



LicenseKaki

Singapore Electrical Installation Licence Platform

User Manual

Version 3.0

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LicenseKaki Pte Ltd

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1. Introduction

1.1 About LicenseKaki

LicenseKaki 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:

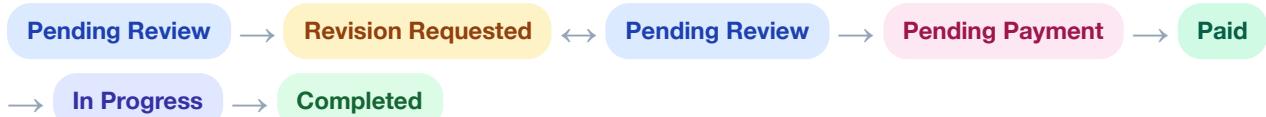
- **Online Application** — Step-by-step guided form for New Licence and Licence Renewal
- **Document Management** — Upload SLD, Letter of Appointment, Main Breaker Box Photos, and other required files
- **LOA Generation & Digital Signing** — Automated LOA PDF generation with electronic signature
- **SLD 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's a logo with a lightbulb icon and the text 'LicenseKaki' followed by 'Singapore Electrical Licence Platform'. The main form has fields for 'Full Name' (with placeholder 'John Doe'), 'Email' (placeholder 'you@example.com'), and 'Phone' (placeholder '+65-XXXX-XXXX'). Below these, there's a section for 'Business Information' which is marked as optional. It includes fields for 'Company Name' (placeholder 'e.g., BLUE LIGHT PTE LTD'), 'UEN' (placeholder 'e.g., 202407291M'), and 'Designation' (placeholder 'e.g., Director'). A small note says 'Will be printed on your installation licence'. In the bottom right corner of the form area, there's a circular icon with a speech bubble and three dots, representing a feedback or help feature.

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's a placeholder for 'Profile' with a camera icon. Below it, the 'Company Name' field contains 'e.g., BLUE LIGHT PTE LTD' with a note that it will be printed on the installation licence. The 'UEN' field contains 'e.g., 202407291M' and the 'Designation' field contains 'e.g., Director'. Under 'Account Type *', there are two options: 'Building Owner Applicant' (selected) and 'LEW Licensed Electrical Worker'. The 'Password *' field requires 8-20 characters. The 'Confirm Password *' field asks for re-entry. A checkbox for 'I agree to the Privacy Policy and Disclaimer. I consent to the collection and use of my personal data as described. *' is present. At the bottom is a large blue 'Create Account' button, and below it, a link to 'Sign in'.

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: Full Name, 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 'Create your account' page of the LicenseKaki platform. At the top, there is a logo of a lightbulb icon and the text 'LicenseKaki' followed by 'Singapore Electrical Licence Platform'. Below this, the form fields are displayed:

- Full Name ***: John Doe
- Email ***: you@example.com
- Phone**: +65-XXXX-XXXX
- Optional**
- Account Type ***:
 - Building Owner Applicant** (represented by a building icon)
 - LEW Licensed Electrical Worker** (represented by a lightning bolt icon)
- A note: **⚠️ LEW accounts require administrator approval before access.**
- LEW Licence Number ***: e.g., LEW-2026-XXXXX
- Your EMA-issued LEW licence number**

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

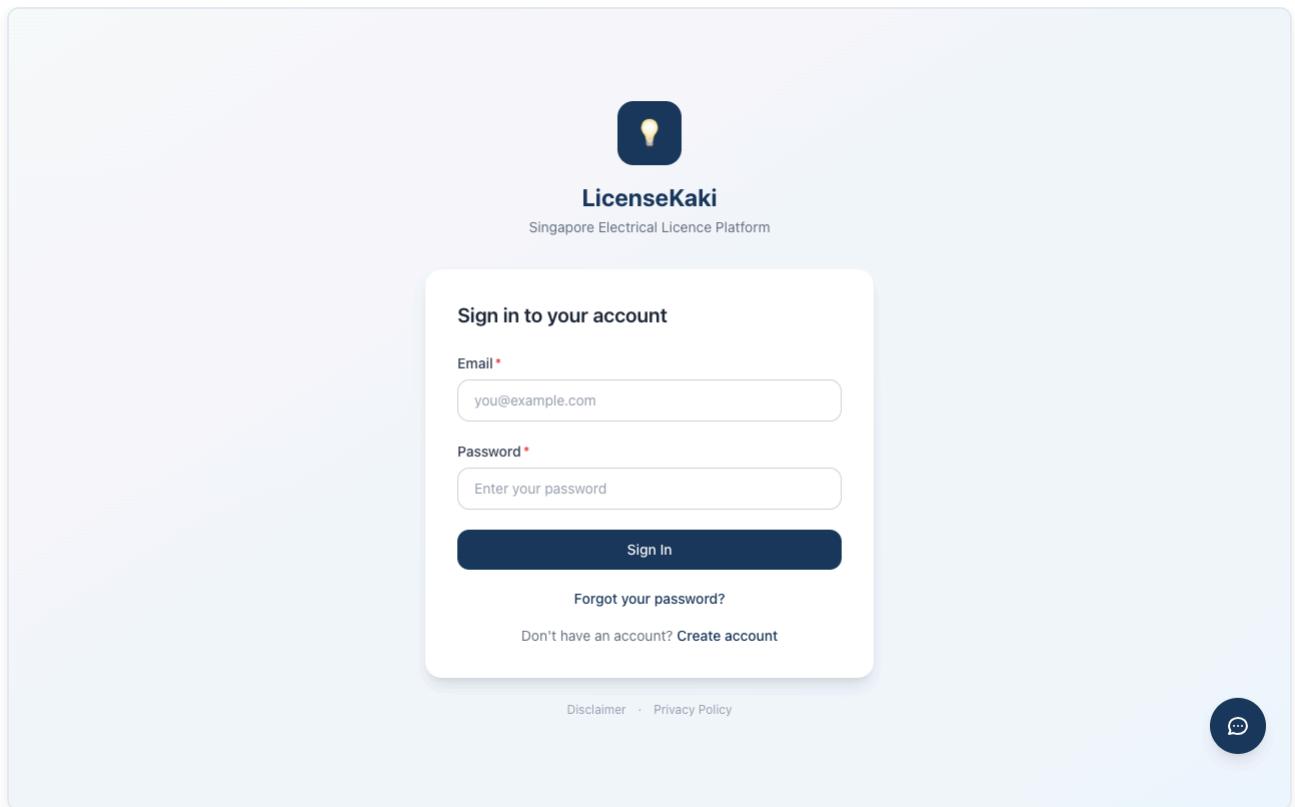


Figure 2.4 — Login Page

- 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

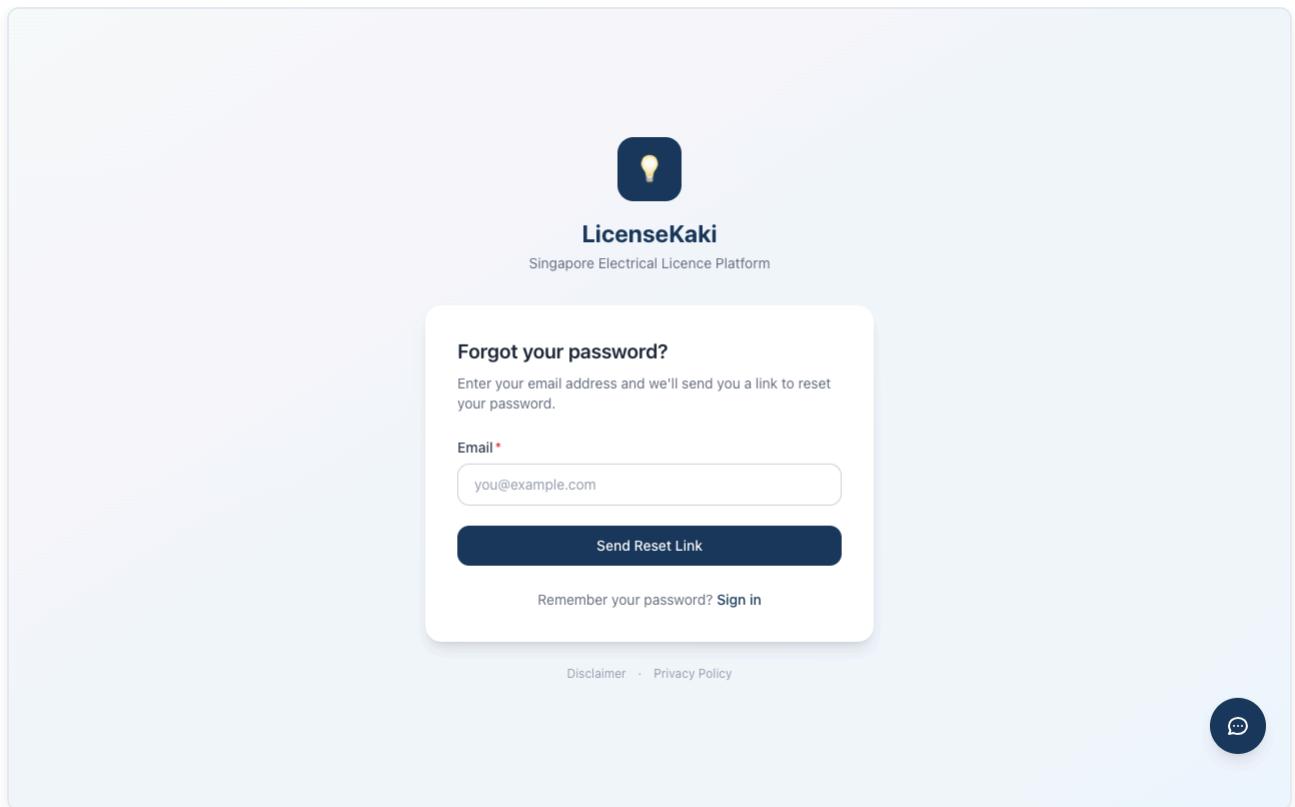


Figure 2.5 — Forgot Password Page

- 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.

 **Didn't 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

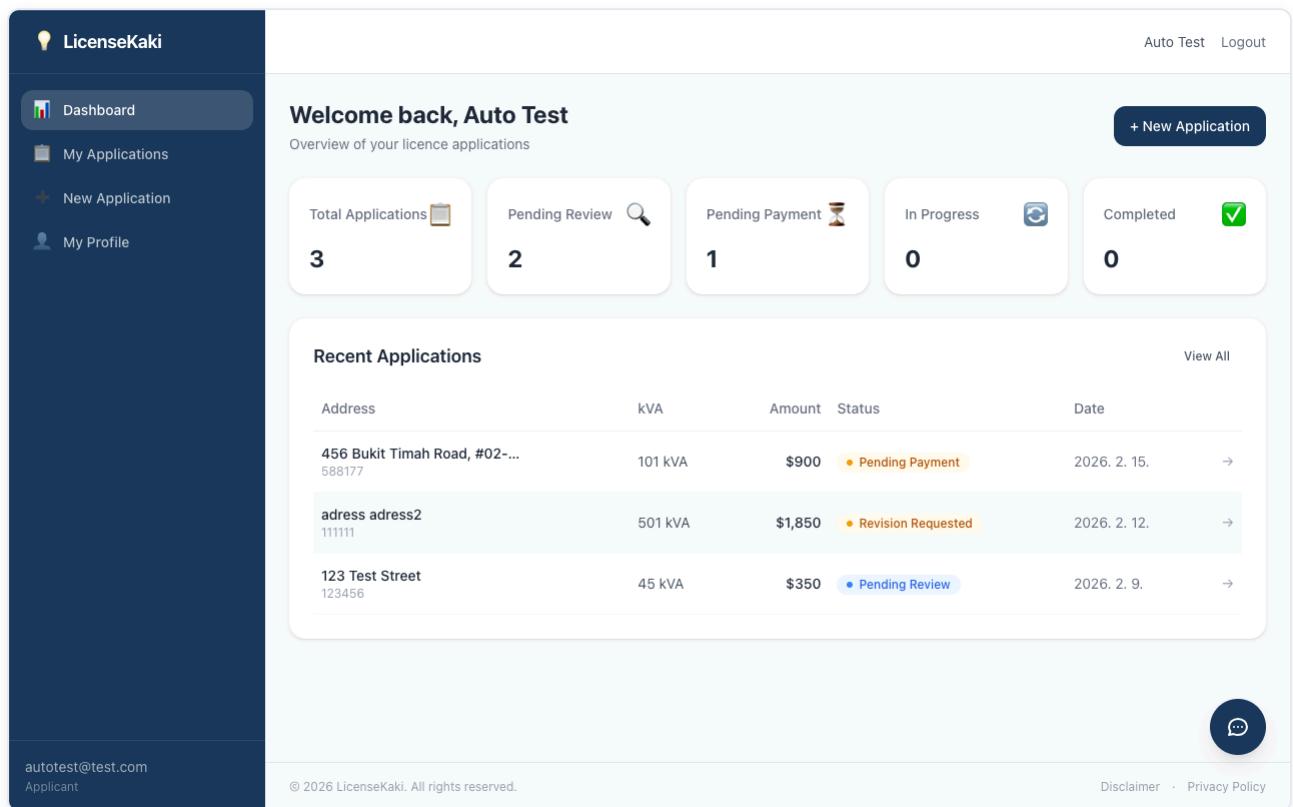


Figure 3.1 – Applicant Dashboard

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 the LicenseKaki application's 'New Licence Application' page. On the left is a dark sidebar with navigation links: Dashboard, My Applications, New Application (which is highlighted), 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'. Below this is a section titled 'Before You Begin' with a sub-sub-section 'SP GROUP ACCOUNT (NEW LICENCE ONLY)'. It contains text about needing an active SP Group account for a new licence and a note that it's not required for renewals. To the right of this is a 'Start Application' button. Further down is a 'APPLICATION PROCESS' section with five numbered steps: Submit Application, Upload Documents, LEW Review, Make Payment, and Licence Issued. At the bottom is a 'REQUIRED DOCUMENTS' section.

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)

- 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.
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** — Includes kVA tier fee, service fee, and EMA fee (if applicable).
- **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.

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 (Renewal Only)

For **Licence Renewal** applications, the LOA upload field is displayed:

Type	Label	Description
Licence	 Letter of Appointment (LOA)	Upload the LOA document received from the relevant authority.
Renewal	Document	

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

 **New Licence:** For new licence applications, the LOA is not uploaded during application submission. Instead, the LOA will be auto-generated by the system once a LEW is assigned and your profile is complete.

D. Licence Period

Auto Test Logout

Main Breaker Box Photo
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.

Choose photo file

Single Line Diagram (SLD) *
An SLD is required for your application. Choose how you'd like to provide it.

 **Upload Myself**
I have an SLD ready and will attach it now or upload later

 **Request LEW to Prepare**
A Licensed Electrical Worker will prepare the SLD for you
Additional fee may apply (to be determined)

 **Attach SLD File (Optional)**
You can attach your SLD now, or upload it later from the application detail page.

Choose SLD file

[Back to Guide](#)

[Continue](#) 

autotest@test.com
Applicant

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Disclaimer · Privacy Policy

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

 **EMA Fee:** The EMA fee is **included** in the total amount and shown as a separate line item in the pricing breakdown.

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: If a licence period is selected, the EMA fee (SGD \$50 for 3 months or \$100 for 12 months) is automatically included in the total amount and displayed as a separate line item in the pricing breakdown.

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** — For Renewal applications, if attached, shows file name and size.
- **Main Breaker Box Photo** — If attached, shows file name and size
- **Licence Period** — Duration and EMA fee (included in total)
- **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 (kVA Price + Service Fee + EMA Fee), 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 for renewals, 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 LicenseKaki application interface. On the left is a dark sidebar with navigation links: Dashboard, My Applications (which is highlighted), New Application, and My Profile. The main content area has a header 'My Applications' and a subtitle 'Track and manage your licence applications'. It includes a search bar, a status filter dropdown set to 'All Statuses', and a table of applications. The table columns are TYPE, ADDRESS, BUILDING TYPE, KVA, AMOUNT, STATUS, and DATE. Three applications are listed:

TYPE	ADDRESS	BUILDING TYPE	KVA	AMOUNT	STATUS	DATE
New	456 Bukit Timah Road, #02-05, Si... 588177	Commercial	101 kVA	SGD \$900	Pending Payment	2026. 2. 15.
New	address address2 111111	Industrial	501 kVA	SGD \$1,850	Revision Requested	2026. 2. 12.
New	123 Test Street 123456	Commercial	45 kVA	SGD \$350	Pending Review	2026. 2. 9.

At the bottom of the page, there is a footer with the text 'autotest@test.com Applicant', the copyright notice '© 2026 LicenseKaki. All rights reserved.', and links for 'Disclaimer' and 'Privacy Policy'.

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

Application #14 New

Submitted on 2026. 2. 15.

Pending Payment

Property Details

Installation Address 456 Bukit Timah Road, #02-05, Singapore	Postal Code 588177
Building Type Commercial	Electric Box (kVA) 101 kVA
SP Account No. 9876543210	

Licence Period

Duration 12 months	EMA Fee SGD \$100
-----------------------	----------------------

Pricing

KVA Tier Price	SGD \$750
Service Fee	SGD \$50
EMA Fee (12-month)	SGD \$100
Total Amount	SGD \$900

Progress

- 1 Submitted Application submitted for review
- 2 Reviewed LEW review completed
- 3 Paid Payment confirmed
- 4 In Progress Under processing
- 5 Completed Licence issued

Assigned LEW

LEW Officer
LEW-2026-0001

Figure 3.6 — Application Detail Page (Top)

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

The screenshot shows the 'Application Information' section of a web application. At the top right are 'Auto Test' and 'Logout' buttons. On the left, a dark sidebar is visible. The main content area includes:

- Pricing**: A table showing fees: KVA Tier Price (SGD \$750), Service Fee (SGD \$50), and EMA Fee (12-month) (SGD \$100). The **Total Amount** is SGD \$900, based on 101 kVA capacity.
- Payment Required**: A yellow banner stating: "Please make payment of SGD \$900 via PayNow. Your application will be processed once payment is confirmed by our team."
- Payment via PayNow**: Details for PayNow (QR / UEN Transfer): UEN: 202401234A, Name: Blue Light Pte Ltd, Reference: BL-14. A note says: "Please include the reference number in your PayNow transfer. Processing takes 1-2 business days after payment is received."
- Letter of Appointment**: Status is **Signed**. A green banner at the bottom says: "LOA Signed Successfully".
- Assigned LEW**: Shows "LEW Officer" and "LEW-2026-0001".
- Quick Info**: Application ID, Submitted (2026. 2. 15.), Last Updated (2026. 2. 15.), and Documents (2 file(s)).

Figure 3.7 – Application Information Section

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
- Renewal Details** — Existing licence number and expiry date (for Renewal type only)
- Pricing** — KVA Tier Price, Service Fee, EMA Fee (if applicable), Total Amount

3.4.2 Letter of Appointment (LOA)

Reference: BL-14

Please include the reference number in your PayNow transfer. Processing takes 1-2 business days after payment is received.

Letter of Appointment

Signed

LOA Signed Successfully
Signed on 15 Feb 2026, 10:35 pm

Download Signed LOA
PDF document for EMA submission

Documents

Document Type
Single Line Diagram (SLD)

Single Line Diagram (SLD)

Drag & drop your file here, or
Browse Files

PDF, JPG, PNG, DWG, DXF, DGN, TIF, GIF, ZIP up to 10MB. Files for ELISE submission should be under 2MB.

Assigned LEW

LEW Officer
LEW-2026-0001

Quick Info

Application ID	2026. 2.
Submitted	2026. 2. 15.
Last Updated	
Documents	2 file(s)

Figure 3.8 — Letter of Appointment (LOA) Section

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

i 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	<p>"Pending" badge.</p> <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 Full Name, 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)	<p>"Signature Required" badge.</p> <p>Download button to review the LOA PDF. Signature pad (drawing canvas) displayed.</p>	<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	<p>"Signed" badge with green success banner showing the signed date and time.</p>	<p>Click "Download Signed LOA" to get the final PDF with your embedded signature.</p>

⚠ 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

Figure 3.9 — Documents & SLD Requests Section

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

The screenshot shows the 'Payment Information' section of the LicenseKaki application. On the left, a dark sidebar displays the user's email (autotest@test.com) and status (Applicant). The main content area has a light background. At the top right are 'Auto Test' and 'Logout' buttons. Below them is a vertical status bar with five circular icons: 1. Reviewed (green), 2. Paid (green), 3. In Progress (orange), 4. Completed (green), and 5. Pending Payment (yellow). To the right of the status bar is a box labeled 'Assigned LEW' containing 'LEW Officer' and 'LEW-2026-00001'. Below these are sections for 'Documents' and 'Quick Info'. The 'Documents' section includes a dropdown for 'Document Type' set to 'Single Line Diagram (SLD)', a file upload area with a 'Browse Files' button, and a list of uploaded files: 'test-sld.pdf' (25 B) and 'LOA_SIGNED_14.pdf' (162.1 KB). The 'Quick Info' section shows 'Application ID #14', 'Submitted 2026. 2. 15.', 'Last Updated 2026. 2. 15.', and 'Documents 2 files'. At the bottom are 'Disclaimer' and 'Privacy Policy' links, along with a small help icon.

Figure 3.10 — Payment Information Section

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

- **Amount Due** — Total payment required (kVA price + service fee)
- **PayNow Details** — UEN number, recipient name, and payment reference

- **PayNow QR Code** — If the administrator has uploaded a PayNow QR code image, it is displayed here for convenient scanning via your banking app
- **Payment History** — Record of confirmed payments with date, method, and transaction ID
- **Payment Receipt** — If the administrator attached a receipt during payment confirmation, you can download it from below the Payment History

autotest@test.com
Applicant

Download Signed LOA
PDF document for EMA submission

Auto Test Logout

Reviewed
LEW review completed

Paid
Payment confirmed

In Progress
Under processing

Completed
Licence issued

Assigned LEW
LEW Officer
LEW-2026-00001

Quick Info
Application ID #14
Submitted 2026. 2. 15.
Last Updated 2026. 2. 15.
Documents 2 files

Disclaimer · Privacy Policy

Figure 3.11 — Application Detail Sidebar & Bottom

3.4.5 Licence Information & Download

When your application reaches "**Completed**" status, the sidebar displays a **Licence Information** card with:

- **Licence Number** — Your issued electrical installation licence number
- **Expiry Date** — The licence validity end date
- **Download Licence PDF** button — Download the official licence document (if uploaded by the Admin/LEW)

Additionally, any licence documents uploaded by the Admin/LEW (Licence PDF, Report PDF) will appear in the **Documents** section under a dedicated "**Licence Documents**" subsection, where you can download them individually.

 **Tip:** If the "Download Licence PDF" button is not yet visible, the Admin/LEW may still be processing the final licence document. Check back later or contact your assigned LEW for status updates.

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 Make payment via **PayNow** using the UEN number provided, or scan the **PayNow QR code** displayed on the page (if available) with your banking app. Include the application reference number (e.g., BL-123) in your transfer.
- 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.

i EMA Fee: If a licence period was selected, the EMA fee is already included in the total payment amount and shown in the pricing breakdown.

3.7 My Profile

The screenshot displays the 'My Profile' page of the LicenseKaki application. On the left, a dark sidebar menu lists 'Dashboard', 'My Applications', 'New Application', and 'My Profile' (which is highlighted with a blue background). The main content area has a light gray header with 'Auto Test' and 'Logout'. Below this, a section titled 'My Profile' with the subtitle 'Manage your account information' shows a profile card for 'Auto Test' (autotest@test.com, APPLICANT). The profile card includes a placeholder 'A' for a profile picture. Under 'Profile Information', there are fields for 'Full Name *' (Auto Test), 'Email' (autotest@test.com, note: Email cannot be changed), and 'Phone' (+65 9876 5432). Under 'Business Information', there is a field for 'Company Name' (ABC Engineering Pte Ltd). In the bottom right corner of the main content area, there is a blue circular icon containing three white dots.

Figure 3.12 — 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.

Auto Test Logout

Change Password
Update your account password

Current Password *

Enter current password

New Password *

Enter new password (8–20 characters)

Must be 8–20 characters

Confirm New Password *

Re-enter new password

Update Password

Account Details
Read-only account information

Account Created
2026. 2. 9.

Last Updated
-

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Figure 3.13 — Business Information & Password Change

⚠ Required for LOA Generation: Full Name, 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.

 **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

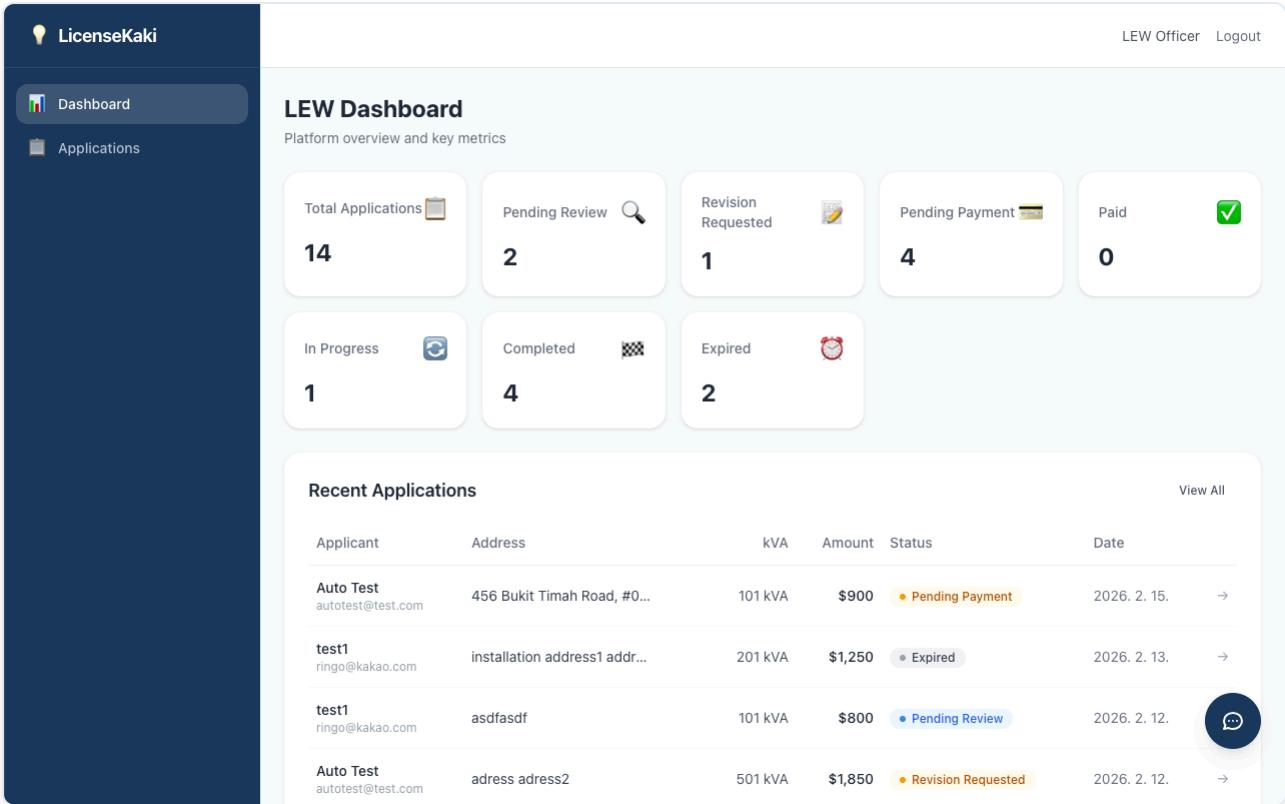


Figure 4.1 — LEW Dashboard

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

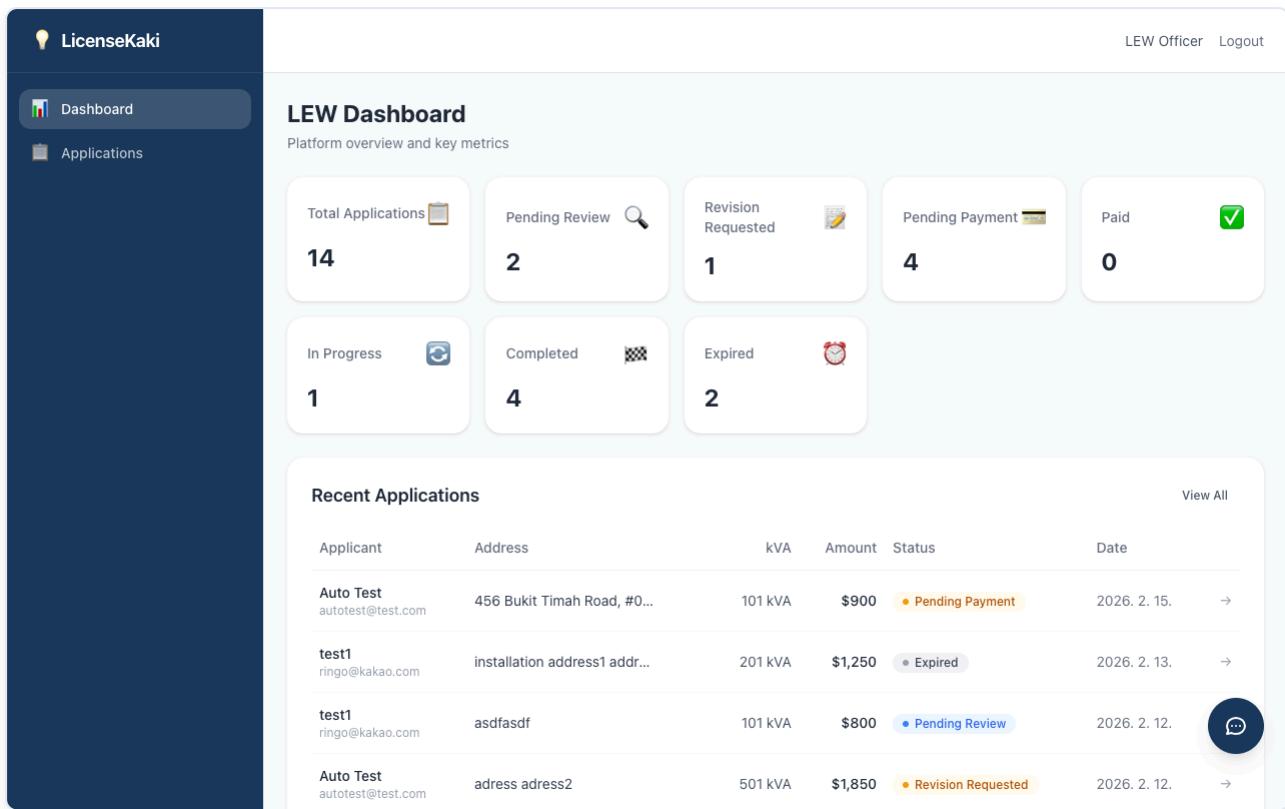


Figure 4.2 – LEW Applications List

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**

The screenshot shows the LicenseKaki application detail page for Application #14. The top navigation bar includes 'Dashboard' and 'Applications' on the left, and 'LEW Officer' and 'Logout' on the right. A 'Pending Payment' status indicator is shown in the top right corner.

Application Information:

- Name: Auto Test
- Email: autotest@test.com
- Phone: +65 9876 5432
- Designation: Director

Business Details: (Required for Letter of Appointment)

Company Name	UEN
ABC Engineering Pte Ltd	202312345A

Correspondence Address: (EMA notification delivery)

Address	Postal Code
123 Orchard Road #05-01, Singapore 238888	238888

Property Details:

Installation Address	Postal Code
456 Bukit Timah Road, #02-05, Singapore	588177
Building Type	Electric Box (kVA)
Commercial	101 kVA
SP Account No.	

Progress:

- Submitted: Application submitted for review
- Reviewed: LEW review completed
- Paid: Payment confirmed
- In Progress: Under processing
- Completed: Licence issued

Admin Actions:

- Confirm Payment

Quick Info:

Figure 4.3 — LEW Application Detail

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 (Full Name, 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 LicenseKaki Admin Dashboard. On the left is a dark sidebar with a logo, 'LicenseKaki', and navigation links: 'Dashboard' (selected), 'Applications', 'Settings', and 'Users'. The main area has a header 'Admin Dashboard' and a subtitle 'Platform overview and key metrics'. It features ten status cards in a grid:

Total Applications	Pending Review	Revision Requested	Pending Payment	Paid
14	2	1	4	0
In Progress	Completed	Expired	Total Users	Unassigned
1	4	2	14	4

Below the cards is a section titled 'LEW Registration' with a note 'New LEW sign-ups are currently allowed.' and a toggle switch. At the bottom is a table titled 'Recent Applications' with columns: Applicant, Address, kVA, Amount, Status, and Date. Two recent applications are listed:

Applicant	Address	kVA	Amount	Status	Date
Auto Test autotest@test.com	456 Bukit Timah Road, #0...	101 kVA	\$900	Pending Payment	2026. 2. 15.
test1 ringo@kakao.com	installation address1 addr...	201 kVA	\$1,250	Expired	2026. 2. 13.

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

The screenshot shows the LicenseKaki application interface. At the top right, there are links for "System Admin" and "Logout". Below them is a summary bar with five categories: "In Progress" (1), "Completed" (4), "Expired" (2), "Total Users" (14), and "Unassigned" (4). A "LEW Registration" section below the summary bar includes a toggle switch that is currently turned on. The main content area is titled "Recent Applications" and displays a table of six recent applications. The columns include "Applicant", "Address", "kVA", "Amount", "Status", and "Date". The applications listed are:

Applicant	Address	kVA	Amount	Status	Date
Auto Test autotest@test.com	456 Bukit Timah Road, #0...	101 kVA	\$900	Pending Payment	2026. 2. 15.
test1 ringo@kakao.com	installation address1 addr...	201 kVA	\$1,250	Expired	2026. 2. 13.
test1 ringo@kakao.com	asdfasdfsdf	101 kVA	\$800	Pending Review	2026. 2. 12.
Auto Test autotest@test.com	adress adress2	501 kVA	\$1,850	Revision Requested	2026. 2. 12.
Auto Test autotest@test.com	123 Test Street	45 kVA	\$350	Pending Review	2026. 2. 9.

At the bottom left of the dashboard, there is a user profile for "admin@bluelight.sg" (Administrator). The bottom right corner features a dark blue circular button with a white speech bubble icon.

Figure 5.2 — LEW Registration Toggle & Recent Applications

5.2 Application Management

The screenshot shows the "All Applications" page of the LicenseKaki application. On the left, a sidebar menu includes "Dashboard", "Applications" (which is the active tab), "Settings", and "Users". The main content area is titled "All Applications" and has a subtitle "Monitor and manage all licence applications". It includes a search bar and a dropdown for "All Statuses". Below these, a table lists seven applications. The columns are: ID, TYPE, APPLICANT, ADDRESS, KVA, AMOUNT, ASSIGNED LEW, STATUS, and DATE. The applications listed are:

ID	TYPE	APPLICANT	ADDRESS	KVA	AMOUNT	ASSIGNED LEW	STATUS	DATE
#14	New	Auto Test autotest@test.com	456 Bukit Timah Road, #02-... 588177	101	\$900	LEW Officer	Pending Payment	2026. 2. 15.
#13	New	test1 ringo@kakao.com	installation address1 address2 234234	201	\$1,250	LEW Officer	Expired	2026. 2. 13.
#12	New	test1 ringo@kakao.com	asdfasdfsdf 333333	101	\$800	LEW Officer	Pending Review	2026. 2. 12.
#11	New	Auto Test autotest@test.com	adress adress2 111111	501	\$1,850	LEW Officer	Revision Requested	2026. 2. 12.
#10	New	Auto Test autotest@test.com	123 Test Street 123456	45	\$350	LEW Officer	Pending Review	2026. 2. 9.
#9	New	test4 test4@gmail.com	123123123 238888	101	\$750	LEW Officer	Pending Payment	2026. 2. 8.
#8	New	Test User test@example.com	123 Orchard Road #01-01 238858	100	\$500	LEW Officer	Completed	2026. 2. 8.

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 Admin Application Detail page for Application #14. The sidebar on the left includes links for Dashboard, Applications, Settings, and Users. The main content area displays the following information:

Application #14 New
Admin view — manage status and payments

Pending Payment

Applicant Information

Name Auto Test	Email autotest@test.com
Phone +65 9876 5432	Designation Director

Business Details (Required for Letter of Appointment)
Company Name UEN
ABC Engineering Pte Ltd 202312345A

Correspondence Address (EMA notification delivery)
Address Postal Code
123 Orchard Road #05-01, Singapore 238888

Property Details

Installation Address 456 Bukit Timah Road, #02-05, Singapore	Postal Code 588177
Building Type Commercial	Electric Box (kVA) 101 kVA
SP Account No.	

Progress

- 1 Submitted: Application submitted for review
- 2 Reviewed: LEW review completed
- 3 Paid: Payment confirmed
- 4 In Progress: Under processing
- 5 Completed: Licence issued

Admin Actions

- Confirm Payment

Assigned LEW

Figure 5.4 — Admin Application Detail (Top)

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.

The screenshot shows the 'Admin Application Detail' page. At the top right, there are links for 'System Admin' and 'Logout'. On the right side, there is a vertical flowchart showing five stages of application status: 1. Submitted (Application submitted for review), 2. Reviewed (LEW review completed), 3. Paid (Payment confirmed), 4. In Progress (Under processing), and 5. Completed (Licence issued). Below the flowchart, under 'Admin Actions', there is a button labeled 'Confirm Payment'. To the right of the flowchart, there is a section titled 'Assigned LEW' which lists 'LEW Officer' (lew@bluelight.sg, LEW-2026-00001, G9 (<400kV)). There are 'Change' and 'Remove' buttons next to this section.

Figure 5.5 — Admin Application Detail — Property & Pricing Information

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 (Full Name, 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)

Based on 101 kVA capacity **SGD \$900**

Letter of Appointment (LOA) Signed

LOA_14.pdf
Signed on 2026. 2. 15. Download

Applicant signed on 15 Feb 2026, 10:35 pm

Documents

test-sld.pdf
SLD 25 B 2026. 2. 15. Download

LOA_SIGNED_14.pdf
Appointment 162.1 KB 2026. 2. 15. Download

Payment History
No payments recorded.

Admin Actions
Confirm Payment

Assigned LEW
LEW Officer lew@bluelight.sg LEW-2026-00001 G9 (s400KV)
Change Remove

Quick Info

Application ID	#14
Submitted	2026. 2. 15.
Last Updated	2026. 2. 15.
Documents	2 file(s)
Payments	0 records

admin@bluelight.sg
Administrator

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Figure 5.6 – Admin Application Detail – Payment Section

Action	Description	Required Input
Confirm Payment	Verify that payment has been received	Transaction ID (optional), Payment Method (default: PayNow), Payment Receipt file (optional — PDF or image, shared with the applicant)

💡 Payment Receipt: When confirming payment, you can optionally attach a payment receipt (PDF or image). This receipt will be visible and downloadable by the applicant in the Payment Information section of their Application Detail page.

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

Figure 5.7 – Admin Application Detail – LOA Section

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)

i Admin File Upload: When the application is in **In Progress** or **Completed** status, administrators can upload additional documents via the Documents section:

1. Select the **File Type** from the dropdown: Licence PDF, Report PDF, or Letter of Appointment.
2. Drag & drop or click to upload the file (max 10 MB).
3. The uploaded file becomes immediately visible and downloadable by the applicant.

The uploaded Licence PDF will also appear in the applicant's sidebar **Licence Information** card as a convenient "Download Licence PDF" button.

Based on 101 kVA capacity

SGD \$900

Letter of Appointment (LOA) Signed

LOA_14.pdf
Signed on 2026. 2. 15. Download

Applicant signed on 15 Feb 2026, 10:35 pm

Documents

test-sld.pdf
SLD 25 B 2026. 2. 15. Download

LOA_SIGNED_14.pdf
Appointment 162.1 KB 2026. 2. 15. Download

Payment History

No payments recorded.

Admin Actions

Confirm Payment

Assigned LEW

LEW Officer
lew@bluelight.sg
LEW-2026-00001
G9 (≤400KV)

Change Remove

Quick Info

Application ID	#14
Submitted	2026. 2. 15.
Last Updated	2026. 2. 15.
Documents	2 file(s)
Payments	0 records

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Figure 5.8 – Admin Application Detail – Documents Section

Based on 101 kVA capacity

SGD \$900

Letter of Appointment (LOA) Signed

LOA_14.pdf
Signed on 2026. 2. 15. Download

Applicant signed on 15 Feb 2026, 10:35 pm

Documents

test-sld.pdf
SLD 25 B 2026. 2. 15. Download

LOA_SIGNED_14.pdf
Appointment 162.1 KB 2026. 2. 15. Download

Payment History

No payments recorded.

Admin Actions

Confirm Payment

Assigned LEW

LEW Officer
lew@bluelight.sg
LEW-2026-00001
G9 (≤400KV)

Change Remove

Quick Info

Application ID	#14
Submitted	2026. 2. 15.
Last Updated	2026. 2. 15.
Documents	2 file(s)
Payments	0 records

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Figure 5.9 – Admin Application Detail – Bottom & Sidebar

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 (Full Name, 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.	REGIST.
#16	Auto Test ABC Engineering Pte Ltd (202312345A)	autotest@test.com	+65 9876 5432	APPLICANT Change	-	-	-	2026. 2. 9
#15	lew1	lew1@gmail.com	-	LEW Change	APPROVED	-	-	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	e2e-test@bluelight.sg	98765432	APPLICANT Change	-	-	-	2026. 2. 7

Figure 5.10 — 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

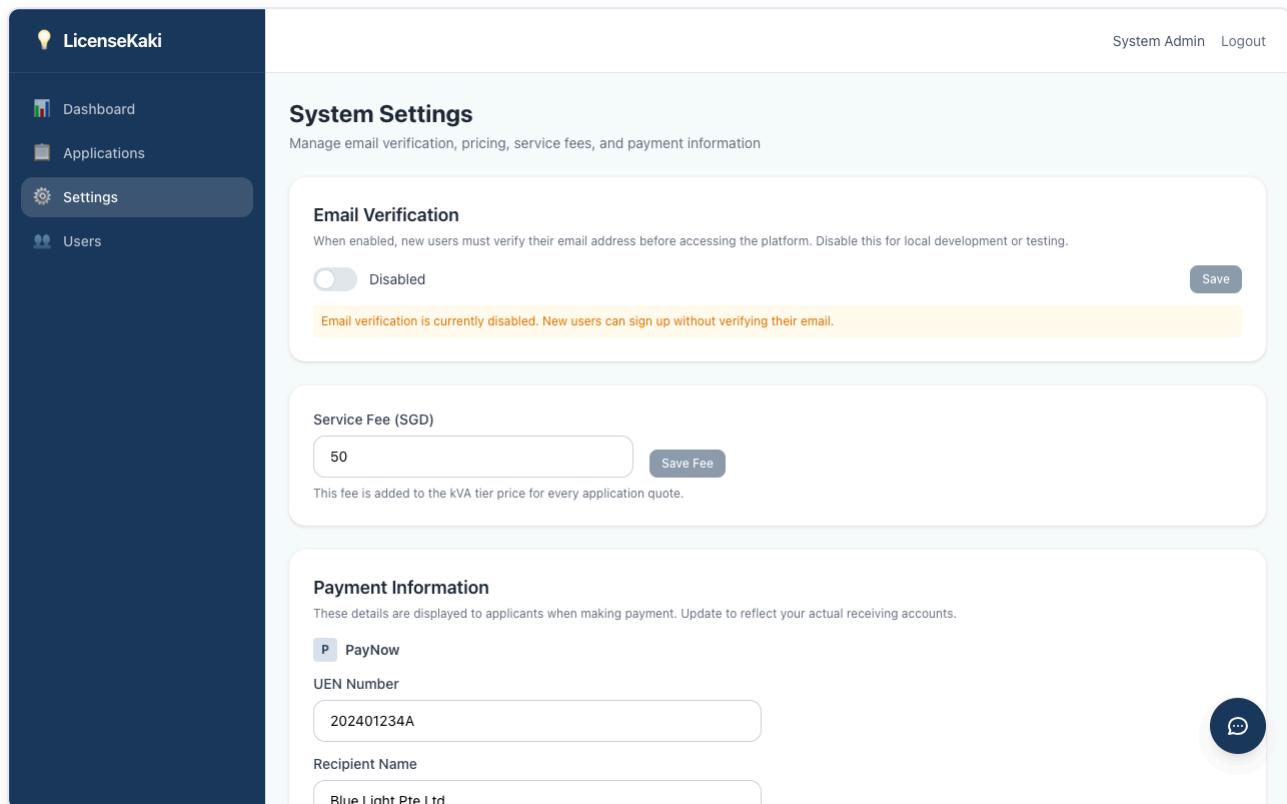


Figure 5.11 – System Settings (Email Verification & Service Fee)

- **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

DESCRIPTION	KVA MIN	KVA MAX	PRICE (SGD)	ACTIVE
55 kVA	55	55	350	<input checked="" type="checkbox"/> Delete
56 - 100 kVA	56	100	500	<input checked="" type="checkbox"/> Delete Message
101 - 200 kVA	101	200	750	<input checked="" type="checkbox"/> Delete

Figure 5.12 — System Settings (Payment Information & QR Code)

Configure the PayNow payment details displayed to applicants when making payment:

- **UEN Number** — Your company's UEN for PayNow transfers
- **Recipient Name** — The name displayed to applicants for verification
- **PayNow QR Code Image** — Upload a QR code image (PNG, JPG, GIF, or WebP) that applicants can scan with their banking app for payment. Click "**Upload QR**" to add, or "**Delete**" to remove the current image.

Click "**Save Payment Info**" to apply UEN and recipient name changes. The QR code image is saved separately upon upload. Applicants will see these details along with a unique reference number (BL-{applicationId}) and the QR code (if uploaded) when making their PayNow payment.

5.8.4 Price Tier Management

The screenshot shows a user interface for managing kVA price tiers. At the top right, there are links for 'System Admin' and 'Logout'. Below that is a section titled 'Price Tiers' with a sub-instruction: 'Manage kVA capacity-based pricing. Add, edit, or remove tiers and save all changes at once.' A 'Save All' button is located in the top right corner of this section.

DESCRIPTION	KVA MIN	KVA MAX	PRICE (SGD)	ACTIVE
55 kVA	55	55	350	<input checked="" type="checkbox"/> trash
56 - 100 kVA	56	100	500	<input checked="" type="checkbox"/> trash
101 - 200 kVA	101	200	750	<input checked="" type="checkbox"/> trash
201 - 500 kVA	201	500	1200	<input checked="" type="checkbox"/> trash
501 - 1000 kVA	501	1000	1800	<input checked="" type="checkbox"/> trash
1001 - 2000 kVA	1001	2000	2500	<input checked="" type="checkbox"/> trash
2001 kVA and above	2001	9999	3500	<input checked="" type="checkbox"/> trash

[+ Add Tier](#)

7 tiers Active: 7 / Inactive: 0 Feedback icon

admin@bluelight.sg
Administrator

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Figure 5.13 — 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.

6. AI Chat Assistant

6.1 Overview

LicenseKaki includes a built-in AI-powered chat assistant (**LicenseKaki Assistant**). It provides instant answers to common questions about Singapore electrical installation licences and is available on every page, whether you are logged in or not.

Topics the chatbot can help with:

- **New licence application process** — step-by-step guidance, required documents, SP Group account requirements
- **Licence renewal process** — how to renew, required documents
- **kVA-based pricing structure** — tier prices, service fees, EMA fees
- **Required documents** — SLD (Single Line Diagram), LOA (Letter of Appointment), main breaker box photos, etc.
- **Payment methods** — PayNow QR, UEN transfer, payment reference numbers
- **Application status flow** — meaning of each status and next steps
- **LEW (Licensed Electrical Worker)** — roles, grades, assignment process
- **Platform usage** — registration, login, profile management, etc.

⚠ Note: The AI chatbot provides general guidance only and is not legal advice. For official regulations or requirements, always verify with EMA or the relevant authorities directly. This platform is an unofficial service and is not the official EMA website.

6.2 How to Use the Chatbot

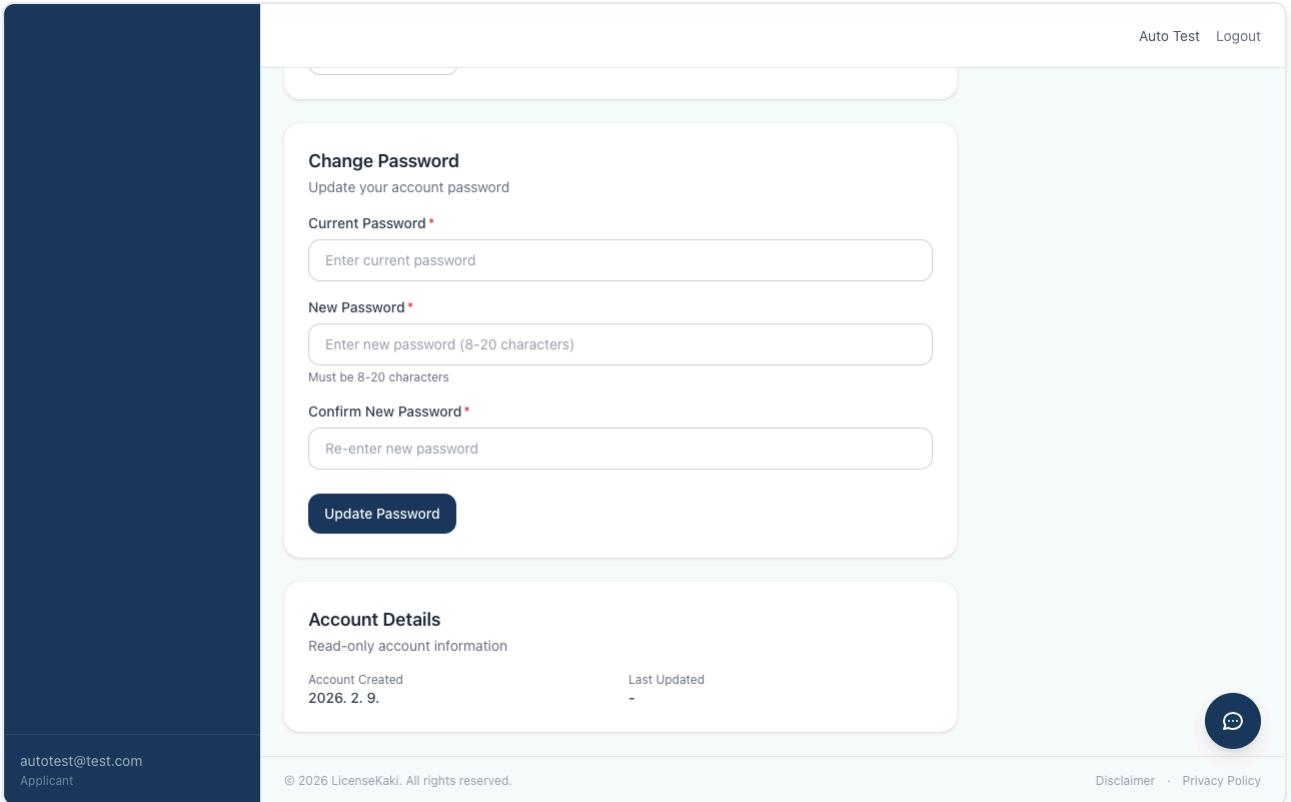


Figure 6.1 — Chat bubble at the bottom-right corner

Opening the Chatbot

- 1 Click the **speech bubble icon** (chat bubble) at the bottom-right corner of the screen. It is visible on every page.
- 2 The chat window opens with a welcome message.

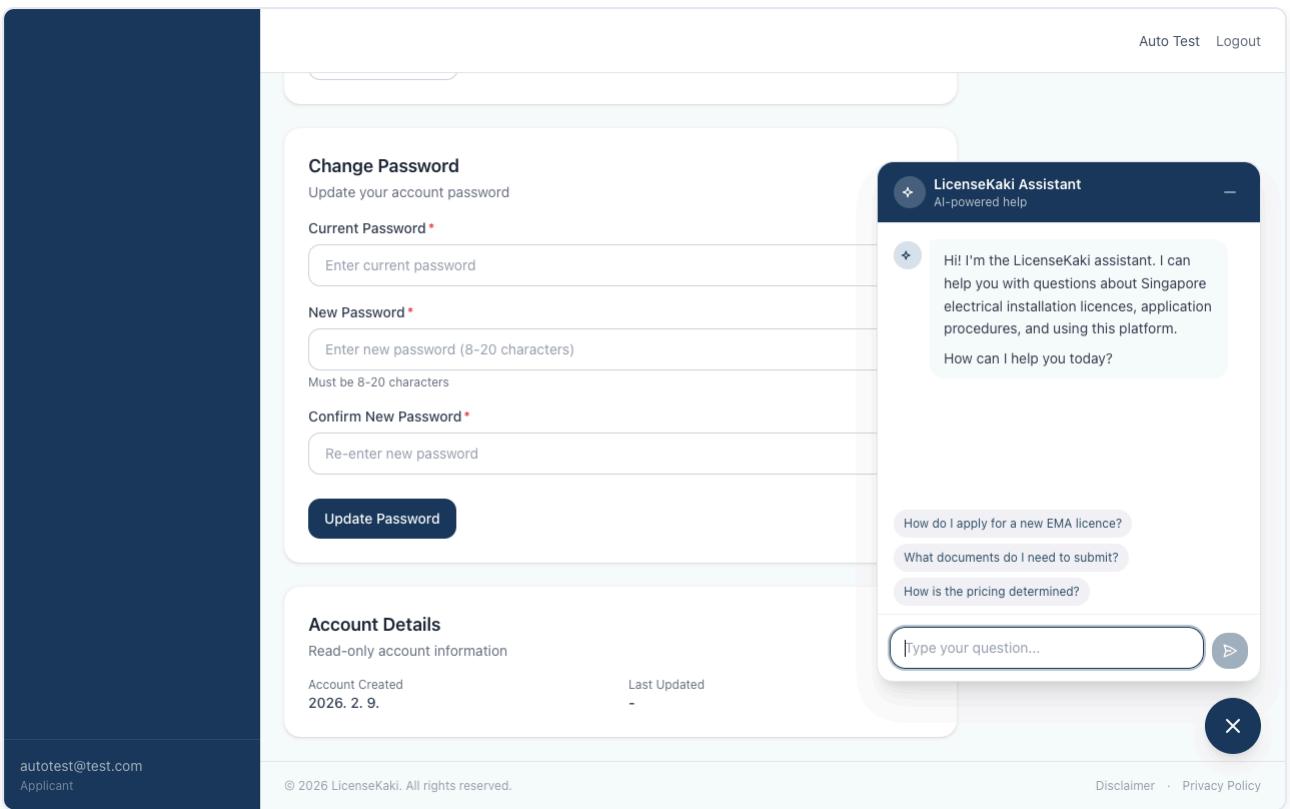


Figure 6.2 — AI Chat Assistant window

Asking Questions

- 3 Type your question in the input field at the bottom and press the **Send button** (or press Enter).
- 4 While the AI generates a response, a **typing indicator** (three bouncing dots) is displayed.
- 5 After the response appears, **suggested follow-up questions** may appear as clickable chips below. Clicking one sends that question automatically.

Tip: Press Shift+Enter to insert a line break. Pressing Enter alone sends the message.

Managing Conversations

- **Minimize** — Click the **— (minimize)** button in the header to close the chat window, leaving only the bubble visible.
- **Clear conversation** — Click the **☒ (delete)** button in the header to clear all messages and return to the initial state.
- **Unread notification** — If a new response arrives while the chatbot is closed, a **red dot** appears on the bubble.

 **Conversation History:** Conversations are stored in browser memory only and are reset when the page is refreshed. No conversation data is saved on the server.

6.3 Usage Limits

Item	Limit
Maximum message length	1,000 characters
Non-logged-in users	20 requests per 15 minutes
Logged-in users	40 requests per 15 minutes
Conversation context	Last 10 messages (for contextual follow-ups)

 **Rate Limit Exceeded:** If you exceed the limit, a "Too many requests" message will be displayed. Please try again after 15 minutes.

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

 **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
Payment Receipt (Admin)	PAYMENT_RECEIPT	PDF, JPG, PNG	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. Licence Fees

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

EMA fees are **included** in the platform's total amount and displayed as a separate line item in the pricing breakdown on both the application form and detail page.

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.

AI Chat Assistant

The platform includes an AI-powered chat assistant available on every page. It answers questions about the electrical installation licence process, required documents, pricing, payment methods, and platform usage. The chatbot supports contextual follow-up questions using the last 10 messages. Conversations are stored in browser memory only and are not persisted on the server. Rate limits apply: 20 requests per 15 minutes for non-logged-in users, 40 for logged-in users. For full details, see Section 6.

— End of Manual —

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