Click Next to proceed to the next Step.

The screenshot shows a web form titled "Contractor Details". The progress bar at the top shows steps 1 through 6, with step 4 (the current step) highlighted. The form structure is identical to Step 8, with fields for "Name", "Company Name", "Address", and "Contact Details". A note states "All fields marked with an asterisk (*) are required." At the bottom, there are buttons for "Save as draft", "Previous", and "Next".

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.

LP Details Trade Fair Details Particulars of Trade Fair Organiser/Operator Contractor Details Attachments Review

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, jar, jpg, png, bmp, csv)

OR

Browse files

Save as draft Previous Next

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.

The screenshot shows a web form with a progress bar at the top containing six steps: LP Details, Trade Fair Details, Particulars of Trade Fair Organizer/Operator, Certificate Details, Blockchains, and Review. The 'LP Details' section is active and contains the following information:

Particulars	
LP License No.	000077
Name	MATTIA TRAVEL
MRCPRN Number (Last 4 digits)	0370

The 'Trade Fair Details' section contains:

Particulars	
Trade Fair Name	John Inwood (Sole)
Competition Type	Street/Market
Manifest ID	1
Water Clearance Required?	Yes

The 'Particulars of Trade Fair Organizer/Operator' section contains:

Particulars	
Name	organiem
Company Name	xxx

Below this is an 'Address' section with fields for Postal Code (58921), House / Bk No. (5), Street Name (JING MO KID STREET #2), and Unit No. (4). A 'Contact Details' section at the bottom shows Mobile No. (8976522) and Email Address (xxx@organiem.com).

Contractor Details

Particulars:

Name: contractor
Company Name: pub

Address:

Postal Code: S69121
House / Bldg No.: 9
Street Name: 3022 MC KIC STREET RD
Dist No.: 1

Contact Details:

Mobile No.: 87654321
Email Address: contractor@pub.com

Attachments:

WSM_Submittal (2).pdf

Declaration

I confirm that all the information given in this form are correct.

I have informed the Contractor they shall be responsible for:

- Proper maintenance of the sanitary drainage system/ temporary holding tank and engage a Licensed Sewer Contractor to dispose used water from the holding tank to the designated PUB Water Reclamation Plant.
- Shut off the temporary sewer connection to sewerage system upon completion of the project and to notify PUB of the works.
- Demolish the temporary holding tank upon completion of the project and to notify PUB of the works.

I hereby notify PUB for carrying out of the proposed sanitary work at the above premises and I undertake to carry out and ensure that the proposed sanitary work is completed in accordance with the proposed plans submitted, the requirements of the Code of Practice on Sewerage and Sanitary Works, SS 638 - Code of Practice for Water Services and any PUB conditions and requirements.

Upon completion of the sanitary work, I shall submit completion form and notify PUB for inspection/ water testing of the sanitary sub-structures, etc.

I declare that all the above are correct.

Previous **Submit**

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:

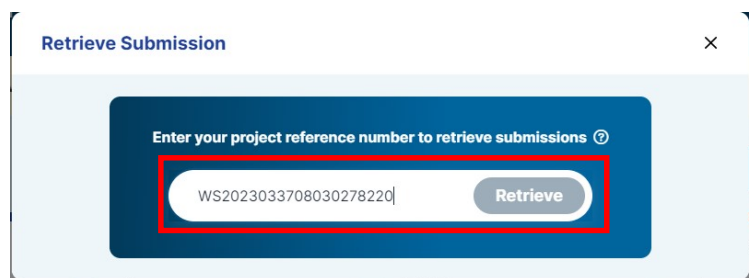
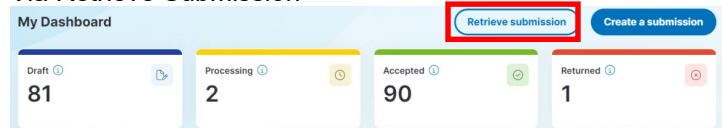
- a. Via Retrieve Submission

In dashboard, click on Retrieve Submission button.

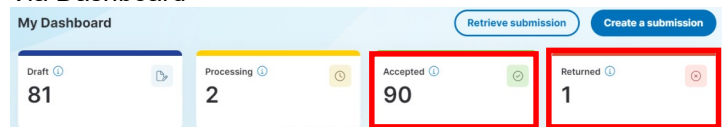
Input Project Number and click on the Retrieve button.

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

Via Retrieve Submission



Via Dashboard

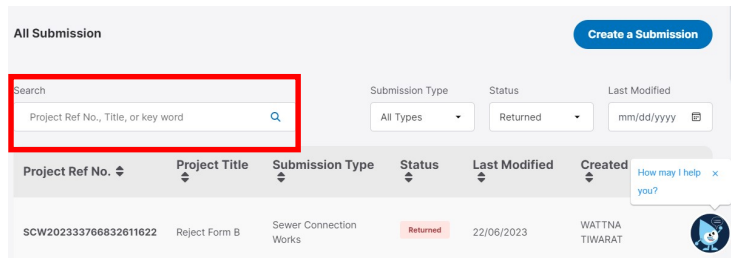


Via All Submission

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.

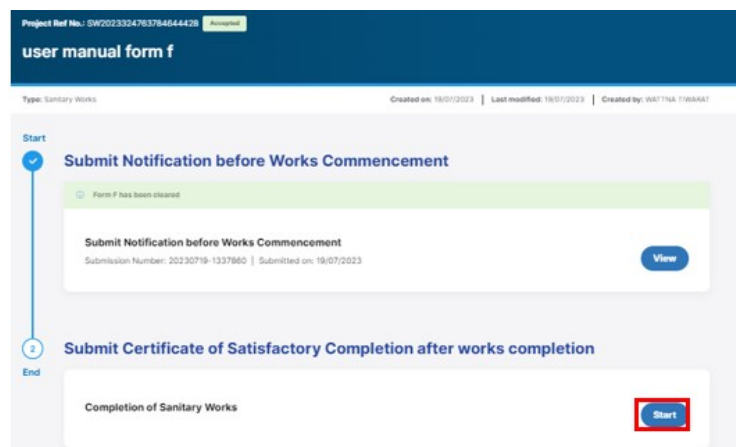
Then, input Project Number on the search field, or find and click the desired record under "All Submission" table.



Step 2

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

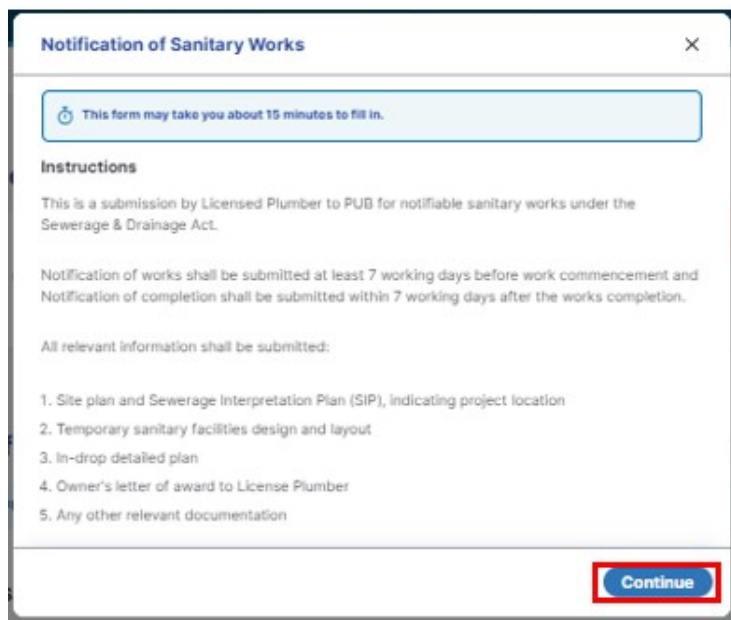
Click Start.



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

LP Details Project Details Owner/Occupier Details Attachments Review

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

Particulars

LP License No. * Name *

NRIC/FIN Number (Last 4 digits)

Contact Details

Mobile No. * Email Address *

[Save as draft](#) [Previous](#) [Next](#)

Assistant (Drafter)

LP Details Project Details Owner/Occupier Details Attachments Review

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

Particulars

LP License No. * Name *

NRIC/FIN Number (Last 4 digits)

Contact Details

Mobile No. * Email Address *

Drafter Email Address *

[Save as draft](#) [Previous](#) [Next](#)

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.

A Singapore Government Agency Website [How to identify](#)

PUB SINGAPORE'S NATIONAL WATER AGENCY Home All Submissions Announcements Report an Issue

WATTNA TIWARAT L000017

Sanitary Works

Form H - Certificate of Satisfactory Completion

LP Details Project Details Attachments Review

Review your particulars and submit for approval [New submission](#)

LP Details

Particulars

LP License No.	I000017
Name	WATTNA TIWARAT
NRIC/FIN Number (Last 4 digits)	351W

Contact Details

Mobile No.	83846767
Email Address	wattnatwarat@hotmail.com

Project Details

Particulars

Type of Submission	Completion of Works
Form E/F/I Submission No	20230719-1337860
Project Reference Number	SW2023324763784644428
Project Title	user manual form f

Project Location

Postal Code	569141
MK / TS - Lot No.	MK 11- 11111 D
House / Blok No.	5
Street Name	ANG MO KIO STREET 62
Unit No.	1

Attachments

- ECM_Guidebook (2).pdf

Declaration

I confirm that all the information given in this form are correct.

- I hereby notify PUB for carrying out of the proposed sanitary work at the above premises and I undertake to carry out and ensure that the proposed sanitary work is completed in accordance with the proposed plans submitted, the requirements of the Code of Practice on Sewerage and Sanitary Works, SS 536 - Code of Practice for Water Services and any PUB conditions and requirements.

I declare that all the above are correct

[Previous](#) [Submit](#)

PUB SINGAPORE'S NATIONAL WATER AGENCY

Contact Us Feedback FAQs

Report Vulnerability Privacy Statement Terms of use

© 2022 Government of Singapore Last Updated 08 Sep 2022

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.

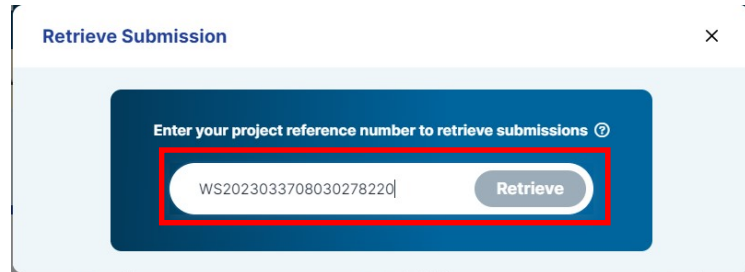
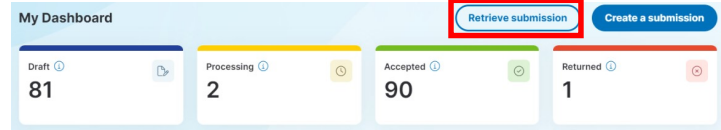
- c. **Via All Submission**
Input Project Number into the search field.

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

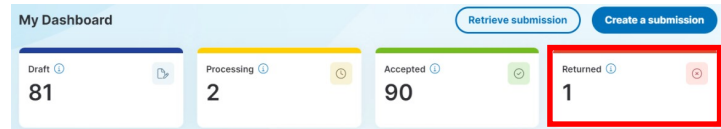
Step 2

Click on the “Edit & Resubmit” button under the respective form.

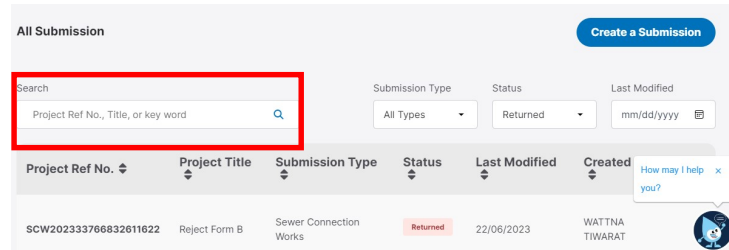
Via Retrieve Submission



Via Dashboard



Via All Submission



Home Submission Details

Project Ref No.: SCW202333766832611622 Returned

Reject Form B

Type: Sewer Connection Works Created on: 22/06/2023 | Last modified: 22/06/2023 | Created by: WATTNA TIWARAT

1 **Submit Application before Works Commencement (Form B)**

Form B is rejected, please amend and resubmit

Works in Public Sewerage System
Submission Number: 20230622-2280536 | Submitted on: 22/06/2023 Edit & Resubmit

2 **Submit Notification to carry out Sewer Connection Work (Form B1 Part 1)**

Form in previous step has to be completed in order to start Form B1

Carrying out Sewer Connection Works Start

3 **Submit Notification Prior to Completion of Sewer Connection (Form B1 Part 2)**

Form in previous step has to be completed in order to start Form B1 Part 2

Notification Prior to Completion of Sewer Connection & Photo Submission Of Completed Sewer Connection Points Start

End

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.

Water Service Installation
Certificate of Satisfactory Completion of WSI Works by Licensed Plumber Completion for Works Carried out by Licensed Plumber and urgent repairs

Review your particulars and submit for approval [New submission](#)

LP Details

Particulars	
LP Licence No.	L000017
Name	WATTNA TIWARAT
NRIC/FIN No. (Last 4 digits)	351W
Contact Details	
Mobile No.	83846767
Email Address	watnatiwarat@hotmail.com

Project Details

Is Resubmission	No
Nature of Work	New Service (HDB)
Other Works	Other works
Type of Water Supply	NEWater
Water Utility Account No.	123456789
Project Description	Project New Connection in New HDB 123
Commencement Date	01/08/2023
Completion Date	05/08/2023

Location Details

Building Location	
Postal Code	128903
MK / TS-Lot No.	MK 12- 12345 V
Block No.	22
Street Name	JALAN LEMPENG
Unit No.	321
Building Name	REGENT PARK

Attachments

Attachments:

Declaration

I hereby certify that the Water Service Installation at the premises is designed and complies with PUB's requirements including the Public Utilities (Water Supply) Regulations, Singapore Standard SS 836 - Code of Practice for Water Services, other Authorities' requirements, and other statutory requirements.

- Potable water storage tanks shall not be located below sanitary pipes and other non-potable water pipes.
- All water fittings installed in the water service installation shall comply with standards prescribed / stipulated by PUB.
- No soldering shall be used for joining any water pipes/fittings.
- Only lead-free materials are used for capillary joints.
- All potable water tanks shall be watertight and with no gap between the tank roof and wall.

All water conservation measures shall be adopted, and for non-domestic developments with estimated water requirements > 5,000 m³/month and government developments with estimated water requirements > 3,000m³/month, private water meters in accordance to PUB's requirements to monitor water usage at in the key areas stipulated in the Fourth Schedule of the Public Utilities (Water Supply) Regulations will be installed.

[Previous](#) [Submit](#)

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. * ?

MK	99	-	99999	d
----	----	---	-------	---

▲ MK / TS - Lot No. is invalid

Hover the ? to view the hint

MK / TS - Lot No. * ?

MK	99999	d
----	-------	---

▲ MK

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

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 *

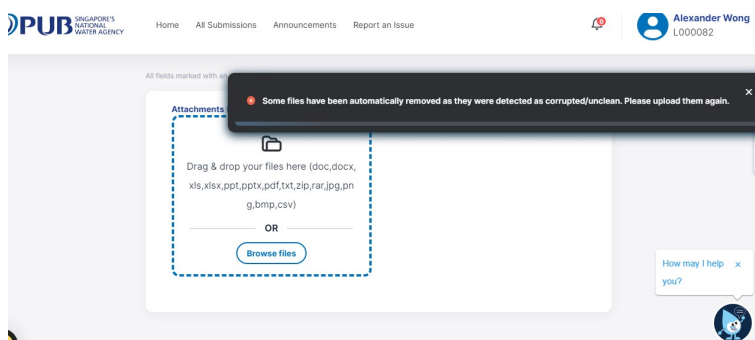
email@email..com

▲ Email Address is invalid

3.1.4 Malicious File

Step 1

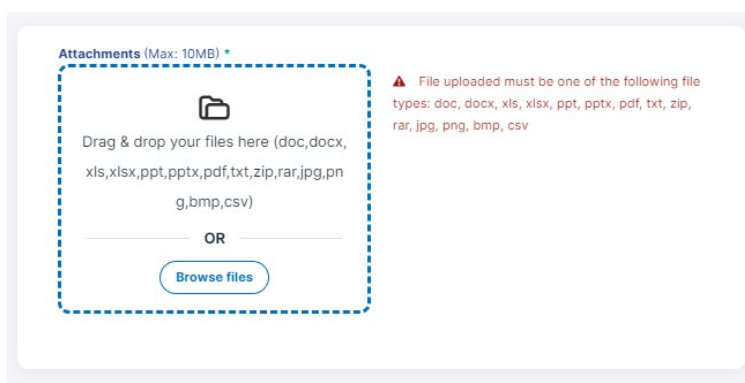
When you see this error, it means that your attached file contains a virus. Input another file.



3.1.5 Invalid File Format

Step 1

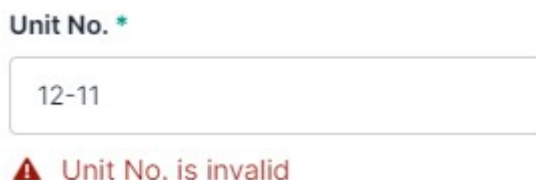
When you see this error, it means that your attached file is not in the correct format. Input a file that is in the format given.



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]

