



Blue Light

Singapore EMA Electrical Installation Licence Platform

User Manual

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Blue Light Pte Ltd

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1. Introduction

1.1 About Blue Light

Blue Light is a web-based platform for applying and managing Electrical Installation Licences under Singapore's Energy Market Authority (EMA). It streamlines the entire licence lifecycle — from application submission, document management, and LEW review to LOA signing, payment processing, and licence issuance.

Key capabilities include:

- **Online Application** — Step-by-step guided form for New Licence and Licence Renewal
- **Document Management** — Upload SLD, Letter of Appointment, Main Breaker Box Photos, and other required files
- **LOA Generation & Digital Signing** — Automated LOA PDF generation with electronic signature
- **SLD Request Workflow** — Request LEW to prepare Single Line Diagrams on your behalf
- **Real-time Status Tracking** — Visual progress tracker from submission to licence issuance
- **Configurable Pricing** — Dynamic kVA-based price tiers with batch management

1.2 User Roles

Role	Description	Access
Applicant (Building Owner)	Property owners or representatives who apply for electrical installation licences. Can submit applications, upload documents, sign LOA, and track progress.	Dashboard, My Applications, New Application, My Profile
LEW (Licensed Electrical Worker)	EMA-licensed electrical professionals who review applications, prepare SLD documents, and generate LOA. Requires admin approval after registration.	Admin Dashboard, Applications (view & review), LOA generation, SLD upload
Admin (Administrator)	Platform administrators who manage the entire application lifecycle, users, pricing, and system settings.	Full access: Dashboard, Applications, Users, System Settings

1.3 Application Status Flow

Every licence application progresses through the following statuses:



Status	Description	Applicant Action	Admin / LEW Action
Pending Review	Application submitted, awaiting LEW review	Upload documents, Sign LOA	Assign LEW, Generate LOA, Review → Approve or Request Revision
Revision Requested	Revisions needed based on LEW review	Edit & Resubmit	Wait for resubmission
Pending Payment	Application approved, payment required	View payment info & make payment	Confirm Payment
Paid	Payment confirmed	Wait	Start Processing
In Progress	Licence being processed	Upload additional files if needed	Upload Licence PDF, Complete & Issue Licence
Completed	Licence issued with licence number and expiry date	View & download licence	—
Expired	Payment not received within deadline	—	—

2. Getting Started

2.1 Creating an Account

2.1.1 Applicant (Building Owner) Registration

- 1 Click "Create account" on the login page, or navigate directly to the Sign Up page.

The screenshot shows the 'Create your account' form. At the top, there is a logo of a lightbulb with the text 'Blue Light' and 'Singapore EMA Licence Platform'. The form fields include:

- Full Name ***: John Doe
- Email ***: you@example.com
- Phone**: +65-XXXX-XXXX
- Business Information** (Optional — can be added later in Profile):
 - Company Name**: e.g., BLUE LIGHT PTE LTD
 - UEN**: e.g., 202407291M
 - Designation**: e.g., Director
- Account Type ***: Building Owner (Applicant)

Figure 2.1 — Sign Up Page (Applicant)

- 2 Fill in the required fields:
 - **Full Name** (required)
 - **Email** (required — this will be your login ID)
 - **Phone** (optional)
 - **Business Information** (optional at registration — Company Name, UEN, Designation. Can be added later in Profile.)
- 3 Select **Account Type** as "**Building Owner (Applicant)**".

The screenshot shows a user interface for creating a new account. At the top, there is a field for an optional phone number (+65-XXXX-XXXX). Below it, a section for 'Business Information' is shown, which is also optional and can be added later. This includes fields for 'Company Name' (e.g., BLUE LIGHT PTE LTD), 'UEN' (e.g., 202407291M), and 'Designation' (e.g., Director). A note states that the company name will be printed on the installation licence. Below this, there are two options for 'Account Type': 'Building Owner' (Applicant) and 'LEW' (Licensed Electrical Worker). The 'Building Owner' option is selected. There are fields for 'Password' (8-20 characters) and 'Confirm Password'. A checkbox for 'I agree to the Privacy Policy and Disclaimer' is present, with a note that it consents to the collection and use of personal data. At the bottom, a large blue button says 'Create Account', and below it, a link says 'Already have an account? Sign in'. At the very bottom of the page, there are links for 'Disclaimer' and 'Privacy Policy'.

Figure 2.2 — Account Type Selection & PDPA Consent

- 4 Set your **Password** (8–20 characters), confirm it, agree to the **Privacy Policy & Disclaimer**, and click "**Create Account**".

⚠ Business Information Required for LOA: Company Name, UEN, Designation, and Correspondence Address are required for the Letter of Appointment (LOA). If these are not completed in your Profile, the LOA cannot be generated automatically. Please update them as early as possible to avoid delays.

2.1.2 LEW (Licensed Electrical Worker) Registration

The screenshot shows the LEW Registration dashboard. On the left sidebar, there are links for 'Settings' and 'Users'. At the top right, there are links for 'System Admin' and 'Logout'. Below these are five summary boxes: 'In Progress' (1), 'Completed' (5), 'Expired' (0), 'Total Users' (14), and 'Unassigned' (4). A section titled 'LEW Registration' indicates that new sign-ups are allowed, with a toggle switch set to 'On'. Below this is a table titled 'Recent Applications' with columns for Applicant, Address, kVA, Amount, Status, and Date. The table lists six entries. At the bottom, there are links for 'View All', 'Disclaimer', and 'Privacy Policy'.

Applicant	Address	kVA	Amount	Status	Date
Auto Test autotest@test.com	123 Test Street	45 kVA	\$350	Pending Review	2026. 2. 9.
test4 test4@gmail.com	123123123	101 kVA	\$750	Pending Payment	2026. 2. 8.
Test User test@example.com	123 Orchard Road #01-01	100 kVA	\$500	Completed	2026. 2. 8.
test4 test4@gmail.com	adresss test	2001 kVA	\$3,500	In Progress	2026. 2. 7.
test3 test3@gmail.com	yyytgtfgghhhjh	201 kVA	\$1,200	Completed	2026. 2. 7.

Figure 2.3 – LEW Registration (additional fields)

When registering as a LEW, two additional fields are required:

- **LEW Licence Number** — Your EMA-issued licence number (e.g., LEW-2026-XXXXX)
- **LEW Grade** — Select your grade:
 - **Grade 7:** ≤ 45 kVA
 - **Grade 8:** ≤ 500 kVA
 - **Grade 9:** ≤ 400 kV

⚠️ LEW Approval Required: After registration, your account will be in "Pending" status. An Administrator must approve your account before you can access the platform. You will see a waiting page until approved. Once approved, **log out and log in again** to activate your access.

2.2 Signing In

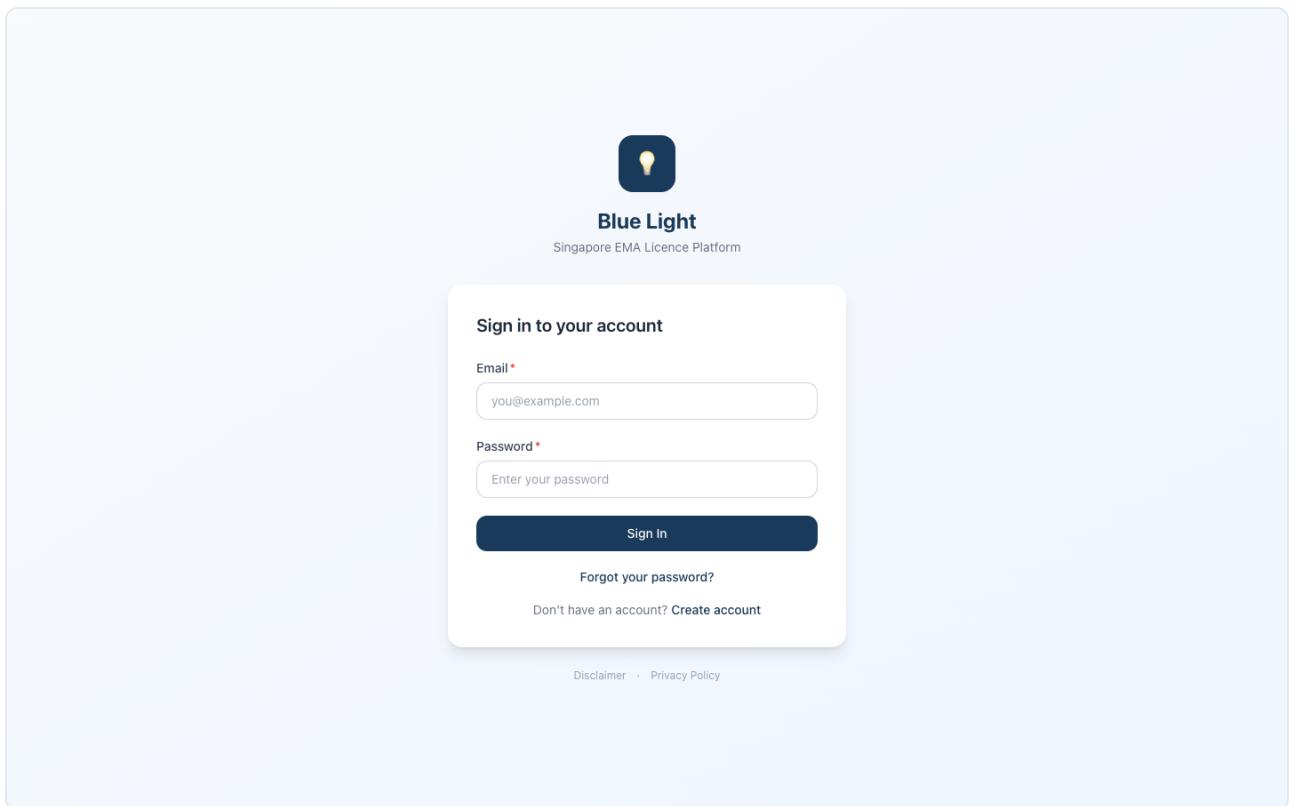


Figure 2.4 — Login Page

- 1 Enter your registered **Email** and **Password**.
- 2 Click "**Sign In**".
- 3 You will be redirected to the appropriate dashboard based on your role:
 - **Applicant** → Applicant Dashboard (`/dashboard`)
 - **LEW (Approved)** → Admin Dashboard (`/admin/dashboard`)
 - **Admin** → Admin Dashboard (`/admin/dashboard`)

i **Login Attempt Limit:** For security, the system limits login attempts to **5 per 15 minutes**. If exceeded, you will need to wait before trying again.

2.3 Forgot Password

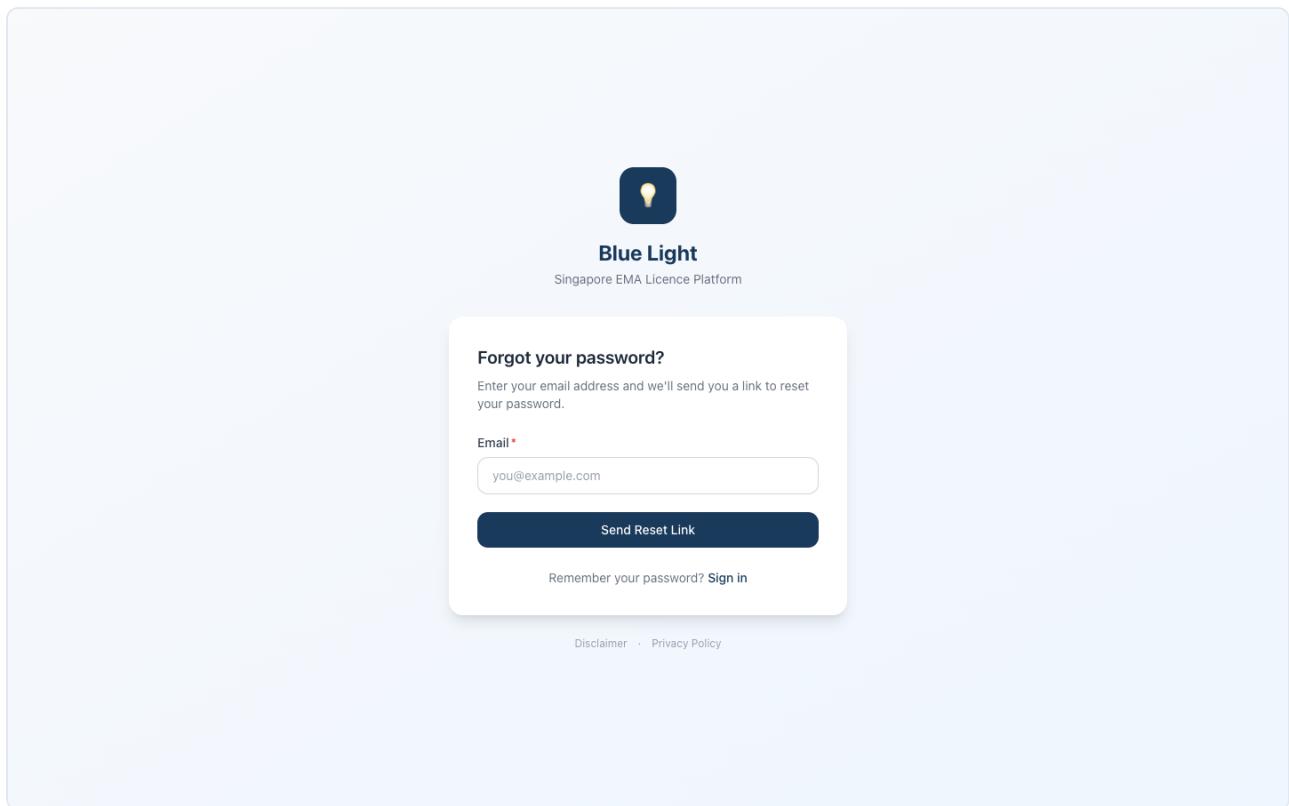


Figure 2.5 – Forgot Password Page

- 1 Click "**Forgot your password?**" on the login page.
- 2 Enter your registered email address and click "**Send Reset Link**".
- 3 Check your email for the reset link (valid for **1 hour**).
- 4 Click the link, set a new password (minimum 8 characters), and sign in.

2.4 Email Verification (If Enabled)

When the administrator has enabled Email Verification in System Settings, new users must verify their email before accessing the platform:

- 1 After signing up, you will be redirected to the **Email Verification Pending** page.
- 2 Check your registered email inbox for the verification link.
- 3 Click the link in the email. You will see a "**Email Verified!**" confirmation page.
- 4 Click "**Sign In**" to proceed to the login page.

 **Didnt receive the email?** Click the "Resend Verification Email" button on the pending page. If the problem persists, contact the administrator.

 **Note:** Email Verification is controlled by the administrator and is disabled by default. If disabled, you can sign in immediately after registration without email verification.

3. Applicant Guide

3.1 Dashboard

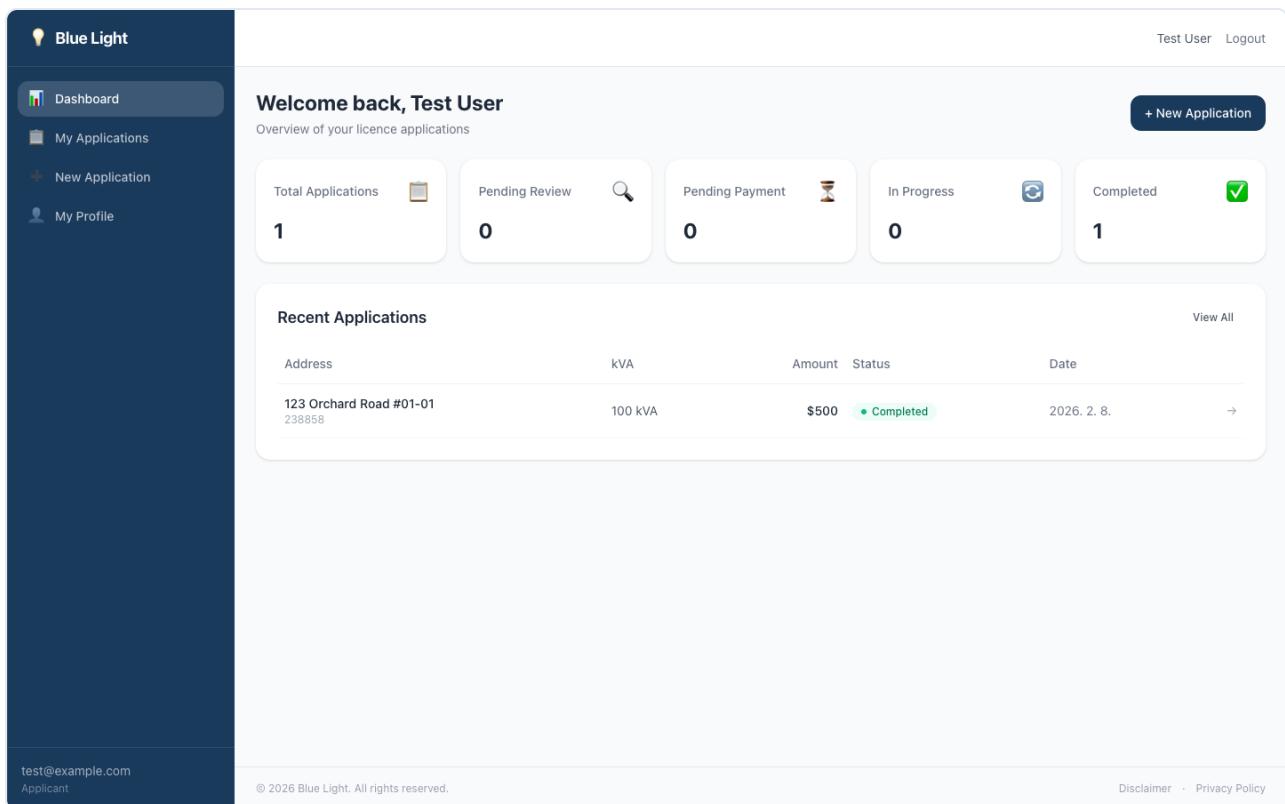


Figure 3.1 — Applicant Dashboard

The Dashboard provides an at-a-glance overview of your applications:

- **Summary Cards** — Total Applications, Pending Review, Pending Payment, In Progress, Completed
- **Recent Applications** — Your latest 5 applications with status, kVA, and amount
- "+ New Application" button to start a new licence application

3.2 Creating a New Application

The application form is a **4-step wizard** with a progress tracker at the top:

Step	Title	Description
1	Type	Application type, SP account, licence period, SLD option, file uploads
2	Address	Installation address, postal code, building type
3	kVA & Price	Select capacity and review pricing
4	Review	Confirm all details and submit

3.2.1 Before You Begin

The screenshot shows a user interface for a 'New Licence Application'. On the left, a dark sidebar menu includes 'Blue Light' (selected), 'Dashboard', 'My Applications', 'New Application' (highlighted in blue), and 'My Profile'. The main content area has a header 'New Licence Application' with a sub-header 'Apply for a new or renewal electrical installation licence'. A 'Back' button is present. Below the header, a section titled 'Before You Begin' contains a checklist: 'Please review the following checklist to ensure a smooth application process.' A callout box titled 'SP GROUP ACCOUNT (NEW LICENCE ONLY)' states: 'If you are applying for a New Licence, you must have an active SP Group electricity account for the installation address. If you don't have one, please open a group account at www.spgroup.com.sg before submitting your application.' A note below says '* This is not required for Licence Renewal applications.' Other sections include 'APPLICATION PROCESS' (5 steps: Submit Application, Upload Documents, LEW Review, Make Payment, Licence Issued), 'REQUIRED DOCUMENTS' (List: Single Line Diagram (SLD), Letter of Appointment, Main Breaker Box Photo), and 'KEY INFORMATION' (Pricing, Licence Period, SP Group Account, EMA Submission). A 'Start Application' button is located in several places. At the bottom, there's a footer with email 'test@example.com', 'Applicant', copyright notice '© 2026 Blue Light. All rights reserved.', and links 'Disclaimer · Privacy Policy'.

Figure 3.2 — Before You Begin Guide

Before starting the form, you will see a guide page with the following information sections:

💡 SP Group Account (New Licence Only): If you are applying for a **New Licence**, you must have an active SP Group electricity account for the installation address. If you don't have one, please open a group account at www.spgroup.com.sg before submitting your application. This is not required for Licence Renewal applications.

Application Process (5 Steps)

- 1. Submit Application** — Fill in property details, select kVA capacity, and review pricing. For New Licence applications, an SP Group account is required.
- 2. Upload Documents** — Upload required documents including SLD and Letter of Appointment.
- 3. LEW Review** — A Licensed Electrical Worker will review your application. You may be asked to revise.
- 4. Make Payment** — Once approved, complete payment via PayNow or bank transfer.
- 5. Licence Issued** — After verification, your electrical installation licence will be issued.

Required Documents Checklist

Document	Description
Single Line Diagram (SLD)	Accepted formats: PDF, JPG, DWG, DXF, DGN, TIF, GIF, ZIP
Letter of Appointment	Signed letter appointing the Licensed Electrical Worker
Main Breaker Box Photo	Photo of the main breaker box at the installation site (JPG, PNG)

💡 Tip: All documents can be uploaded after submission from the Application Detail page. However, having them ready beforehand speeds up the process.

Key Information

- **Pricing** — Based on your Electric Box (kVA). Service fee and EMA fee apply.
- **Licence Period** — Choose between 3-month or 12-month licence validity.
- **SP Group Account** — An SP Group utilities account is required for New Licence applications.
- **EMA Submission** — Files for ELISE submission must be under 2 MB each.

Click "**Start Application**" to proceed to the form, or "**Cancel**" to return to the dashboard.

3.2.2 Step 1: Application Type & Options

This step configures the core details of your application. It contains multiple sections:

A. Application Type

Figure 3.3 — Application Type Selection

Select one of two application types:

Type	Description	Additional Fields
New Licence	Brand new electrical installation licence. An SP Group account is required.	SP Account Number
Licence Renewal	Renew an existing licence	Existing Licence No., Expiry Date, Renewal Reference No. (optional)

i **Renewal Auto-Fill:** When selecting Licence Renewal, the system checks for your previously completed applications. If found, they are displayed as selectable cards showing licence number, address, kVA, and expiry date. Selecting one auto-fills all relevant fields (address, postal code, building type, kVA, licence number, and expiry date). Alternatively, click "**Or enter details manually**" to type in the information yourself.

B. SP Group Account (New Licence Only)

When "New Licence" is selected, a prominent blue notice box appears explaining that an active SP Group electricity account is required. This section includes:

- **SP Account Number** — Enter your SP Group account number (optional, can be provided later).
- **SP Group website link** — Direct link to www.spgroup.com.sg if you need to open an account.

 **Note:** This section is **not displayed** for Licence Renewal applications.

C. LOA Upload (Optional)

The LOA upload field adapts based on the application type:

Type	Label	Description
New Licence	 Letter of Appointment Email Screenshot	Upload a screenshot of the LOA email received from EMA.
Licence Renewal	 Letter of Appointment (LOA) Document	Upload the LOA document received from the relevant authority.

Accepted formats: JPG, JPEG, PNG, PDF (max 10 MB). You can also upload this later from the Application Detail page.

D. Licence Period

The screenshot shows the 'Licence Period' section of a web-based application. At the top right, there are links for 'Test User' and 'Logout'. Below this is a text input field with placeholder text 'e.g. 1234567890' and a note: 'Enter your SP Group account number if available. You can also provide it later.' A dashed box indicates where a screenshot of a Letter of Appointment (LOA) email can be uploaded, with a 'Choose LOA email screenshot' button nearby. The next section is titled 'Licence Period *' with a note: 'Select the duration for your electrical installation licence'. It offers two options: '12 Months' (EMA Fee: SGD \$100) and '3 Months' (EMA Fee: SGD \$50). Below this is a 'Main Breaker Box Photo' section with a note: 'Upload a photo of the main breaker box at the installation site. This helps verify the electrical capacity (kVA). You can also upload it later.' A dashed box indicates where a photo can be uploaded, with a 'Choose photo file' button. The final section is 'Single Line Diagram (SLD) *' with a note: 'An SLD is required for your application. Choose how you'd like to provide it.' It offers two options: 'Upload Myself' (with a note: 'I have an SLD ready and will attach it now or upload later') and 'Request LEW to Prepare' (with a note: 'A Licensed Electrical Worker will prepare the SLD for you. Additional fee may apply (to be determined)').

Figure 3.4 — Licence Period, Breaker Box Photo & SLD Options

Select the licence validity period (required):

Duration	EMA Fee	Notes
12 Months	SGD \$100	Standard licence period
3 Months	SGD \$50	Short-term licence

i EMA Fee: The EMA fee is paid directly to EMA and is **not included** in the platform's total amount. It is displayed separately for your reference.

E. Main Breaker Box Photo (Optional)

Upload a photo of the main breaker box at the installation site. This helps verify the electrical capacity (kVA). Accepted formats: JPG, JPEG, PNG, HEIC, HEIF (max 10 MB). You can also upload this later.

- 1 Click "Choose photo file" in the upload area (camera icon).

- 2** Select a photo from your device. The file name and size will be displayed.
- 3** To remove the photo, click the X button next to the file name.

F. Single Line Diagram (SLD) Option

Choose how to provide the SLD (required selection):

Option	Description	What Happens
Upload Myself	You have an SLD ready or will prepare one	An optional file upload area appears to attach the SLD now. You can also upload later. Accepted formats: PDF, JPG, PNG, DWG, DXF, DGN, TIF, GIF, ZIP (max 10 MB).
Request LEW to Prepare	A Licensed Electrical Worker will prepare the SLD for you	An SLD request will be automatically sent to the assigned LEW after submission. Additional fee may apply.

 **Tip:** If you choose "Upload Myself" but don't have the SLD ready, you can skip the upload now and add it later from the Application Detail page.

3.2.3 Step 2: Installation Address

Enter the property details:

- **Installation Address** (required) — Full street address of the electrical installation
- **Postal Code** (required) — 6-digit Singapore postal code
- **Building Type** (optional) — Select from: Residential, Commercial, Industrial, Hotel, Healthcare, Education, Government, Mixed Use, or Other

 **Renewal Auto-Fill:** If you selected a previous application during Licence Renewal, these fields will be pre-filled. You can still edit them if needed.

3.2.4 Step 3: kVA & Pricing

Select the Electric Box kVA capacity for your installation:

- 1** Choose the **kVA capacity** from the dropdown list. Available options are based on the active price tiers configured by the administrator.

2 The system automatically calculates and displays the pricing breakdown:

- **kVA Tier Price** — Based on the kVA range selected
- **Service Fee** — Fixed fee set by the administrator
- **Total Amount Due** — kVA Tier Price + Service Fee

3 A reference price table is displayed below for transparency, showing all available tiers and their prices.

i Note: The EMA licence fee (SGD \$50 or \$100, depending on licence period) is payable separately and directly to EMA. It is noted on the pricing summary but **not included** in the total amount shown.

3.2.5 Step 4: Review & Submit

The Review step displays a comprehensive summary of your application:

- **Application Type Badge** — "New Licence" (blue) or "Licence Renewal" (orange)
- **SP Group Account** — If provided
- **LOA Document / Email Screenshot** — If attached, shows file name and size. Title varies by type: "LOA Document" for Renewal, "LOA Email Screenshot" for New.
- **Main Breaker Box Photo** — If attached, shows file name and size
- **Licence Period** — Duration and EMA fee
- **Renewal Details** — Existing licence number, expiry date, renewal reference (for Renewal type)
- **SLD Option** — "Upload Myself" with attached file, or "LEW will prepare the SLD for you"
- **Property Details** — Address, Postal Code, Building Type
- **Capacity & Pricing** — kVA, Tier, Price breakdown, Total Amount

Click "**Submit Application**" at the bottom. A confirmation dialog will appear:

1 Confirm by clicking "**Submit**" in the dialog.

2 The system creates the application and automatically uploads any attached files (SLD, LOA document/email screenshot, breaker box photo).

3 You will be redirected to the Application Detail page with a success message.

💡 Navigation Warning: If you attempt to leave the form without submitting, a confirmation dialog appears to prevent accidental data loss.

⚠ File Upload Failures: If the application is created successfully but a file upload fails, you will receive a warning notification and be redirected to the Application Detail page where you can retry the upload.

3.3 My Applications

The screenshot shows the 'My Applications' section of the Blue Light application. On the left is a dark sidebar with a 'Blue Light' logo, navigation links for 'Dashboard', 'My Applications' (which is highlighted), 'New Application', and 'My Profile'. Below the sidebar is the user's email address: 'test@example.com' and role: 'Applicant'. The main content area has a header 'My Applications' with a subtitle 'Track and manage your licence applications'. It includes a search bar, a status filter dropdown set to 'All Statuses', and a button '+ New Application'. A table lists one application row: Type (New), Address (123 Orchard Road #01-01, 238858), Building Type (Commercial), KVA (100 kVA), Amount (SGD \$500), Status (Completed), and Date (2026. 2. 8.). At the bottom are copyright information ('© 2026 Blue Light. All rights reserved.'), a disclaimer link, and a privacy policy link.

Figure 3.5 — My Applications List

View and manage all your submitted applications:

- **Search** — Filter by address, postal code, building type, kVA, or licence number
- **Status Filter** — Dropdown to filter by status (All, Pending Review, Completed, etc.)
- **Columns** — Type (New/Renewal badge), Address, Building Type, kVA, Amount, Status, Date
- **Pagination** — Browse through multiple pages of applications
- Click any row to view the application detail

3.4 Application Detail

The screenshot shows the 'Application Detail' page for 'Application #8'. The left sidebar contains navigation links: Dashboard, My Applications, New Application, and My Profile. The main content area is divided into several sections:

- Property Details:** Installation Address (123 Orchard Road #01-01), Postal Code (238858), DB Size (kVA) (100 kVA), Building Type (Commercial).
- Pricing:** Total Amount (SGD \$500) based on 100 kVA capacity.
- Progress:** A vertical timeline with five stages: Submitted, Reviewed, Paid, In Progress, and Completed. Each stage has a description and a checkmark icon.
- Documents:** Two PDF files: 'test_sld.pdf' (SLD, 2026. 2. 8.) and 'test_license.pdf' (Licence, 2026. 2. 8.). Each has a 'Download' button.
- Assigned LEW:** Shows 'LEW Officer' (LEW-2026-00001).
- Licence Information:** Licence Number (EIL-2026-00123) and Expiry Date.
- Payment History:** A table with columns: Date, Method, Transaction ID, Amount, and Status.

Figure 3.6 – Application Detail Page

The detail page has a **two-column layout**:

- **Main Content (left, 2/3 width)** — Application info, LOA section, Documents, Payment
- **Sidebar (right, 1/3 width)** — Progress tracker, Assigned LEW, Licence Information, Quick Info

3.4.1 Application Information

Displays all property details, pricing, and application-specific information:

- **Status Banners** — Context-specific banners (e.g., "Under Review" for Pending Review, revision comments for Revision Requested)
- **Property Details** — Address, Postal Code, Building Type, Electric Box (kVA), SP Account No.
- **Licence Period** — Duration and EMA fee breakdown
- **Renewal Details** — Existing licence number and expiry date (for Renewal type only)
- **Pricing** — kVA Tier Price, Service Fee, Total Amount

3.4.2 Letter of Appointment (LOA)

The LOA section manages the official Letter of Appointment document. The workflow differs by application type:

NEW vs RENEWAL LOA Workflow:

- **New Licence:** The LOA is auto-generated by the Admin/LEW after a LEW is assigned and your profile is complete.
- **Licence Renewal:** You (or the Admin) upload the LOA document received from the relevant authority. LOA auto-generation is not available for renewals.

State	What You See	Your Action
Not Available	"Pending" badge. <ul style="list-style-type: none">• New: "The LOA will be generated once a LEW is assigned and your profile is complete."• Renewal: "You can upload the LOA from the Documents section below. Once uploaded, you can sign it here."	<ul style="list-style-type: none">• New: Ensure your Profile has Company Name, UEN, Designation, and Correspondence Address filled in.• Renewal: Upload the LOA document via the Documents section or during the application submission.
Generated / Uploaded (Unsigned)	"Signature Required" badge. Download button to review the LOA PDF. Signature pad (drawing canvas) displayed.	<ol style="list-style-type: none">1. Click "Review LOA Document" to download and review the PDF.2. Draw your signature on the signature pad.3. Click "Sign LOA".4. Confirm in the dialog (this action is irreversible).
Signed	"Signed" badge with green success banner showing the signed date and time.	Click " Download Signed LOA " to get the final PDF with your embedded signature.

⚠ Signature is Irreversible: Once you sign the LOA, it cannot be modified. Please review the LOA document carefully before signing.

 **Renewal LOA Upload:** For licence renewals, you can upload the LOA document at three points: (1) during the application submission in Step 1, (2) via the Documents section on the Application Detail page, or (3) the Admin/LEW can upload it on your behalf.

3.4.3 Documents & SLD Requests

SLD Drawing Request Status

If you selected "**Request LEW to Prepare**" for the SLD, a dedicated status card appears:

Status	Display	Description
Requested	Blue info card	"Your SLD drawing request has been sent to the assigned LEW." Shows your note (if any) and request date.
Uploaded	Green success card	"The LEW has uploaded the SLD drawing. It is pending confirmation." Shows LEW note and a " Download SLD " button.
Confirmed	Gray card	"The SLD drawing has been confirmed and is included in your application."

Document Upload & Management

When the application status allows uploads, the Documents section shows:

1 Document Type dropdown — Select the type of document:

- Single Line Diagram (SLD)
- Letter of Appointment
- Main Breaker Box Photo

2 File Upload area — Drag & drop or click to browse. Max 10 MB per file.

3 Uploaded files are listed with type badge, file name, size, upload date, and a **Download** button.

 **ELISE File Size Limit:** Files for ELISE submission to EMA should be under **2 MB**. If a file exceeds 2 MB, a warning message will appear suggesting you resize it.

3.4.4 Payment Information

When the application reaches "**Pending Payment**" status, the Payment section displays:

- **Amount Due** — Total payment required (kVA price + service fee)
- **PayNow Details** — UEN number and recipient name
- **Bank Transfer Details** — Bank name, account number, and account holder name
- **Payment History** — Record of confirmed payments with date, method, and transaction ID

The screenshot shows the payment information section of an application interface. At the top right are 'Test User' and 'Logout' buttons. Below is a summary box with 'Total Amount SGD \$500' and a note 'Based on 100 kVA capacity'. To the right is a status box with a checkmark icon, 'Completed', and 'Licence issued'. The 'Documents' section lists two files: 'test_sld.pdf' (SLD, 2026. 2. 8.) and 'test_license.pdf' (Licence, 2026. 2. 8.), each with a 'Download' button. The 'Assigned LEW' section shows 'LEW Officer' and 'LEW-2026-00001'. The 'Payment History' table has columns: Date, Method, Transaction ID, Amount, and Status. It shows one entry: '2026. 2. 8.', 'BANK_TRANSFER', 'TXN-20260208-001', 'SGD \$500', and 'SUCCESS'. A green banner at the bottom of this section says 'Your electrical installation licence has been issued.' The 'Licence Information' section shows 'Licence Number EIL-2026-00123' and 'Expiry Date 2029. 2. 8.'. The 'Quick Info' section provides application details: Application ID #8, Submitted 2026. 2. 8., Last Updated 2026. 2. 9., and Documents 2 file(s). The bottom left shows the user's email 'test@example.com' and role 'Applicant'. The bottom right includes 'Disclaimer' and 'Privacy Policy' links.

Figure 3.7 — Documents, Payment & Sidebar

3.5 Responding to Revision Requests

When an Admin or LEW requests revisions:

- 1 The status changes to "**Revision Requested**". A yellow banner displays the reviewer's comments explaining what needs to be changed.
- 2 Click "**Edit & Resubmit**" to enter edit mode.

3 In edit mode, you can modify:

- **Installation Address**
- **Postal Code**
- **Building Type**
- **kVA Capacity** (with live price recalculation)

You can also upload new or updated documents.

4 Click "**Resubmit**" to send the updated application. The status returns to "**Pending Review**".

 **Tip:** Click "**Cancel Edit**" at any time to discard changes and return to view mode.

3.6 Making Payment

When your application is approved and set to "**Pending Payment**":

1 Open the application detail page. Scroll to the **Payment Information** section.

2 Choose a payment method and make payment externally:

- **PayNow** — Use the UEN number provided. Include the application reference number.
- **Bank Transfer** — Transfer to the bank account shown (Bank Name, Account Number, Account Holder Name).

3 Wait for the Admin to confirm receipt. The status will change to "**Paid**".

 **Payment Deadline:** Applications that remain unpaid beyond the deadline will be automatically marked as "**Expired**". Please make payment promptly.

 **EMA Fee:** Remember that the EMA licence fee (SGD \$50 or \$100) is paid separately and directly to EMA. It is not included in the platform payment amount.

3.7 My Profile

The screenshot shows the 'My Profile' page of the Blue Light application. At the top right, there are links for 'Test User' and 'Logout'. On the far left is a dark sidebar with a 'Blue Light' logo and navigation links for 'Dashboard', 'My Applications', 'New Application', and 'My Profile' (which is highlighted with a blue background).

The main content area has a header 'My Profile' and a sub-header 'Manage your account information'. It displays a summary card for 'Test User' (test@example.com, APPLICANT) with a placeholder 'T' icon.

Profile Information: This section allows updating personal details. It includes fields for 'Full Name *' (Test User), 'Email' (test@example.com, note: Email cannot be changed), and 'Phone' (+65-1234-5678).

Business Information: This section requires company details for EMA licence application (Letter of Appointment). It includes fields for 'Company Name' (e.g., BLUE LIGHT PTE LTD, note: This name will be printed on your installation licence), 'UEN (Unique Entity Number)' (e.g., 202407791M), and 'Designation' (e.g., Director Manager).

Figure 3.8 — My Profile Page

Manage your personal and business information:

Personal Information

- **Full Name** — Your display name
- **Email** — Read-only (used for login)
- **Phone** — Contact number

Business Information

- **Company Name** — Your registered company name
- **UEN** — Unique Entity Number (9-character Singapore business registration)
- **Designation** — Your role/title within the company

Correspondence Address

- **Address** — Mailing address for EMA notifications
- **Postal Code** — 6-digit Singapore postal code

Change Password

- Enter your **Current Password**, then set a **New Password** (8–20 characters) and confirm it.

The screenshot shows a user interface for updating account information. At the top right, there are links for 'Test User' and 'Logout'. Below this, the 'Business Information' section is displayed, which includes fields for 'Phone' (containing '+65-1234-5678'), 'Company Name' (containing 'e.g., BLUE LIGHT PTE LTD'), 'UEN (Unique Entity Number)' (containing 'e.g., 202407291M'), 'Designation' (containing 'e.g., Director, Manager'), 'Correspondence Address' (containing 'e.g., 105 Sims Ave, #07-08, Chancerlodge Complex'), and 'Correspondence Postal Code' (containing 'e.g., 387429'). A 'Save Changes' button is located at the bottom of this section. Below this is a 'Change Password' section, which contains a field for 'Current Password *' (with placeholder text 'Enter current password').

Figure 3.9 — Business Information & Password Change

⚠ Required for LOA Generation: Company Name, UEN, Designation, and Correspondence Address are all required for the automated Letter of Appointment (LOA) generation. If any of these fields are missing, the LEW/Admin will not be able to generate the LOA for your application. Please ensure these are completed early.

4. LEW (Licensed Electrical Worker) Guide

4.1 LEW Registration & Approval

- 1** Register as a LEW on the Sign Up page (see Section 2.1.2) with your **LEW Licence Number** and **Grade**.
- 2** After registration, you will see the **LEW Pending Approval** page. You must wait for an Administrator to approve your account.
- 3** Use the "**Check Status**" button to verify if your account has been approved.
- 4** Once approved, **log out and log in again** to activate your LEW access.

i LEW Grade and kVA: Your LEW Grade determines which applications you can be assigned to:

- Grade 7: Applications \leq 45 kVA
- Grade 8: Applications \leq 500 kVA
- Grade 9: All applications (\leq 400 kV)

4.2 LEW Dashboard

Approved LEWs share the same Admin Dashboard view (without the Users and Settings menus). The dashboard shows:

- Application statistics (Total, Pending Review, In Progress, Completed, etc.)
- Recent Applications list with quick access links

4.3 Reviewing Applications

LEWs can view all applications assigned to them (or unassigned) via the **Applications** menu:

- Search and filter applications by status, address, or applicant name
- Click on an application to view its full details
- Review applicant information, property details, uploaded documents, and applicant business profile

- Available actions: **Request Revision** (with comments) or **Approve & Request Payment**

4.4 Managing SLD Requests

When an applicant selects "**Request LEW to Prepare**" for the SLD:

- 1 Navigate to the application detail page. The **SLD Drawing Request** section shows the request with status "**Requested**" and any applicant notes.
- 2 Prepare the SLD document based on the installation details.
- 3 Click "**Upload SLD**" to upload the file. Optionally, add a **LEW note** for the applicant (e.g., revision notes, specifications used).
- 4 After upload, the status changes to "**Uploaded**". Click "**Confirm SLD**" to finalize it. The applicant can then download the SLD.

4.5 LOA Management

The LOA workflow differs by application type:

4.5.1 New Licence – LOA Auto-Generation

For **New Licence** applications, LEWs (and Admins) can auto-generate the LOA PDF:

- 1 Navigate to the application detail page. Ensure a LEW is assigned to the application.
- 2 Check that the applicant's profile is complete (Company Name, UEN, Designation, Correspondence Address). If incomplete, a warning lists the missing fields.
- 3 Click "**Generate LOA**". The system automatically creates a PDF using EMA's official LOA form template, populated with:
 - LEW name and licence number
 - Installation address
 - Applicant company name, designation, and name
 - Correspondence address, UEN, postal code
 - Contact details (email, phone)
- 4 Once generated, you can **download the LOA** for review, or click "**Regenerate LOA**" if profile information has been updated.

- 5 Wait for the applicant to review and digitally sign the LOA. The status will update to "**Signed**" once completed.

i Regeneration: You can regenerate the LOA as many times as needed **before the applicant signs it.** Once signed, the LOA is locked and cannot be regenerated.

4.5.2 Licence Renewal – LOA Upload

For **Licence Renewal** applications, LOA auto-generation is **not available**. The applicant obtains the LOA from the relevant authority and uploads it.

- 1 Navigate to the application detail page. The LOA section displays an upload interface instead of the "Generate LOA" button.
- 2 Choose the LOA file (PDF, JPG, JPEG, or PNG, max 10 MB) and click "**Upload LOA**". The file can be one received from the applicant.
- 3 Once uploaded, the LOA appears with a download link and "Awaiting Signature" status. Click "**Replace LOA**" if a corrected version needs to be uploaded.
- 4 Wait for the applicant to review and digitally sign the LOA.

i Upload Paths: The LOA for renewal applications can be uploaded by the applicant during application submission (Step 1), via the Documents section, or by the Admin/LEW through the LOA section.

5. Administrator Guide

5.1 Admin Dashboard

The screenshot shows the Admin Dashboard interface. On the left is a dark sidebar with a 'Blue Light' icon, a title 'Dashboard', and navigation links for 'Applications', 'Settings', and 'Users'. The main area has a light background. At the top right are 'System Admin' and 'Logout' buttons. Below them is a section titled 'Admin Dashboard' with a subtitle 'Platform overview and key metrics'. This section contains ten status cards arranged in two rows of five. The first row includes: 'Total Applications' (10), 'Pending Review' (1), 'Revision Requested' (0), 'Pending Payment' (3), and 'Paid' (0). The second row includes: 'In Progress' (1), 'Completed' (5), 'Expired' (0), 'Total Users' (14), and 'Unassigned' (4). Each card has a small icon and a magnifying glass icon for filtering. Below these cards is a section titled 'LEW Registration' with a note 'New LEW sign-ups are currently allowed.' and a toggle switch that is turned on. At the bottom is a table titled 'Recent Applications' with a 'View All' link. The table has columns for Applicant, Address, kVA, Amount, Status, and Date. It lists five recent applications:

Applicant	Address	kVA	Amount	Status	Date
Auto Test autotest@test.com	123 Test Street	45 kVA	\$350	Pending Review	2026. 2. 9.
test4 test4@gmail.com	123123123	101 kVA	\$750	Pending Payment	2026. 2. 8.
Test User test@example.com	123 Orchard Road #01-01	100 kVA	\$500	Completed	2026. 2. 8.
test4 test4@gmail.com	addresss test	2001 kVA	\$3,500	In Progress	2026. 2. 7.

Figure 5.1 — Admin Dashboard

The Admin Dashboard provides a comprehensive platform overview:

- **10 Status Cards** — Total Applications, Pending Review, Revision Requested, Pending Payment, Paid, In Progress, Completed, Expired, Total Users, Unassigned (click any card to filter applications)
- **LEW Registration Toggle** — Enable/disable new LEW sign-ups system-wide
- **Recent Applications** — Latest 5 applications with applicant, address, status, and quick links

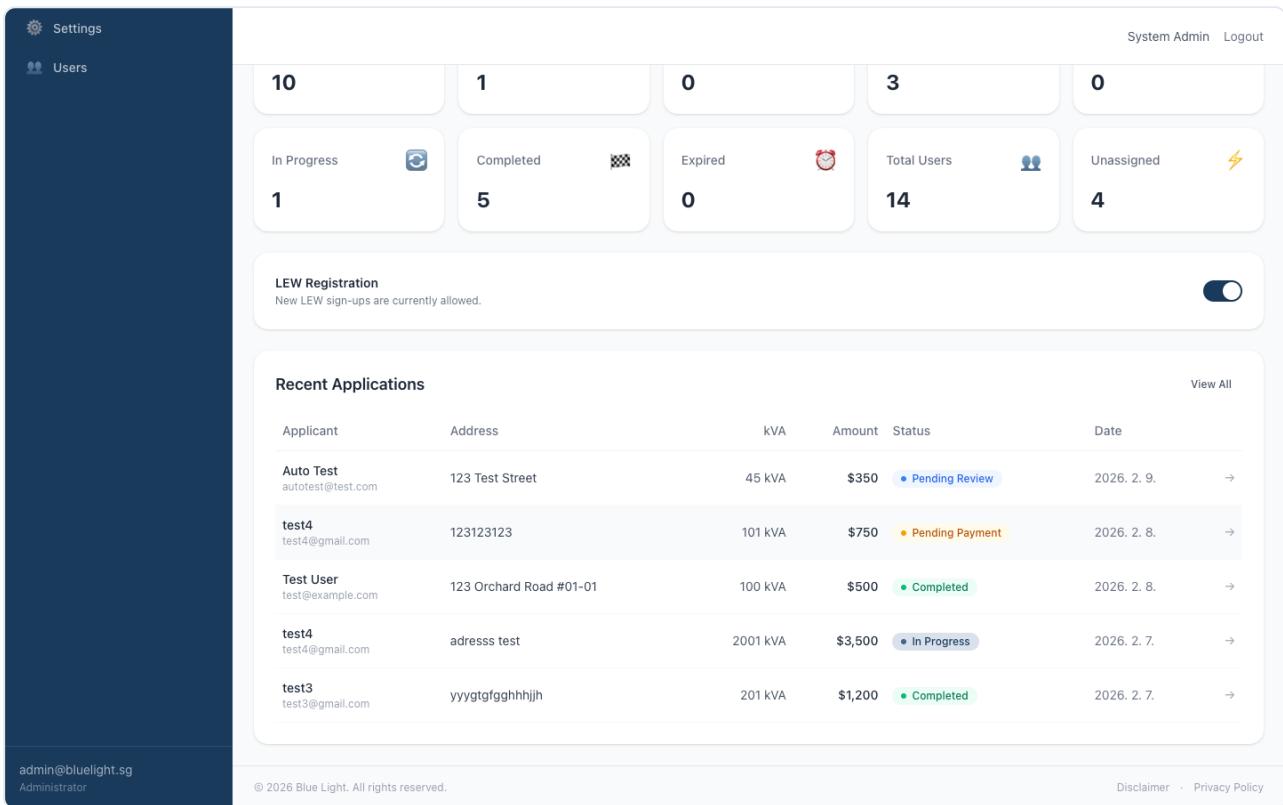


Figure 5.2 – LEW Registration Toggle & Recent Applications

5.2 Application Management

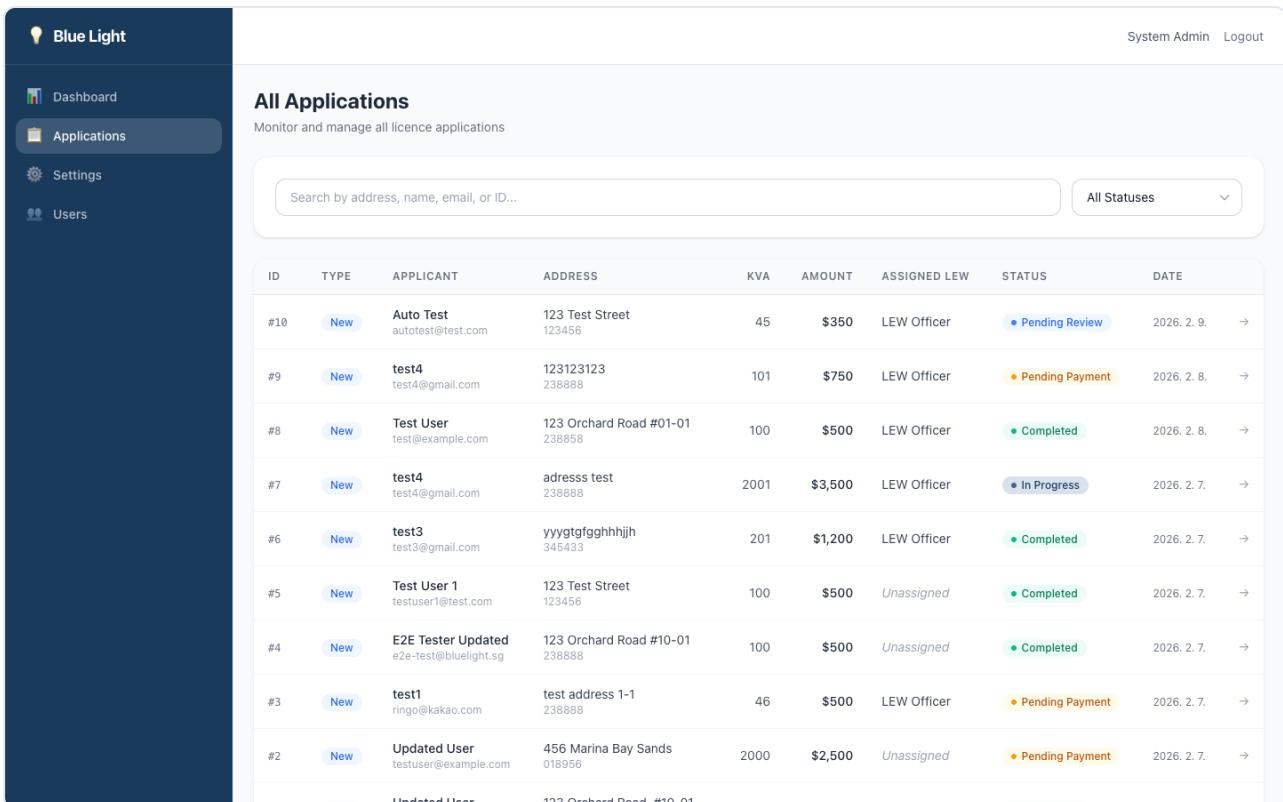


Figure 5.3 – All Applications List

The Applications page shows all submitted applications with:

- **Search** — Filter by address, applicant name, email, or application ID
- **Status Filter** — Dropdown to filter by status
- **Pagination** — 15 applications per page
- **Columns** — ID, Type (New/Renewal badge), Applicant, Address, kVA, Amount, Assigned LEW, Status, Date
- Click any row to open the application detail page

5.3 Processing Applications (Step-by-Step)

The screenshot shows the 'Application #10' detail page. The sidebar on the left includes 'Blue Light' logo, 'Dashboard', 'Applications' (selected), 'Settings', and 'Users'. The main content area has a header 'Application #10' with a 'New' status indicator, a back link, and a note 'Admin view — manage status and payments'. A progress bar at the top right shows 'Pending Review'. The page is divided into sections: 'Applicant Information' (Name: Auto Test, Email: autotest@test.com, Phone: Not provided, Designation: -), 'Business Details' (Company Name: -, UEN: -), 'Correspondence Address' (Address: -, Postal Code: -), and 'Property Details' (Installation Address: 123 Test Street, Postal Code: 123456, Building Type: Commercial, DB Size (kVA): 45 kVA). A yellow warning box states: 'Incomplete Applicant Profile: The following are required for Letter of Appointment: Company Name, UEN, Designation, Correspondence Address. Please ask the applicant to update their profile.' On the right, a 'Progress' section shows a timeline from 'Submitted' to 'Completed' with status descriptions. Below it are 'Admin Actions' (Request Revision, Approve & Request Payment) and 'Assigned LEW' (LEW Officer: lew@bluebright.sg, LEW-2026-00001).

Figure 5.4 — Admin Application Detail

The Admin Application Detail page includes all applicant and property information, along with **Admin Actions** in the sidebar that change based on the current status.

5.3.1 Review & Approve (Pending Review → Approved or Revision Requested)

When an application is in **Pending Review**:

Action	Description	Required Input
Request Revision	Send the application back to the applicant with feedback	Review comments (required) — visible to the applicant
Approve & Request Payment	Approve the application and move to Pending Payment status	Confirmation dialog

⚠️ Incomplete Profile Warning: If the applicant has not completed their Business Details (Company Name, UEN, Designation, Correspondence Address), a yellow warning banner will appear on the detail page. Consider asking the applicant to update their profile before approving.

5.3.2 Payment Confirmation (Pending Payment → Paid)

Action	Description	Required Input
Confirm Payment	Verify that payment has been received	Transaction ID (optional), Payment Method (PayNow, Bank Transfer, etc.)

5.3.3 Processing & Licence Issuance (Paid → In Progress → Completed)

Action	Description	Required Input
Start Processing	Begin licence processing (Paid → In Progress)	Confirmation dialog
Complete & Issue Licence	Issue the electrical installation licence (In Progress → Completed)	Licence Number (required), Licence Expiry Date (required)

ℹ️ Admin File Upload: When the application is in **In Progress** or **Completed** status, administrators can upload additional documents (Licence PDF, Report PDF) that become accessible to the applicant.

The screenshot shows a user interface for managing a property application. At the top right, there are links for 'System Admin' and 'Logout'. Below this, there are two status boxes: one for an 'Incomplete Applicant Profile' (status 1) and another for a 'Completed Licence issued' (status 5). The main content area is divided into several sections:

- Property Details:** Shows Installation Address (123 Test Street), Postal Code (123456), Building Type (Commercial), and DB Size (kVA) (45 kVA).
- Pricing:** Displays a Total Amount of SGD \$350 based on 45 kVA capacity.
- Documents:** States 'No documents uploaded.'
- Payment History:** States 'No payments recorded.'
- Admin Actions:** Includes buttons for 'Request Revision' (disabled) and 'Approve & Request Payment' (disabled).
- Assigned LEW:** Shows an assigned LEW Officer named 'LEW Officer' (lewo@blueight.sg) with Grade 9 (G9) and a capacity of 400kV. Buttons for 'Change' and 'Remove' are available.
- Quick Info:** Provides details about the application: Application ID #10, Submitted 2026. 2. 9, Last Updated 2026. 2. 9, Documents 0 file(s), and Payments 0 record(s).

At the bottom left, the user is identified as 'admin@blueight.sg' (Administrator). The bottom right contains links for 'Disclaimer' and 'Privacy Policy'.

Figure 5.5 — Property Details, Pricing, LOA & Documents

5.4 LEW Assignment

Administrators can assign a LEW to each application:

- 1 Open the application detail page.
- 2 In the "Assigned LEW" section (sidebar), click "Assign LEW".
- 3 Select a LEW from the list. Only LEWs with a sufficient grade for the application's kVA are shown.
- 4 To change or remove the assigned LEW, use the "Change" or "Remove" buttons.

i Automatic Filtering: The system automatically filters available LEWs based on the application's kVA capacity. For example, a 100 kVA application will only show Grade 8 and Grade 9 LEWs.

⚠ LOA Dependency (New Licence only): A LEW must be assigned before the LOA can be generated, as the LEW's name and licence number are included in the LOA document. For Renewal applications, the LOA is uploaded instead of generated.

5.5 LOA Management

The **Letter of Appointment** section in the Admin Application Detail page manages the LOA lifecycle. The workflow differs by application type:

New Licence Applications

State	Display	Admin Action
No LEW Assigned	"LEW Assignment Required" info message	Assign a LEW first (see Section 5.4)
Profile Incomplete	Warning listing missing fields (Company Name, UEN, Designation, Correspondence Address)	Contact applicant to complete their profile
Ready to Generate	"Generate LOA" button	Click to auto-generate the LOA PDF from the EMA official template
Generated (Unsigned)	Download link, "Waiting for applicant signature" status, "Regenerate LOA" button	Download to review, regenerate if applicant info changes
Signed	"Signed" badge with date/time, download button	Download the signed LOA PDF with embedded signature

 **LOA Contents:** The auto-generated LOA includes LEW details, installation address, applicant company information, UEN (character-by-character in boxes), correspondence address, and contact details.

Licence Renewal Applications

LOA auto-generation is **not available** for renewal applications. The applicant obtains the LOA from the relevant authority, and either the applicant or Admin/LEW uploads it.

State	Display	Admin Action
Not Uploaded	Upload interface with file picker and "Upload LOA" button	Select the LOA file (PDF/JPG/PNG, max 10 MB) received from the applicant and click "Upload LOA"
Uploaded (Unsigned)	Download link, "Waiting for applicant signature" status, "Replace LOA" button	Download to review; click "Replace LOA" to upload a corrected version if needed
Signed	"Signed" badge with date/time, download button	Download the signed LOA PDF with embedded signature

 **Tip:** The applicant can also upload the LOA themselves — during application submission (Step 1) or from the Documents section on their Application Detail page.

5.6 SLD Request Management

When an applicant has requested LEW to prepare the SLD, the **SLD Drawing Request** section appears in the application detail:

- 1 **View Request** — See the applicant's note and request date.
- 2 **Upload SLD** — Upload the prepared SLD file with an optional LEW note.
- 3 **Confirm SLD** — Finalize the SLD. The applicant will see it as "Confirmed" and it becomes part of the application documents.

5.7 User Management

ID	NAME	EMAIL	PHONE	ROLE	APPROVAL	GRADE	LICENCE NO.	REGISTERED
#16	Auto Test	autotest@test.com	-	APPLICANT Change	-	-	-	2026. 2. 9.
#15	lew1	lew1@gmail.com	-	LEW Change	N/A Approve	-	-	2026. 2. 8.
#14	LEW Officer	lew@bluelight.sg	+65-0000-0001	LEW Change	APPROVED	-	LEW-2026-00001	2026. 2. 8.
#13	test4	test4@gmail.com	-	APPLICANT Change	-	-	-	2026. 2. 7.
#12	test3	test3@gmail.com	-	APPLICANT Change	-	-	-	2026. 2. 7.
#10	Test User 1	testuser1@test.com	91234567	APPLICANT Change	-	-	-	2026. 2. 7.
#11	Test User 2	testuser2@test.com	91234568	APPLICANT Change	-	-	-	2026. 2. 7.
#9	E2E Tester Updated	e2e-test@bluelight.sg	98765432	APPLICANT Change	-	-	-	2026. 2. 7.
#8	Updated User	testuser@example.com	+65-9999-8888	APPLICANT Change	-	-	-	2026. 2. 7.
#7	test1	ringo@kakao.com	-	APPLICANT Change	-	-	-	2026. 2. 6.
#6	CORS Test	cors-test@example.com	-	APPLICANT Change	-	-	-	2026. 2. 6.

Figure 5.6 — User Management Page

The User Management page (Admin only) allows:

Search & Filter

- **Search** — By name, email, company name, or UEN
- **Role Filter** — All Roles, Applicant, LEW, Admin
- **Pagination** — 20 users per page

Role Management

- Click "**Change**" next to a user's role to switch between **APPLICANT** ↔ **LEW**
- Admin roles cannot be changed from this interface
- A confirmation dialog appears before any role change

LEW Approval

- New LEW registrations appear with status "**PENDING**"
- Click "**Approve**" to grant platform access (the LEW must re-login to activate)

- Click "**Reject**" to deny access

5.8 System Settings

The System Settings page consolidates all platform configuration into one page with four sections:

5.8.1 Email Verification

The screenshot shows the 'System Settings' page for 'Blue Light'. The left sidebar has 'Dashboard', 'Applications', 'Settings' (selected), and 'Users'. The top right has 'System Admin' and 'Logout'. The main area has three sections: 'Email Verification' (disabled), 'Service Fee (SGD) 50' (Save Fee button), and 'Payment Information' (PayNow and Bank Transfer fields for UEN, Recipient Name, and Account details).

Figure 5.7 — System Settings (Email, Service Fee, Payment)

- **Toggle Switch** — Enable or disable email verification for new user registration
- **Enabled** — New users must verify their email via a verification link before accessing the platform
- **Disabled** (default) — Users can sign in immediately after registration

An "Unsaved changes" indicator appears when the setting is modified. Click "**Save**" to apply.

⚠ When disabled: An amber warning note reminds you that "New users can sign up without verifying their email."

5.8.2 Service Fee

- **Service Fee (SGD)** — Numeric input field for the fee added to every application's kVA tier price
- Accepts decimal values (e.g., \$50.00)
- Click "**Save Fee**" to apply changes

5.8.3 Payment Information

Configure the payment details displayed to applicants when making payment:

PayNow Fields	Bank Transfer Fields
<ul style="list-style-type: none">• UEN Number• Recipient Name	<ul style="list-style-type: none">• Bank Name• Account Number• Account Holder Name

Click "**Save Payment Info**" to apply changes.

5.8.4 Price Tier Management

The screenshot shows a user interface for managing kVA price tiers. At the top, there are two sections: "PayNow Fields" and "Bank Transfer Fields". Under "PayNow Fields", there are fields for "UEN Number" (202401234A) and "Recipient Name" (Blue Light Pte Ltd). Under "Bank Transfer Fields", there are fields for "Bank Name" (DBS Bank), "Account Number" (012-345678-9), and "Account Holder Name" (Blue Light Pte Ltd). A "Save Payment Info" button is located below these fields. Below this section, a table lists 7 price tiers with columns: #, DESCRIPTION, KVA RANGE, PRICE (SGD), STATUS, and UPDATED. The tiers are: #1 45 kVA (45 – 45 kVA, \$350.00, Active, 2026. 2. 6.), #2 46 - 100 kVA (46 – 100 kVA, \$500.00, Active, 2026. 2. 6.), #3 101 - 200 kVA (101 – 200 kVA, \$750.00, Active, 2026. 2. 6.), #4 201 - 500 kVA (201 – 500 kVA, \$1,200.00, Active, 2026. 2. 6.), #5 501 - 1,000 kVA (501 – 1,000 kVA, \$1,800.00, Active, 2026. 2. 6.), #6 1001 - 2000 kVA (1,001 – 2,000 kVA, \$2,500.00, Active, 2026. 2. 6.), and #7 2001 kVA and above (2,001 – 9,999 kVA, \$3,500.00, Active, 2026. 2. 6.). Each row has an "Edit" button. At the bottom left, it says "7 price tiers" and "Active: 7 Inactive: 0". At the bottom right, there are links for "Disclaimer" and "Privacy Policy". The bottom navigation bar includes "admin@bluelight.sg" and "Administrator".

Figure 5.8 — kVA Price Tiers (Inline Editing)

The Price Tiers section uses an **inline editable table** for managing kVA pricing. All changes are batched and saved together.

Viewing & Editing Tiers

Each tier row displays editable fields:

Field	Description	Validation
Description	Display name (e.g., "45 kVA", "46-100 kVA")	Max 50 characters
kVA Min	Minimum kVA for this tier	Must be ≥ 1
kVA Max	Maximum kVA for this tier	Must be \geq kVA Min
Price (SGD)	Price for applications within this range	Must be ≥ 0
Active	Toggle switch — inactive tiers are hidden from applicants	—
Delete	Trash icon button to remove the tier	Existing tiers show confirmation dialog

Adding a New Tier

- 1** Click the "**+ Add Tier**" button at the bottom of the tier list.
- 2** A new empty row appears. Fill in Description, kVA Min, kVA Max, and Price.
- 3** The new tier is marked with "(New)" and is active by default.

Deleting a Tier

- 1** Click the **trash icon** on the row you want to delete.
- 2** For existing tiers, a confirmation dialog appears: "This change will take effect when you click 'Save All'." New (unsaved) tiers are removed immediately.

Saving Changes

- 1** When you modify any tier, an "**Unsaved changes**" indicator appears in the header.
- 2** Click "**Save All**" to submit all changes as a single batch.
- 3** The system validates all tiers before saving (see validation below).

- 4** On success, a confirmation toast appears and data is refreshed from the server.

To undo all changes, click "**Discard**" to restore the original values.

Validation Rules

The system performs both **per-tier** and **cross-tier** validation:

Type	Rule	Error Display
Per-Tier	kVA Min and kVA Max must be ≥ 1	Inline error on the field
Per-Tier	kVA Max must be \geq kVA Min	Inline error on the field
Per-Tier	Price must be ≥ 0	Inline error on the field
Cross-Tier	No overlapping kVA ranges (e.g., tier 1 max 100 and tier 2 min 100 = overlap)	Red error banner at the top: "kVA range overlap detected"
Cross-Tier	No gaps between consecutive tiers (tier 1 max + 1 must equal tier 2 min)	Red error banner at the top: "Gap detected between tiers"

i How Batch Save Works: All changes (additions, modifications, deletions) are sent to the server in a single request. The server performs the same validation and processes all changes atomically — either all succeed or none do. This ensures data integrity.

💡 Summary Footer: A summary at the bottom shows the total number of price tiers (e.g., "7 price tiers") and the active/inactive breakdown for quick reference.

💡 Responsive Design: On desktop, tiers are displayed in a compact table grid. On mobile devices, each tier is displayed as a stacked card for easier editing.

Appendix

A. kVA Price Tiers (Default)

#	Description	kVA Range	Price (SGD)
1	45 kVA	45 – 45 kVA	\$350
2	46 – 100 kVA	46 – 100 kVA	\$500
3	101 – 200 kVA	101 – 200 kVA	\$750
4	201 – 500 kVA	201 – 500 kVA	\$1,200
5	501 – 1,000 kVA	501 – 1,000 kVA	\$1,800
6	1,001 – 2,000 kVA	1,001 – 2,000 kVA	\$2,500
7	2,001 kVA and above	2,001 – 9,999 kVA	\$3,500

i Note: Prices shown are default values. Administrators can add, modify, or remove tiers through the System Settings page. A Service Fee (default SGD \$50) is added to each application. kVA ranges must be contiguous with no gaps or overlaps.

B. Supported File Formats

Document Type	File Type Code	Accepted Formats	Max Size
Single Line Diagram (SLD)	DRAWING_SLD	PDF, JPG, PNG, DWG, DXF, DGN, TIF, GIF, ZIP	10 MB
Letter of Appointment	OWNER_AUTH_LETTER	PDF, JPG, PNG, GIF	10 MB
Main Breaker Box Photo	SITE_PHOTO	JPG, JPEG, PNG, HEIC, HEIF	10 MB
Licence Document (Admin)	LICENSE_PDF	PDF	10 MB
Report Document (Admin)	REPORT_PDF	PDF	10 MB
LOA PDF (Auto-generated)	OWNER_AUTH_LETTER	PDF (system-generated)	—

⚠ ELISE Submission: Files intended for ELISE submission to EMA should be under **2 MB**. The platform will display a warning for files exceeding this threshold, but will still allow the upload.

C. EMA Fees

Licence Period	EMA Fee (SGD)	Notes
12 Months	\$100	Standard licence period
3 Months	\$50	Short-term licence

EMA fees are paid directly to EMA and are **not included** in the platform's total amount. They are displayed separately on the application form and detail page for reference.

D. Additional Notes

Login Attempt Limit

For security, the system limits login attempts to **5 per 15 minutes**. If exceeded, you will need to wait before trying again.

Form Navigation Guard

When filling out the New Application form, if you attempt to navigate away or close the page with unsaved data, a confirmation dialog will appear asking if you wish to leave. This prevents accidental data loss.

Real-time Price Calculation

On the kVA & Pricing step, selecting a kVA capacity triggers a real-time price calculation that returns the tier description, base price, service fee, and total amount. The pricing updates instantly as you change the selection.

LOA Digital Signature

The LOA signing feature uses an HTML5 canvas-based signature pad. Your signature is captured as a PNG image and embedded into the official LOA PDF at the designated signature area. The signed date is automatically added. This process is irreversible — once signed, the LOA cannot be modified.

Responsive Design

The platform is fully responsive and works on desktop and mobile devices. Key responsive behaviors include:

- **Application Detail** — Two-column layout on desktop, single-column on mobile with progress tracker shown as a separate card
- **Price Tier Management** — Table grid on desktop, stacked cards on mobile
- **Application Form** — Card-based layout that adapts to screen width

Legal Pages

The platform includes the following legal pages accessible from the footer:

- **Disclaimer** — Service limitations, EMA ELISE submission notice, and liability disclaimers

- **Privacy Policy** — Personal data protection (PDPA) compliance details, data collection and usage policies

LEW Profile Fields

LEW users see additional fields in their Profile page: **LEW Licence Number** and **LEW Grade**, which can be updated as needed.

— End of Manual —

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