



# LicenseKaki

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Singapore Electrical Installation Licence Platform

User Manual

Version 2.2

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LicenseKaki Pte Ltd

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# 1. Introduction

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## 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
<b>Applicant</b> (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
<b>LEW</b> (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
<b>Admin</b> (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 on the LicenseKaki platform. At the top is a logo featuring a lightbulb icon and the text 'LicenseKaki' with 'Singapore Electrical Licence Platform' below it. The main form area has several input fields:

- Full Name \***: A text input field containing 'John Doe'.
- Email \***: A text input field containing 'you@example.com'.
- Phone**: A text input field containing '+65-XXXX-XXXX'. Below it is a note: 'Optional'.
- Business Information** (Optional — can be added later in Profile):
  - Company Name**: A text input field containing 'e.g., BLUE LIGHT PTE LTD'. Below it is a note: 'Will be printed on your installation licence'.
  - UEN**: A text input field containing 'e.g., 202407291M'.
  - Designation**: A text input field containing 'e.g., Director'.
- Business registration number**: A text input field.
- Account Type \***: Two radio button options: one with a building icon and another with a lightning bolt icon.

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 are input fields for 'Email' (you@example.com) and 'Phone' (+65-XXXX-XXXX). Below these, under 'Optional' business information, there are fields for 'Company Name' (e.g., BLUE LIGHT PTE LTD), which will be printed on the installation licence. There are also fields for 'UEN' (e.g., 202407291M) and 'Designation' (e.g., Director). A note indicates that business registration number is optional.

The 'Account Type\*' section contains two options: 'Building Owner Applicant' (selected) and 'Licensed Electrical Worker (LEW)'. Below this, there are fields for 'Password\*' (8-20 characters) and 'Confirm Password\*' (Re-enter your password).

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, followed by a 'Create Account' button. At the bottom, a link says 'Already have an account? [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:** 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

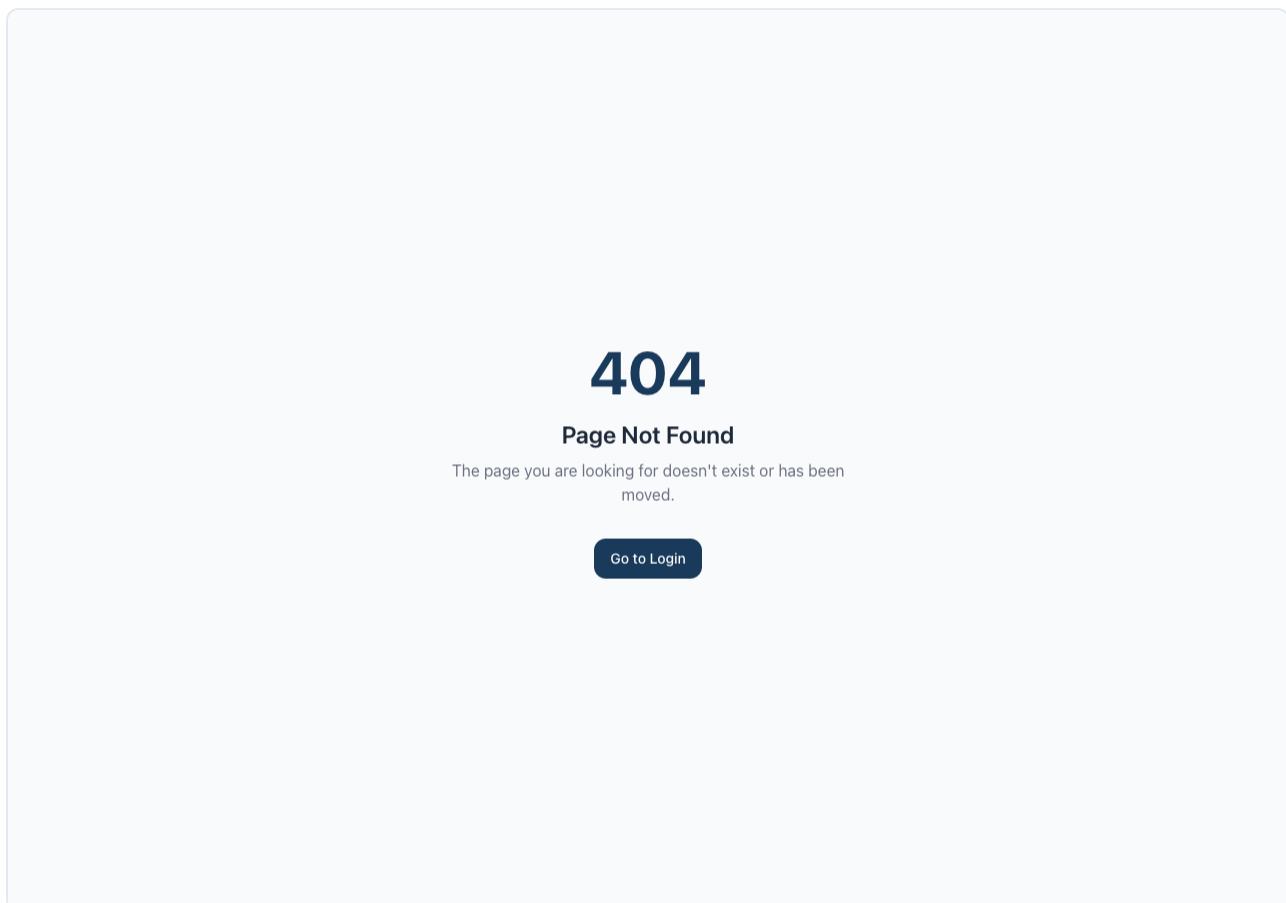


Figure 2.3 — LEW Registration (additional fields)

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:**  $\leq 45$  kVA
  - **Grade 8:**  $\leq 500$  kVA
  - **Grade 9:**  $\leq 400$  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

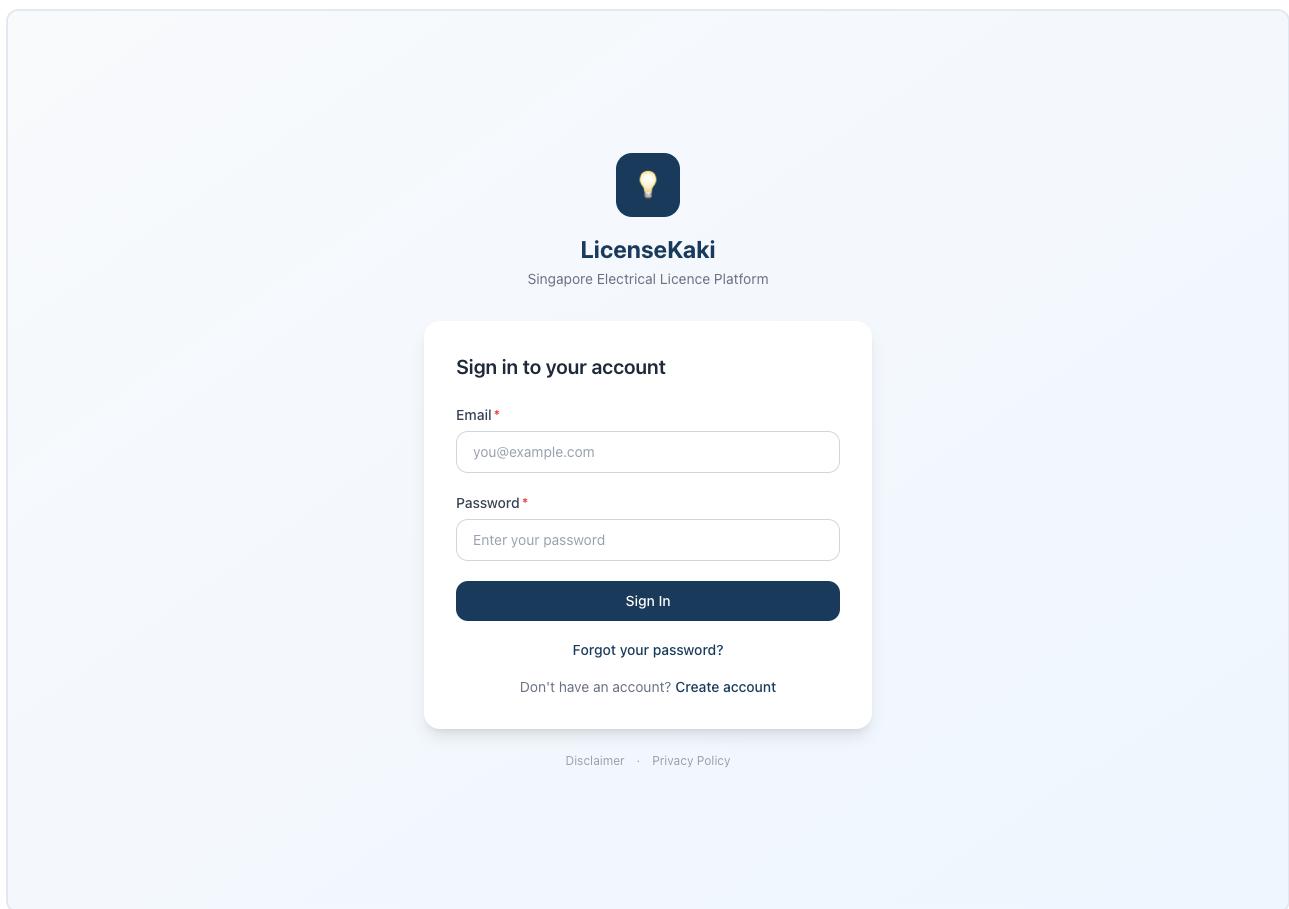


Figure 2.4 — Login Page

- 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

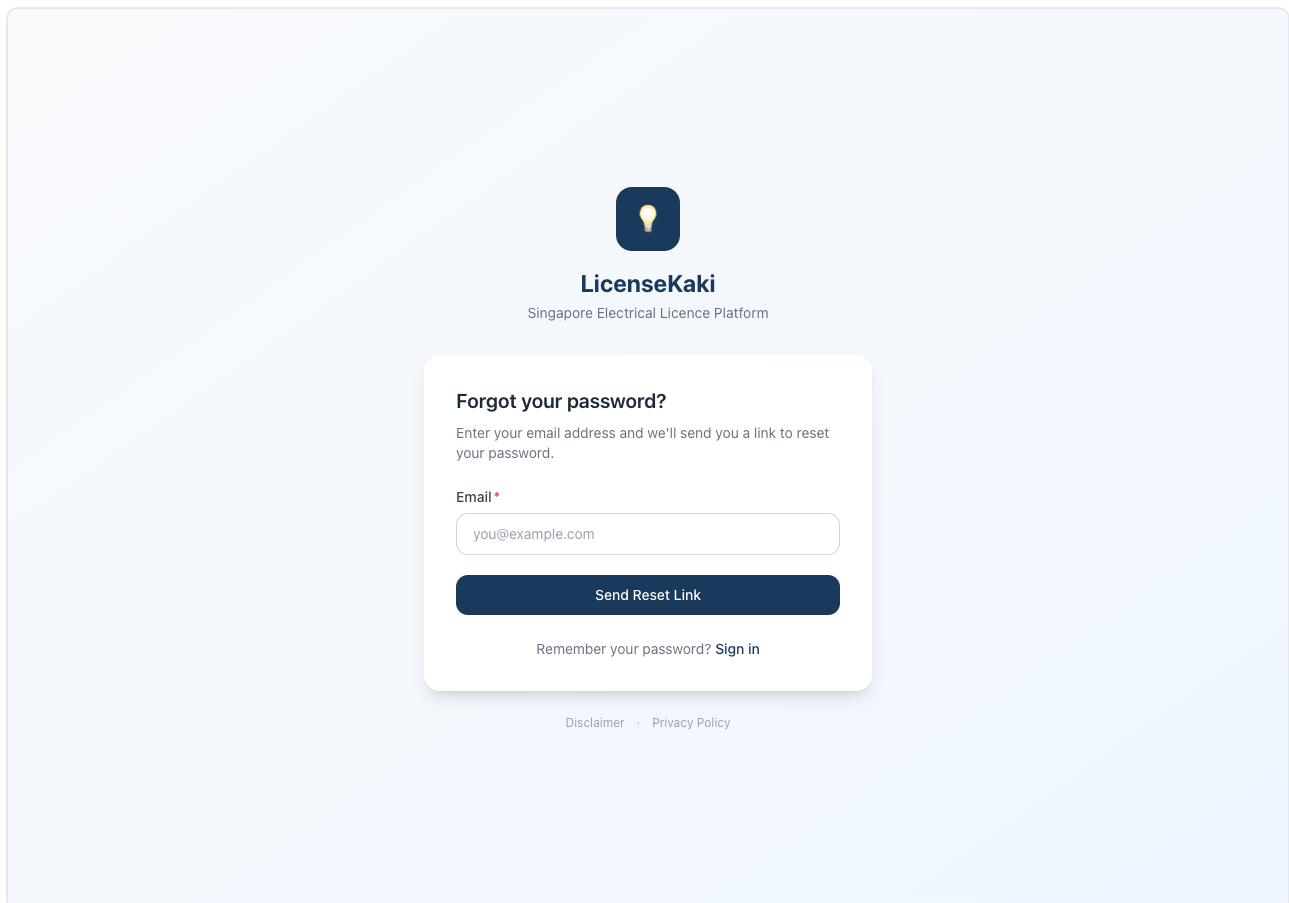


Figure 2.5 — Forgot Password Page

- 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

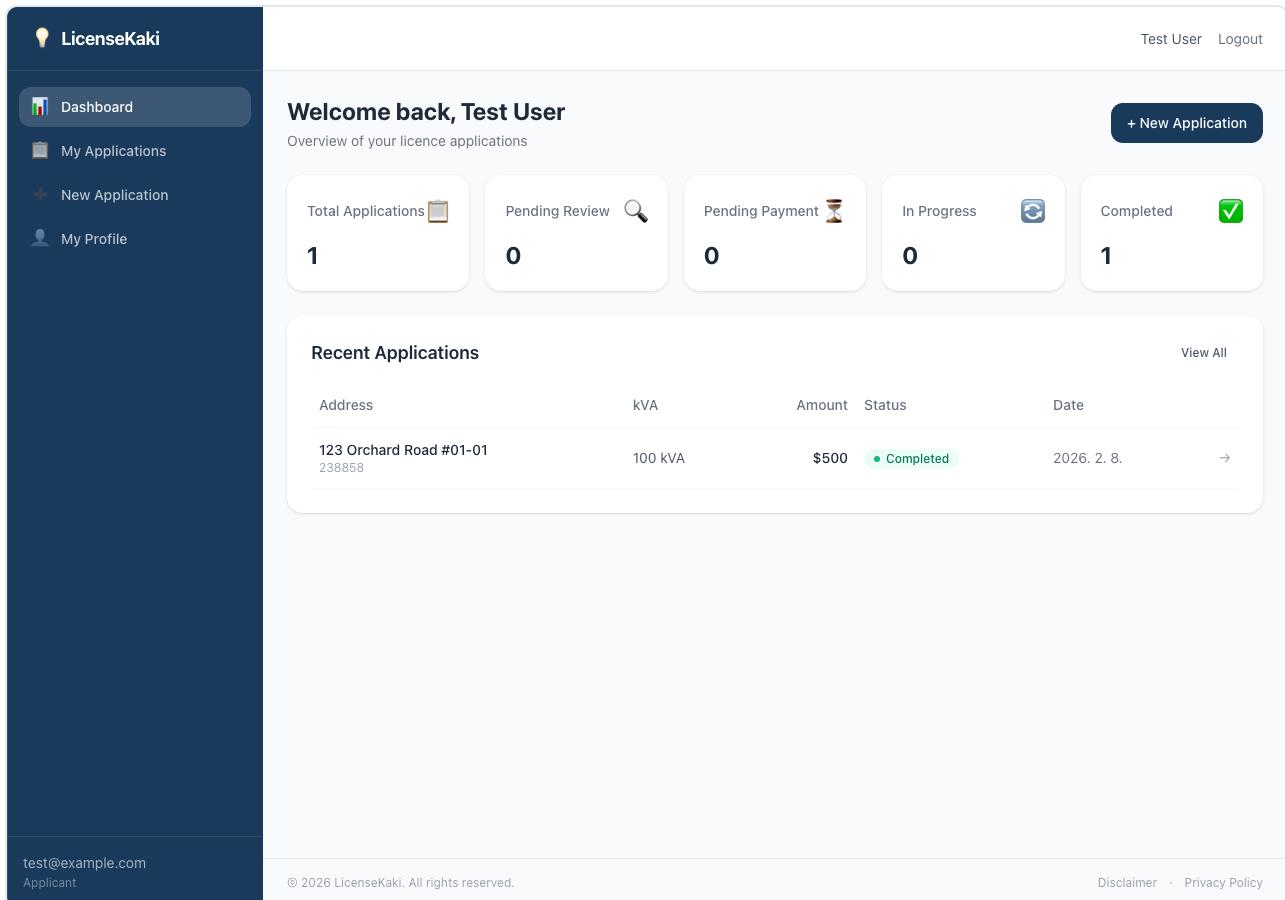


Figure 3.1 — Applicant Dashboard

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 'New Licence Application' guide page. The left sidebar has a dark blue background with white text and icons. It includes links for Dashboard, My Applications, New Application (which is highlighted with a blue bar), and My Profile. The main content area has a light gray background. At the top right, it says 'Test User Logout'. Below that, 'Back' and 'New Licence Application' are shown, with a sub-instruction 'Apply for a new or renewal electrical installation licence'. A 'Start Application' button is at the top right of the main content. The main content is divided into sections: 'Before You Begin' (with a note to review a checklist), 'APPLICATION PROCESS' (a numbered list from 1 to 5), 'REQUIRED DOCUMENTS' (with a note to prepare documents before submission and a list of required files: Single Line Diagram (SLD), Letter of Appointment, and Main Breaker Box Photo), and 'KEY INFORMATION' (with sections for Pricing, Licence Period, SP Group Account, and File Submission). At the bottom, there are 'Cancel' and 'Start Application' buttons, along with copyright and disclaimer information.

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](http://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.
- 5. Licence Issued** — After verification, your electrical installation licence will be issued.

### **Required Documents Checklist**

Document	Description
<b>Single Line Diagram (SLD)</b>	Accepted formats: PDF, JPG, DWG, DXF, DGN, TIF, GIF, ZIP
<b>Letter of Appointment</b>	Signed letter appointing the Licensed Electrical Worker
<b>Main Breaker Box Photo</b>	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

The screenshot shows the 'New Licence Application' process. The sidebar has 'New Application' selected. The main area shows a progress bar with four steps: 1. Type (selected), 2. Address, 3. KVA & Price, 4. Review. The 'Application Type' section contains two options: 'New Licence' (selected) and 'Licence Renewal'. A note states: 'SP Group Account Required: New licence applications require an active SP Group electricity account. If you don't have one yet, please apply at [SP Group website](#) before proceeding.' Below this is a 'SP Account Number' 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.' At the bottom, there's a note about 'Letter of Appointment Email Screenshot' and a dashed box for uploading it.

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](http://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 'Test User' and 'Logout' links. Below them 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 should be uploaded, with a 'Choose LOA email screenshot' button nearby. The 'Licence Period' section has a red asterisk indicating it is required. It asks for the duration of the electrical installation licence. Two options are shown: '12 Months' (EMA Fee: SGD \$100) and '3 Months' (EMA Fee: SGD \$50). Below this is a 'Main Breaker Box Photo' section, which also requires a screenshot and has a 'Choose photo file' button. Finally, there is a 'Single Line Diagram (SLD)' section with two options: 'Upload Myself' (with a note about having an SLD ready) and 'Request LEW to Prepare' (with a note about a potential additional fee).

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
<b>Upload Myself</b>	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).
<b>Request LEW to Prepare</b>	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 LicenseKaki application interface. On the left is a dark sidebar with the 'LicenseKaki' logo at the top, followed by navigation links: 'Dashboard', 'My Applications' (which is highlighted with a blue background), 'New Application', and 'My Profile'. Below the sidebar, the email 'test@example.com' and the role 'Applicant' are displayed. The main content area has a light gray header with the title 'My Applications' and a subtitle 'Track and manage your licence applications'. To the right of the header is a 'Logout' link and a 'New Application' button. Below the header is a search bar with the placeholder 'Search by address, postal code, kVA...' and a dropdown menu labeled 'All Statuses'. A table follows, showing a single application entry:

Type	Address	Building Type	KVA	Amount	Status	Date	Action
New	123 Orchard Road #01-01 238858	Commercial	100 kVA	SGD \$500	Completed	2026. 2. 8.	→

At the bottom of the main content area, there are links for 'Disclaimer' and 'Privacy Policy'. The footer contains the copyright notice '© 2026 LicenseKaki. All rights reserved.'

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 LicenseKaki application detail page. The left sidebar includes links for Dashboard, My Applications, New Application, and My Profile. The main content area displays the following details:

- Application #8** (New) Submitted on 2026. 2. 8. Status: • Completed
- Property Details**: Installation Address - 123 Orchard Road #01-01, Postal Code - 238858; Building Type - Commercial, Electric Box (kVA) - 100 kVA.
- Pricing**: Total Amount - SGD \$500 (Based on 100 kVA capacity).
- Payment History**: Date - 2026. 2. 8., Method - BANK\_TRANSFER, Transaction ID - TXN-20260208-001, Amount - SGD \$500, Status - SUCCESS.
- Letter of Appointment**: Status - Pending. Note: The LOA will be generated once your application has been reviewed and a LEW is assigned. You will be able to sign it digitally here.
- Progress**: A vertical timeline showing the application's status:
  - Submitted: Application submitted for review
  - Reviewed: LEW review completed
  - Paid: Payment confirmed
  - In Progress: Under processing
  - Completed: Licence issued
- Assigned LEW**: LEW Officer - LEW-2026-00001.
- Licence Information**: Licence Number - EIL-2026-00123, Expiry Date.

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"><li>• <b>New:</b> "The LOA will be generated once a LEW is assigned and your profile is complete."</li><li>• <b>Renewal:</b> "You can upload the LOA from the Documents section below. Once uploaded, you can sign it here."</li></ul>	<ul style="list-style-type: none"><li>• <b>New:</b> Ensure your Profile has Company Name, UEN, Designation, and Correspondence Address filled in.</li><li>• <b>Renewal:</b> Upload the LOA document via the Documents section or during the application submission.</li></ul>
Generated / Uploaded (Unsigned)	"Signature Required" badge. Download button to review the LOA PDF. Signature pad (drawing canvas) displayed.	<ol style="list-style-type: none"><li>1. Click "<b>Review LOA Document</b>" to download and review the PDF.</li><li>2. Draw your signature on the signature pad.</li><li>3. Click "<b>Sign LOA</b>".</li><li>4. Confirm in the dialog (this action is <b>irreversible</b>).</li></ol>
Signed	"Signed" badge with green success banner showing the signed date and time.	Click " <b>Download Signed LOA</b> " 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
<b>Requested</b>	Blue info card	"Your SLD drawing request has been sent to the assigned LEW." Shows your note (if any) and request date.
<b>Uploaded</b>	Green success card	"The LEW has uploaded the SLD drawing. It is pending confirmation." Shows LEW note and a " <b>Download SLD</b> " button.
<b>Confirmed</b>	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, recipient name, and payment reference
- **Payment History** — Record of confirmed payments with date, method, and transaction ID

The screenshot shows the application interface for a pending payment. On the left, a sidebar displays the user's email (test@example.com) and status (Applicant). The main content area is divided into several sections:

- Payment History:** Shows a single confirmed payment from 2026. 2. 8. via BANK\_TRANSFER with Transaction ID TXN-20260208-001, Amount SGD \$500, and Status SUCCESS.
- Letter of Appointment:** Shows a pending status. A note indicates that the LOA will be generated once the application is reviewed and a LEW is assigned, allowing digital signing.
- Documents:** Lists two uploaded files: "test\_sld.pdf" (SLD, 2026. 2. 8.) and "test\_license.pdf" (Licence, 2026. 2. 8.). Each has a "Download" button.
- Licence Information:** Displays the issued licence details: Licence Number EIL-2026-00123, Expiry Date 2029. 2. 8., and a "Download Licence PDF" button. A green success message states "Your electrical installation licence has been issued."
- Assigned LEW:** Shows the LEW Officer (LEW-2026-00001).
- Quick Info:** Provides summary information: Application ID #8, Submitted 2026. 2. 8., Last Updated 2026. 2. 9., and Documents 2 file(s).

Figure 3.7 – Documents, Payment & Sidebar

### 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. 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:** 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 LicenseKaki application. The left sidebar has a dark blue background with white text and icons. The 'My Profile' option is highlighted with a blue background and white text. The main content area has a light gray background. At the top right, it says 'Test User Logout'. The profile section shows a placeholder image with a 'T', the name 'Test User', the email 'test@example.com', and the status 'APPLICANT'. Below this are two main sections: 'Profile Information' and 'Business Information'. The 'Profile Information' section contains fields for 'Full Name \*' (Test User), 'Email' (test@example.com), and 'Phone' (+65-1234-5678). The 'Business Information' section contains fields for 'Company Name' (e.g., BLUE LIGHT PTE LTD), 'UEN (Unique Entity Number)' (e.g., 202407291M), 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 managing business information and changing a password. The top right corner displays 'Test User' and 'Logout'. The main area is divided into sections:

- Email:** test@example.com (disabled, indicated by 'Email cannot be changed').
- Phone:** +65-1234-5678
- Business Information:** Company details required for EMA licence application (Letter of Appointment).
  - Company Name:** e.g., BLUE LIGHT PTE LTD (disabled, indicated by 'This name will be printed on your installation licence').
  - UEN (Unique Entity Number):** e.g., 202407291M (disabled, indicated by 'Singapore business registration number').
  - Designation:** e.g., Director, Manager (disabled, indicated by 'Your position / title').
- Correspondence Address:** e.g., 105 Sims Ave, #07-08, Chancerlodge Complex (disabled, indicated by 'EMA will send notifications to this address').
- Correspondence Postal Code:** e.g., 387429 (disabled).

A 'Save Changes' button is located at the bottom left of the main form area. At the bottom right, there is a separate 'Change Password' button.

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

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## 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

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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

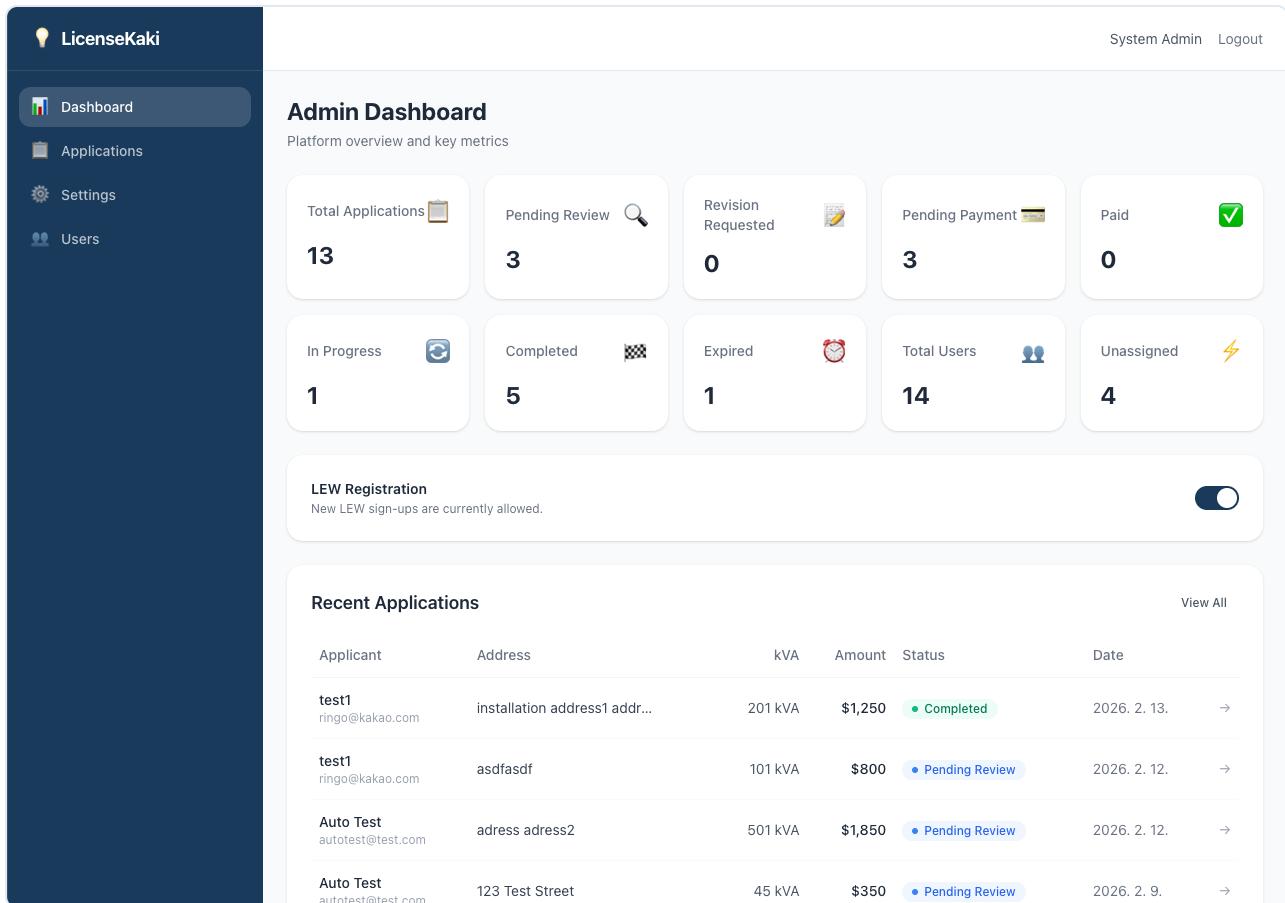


Figure 5.1 – Admin Dashboard

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 a dashboard with a dark blue sidebar on the left containing 'Settings' and 'Users' links. The main area has a light gray background with a header bar at the top right showing 'System Admin' and 'Logout'. Below the header is a row of five cards with counts: 13, 3, 0, 3, and 0. Underneath these are five categories: 'In Progress' (1), 'Completed' (5), 'Expired' (1), 'Total Users' (14), and 'Unassigned' (4). A 'LEW Registration' section follows, featuring a toggle switch that is turned on. Below this is a table titled 'Recent Applications' with columns for Applicant, Address, kVA, Amount, Status, and Date. The table lists five entries. At the bottom of the page are copyright and footer links.

Applicant	Address	kVA	Amount	Status	Date
test1 ringo@kakao.com	installation address1 addr...	201 kVA	\$1,250	• Completed	2026. 2. 13. →
test1 ringo@kakao.com	asdfasdf	101 kVA	\$800	• Pending Review	2026. 2. 12. →
Auto Test autotest@test.com	adress adress2	501 kVA	\$1,850	• Pending Review	2026. 2. 12. →
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. →

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Figure 5.2 — LEW Registration Toggle & Recent Applications

## 5.2 Application Management

The screenshot shows the LicenseKaki application management interface. On the left is a dark sidebar with navigation links: Dashboard, Applications (which is selected and highlighted in blue), Settings, and Users. The main content area has a header "All Applications" with a subtitle "Monitor and manage all licence applications". Below the header is a search bar with placeholder text "Search by address, name, email, or ID..." and a dropdown menu labeled "All Statuses". The main area is a table listing 8 applications:

ID	Type	Applicant	Address	KVA	Amount	Assigned LEW	Status	Date
#13	New	test1 ringo@kakao.com	installation address1 address2 234234	201	\$1,250	LEW Officer	Completed	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	Pending Review	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.
#7	New	test4 test4@gmail.com	adress test 238888	2001	\$3,500	LEW Officer	In Progress	2026.2.7.
#6	New	test3 test3@gmail.com	yyytgtfgghhhjjh 345433	201	\$1,200	LEW Officer	Expired	2026.2.7.
#5	New	Test User 1 testuser1@gmail.com	123 Test Street 123456	100	\$500	Unassigned	Completed	2026.2.7.

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 LicenseKaki application interface. On the left is a dark sidebar with navigation links: Dashboard, Applications, Settings, and Users. The main content area is titled "Application #13" and shows "Admin view — manage status and payments". The status is marked as "Completed".

**Applicant Information:**

Name	test1	Email	ringo@kakao.com
Phone	+65 123 1234	Designation	Member

**Business Details (Required for Letter of Appointment):**

Company Name	TEST company	UEN	20260729M
--------------	--------------	-----	-----------

**Correspondence Address (EMA notification delivery):**

Address	address1, address2	Postal Code	234234
---------	--------------------	-------------	--------

**Property Details:**

Installation Address	installation address1 address2	Postal Code	234234
Building Type	Education	Electric Box (kVA)	201 kVA
SP Account No.	1234567890		

**Progress:**

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

**Admin Actions:**

This application is completed.

**Assigned LEW:**

LEW Officer: lew@bluelight.sg  
LEM: 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
<b>Request Revision</b>	Send the application back to the applicant with feedback	Review comments (required) — visible to the applicant
<b>Approve &amp; Request Payment</b>	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
<b>Confirm Payment</b>	Verify that payment has been received	Transaction ID (optional), Payment Method (default: PayNow)

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

Action	Description	Required Input
<b>Start Processing</b>	Begin licence processing (Paid → In Progress)	Confirmation dialog
<b>Complete &amp; Issue Licence</b>	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 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.

The screenshot shows a user interface for managing an electricity application. At the top right, there are links for 'System Admin' and 'Logout'. Below this, there are several sections of information:

- Installation Address:** address1: 234234, address2: Electric Box (kVA) 201 kVA. Building Type: Education, SP Account No.: 1234567890.
- Licence Period:** Duration: 12 months, EMA Fee: SGD \$100 (Paid to EMA).
- Pricing:** KVA Tier Price: SGD \$1,200, Service Fee: SGD \$50. Total Amount: SGD \$1,250. A note states: \* EMA fee of SGD \$100 (12-month licence) is payable directly to EMA and is not included in the above total.
- Letter of Appointment (LOA):** A PDF file named 'LOA\_13.pdf' is shown, signed on 2026. 2. 13. There are 'Signed' and 'Download' buttons.
- Admin Actions:** A green box indicates 'This application is completed.'
- Assigned LEW:** An LEW Officer named 'lew@bluelight.sg' is assigned with LEW number 'LEW-2026-00001' and Grade 'G9 (≤400kV)'. Buttons for 'Change' and 'Remove' are available.
- Status Timeline:** A vertical timeline on the right shows the application's progress through five stages: Submitted, Reviewed, Paid, In Progress, and Completed.

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
<b>Not Uploaded</b>	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"
<b>Uploaded (Unsigned)</b>	Download link, "Waiting for applicant signature" status, "Replace LOA" button	Download to review; click "Replace LOA" to upload a corrected version if needed
<b>Signed</b>	"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.	REGIS1
#16	Auto Test ABC Engineering Pte Ltd (202312345A)	autotest@test.com	-	APPLICANT	Change	-	-	2026. 2
#15	lew1	lew1@gmail.com	-	LEW	Change	N/A	Approve	-
#14	LEW Officer	lew@bluelight.sg	+65-0000-0001	LEW	Change	APPROVED	-	LEW-2026-00001
#13	test4	test4@gmail.com	-	APPLICANT	Change	-	-	2026. 2
#12	test3	test3@gmail.com	-	APPLICANT	Change	-	-	2026. 2
#10	Test User 1	testuser1@test.com	91234567	APPLICANT	Change	-	-	2026. 2
#11	Test User 2	testuser2@test.com	91234568	APPLICANT	Change	-	-	2026. 2
#9	E2E Tester Updated	e2e-test@bluelight.sg	98765432	APPLICANT	Change	-	-	2026. 2
#8	Updated User	testuser@example.com	+65-9999-8888	APPLICANT	Change	-	-	2026. 2

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

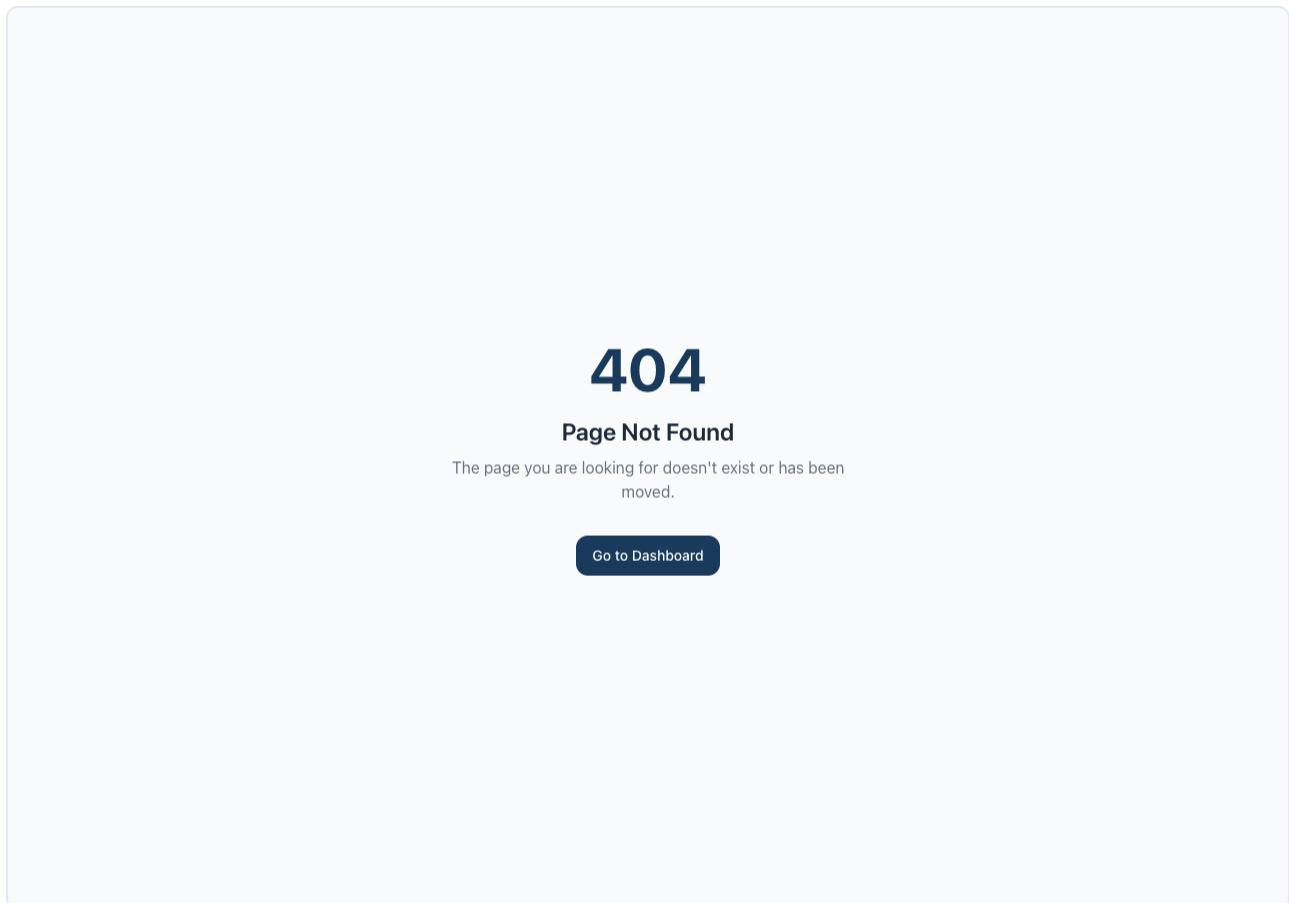


Figure 5.7 — System Settings (Email, Service Fee, Payment)

- **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 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

Click "**Save Payment Info**" to apply changes. Applicants will see these details along with a unique reference number (BL-{applicationId}) when making their PayNow payment.

## 5.8.4 Price Tier Management

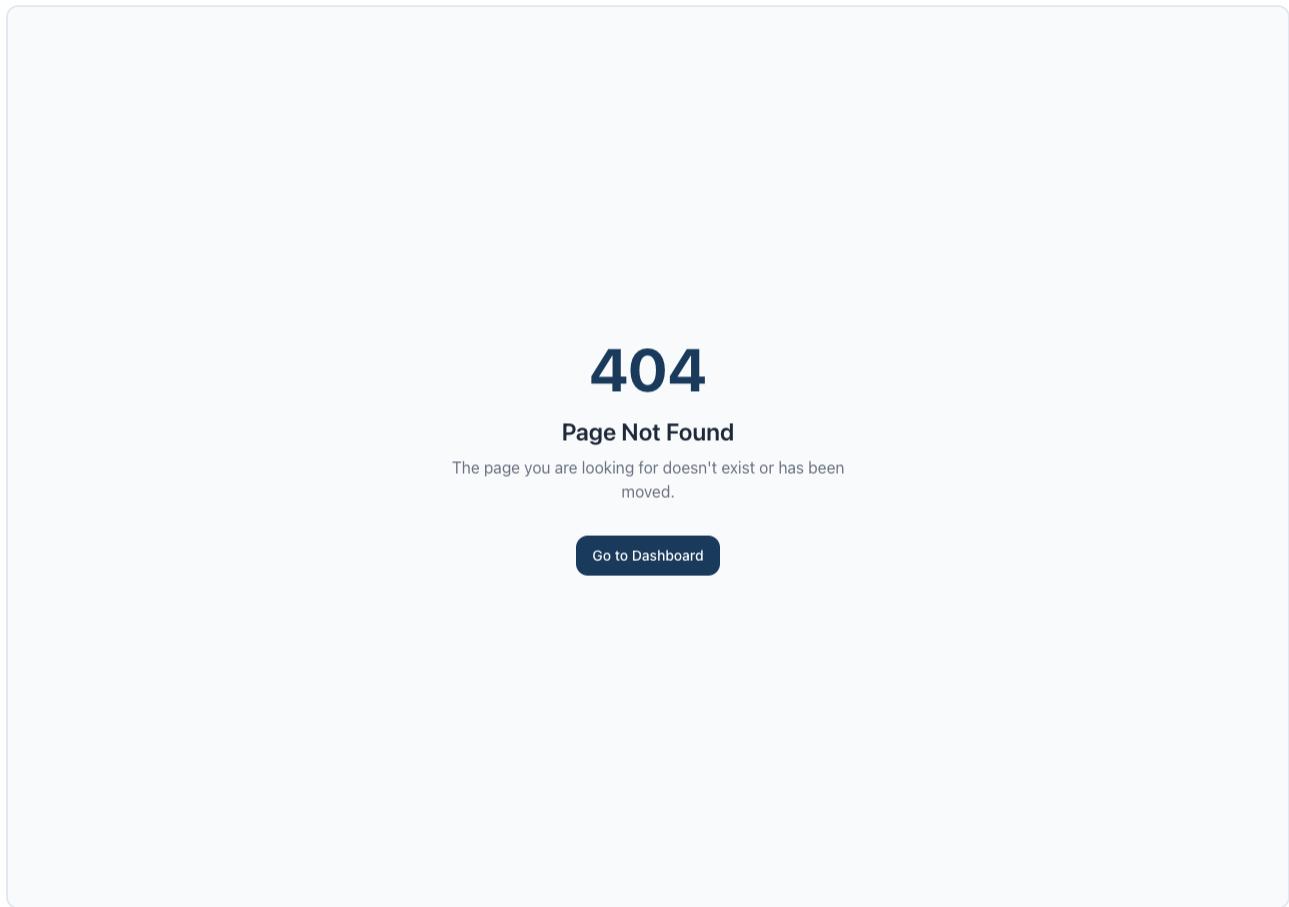


Figure 5.8 — kVA Price Tiers (Inline Editing)

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
<b>Description</b>	Display name (e.g., "45 kVA", "46-100 kVA")	Max 50 characters
<b>kVA Min</b>	Minimum kVA for this tier	Must be $\geq 1$
<b>kVA Max</b>	Maximum kVA for this tier	Must be $\geq$ kVA Min
<b>Price (SGD)</b>	Price for applications within this range	Must be $\geq 0$
<b>Active</b>	Toggle switch — inactive tiers are hidden from applicants	—
<b>Delete</b>	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 $\geq 1$	Inline error on the field
Per-Tier	kVA Max must be $\geq$ kVA Min	Inline error on the field
Per-Tier	Price must be $\geq 0$	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

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## 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. Licence 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

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### 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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