

# User Manual For The BCA LEAP Application

Role Owner

Version 1.11

Date 19 June 2025





## Change Log

Version	Date Updated	Remarks
1.0	21 November	LEAP System Commissioning version
	2022	
1.1	5 December	Addition of user flow and updates to user interface
	2022	
1.2	18 January 2023	Addition to manual based on user feedback
1.3	9 February 2023	Addition to manual based on user feedback
1.4	8 June 2023	Addition to manual based on user feedback
1.5	14 July 2023	Addition to manual based on user feedback
		Revision of Section 1.6 Owner registration
		Revision of Section 2.1 GIRO Application
		Revision of Section 2.2 Paying renewal fee for an equipment
		Revision of Section 4 Recommission PTO application
		Revision of Section 6.5 Advanced filter (Search)
		Revision of Section 6.9 View inspection for an equipment
		Revision of Section 7.3 View payment history
		Revision of Section 8.2 If application ID is not known upfront
		Addition of Section 9.1 Owner representative created
		Addition of Section 9.2 Owner representative not created
		Addition of Section 9.7 Remove equipment assigned to an owner representative
		Revision of Section 10.2 Reject transfer ownership request
		Revision of Section 10.3 Claiming ownership of an equipment
		Revision of Section 11 Profile and user management
		Revision of Section 11.1 Owner details
		Revision of Section 11.2 Changing address details
		Revision of Section 11.4 Changing contact details (email)
		Revision of Section 12 Notification
1.6	7 August 2023	Revision of Section 6.9 View inspection for an equipment
1.7	6 October 2023	Revision of Section 3 New PTO Application





		Revision of Section 3.3 Making payment for new PTO application
		Revision of Section 4 Recommission PTO Application
		Revision of Section 5 Migration from OPTO to LEAP
1.8	6 November	Revision of Section 2.5 Change equipment expiry date
1.0	2023	Deletion of Section 2.7 Request Refund
	2025	·
		Revision of Section 5 Reactivating a terminated equipment
		Revision of Section 6.6 Suspend Equipment
		Revision of Section 6.7 Terminate Equipment
1.0	27.1 202.4	Revision of Section 9.1.1 Owner representative profile created
1.9	27 June 2024	Revision of 1.5 Migrating from OPTO to LEAP (email verification)
		Revision of 1.7 Owner Dashboard (email verification)
		Revision of Section 6.6 Suspend Equipment
1.10		Revision of 7.1 Editing Equipment Details (warning message if equipment is ongoing inspection)
1.10	14 November	Addition of Section 2.2.1 Paying the renewal fee of an equipment – E-Payment (Credit Card)
	2024	Addition of Section 2.2.2 Paying the renewal fee of an equipment – E-Payment (PayNow)
		Addition of Section 2.2.3 Paying the renewal fee of an equipment – Bank Transfer
		Addition of Section 2.2.4 Paying the renewal fee of an equipment – GIRO
		Revision of 2.3 Paying the renewal fee of an equipment if GIRO deduction failed – Method 1
		Revision of Section 3.3 Making payment for new PTO application
		Revision of Section 4.1 Making Payment for Recommission PTO
		Revision of Section 6.2 Change Contractor
		Revision of Section 6.3 Changing SPE for selected equipment
		Revision of Section 6.4 Printing past receipts
		Revision of Section 6.6 Suspend equipment
		Revision of Section 6.7 Terminate Equipment
		Revision of Section 7.1 Edit equipment details
1.11	19 June 2025	Revision of Section 2 Renew PTO Application
		Revision of Section 2.2 Paying the renewal fee of an equipment
		Revision of Section 2.2.4 Paying the renewal fee of an equipment – GIRO
		Revision of Section 2.3 Paying the renewal fee of an equipment if GIRO deduction failed
		Revision of Section 2.4 Paying the renewal fee of an equipment if GIRO deduction failed – Method 2
		Revision of Section 3.3 Making payment for new PTO application
		Revision of Section 4 Recommission PTO application





#### Contents page

Ch	nange	Log	2
1	Int	troduction	8
	1.1	Terminology Used	8
	1.2	Statuses used in LEAP	9
	1.2	2.1 Application Status	9
	1.2	2.2 Equipment Status	10
	1.2	2.3 Inspection Status	10
	1.2	2.4 Payment Status	11
	1.2	2.5 Refund Status	11
	1.3	Flow of Owners main functions	12
	1.3	3.1 Owner flow: Renewal process	12
	1.3	3.2 Owner flow: Create New PTO process	13
	1.3	3.3 Owner flow: Recommission process	14
	1.4	Logging into the system	15
	1.5	Migrating from OPTO to LEAP	16
	1.6	Owner Registration	21
	1.7	The Dashboard	23
	1.8	Equipment list	24
	1.9	Smart filter View	26





	1.9	9.1	View equipment expiring in 3 months	. 27
	1.9	9.2	View equipment with full load test window open	. 28
	1.9	9.3	View equipment with no contractor for less than 1 month	. 29
	1.9	9.4	View equipment with no contractor for more than 1 month	. 30
	1.9	9.5	View equipment with ongoing new PTO application	. 31
	1.9	9.6	View equipment with ongoing recommissioning	. 32
	1.9	9.7	View equipment with suspension request	. 33
	1.9	9.8	View all equipment assigned	. 34
	1.10	Unal	ple to find equipment after migration	. 35
2	Re	enew I	PTO equipment	. 36
	2.1	GIRC	application	. 41
	2.2	Payir	ng the renewal fee of an equipment	. 43
	2.2	2.1	Paying the renewal fee of an equipment — E-Payment (Credit Card)	. 46
	2.2	2.2	Paying the renewal fee of an equipment — E-payment (PayNow)	. 48
	2.2	2.3	Paying the renewal fee of an equipment – Bank Transfer	. 51
	2.2	2.4	Paying the renewal fee of an equipment – GIRO	. 53
	2.3	Payii	ng the renewal fee of an equipment if GIRO deduction failed	. 55
	2.4	Payir	ng the renewal fee of an equipment if GIRO deduction failed – Method 2	. 58
	2.5	Char	nge equipment expiry date	. 60
3	Ne	ew PT	O application	. 62
	3.1	Acce	pting assigned equipment for New PTO application	. 63
	3.2	Reje	cting assigned equipment for New PTO application	. 66
	3.3	Mak	ing payment for new PTO application	. 69
4	Re	comn	nission PTO application	75





5	Re	eactivating a terminated equipment	81
6	Ex	kisting equipment	85
	6.1	Printing PTO certificate	85
	6.	1.1 Print PTO Certificate with less than 25 equipment selected	85
	6.	1.2 Print PTO Certificate with 25 or more equipment selected	86
	6.2	Change Contractor	88
	6.3	Changing SPE for selected equipment	90
	6.4	Printing past receipts	92
	6.5	Advanced filter (Search)	93
	6.6	Suspend equipment	95
	6.7	Amend Suspension Date	97
	6.8	Terminate Equipment	99
	6.9	Viewing inspection for an equipment	. 101
7	Ec	quipment details	. 105
	7.1	Edit equipment details	. 106
	7.2	View past applications	. 111
	7.3	View payment history	. 113
	7.4	View Owner, contractor & SPE history	. 115
	7.5	Exporting equipment details to excel	. 117
8	Vi	ewing equipment in PTO application list	. 119
	8.1	If Application ID is known upfront	. 119
	8.2	If Application ID is not known upfront	. 120
9	O <sub>1</sub>	wner representative	. 122
	9.1	Owner representative profile created	. 123





g	9.1.1	Assign equipment from Equipment List	. 123
9	9.1.2	Assign equipment from Profile page	. 128
9.2	Ow	ner representative profile not created	. 133
9	9.2.1	Create owner representative profile and assign equipment from Equipment List altogether	. 133
9	9.2.2	Create owner representative profile from Profile page	. 137
9.3	Del	eting owner representative	. 141
9.4	Cha	anging the status of Owner representative	. 143
9.5	Ow	ner rep view: Accepting an owner representative request	. 145
9.6	Ow	ner rep view: Rejecting an owner representative request	. 147
9.7	Rer	nove equipment assigned to an owner representative	. 148
9	9.7.1	Remove accepted equipment	. 148
9	9.7.2	Remove pending acceptance equipment	. 149
10	Γransf	erring Ownership	. 150
10.:	1 Acc	ept transfer ownership request	. 153
10.2	2 Rej	ect transfer ownership request	. 154
10.3	3 Cla	iming ownership of an equipment	. 155
11 F	Profile	and user management	. 158
11.:	1 Cha	anging owner details	. 159
11.2	2 Cha	anging address details	. 160
11.3	3 Op	t-in for GIRO as a valid payment method for Renewal	. 161
11.4	4 Cha	anging contact details (email)	. 162
11.	5 Cha	anging contact details (phone number)	. 166
12 N	Votific	rations	168





#### 1 Introduction

The BCA Lifts and Escalators Application system (LEAP) was created to automate the process involved in the lifecycle of lifts and escalators, from inception to termination. The LEAP system would facilitate the involvement of all actors involved in the three main processes of creating, renewing and recommissioning the permit to operate for lifts as well as escalators that fall under BCA's purview. It is required that every new escalator or lift obtain a permit before beginning operations. Users can log into the system via their Singpass for private owners of equipment or Corppass for corporate owners of equipment.

This user manual serves to assist you, the Owner in understanding the different functions of the BCA's LEAP system.

#### 1.1 Terminology Used

Term	Definition	
LEAP	Lifts and Escalators Application Portal	
PTO	Permit To Operate	
SPE	Specialist Professional Engineer in the Specialized Branch of Lift and Escalator Engineering	
LEI	Lift and Escalator Inspector	
Major A/R works	Major alteration or replacement works carried out on any lift or escalator specified in the first column of Part 2 of the Second Schedule of the Building Maintenance and Strata Management (Lift, Escalator and Building Maintenance) Regulations 2016	





#### 1.2 Statuses used in LEAP

#### 1.2.1 Application Status

Status	Description
Pending SPE Inspection	During new PTO application, SPE selects owner and creates equipment, or
	During recommission PTO application, SPE initiated an application and SPE yet to submit inspection, or
	During renewal PTO application, Owner initiated an application and SPE yet to submit inspection
Pending Payment	During new/recommission PTO application, SPE signed and submitted inspection, or
	During renewal PTO application, Owner initiated renewal application and Owner yet to make payment
Pending PTO Officer Review	During new/recommissioning PTO application, payment was received and SPE has submitted inspection
	results. The application is currently under review by PTO officer.
Complete	During new/recommission PTO application, PTO Officer approved the application, or
	During renewal PTO application, Owner made payment and SPE has also submitted inspection
Rejected	During new/recommissioning PTO application, the application was rejected by PTO officer and the SPE
	has to initiate the application again.
Pending Amendment By SPE	During new/recommission PTO application, PTO Officer rejected the application and route back to SPE
	for amendments e.g., follow up on some clarifications, or missing documents for processing
Pending BCA Engineer Review	During new/recommission PTO application <sup>1</sup> , Owner made payment and SPE submitted inspection, or
	During renewal PTO application (shortlisted equipment), Owner made payment and SPE submitted
	inspection

<sup>&</sup>lt;sup>1</sup> Temporarily not applied in LEAP





#### 1.2.2 Equipment Status

Status	Description
Pending SPE Inspection	During new PTO application, SPE has selected owner and created equipment records
Accepted By Owner	During new PTO Application, after SPE submitted inspection for the new equipment, owner reviewed and accepted the equipment to be under his/her ownership.
Rejected By Owner	During new PTO Application, after SPE submitted inspection for the new equipment, owner reviewed and rejected the equipment to be under his/her ownership.
Pending Owner Acceptance	During new PTO application, SPE has submitted inspection results but owner has not accepted the ownership of the equipment
Active	After PTO Officer approves new/recommission PTO application
Active. To suspend from DD/MM/YYYY	PTO is valid but Owner suspends equipment in advance with effect from a future date
Suspended	When Owner suspends an equipment with effect from today
	PTO expired as the PTO Expiry Date is before today
Terminated	When Owner terminates an equipment

#### 1.2.3 Inspection Status

Status	Description
Saved as Draft	SPE has saved the inspection as draft or has not submitted the inspection report with his digital
	signature
Pending BCA Review	SPE signs and submitted inspection for new/recommission PTO application, or
	SPE signs and submitted inspection for renewal PTO application (shortlisted equipment)
Approved	PTO Officer approved inspection for new/recommission PTO application, or
	SPE approved LEI's inspection (for renewal application only)
Rejected	During new/recommissioning PTO application, the application was rejected by PTO officer and the SPE
	has to initiate the application again.
Pending Amendment By	During new/recommission PTO application, PTO Officer rejected the application and route back to SPE
SPE	for amendments e.g., follow up on some clarifications, or missing documents for processing
Completed	SPE signs and submits inspection for renewal PTO application
Pending SPE Review	LEI submitted inspection for renewal PTO application
Pending Amendment By LEI	SPE routed back to LEI for renewal PTO application





#### 1.2.4 Payment Status

Status	Description
Pending Payment	Payment has not been received.
Paid	Owner makes payment and selected E-Payment and paid via Stripe successfully, or
	Finance Officer updates the payment status to Paid after verifying payment received from Pay Later, or
	GIRO Deduction is successful
Pending Giro	Owner selected GIRO as payment method for Renewal PTO application
Refund Requested	Owner requested for refund, or Finance Officer mark payment for refund
Refunded	Finance Officer updated refund status as refunded
Pending Refund	Finance Officer updated refund status as pending refund
Failed	GIRO Deduction is unsuccessful

#### 1.2.5 Refund Status

Status	Description
Pending Refund	Owner requested for refund, or Finance Officer marked payment for refund
Refunded	Finance Officer updated refund status as refunded
Rejected	Finance Officer updated refund status as rejected





#### 1.3 Flow of Owners main functions

The three main functions of the LEAP system are for owners to renew PTO, create new PTOs as well as recommission a PTO. This section will be used to elaborate on the flow of these 3 main uses.

#### 1.3.1 Owner flow: Renewal process

When renewing a PTO, Owners should first adjust the expiry date to be within the 3-month renewal window period. Owners can then initiate the renewal process which includes contractor and SPE selection as well as payment for the renewal. **The full renewal process is outlined in Section 2**. After which the SPE will receive an email alert to conduct the inspection whether it be the No Load Test or Full Load test. The new expiration date would be changed automatically once the process is completed.

# Owner • Change expiry date • Initiate the renewal process • New expiration date for equipment





#### 1.3.2 Owner flow: Create New PTO process

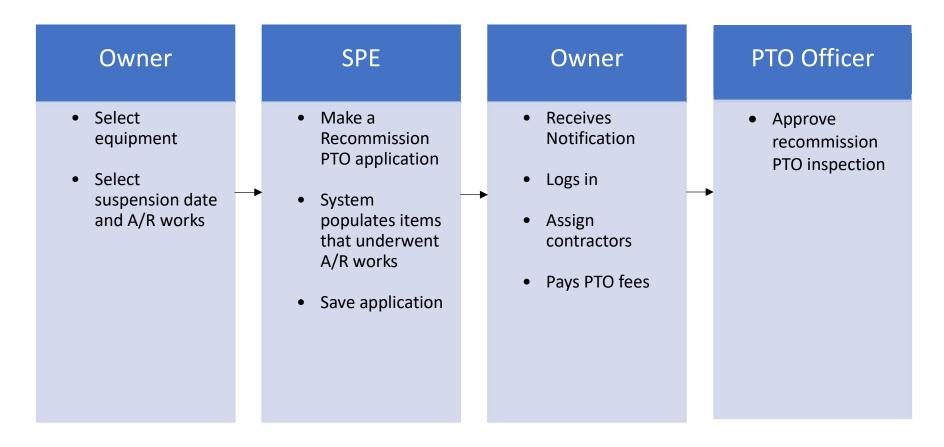
The process of creating a new PTO begins with the SPE. Once created, the SPE conducts the inspection. The Owner will then receive an email alert and can then commence the new PTO on their end, selecting the necessary contractors and SPE. The next step would be to proceed to make payment. **The full process for Owners is outlined in Section 3.** Once approved by the PTO officer, Owners can then proceed to download the PTO certificate.

#### PTO Officer Owner/SPE SPE Owner • Create new PTO • Commence New Approve New PTO • Go to equipment **PTO Application** list and see that equipment now Add equipment has an ID and Review and accept equipment is equipment Submit New PTO Active inspection checklist Assign contractors • User can check that PTO Make payment via certificate has Stripe been generated Download receipts, view past applications



#### 1.3.3 Owner flow: Recommission process

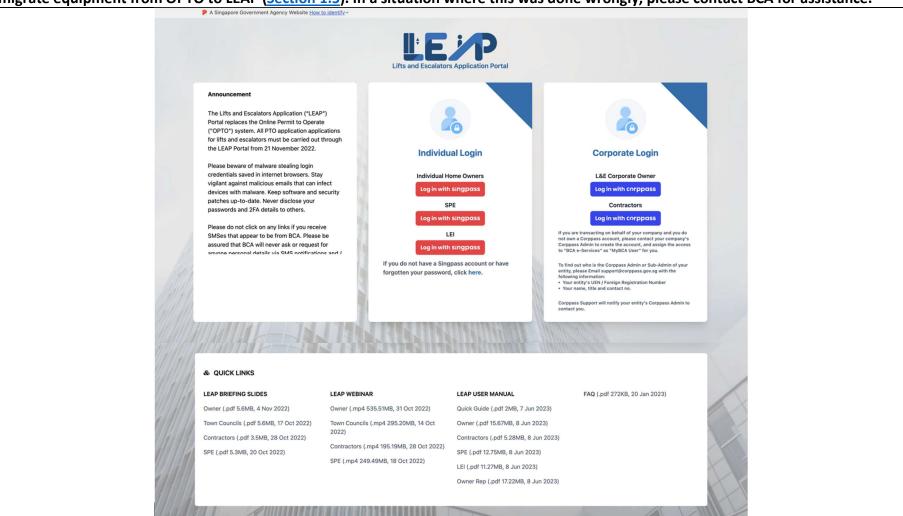
The process of recommission begins at the time the owner suspends the equipment. This process is outlined in <u>Section 4</u>. After the period of suspension, the SPE has to initiate the recommission process. The Owner then receives an email notification indicating that the recommission process has been started and can then proceed to assign a contractor and pay fees for recommission.





#### 1.4 Logging into the system

To login into the system, owners can begin by selecting the login mode that matches his profile. The owner will then upon successful entry be directed to the Singpass / Corppass web page. Do note that if you are maintaining equipment for a corporate identity, please use the Log in with Corppass and not the individual homeowner login. If the wrong identity is selected, it would result in an error while trying to migrate equipment from OPTO to LEAP (Section 1.5). In a situation where this was done wrongly, please contact BCA for assistance.

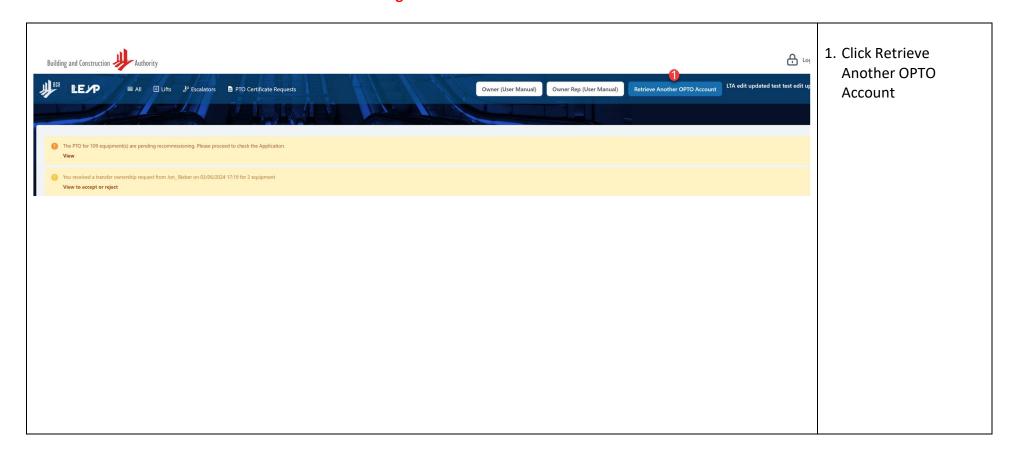




#### 1.5 Migrating from OPTO to LEAP

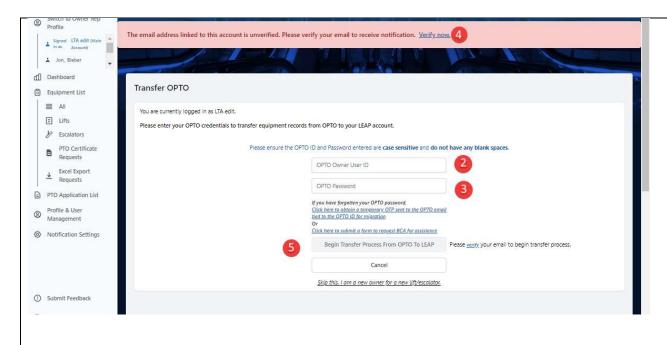
#### Important to note:

- If the OPTO ID is valid and the password entered is correct, Owner will see a successful message:
  - OPTO account match found. Transfer of equipment completed.
- If the OPTO ID is valid and the password entered is incorrect, Owner will see the error message:
  - Transfer failed. The password you have entered is incorrect.
- If the OPTO ID is valid, password entered is correct, but the OPTO ID has been migrated, Owner will see the error message:
  - The system detected that this OPTO username has been migrated.
- If the OPTO ID is invalid, Owner will see the error message:
  - Transfer failed. No OPTO account with matching username.





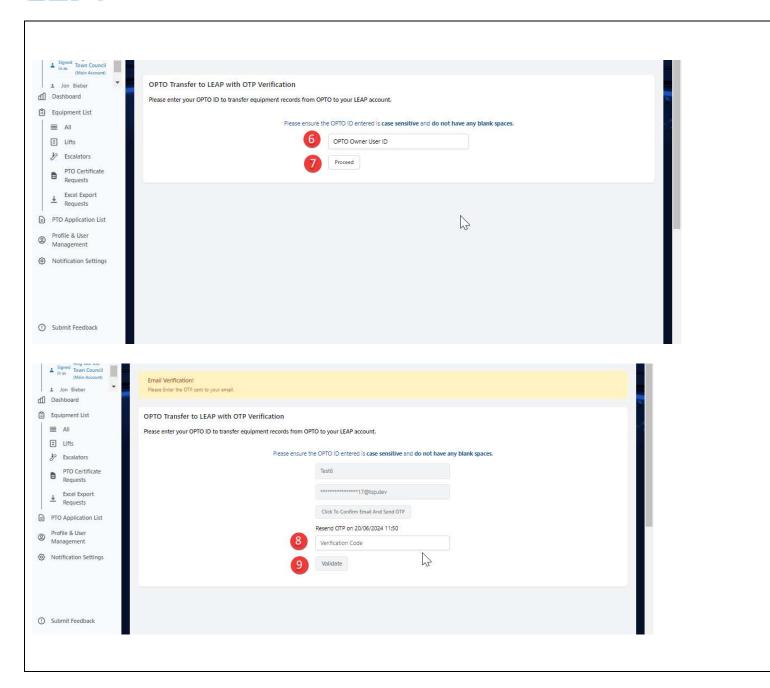




- 2. Key in OPTO Owner User ID
- 3. Key in OPTO Owner password
- 4. You must verify the email address using OTP before transferring equipment
- After email is verified, Select "Begin Transfer Process from OPTO to LEAP"

Owners may select skip this, I am a new owner for a new lift/escalator if they have no equipment to migrate.

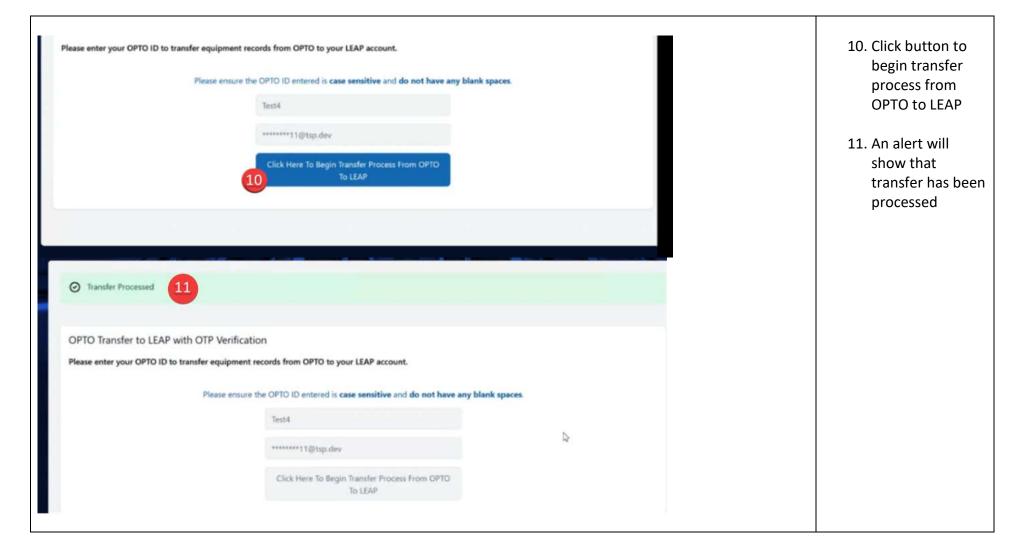




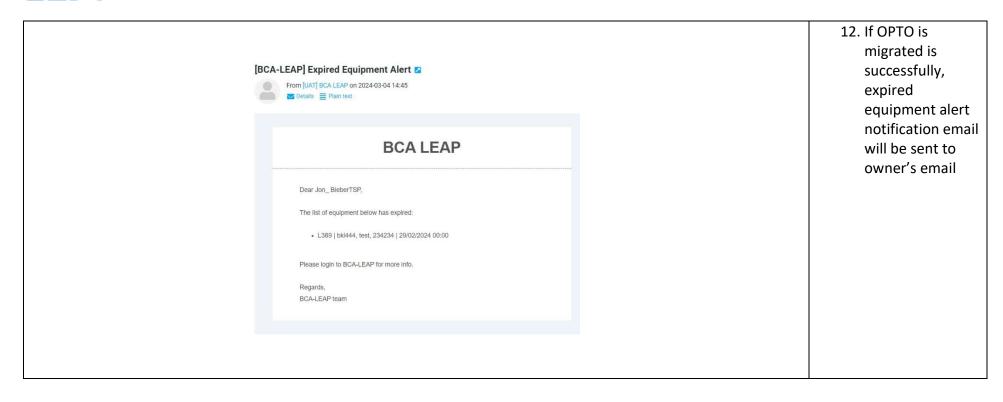
- 6. Enter your OPTO ID and ensure that it is case sensitive and do not have any blank spaces
- 7. Click "Proceed" button
- 8. Enter verification code that is sent to your e-mail
- 9. Click "Validate".

Once OTP is validated, the button which allows user to transfer data from OPTO to LEAP will be shown.









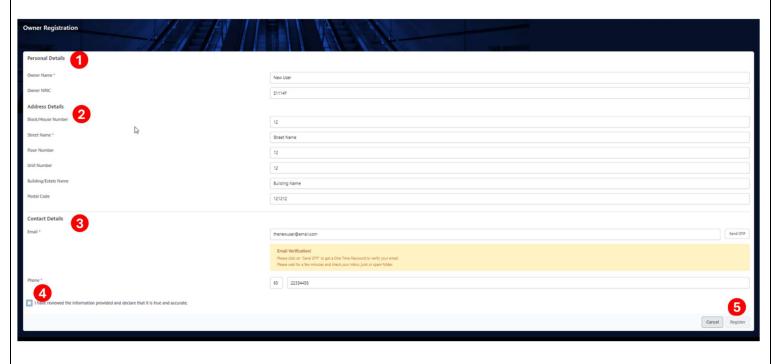
In situations where Owners do not see the equipment after migration, Owners can attempt to re-do the migration. Such situations may arise due to errors during the migration process. **This process should also be done when there are multiple accounts to be migrated over.** 





#### 1.6 Owner Registration

Owner registration is a crucial step. Information here would be pre-populated according to Singpass or Corppass details. For Home Owner, personal details include Owner Name and NRIC, which is pre-populated.



Note that on the users screen that the Owner's details would be prepopulated based on users Singpass or Corppass details

- 1. Select the owner type in personal details.
- 2. Fill in address details.
- 3. Fill in email and contact details.
- 4. Select the declaration
- 5. Select Register

**Note:** Owner must verify the email address using OTP during registration in LEAP



For Corporate Owner, personal details include Registration No./UEN, Company Name and Owner Name.

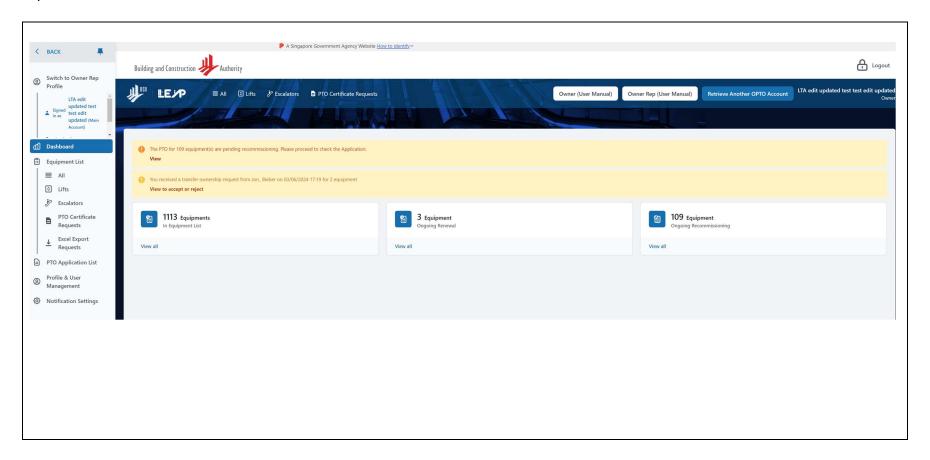
Owner Registration	
Personal Details	
Registration No. / UEN	82034923X
Company Name	
Owner Name	





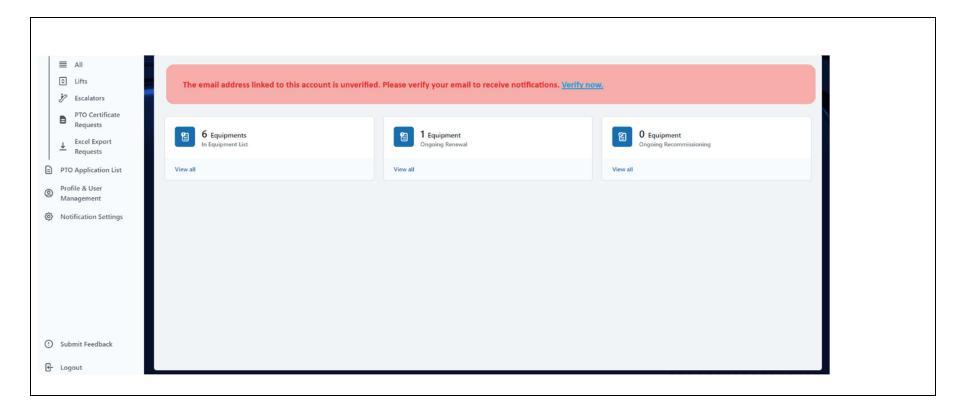
#### 1.7 The Dashboard

Here is the dashboard for the LEAP system, alerts from activities will pop up here. On the dashboard, alerts that require immediate action by the Owner would pop up here. Examples of alerts include new equipment getting assigned to the Owner, equipment that is pending recommission thus requiring action and information on equipment that is expiring. The smart filter here also further assists Owners in quickly navigating to the required action. To navigate to other pages, place your mouse hovered on the left side bar and it will be expanded.





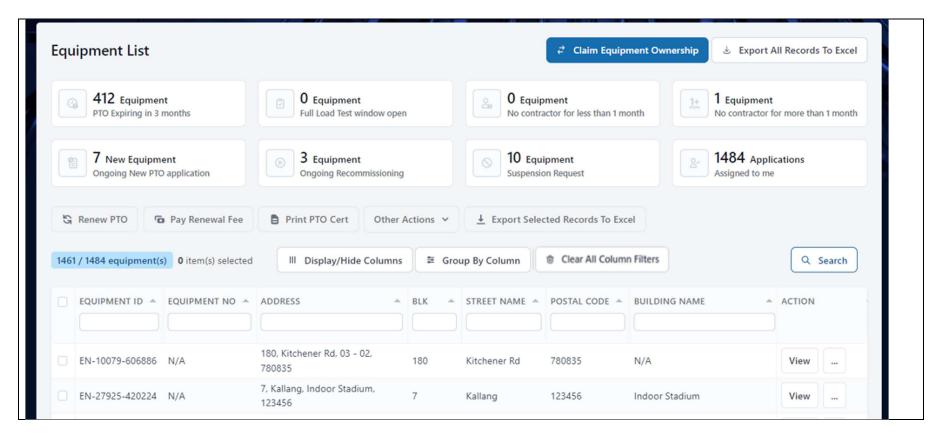
For accounts that have already migrated from OPTO to LEAP but still have unverified email, a banner message will be displayed on the dashboard.



#### 1.8 Equipment list

The equipment list involves the main activities of LEAP, whereby most of the required actions happen here. It gives a clear view of all the equipment that belongs to the owner and can be easily filtered according to requirements.

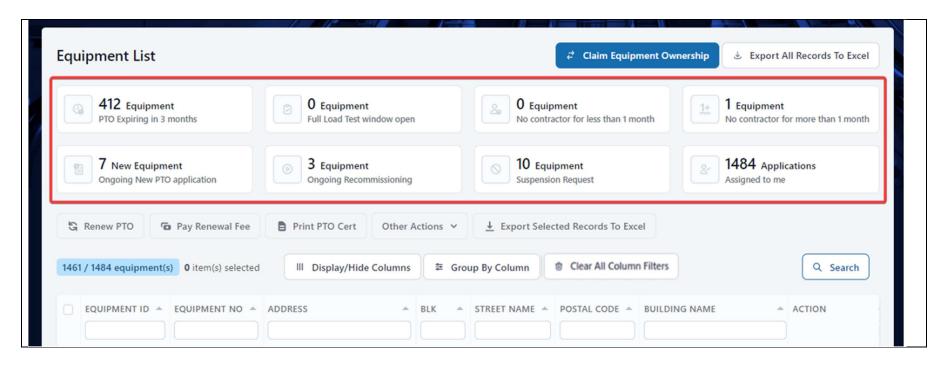






#### 1.9 Smart filter View

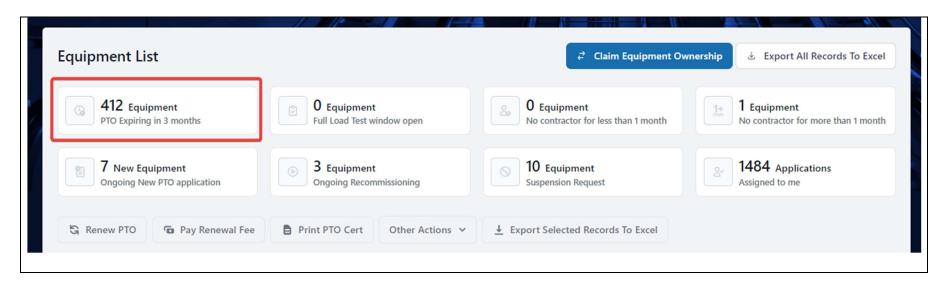
Smart filter view is a quick and convenient way to view the desired equipment in the context required. Selecting a filter would change the equipment(s) being shown in the equipment list.





#### 1.9.1 View equipment expiring in 3 months

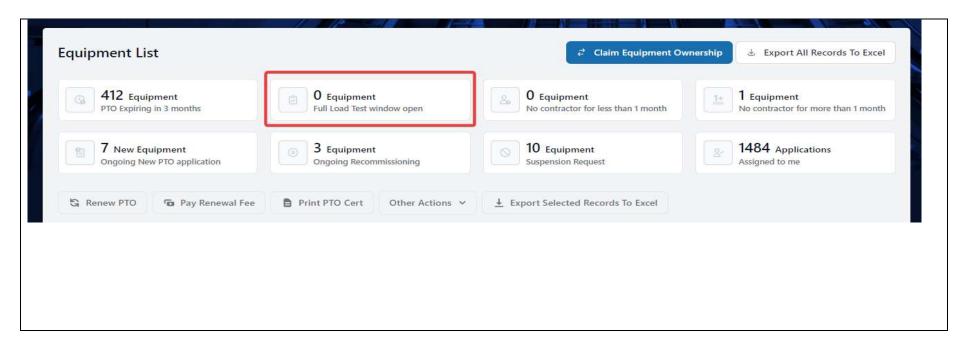
Select PTO expiring in 3 months smart filter.





#### 1.9.2 View equipment with full load test window open

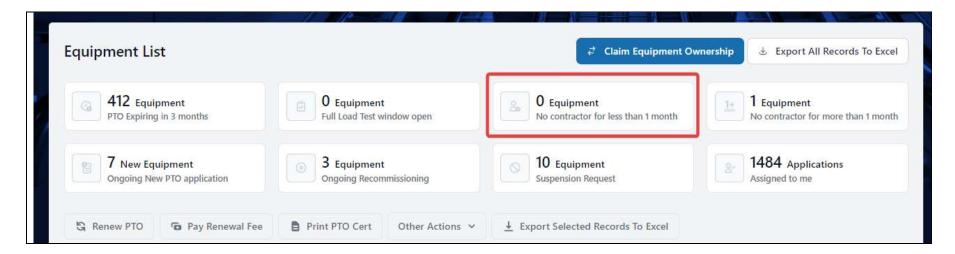
Select Full Load Test Window Open smart filter. Do note that full load tests have to be carried out within 4 months of the expiry date.





#### 1.9.3 View equipment with no contractor for less than 1 month

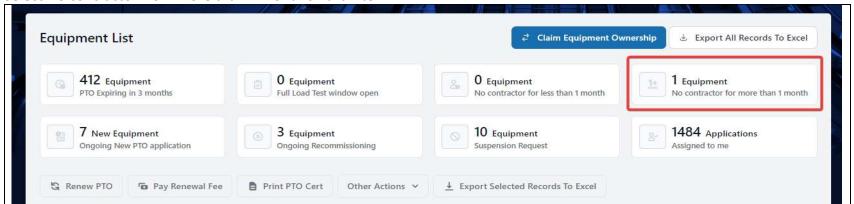
Select No contractor for less than 1 month smart filter.





#### 1.9.4 View equipment with no contractor for more than 1 month

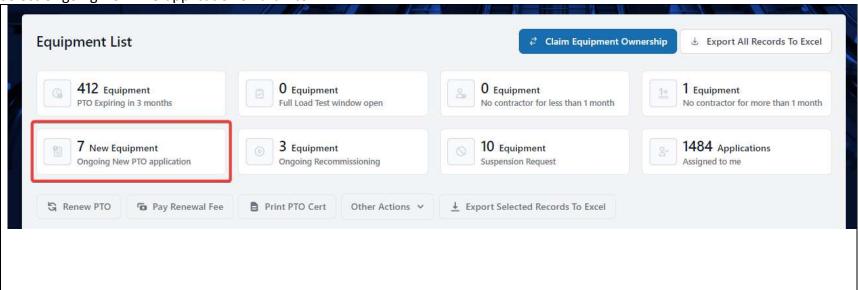
Select No contractor from more than 1 month smart filter.





#### 1.9.5 View equipment with ongoing new PTO application

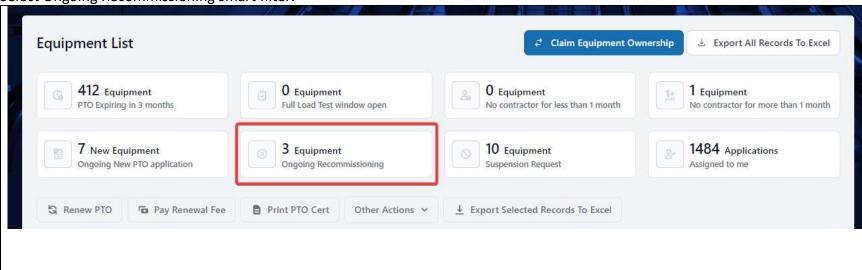
Select Ongoing New PTO application smart filter.





#### 1.9.6 View equipment with ongoing recommissioning

Select Ongoing Recommissioning smart filter.

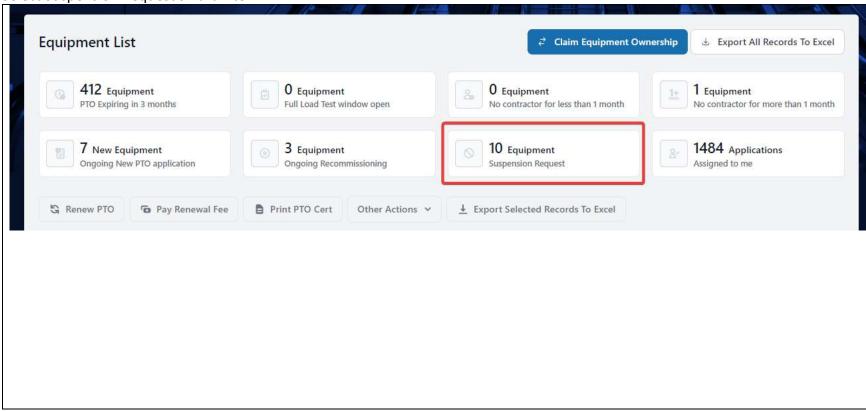






#### 1.9.7 View equipment with suspension request

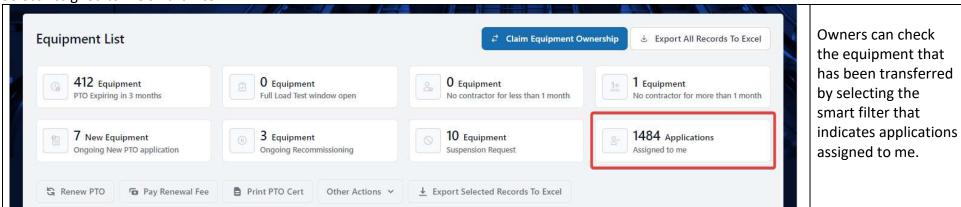
Select Suspension Request smart filter.





#### 1.9.8 View all equipment assigned

Select Assigned to me smart filter.

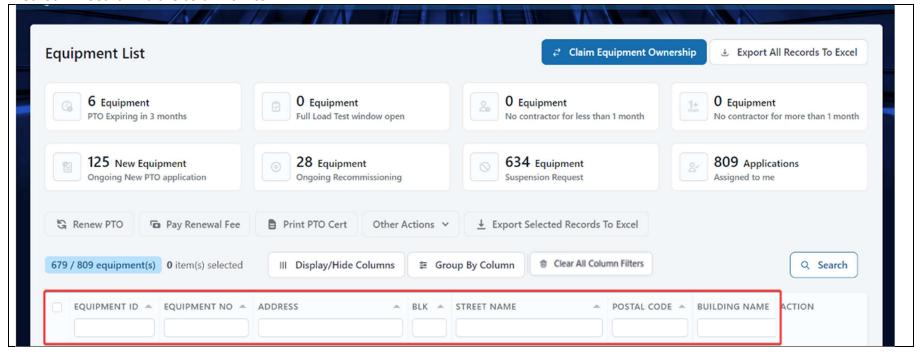




#### 1.10 Unable to find equipment after migration

Due to the page limit, users can select the number of rows being displayed at one time. **By default, the number of equipment being shown is 10 records**. You may see up to 500 rows per page at any one time. This is to facilitate the speed in the loading of the equipment. If Owner is unable to find a particular equipment, the owner can use the following methods.

Method 1 - Search via the columns filter



Method 2 – Search via the global search button. Refer to <u>Section 6.5</u>





### 2 Renew PTO equipment

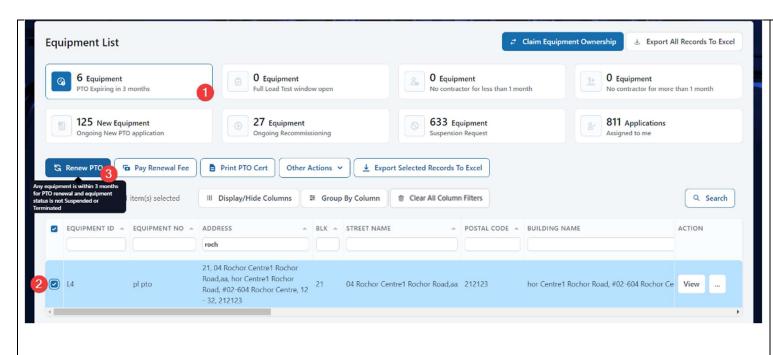
The steps below outline the way in which the Owner can renew a PTO. This is required when the equipment is about to reach its expiry and the Owner wishes to keep it in operation. Do note that at the point of renewal the equipment must fulfil two conditions. It should be expiring in 3 months as well as be currently active. The main function of this process would be to make payment for the renewal. Using the system, multiple equipment may be selected to be renewed at the same time.

Payment options would include E-Payment methods such as Credit Cards and PayNow via Stripe, Internet Bank Transfer or Continue with GIRO. Do note that GIRO deductions are carried out in the <u>following</u> month. Please note the following:

- 1. GIRO option will not be enabled if the equipment to be renewed is within expiry month. For example, if the equipment is expiring on 31 Jul 2022, if owner wants to renew it and pay by GIRO, owner is unable to do so in Jul 2022, but able to pay by GIRO for 31 May 2022 and 30 Jun 2022.
- 2. GIRO option will not be enabled if there is at least 1 equipment with PTO expiry date as current month selected for renewal.
- 3. GIRO option will not be made available for New and Recommission PTO applications.
- 4. GIRO option will be enabled if the GIRO Registration has been successful. Please refer to Section 2.1 GIRO application.





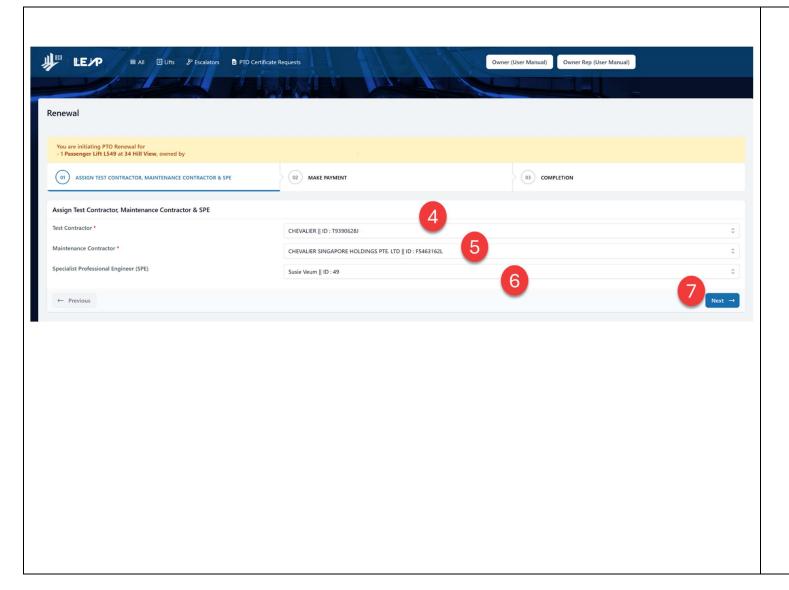


- 1. Select the filter PTO expiring in 3 months
- 2. Select the equipments that requires renewal
- 3. Select renew PTO

### Note:

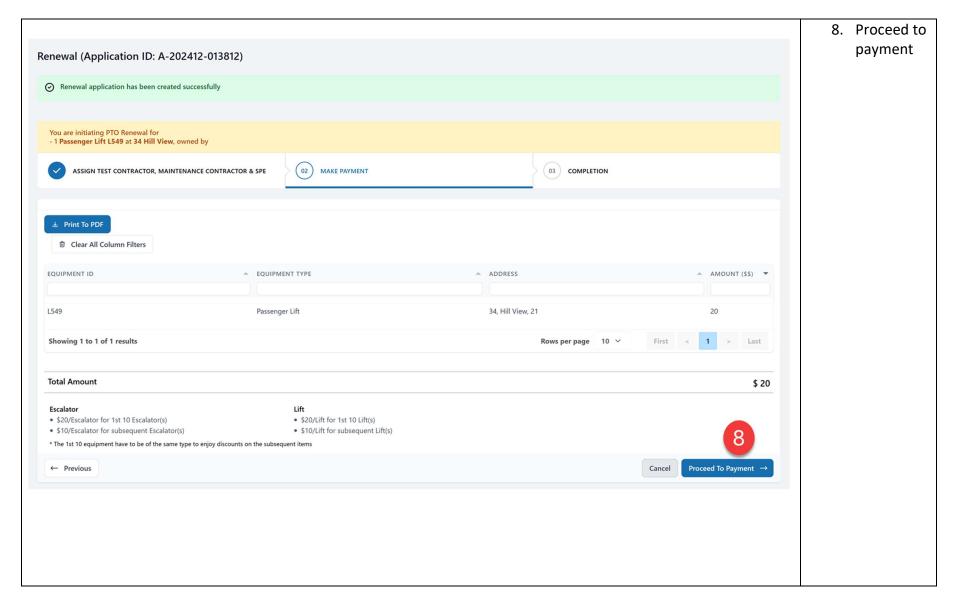
When renewing a PTO, the equipment has to be within the renewal window period and has to have an active status. Lifts and escalators are unable to be combined in 1 application.



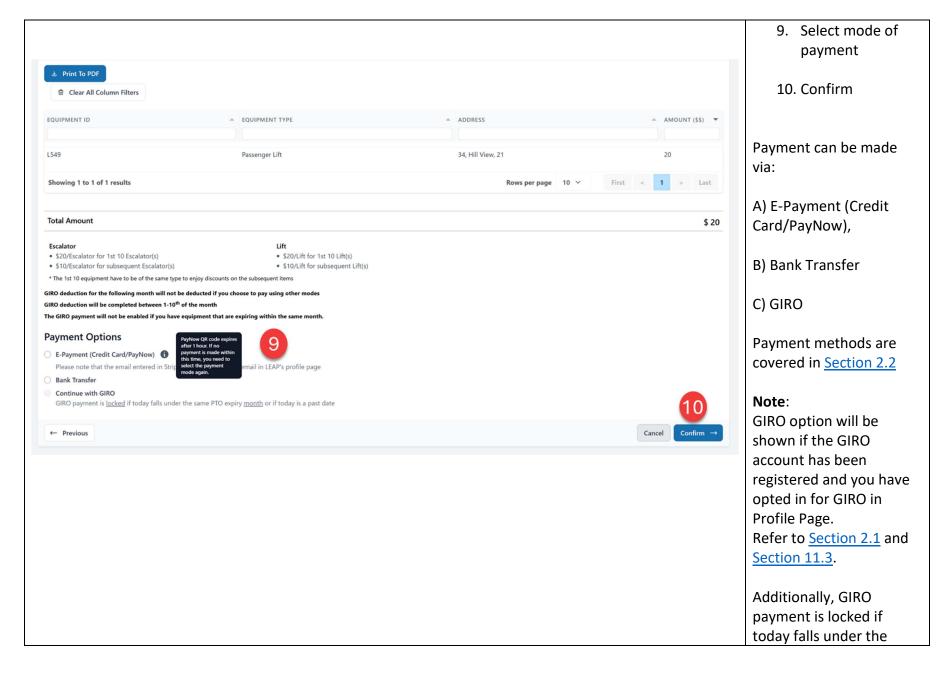


- Owner can change
   Test Contractor.
   (The drop down box
   will be pre-filled with
   the previous Test
   Contractor assigned
   to the equipment).
- 5. Owner can change
  Maintenance
  Contractor (The drop
  down box will be prefilled with the
  previous
  Maintenance
  Contractor assigned
  to the equipment).
- Owner can change assigned SPE.
   (The drop down box will be pre-filled with the previous SPE assigned to the equipment).
- 7. Select Next.









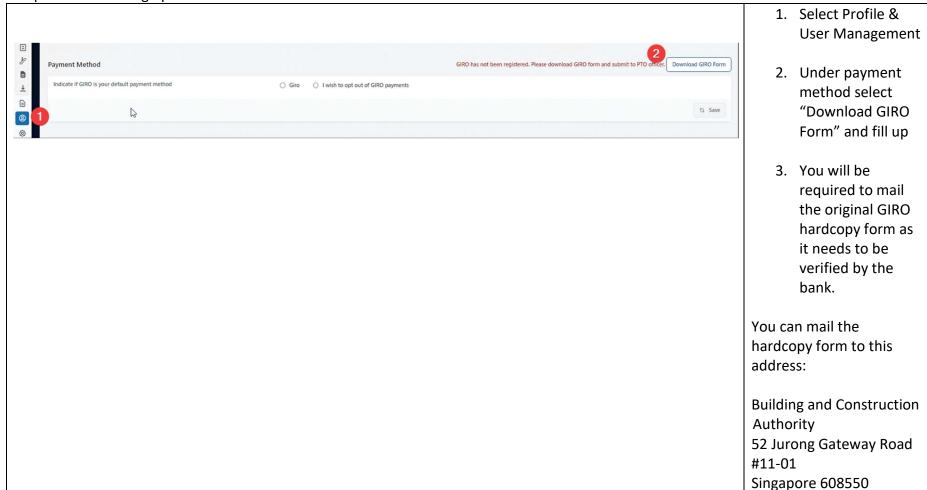




same PTO expiry month or if today is a past date.

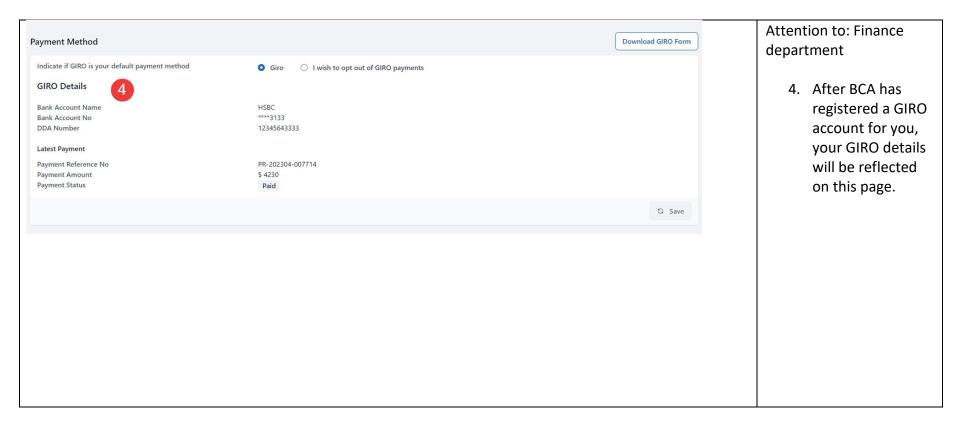
## 2.1 GIRO application

The process of setting up GIRO would be as follows:





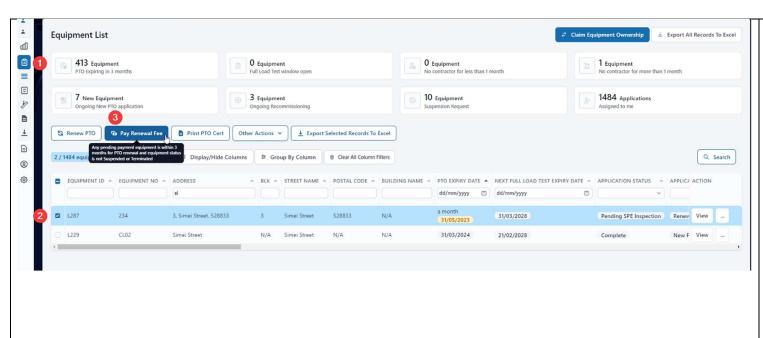






## 2.2 Paying the renewal fee of an equipment

A second method in which to pay the renewal fee of an equipment or for equipment that renew requests have already been initiated but is pending payment, the process would be as follows. Do note that the selected equipment must be currently active as well as be expiring in 3 months. As Renewal of PTO is not a linear process, the user can pay renewal fee after he has initiated renewal before. Using the system, multiple equipment may be selected to be renewed at the same time. Payment options would include E-Payment methods such as Credit Cards and PayNow via Stripe, Internet Bank Transfer or Continue with GIRO. Do note that GIRO payment will not be enabled if the equipment to be renewed expires within the month.



- 1. Begin by selecting the equipment list from the sidebar
- 2. Then select the desired equipment(s) from the equipment list that requires the renewal fee
- 3. Select pay renewal fee

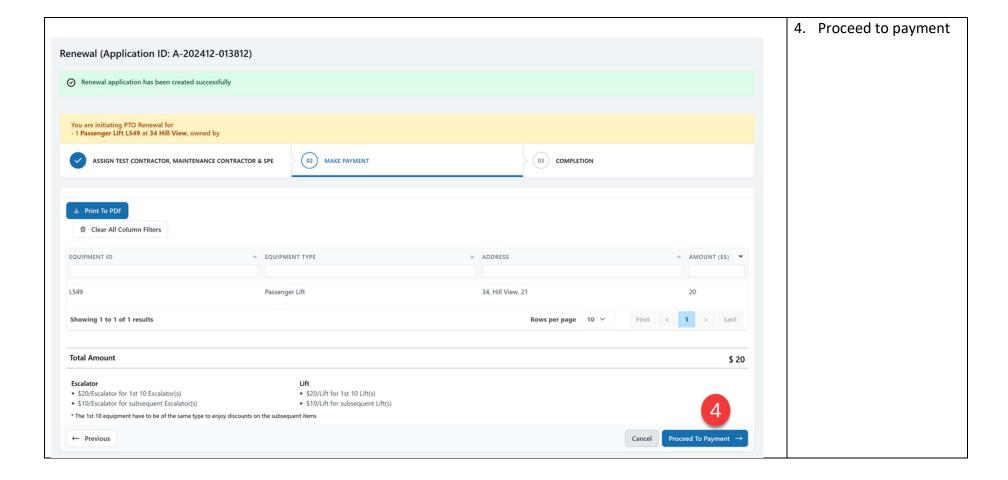
This moves you to the next screen

### Note:

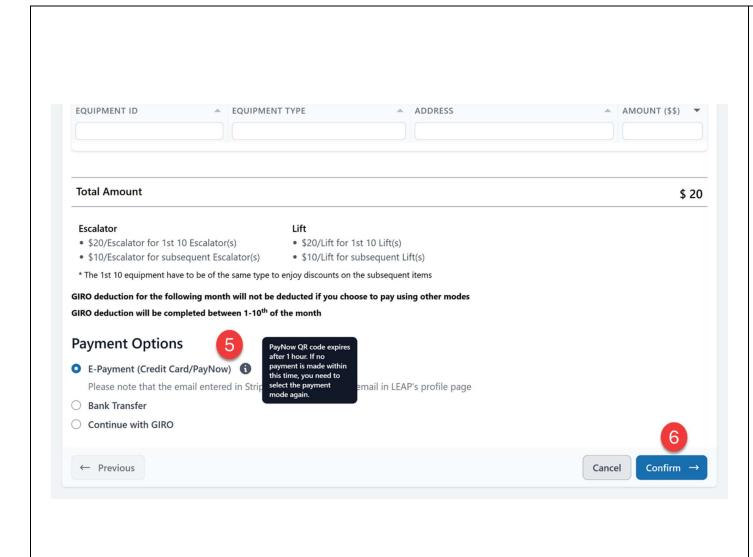
If you do not have an ongoing renewal application and PTO expiry date is 3 months from today, please click "Renew PTO" instead.











- 5. Select the type of payment.
  - a. For Credit Card, please refer to Section 2.2.1
  - b. For Paynow, please refer to Section 2.2.2
  - c. For Internet Bank Transfer, please refer to <u>Section 2.2.3</u>
  - d. For GIRO, please refer to <u>Section 2.2.4</u>.
- 6. Confirm

#### Note:

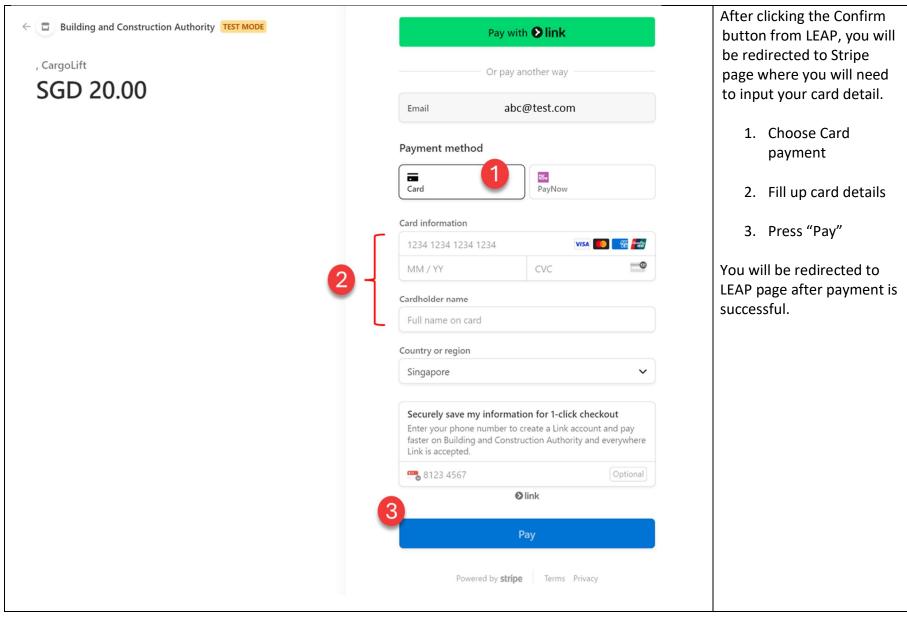
GIRO payment cannot be chosen during the month of expiry, as the deductions will be made the following month.

GIRO option will be made available if Finance Officer has registered GIRO account for you. To verify this, refer to Section 10.1.

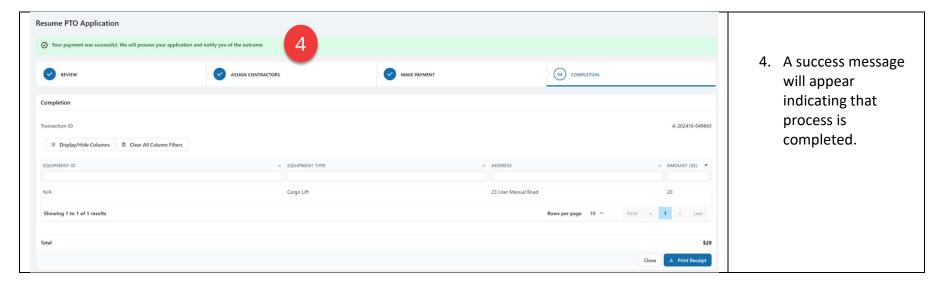
PayNow QR code expires after 1 hour if no payment was made. Owner will have to re-select the payment again.



### 2.2.1 Paying the renewal fee of an equipment – E-Payment (Credit Card)

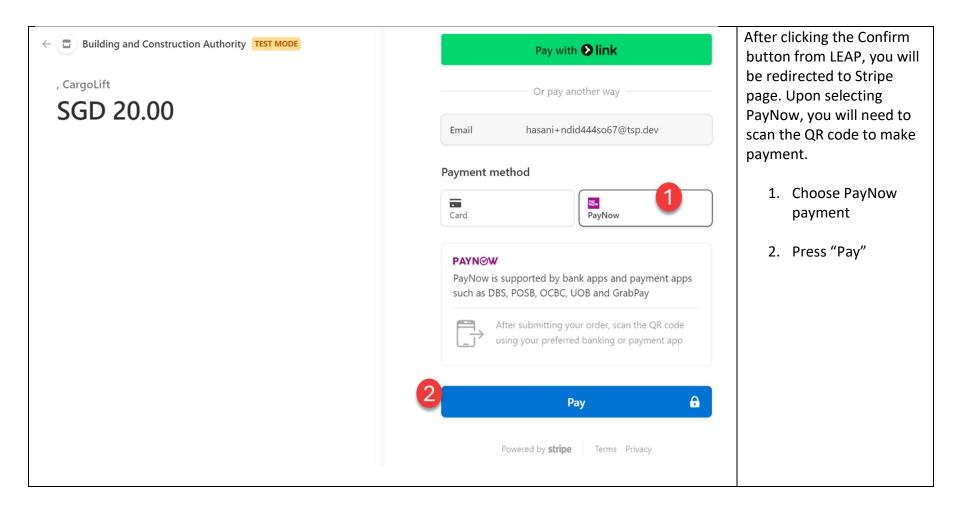




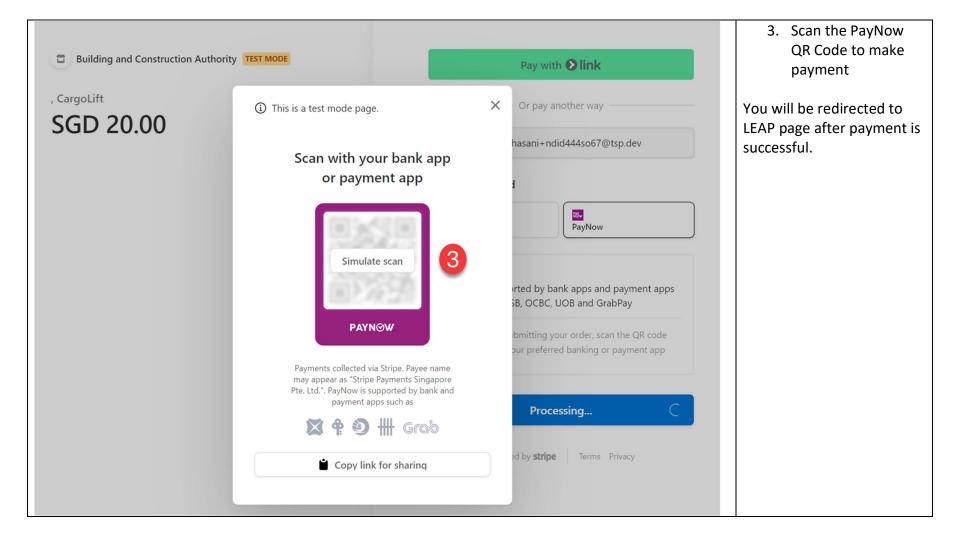




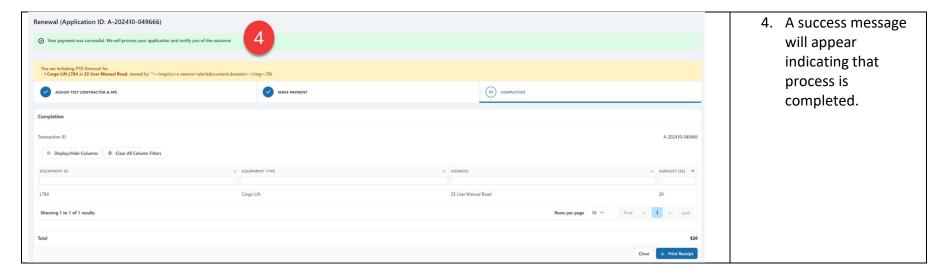
### 2.2.2 Paying the renewal fee of an equipment – E-payment (PayNow)





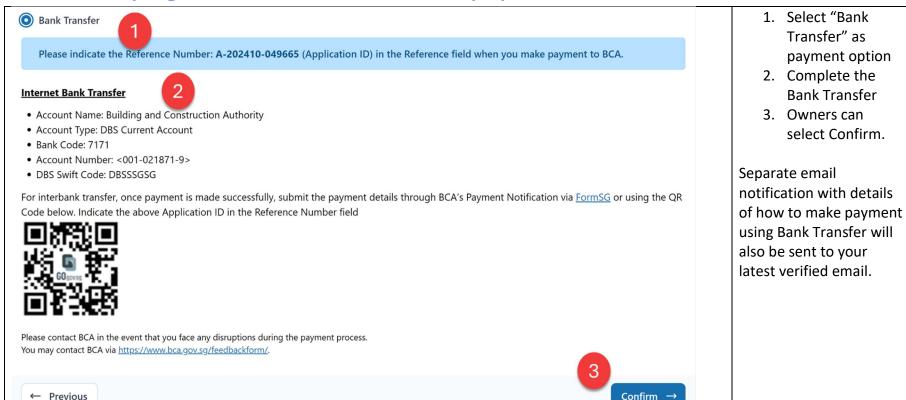




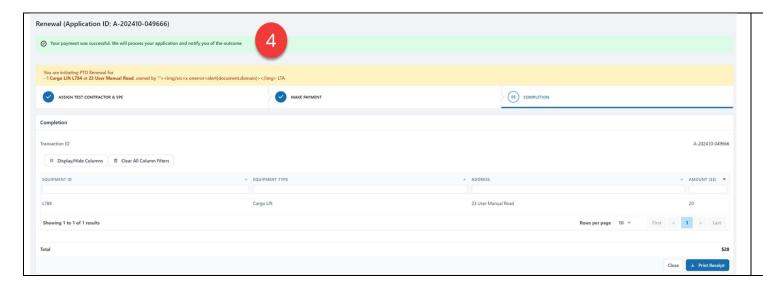




### 2.2.3 Paying the renewal fee of an equipment – Bank Transfer



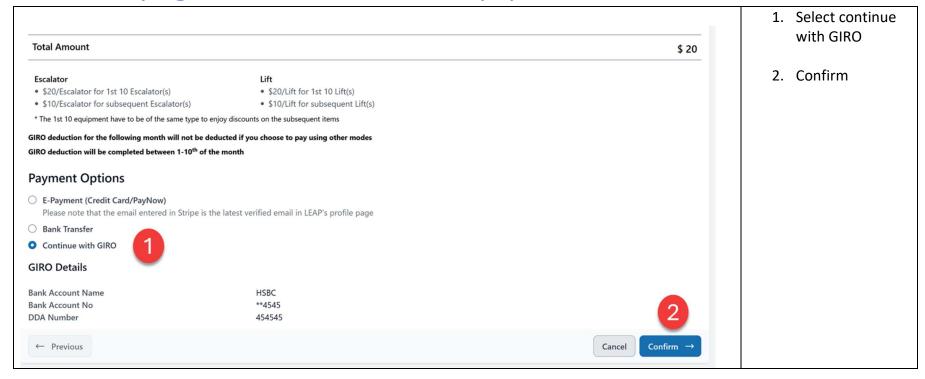




4. A success message will appear indicating that process is completed.



### 2.2.4 Paying the renewal fee of an equipment – GIRO

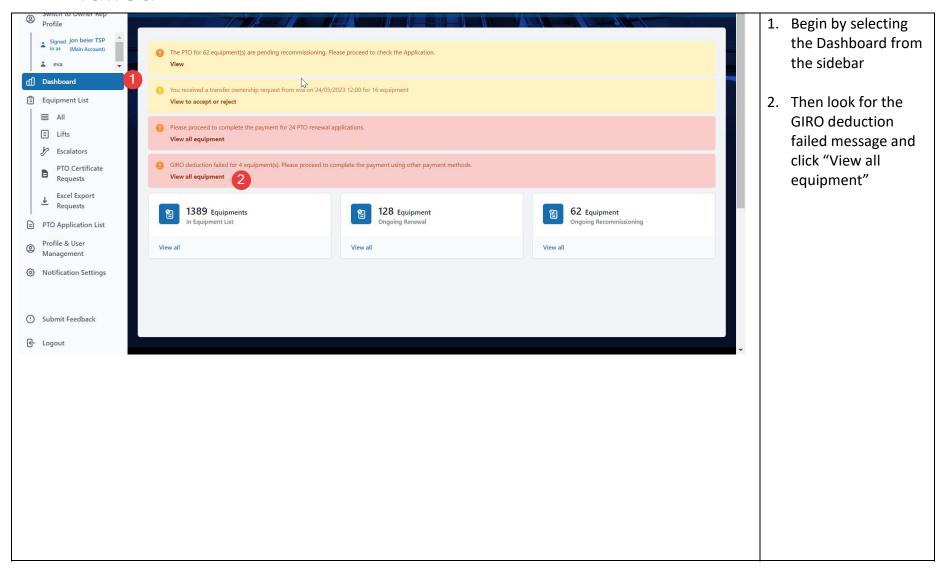




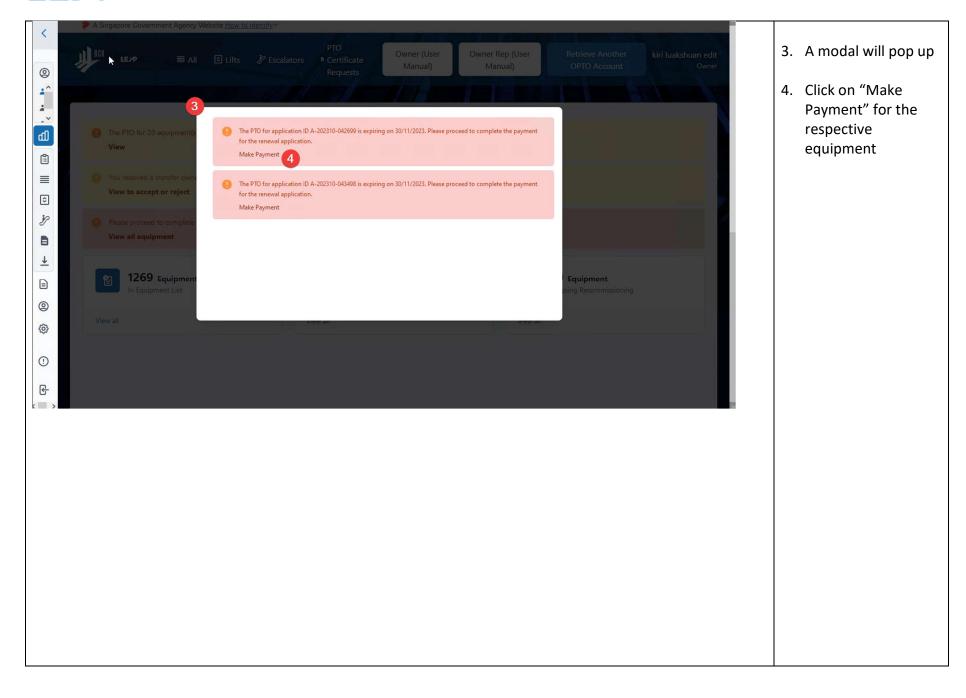




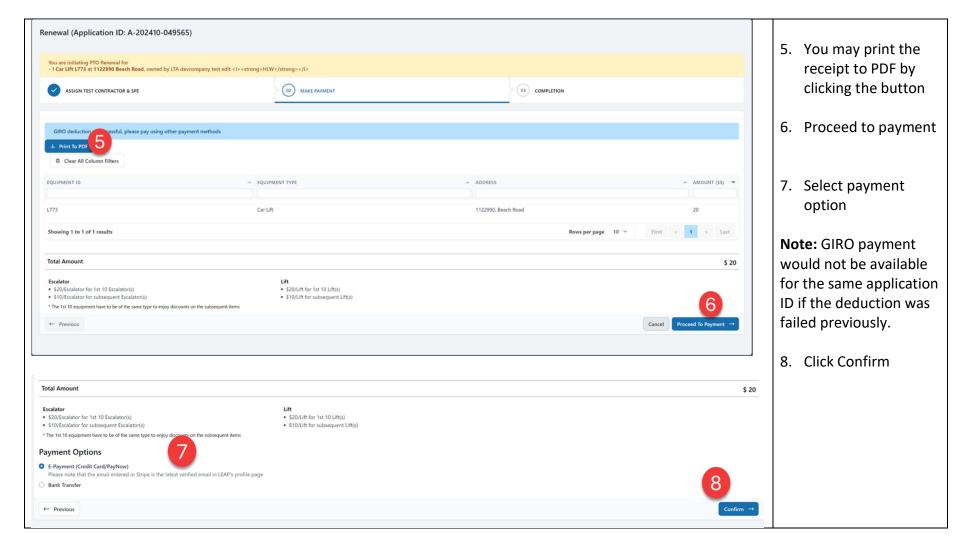
## 2.3 Paying the renewal fee of an equipment if GIRO deduction failed





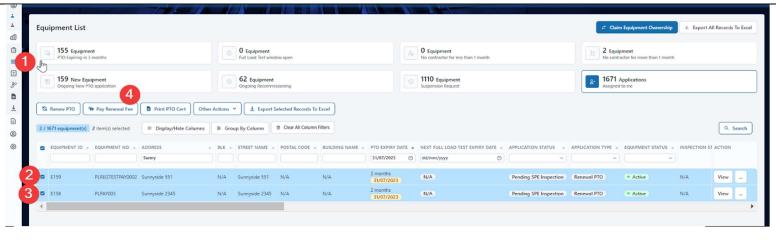








# 2.4 Paying the renewal fee of an equipment if GIRO deduction failed – Method 2



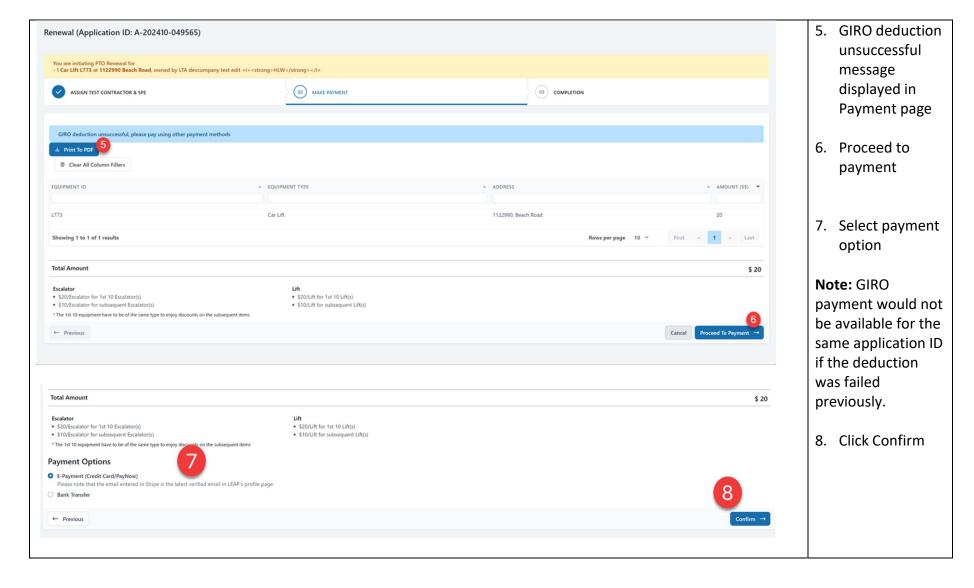
#### Note:

The "Pay Renewal Fee" button will be disabled if system detects the 2 item(s) selected has different application ID.

- 1. Begin by selecting the Equipment List from the sidebar
- 2. Select the equipment which has failed GIRO.
- 3. Should there be more than 1 equipment in the same Application ID that has failed GIRO, you may select the other equipment.
- 4. Click on Pay
  Renewal Fee



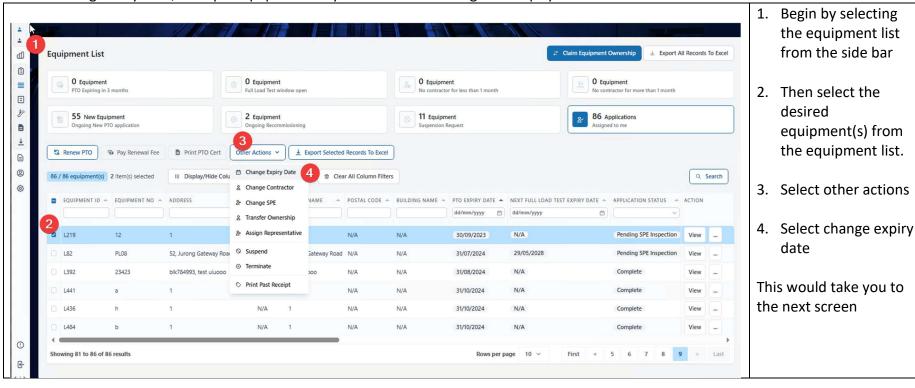




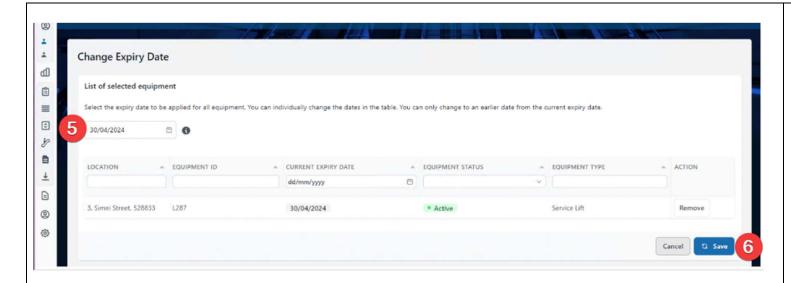


## 2.5 Change equipment expiry date

When an owner would like to change its expiry date, you can do so via the following steps. Do note that the selected equipment must be active. In the equipment list, equipment with expiry dates highlighted in red expire within 1 month, while those in yellow expire within 3 months. Using the system, multiple equipment may be selected to change the expiry date.







Owners may change the expiry date for all equipment selected. Do note that the equipment's expiry date can only be changed to the last date of a particular month.

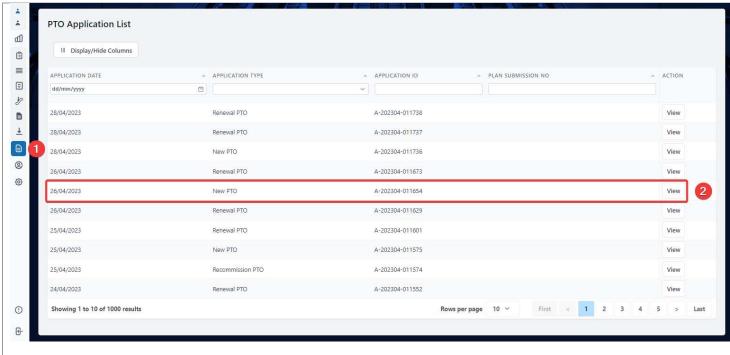
- 5. Change new expiry date
- 6. Save

A success message will appear confirming that the change has been completed.



## 3 New PTO application

One of the main actions that is required by the owner is to accept newly assigned equipment. In this case, selected equipment must fulfil two conditions. It must be a new PTO and its status should be pending.



- Begin by selecting PTO Application List from the left sidebar
- 2. Then select view for desired equipment

This will then take you to the next screen that shows the individual application. See <u>Section 8</u> Viewing equipment in PTO application list and <u>Section 3.1</u> to accept assigned PTO.

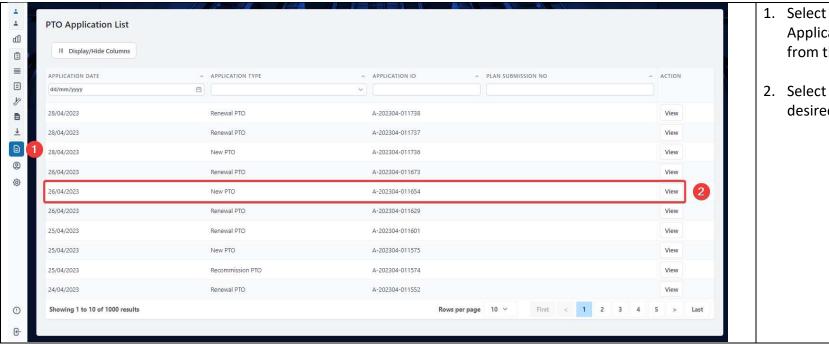
### Note:

Lifts and escalators are unable to be combined in 1 application.



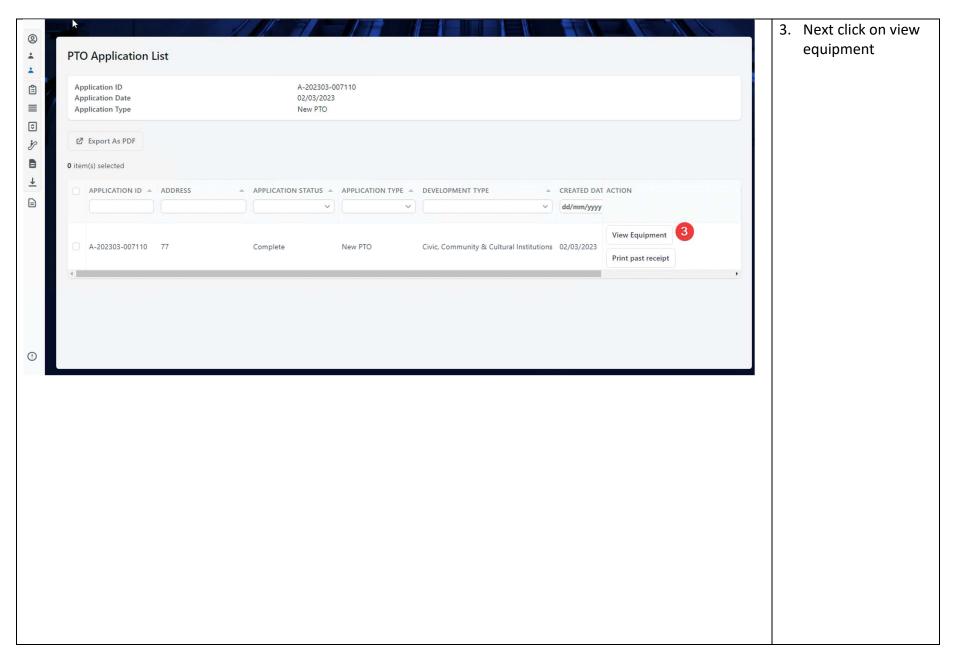


## 3.1 Accepting assigned equipment for New PTO application

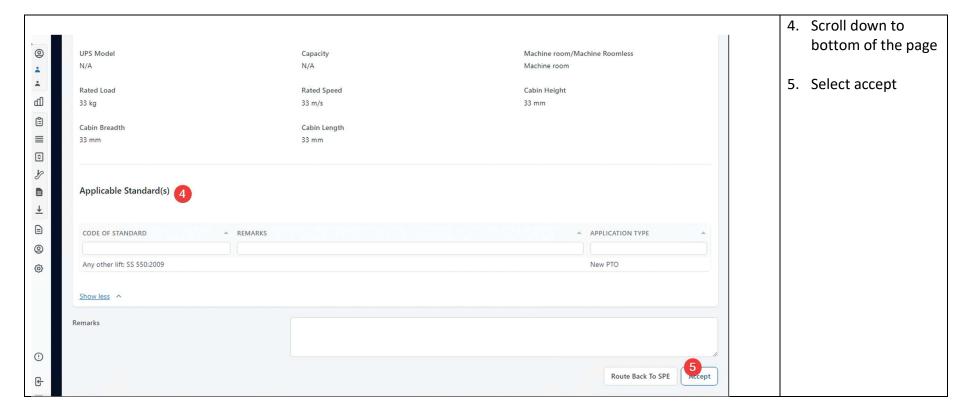


- Select PTO
   Application List
   from the sidebar
- 2. Select view for desired equipment





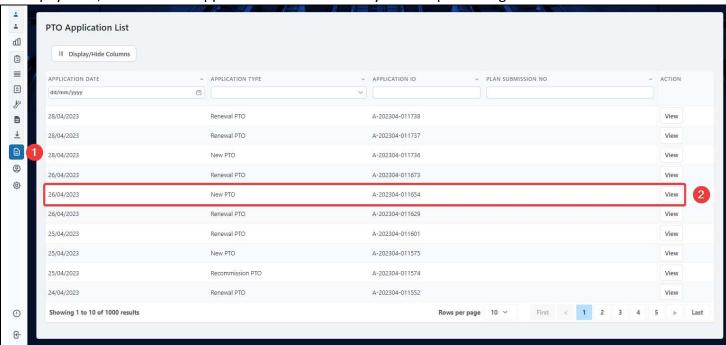






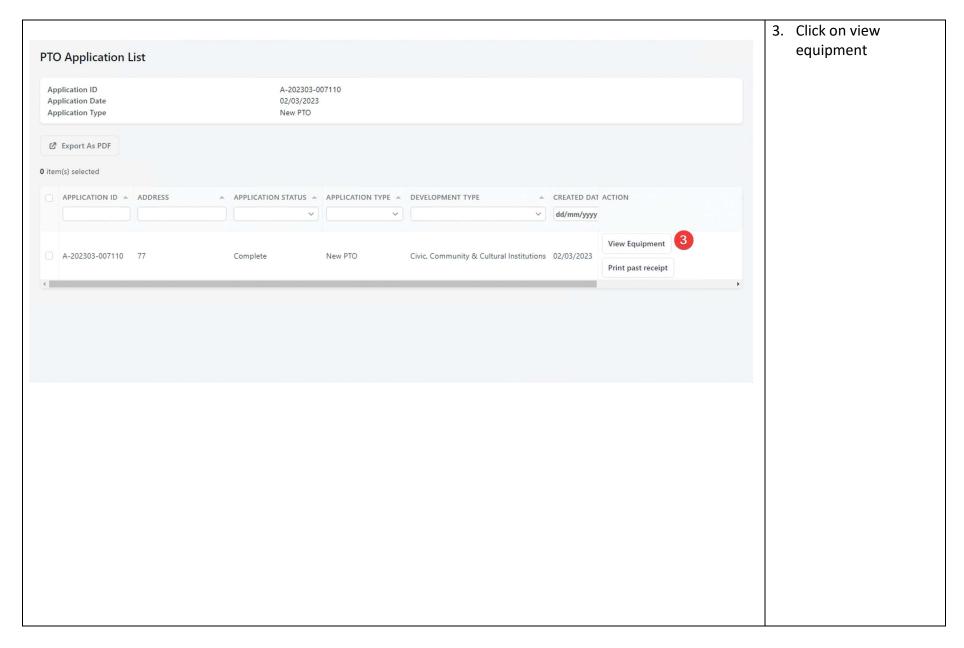
## 3.2 Rejecting assigned equipment for New PTO application

Owners can also reject equipment that has been assigned. In this case, selected equipment must fulfil two conditions. Its application status must indicate pending, and the application type must be a new PTO. Do note that as long as owner did not accept the equipment and make payment, this New PTO application will not be ready for BCA processing.

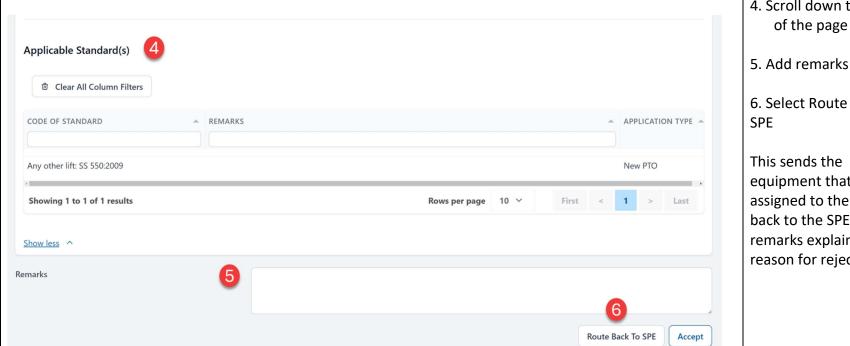


- 1. Select PTO Application List from the sidebar
- 2. Select view for desired equipment







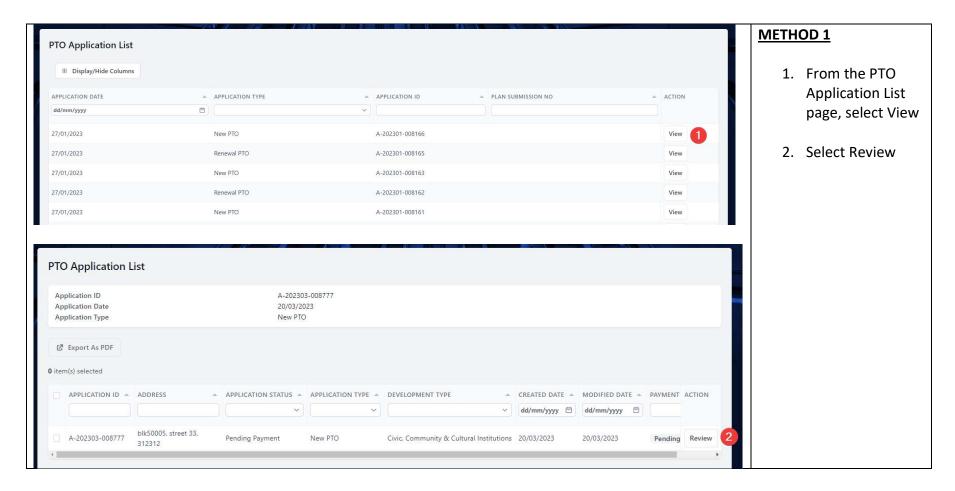


- 4. Scroll down to bottom of the page
- 6. Select Route Back To

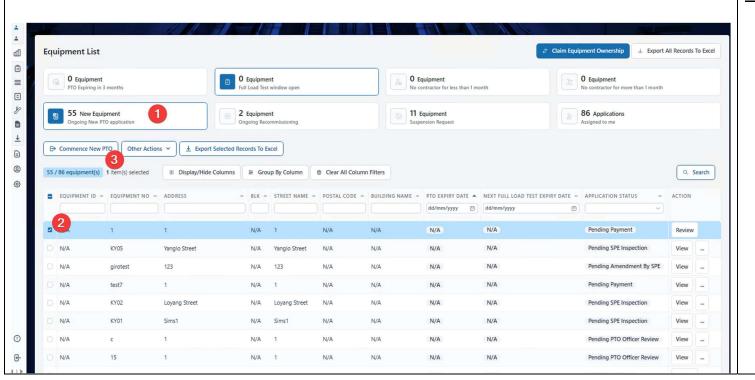
equipment that has been assigned to the owner back to the SPE with the remarks explaining the reason for rejection.



## 3.3 Making payment for new PTO application





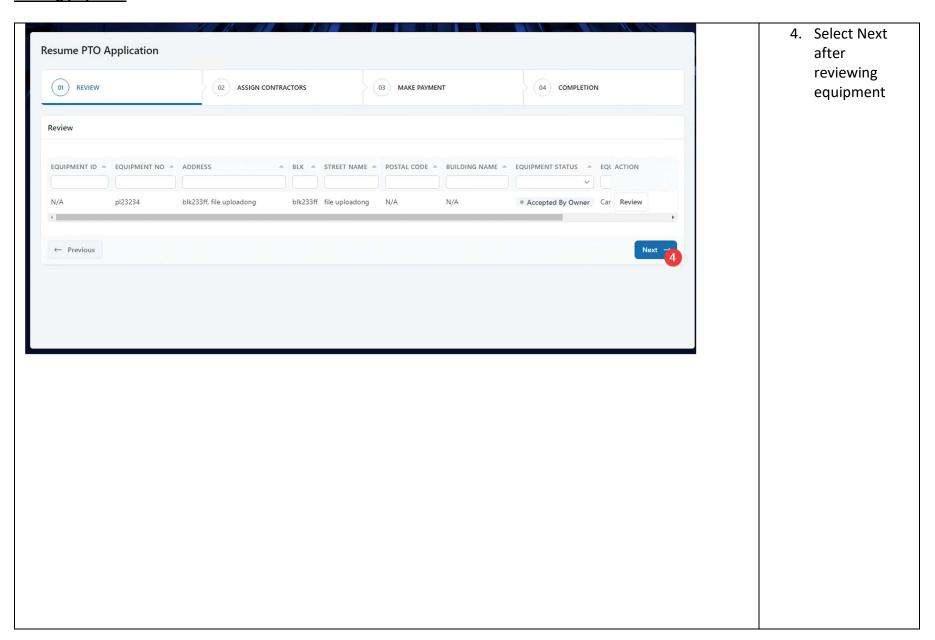


### **METHOD 2**

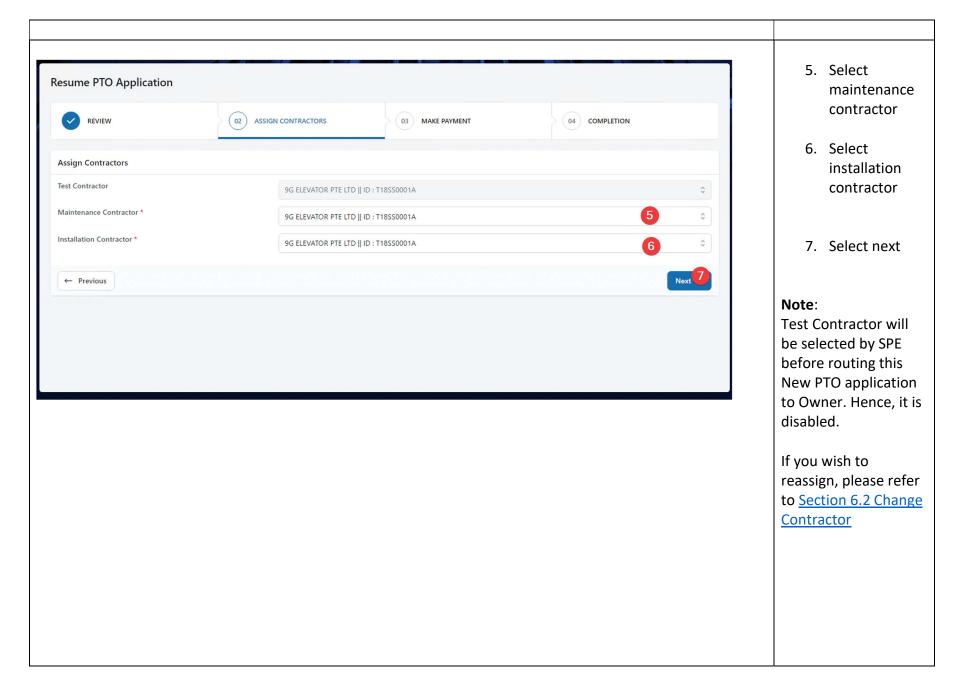
- 1. From the Equipment List page, select smart filter that indicates ongoing new PTO application
- 2. Select equipment
- 3. Select Commence New PTO



### **Making payment**

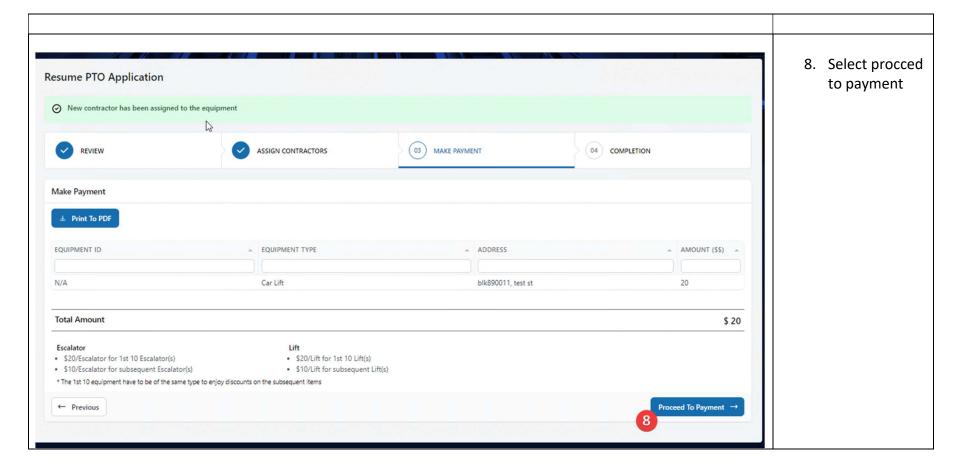




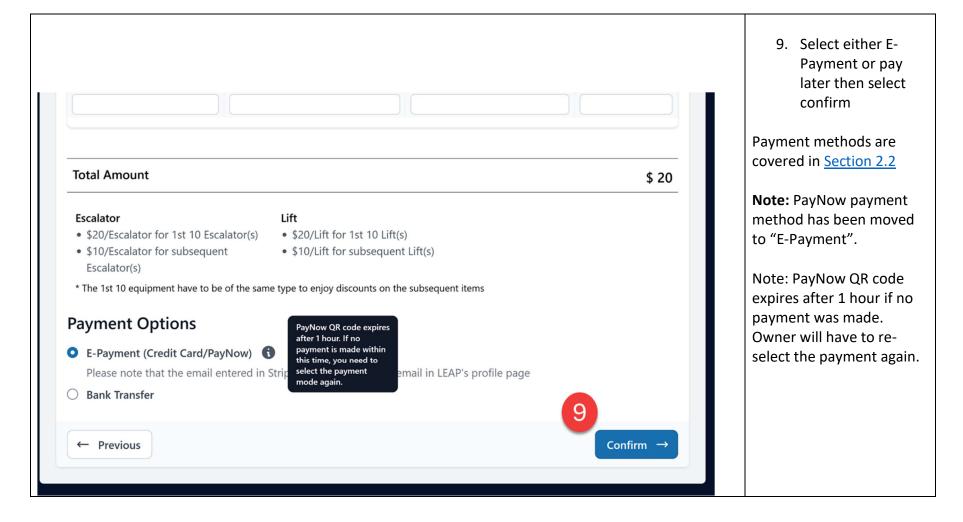








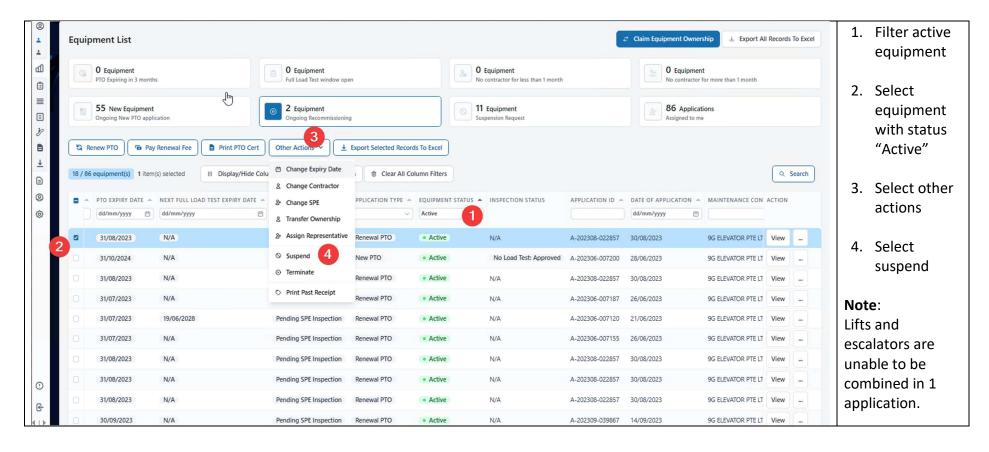






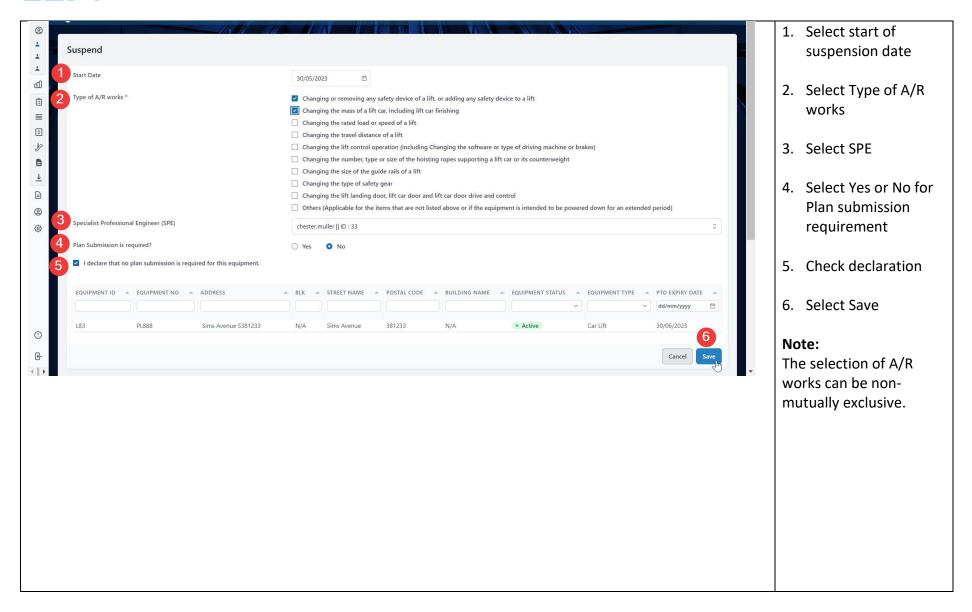
## 4 Recommission PTO application

The recommission process begins after the equipment is suspended. This can be done either by Owner manually suspend the equipment, or by the system that automatically suspend the expired equipment. SPE then initiates and kickstart the recommission process.





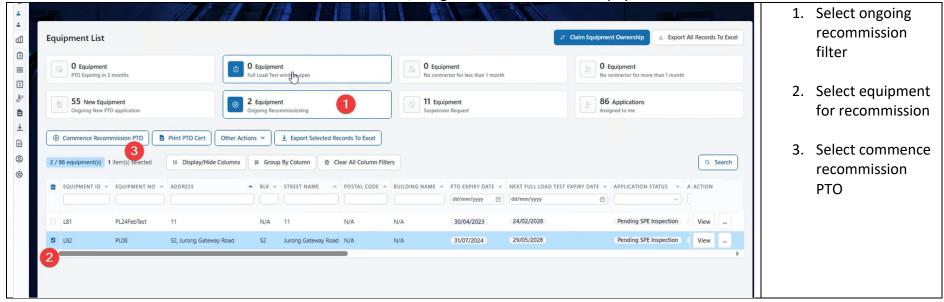






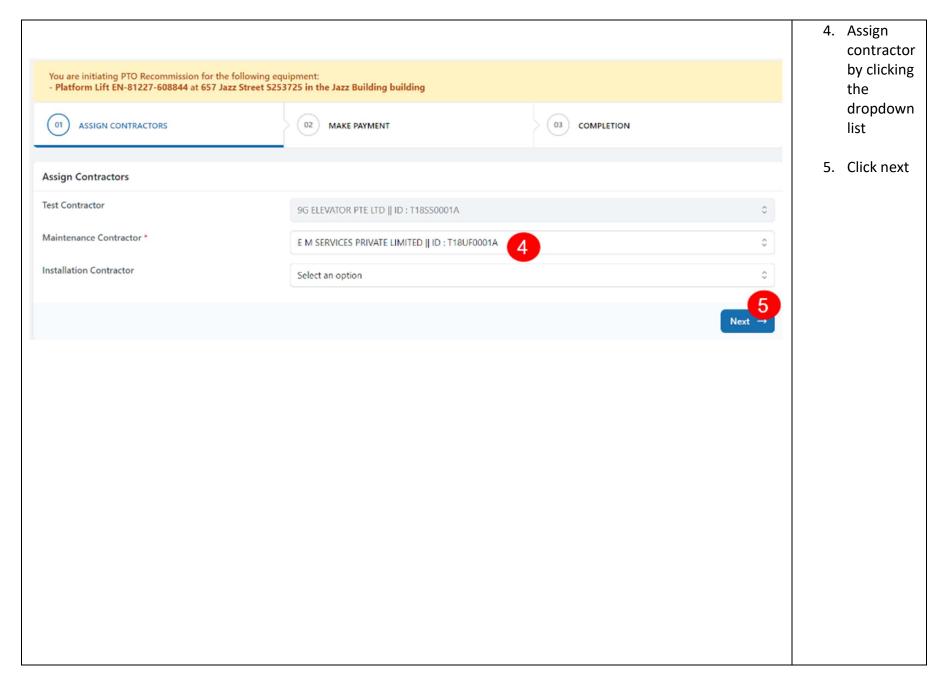
As part of the next step, the SPE then retrieves the QR code and begins to initiate the recommission process.

Owner will be involved next to commence Recommission PTO, assign Contractors and make payment.

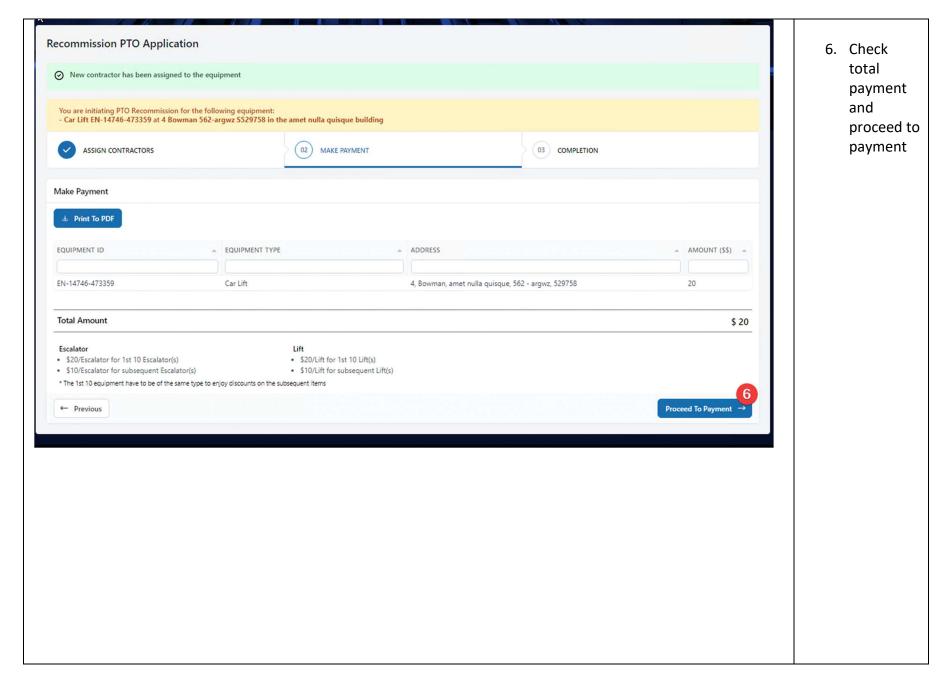




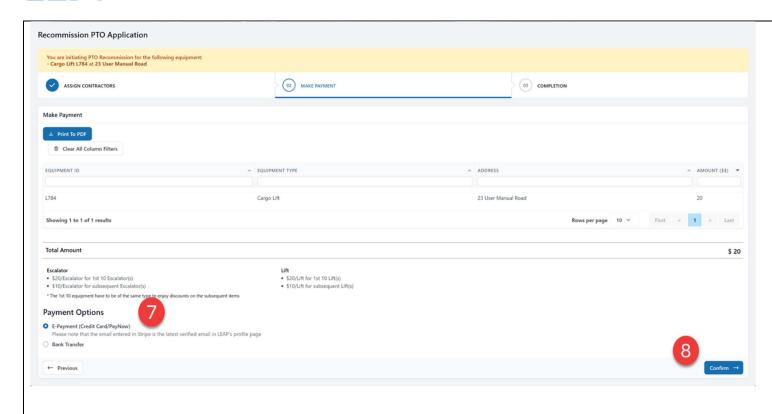












- 7. Select payment options (E-Payment or Bank Transfer)
- 8. Confirm to make payment.

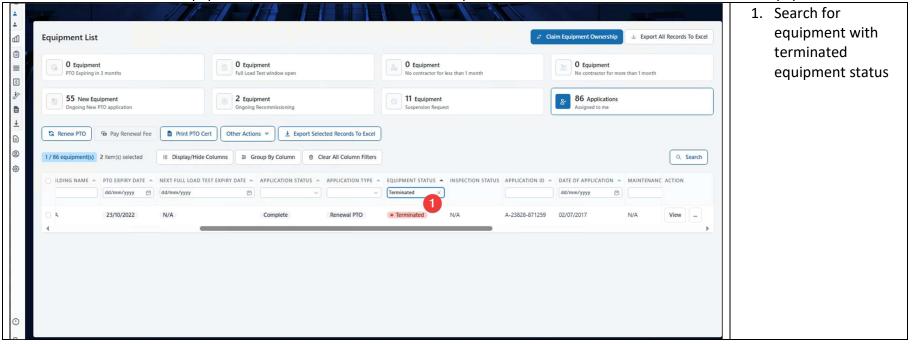
Payment methods are covered in <u>Section 2.2</u>.

**Note:** PayNow payment method has been moved to "E-Payment"



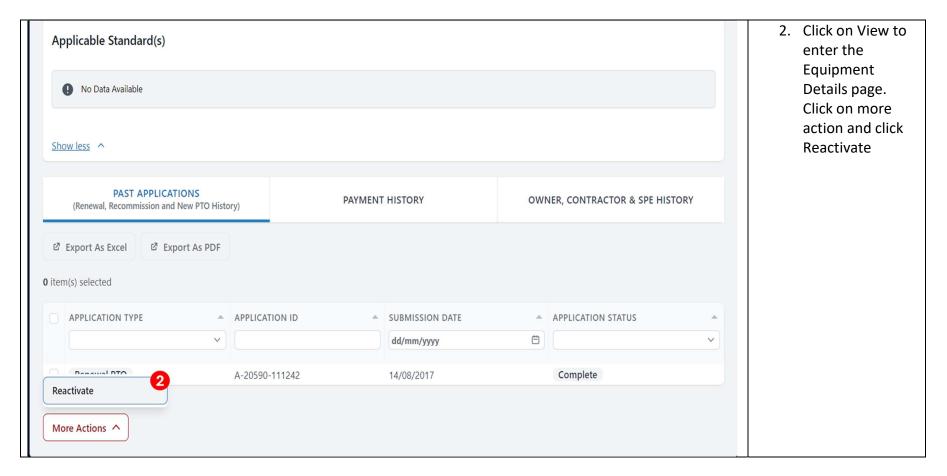
# 5 Reactivating a terminated equipment

To reactivate a terminated equipment, Owner will have to submit a request and seek BCA assistance to reinstate the equipment.

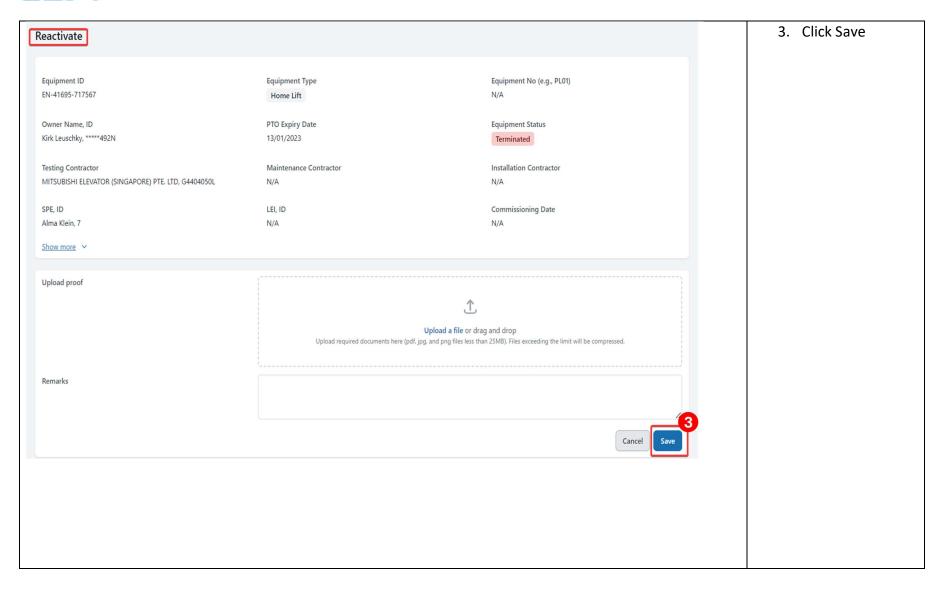






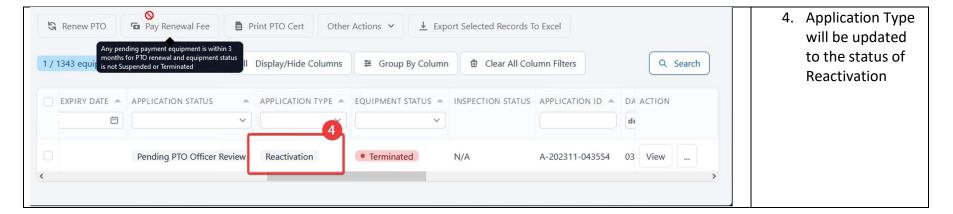












#### Note:

After BCA resumes the equipment to reactivate it, there are various scenarios to determine the updated equipment status.

- 1. Equipment will be **Active** if it was originally Active prior to termination, and equipment is still within permit validity at the point of resumption.
- 2. Equipment will be **Suspended** if it was originally Active prior to termination, but equipment has passed expiry date at the point of resumption.
- 3. Equipment will be **Suspended** if it was originally suspended prior to termination, even if date of resumption is before PTO expiry date.
- 4. Equipment will be **Suspended** if equipment PTO is expired (i.e., Equipment is suspended) prior to termination.



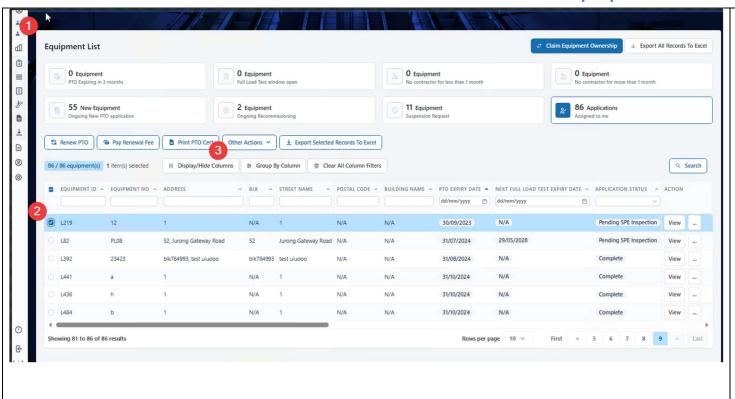


## 6 Existing equipment

### 6.1 Printing PTO certificate

PTO certificates are required to be displayed near the equipment. When intending to print the PTO certificate of an equipment, note that the equipment must be currently active. **Multiple equipment may be selected for the printing of PTO certs.** 

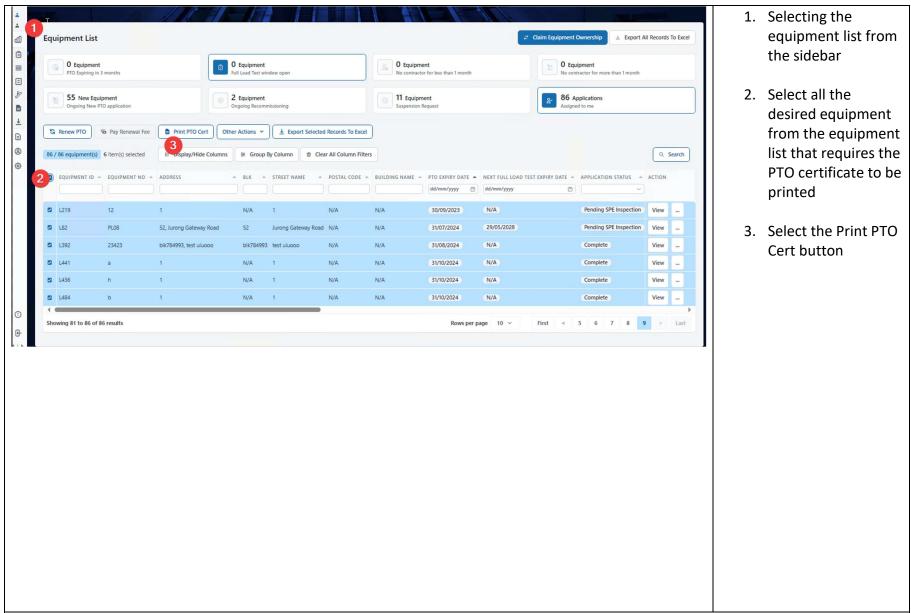
#### 6.1.1 Print PTO Certificate with less than 25 equipment selected



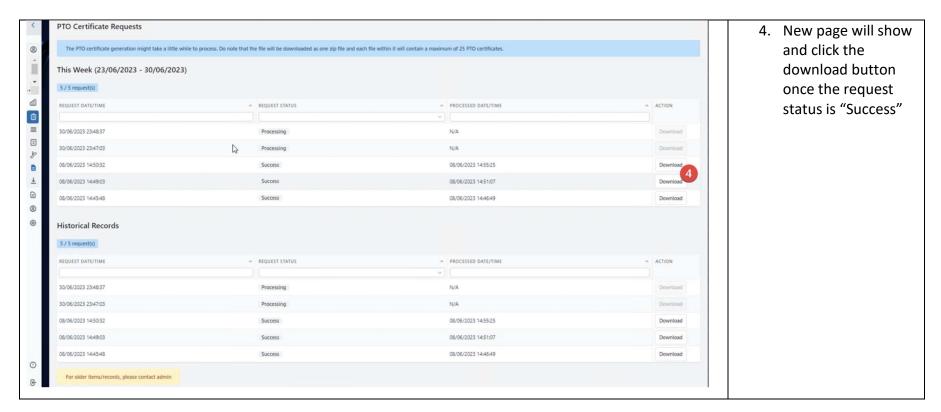
- Selecting the equipment list from the sidebar
- 2. Select the desired equipment(s) from the equipment list that requires the PTO certificate to be printed
- 3. Select the Print PTO Cert button and the file will be automatically downloaded on this page



#### 6.1.2 Print PTO Certificate with 25 or more equipment selected



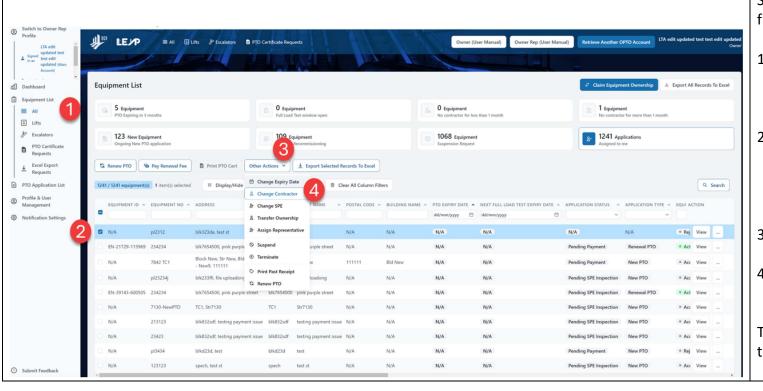






#### 6.2 Change Contractor

If there is a need for change, the Owner can assign the Test Contractor by going through the following change contractor flow which will require the Owner to current Test Contractor. This process will also allow for a change in Maintenance Contractor and the required Start Date. Owners can choose to upload proof of change in order to execute the desired change. Multiple equipment may be selected for change of contractor at the same time.



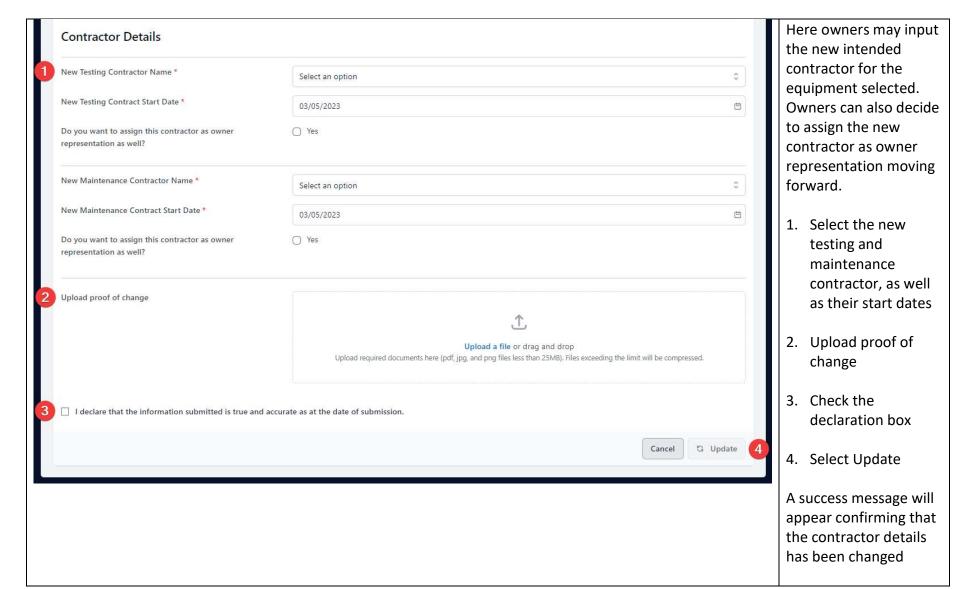
Select equipment list from the sidebar

- 1. Begin by selecting the equipment list from sidebar
- Then select the desired equipment(s) from the equipment list
- 3. Select other actions
- 4. Select change contractor

This would take you to the next screen



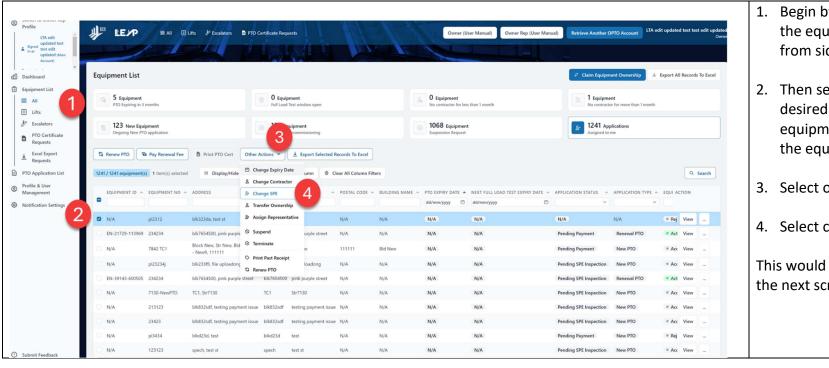






## 6.3 Changing SPE for selected equipment

Owner can change the current SPE by following process outlined below.

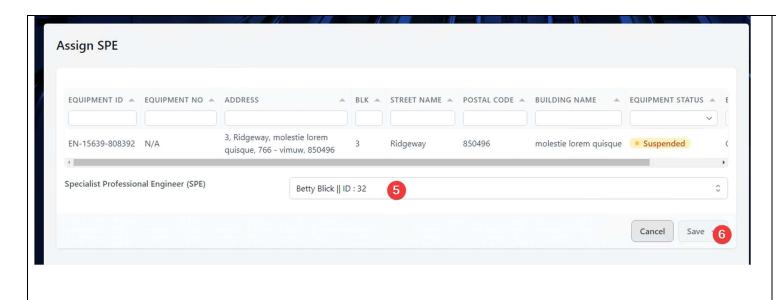


- Begin by selecting the equipment list from sidebar
- 2. Then select the equipment(s) from the equipment list
- 3. Select other actions
- 4. Select change SPE

This would take you to the next screen







- 5. Select SPE dropdown box to change SPE
- 6. Select save

A success message will appear confirming that the SPE has been changed

#### Note:

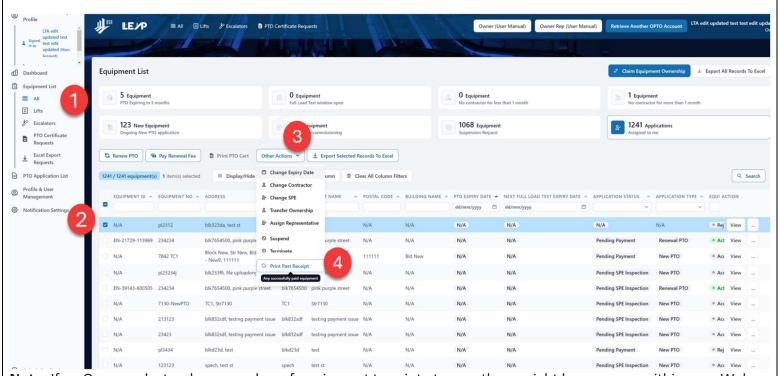
If there is no change in the SPE, the Save button will not be enabled and greyed out.





### 6.4 Printing past receipts

Owners may also print past receipts for safekeeping or physical documentation when required by following the steps outlined below. Only equipment that has been created, renewed or recommissioned via LEAP has receipts on LEAP. For older receipts (equipment adjusted using OPTO) please contact BCA for the receipts. An error will be shown when trying to print older receipts via the LEAP platform.



- 1. Begin by selecting the equipment list from the sidebar. You can filter to get the equipment(s) that require the receipts
- 2. Then select the desired equipment(s) from the equipment list
- 3. Select other actions
- 4. Print past receipt

Check downloads within your browser.

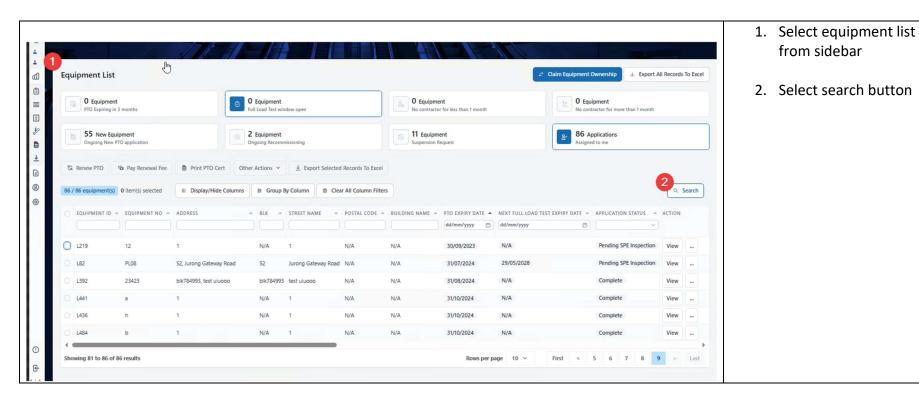
**Note:** If an Owner selects a large number of equipment to print at once, there might be a pop up within your Web Browser that asks you to click allow multiple downloads. Do note that it will be downloaded as 1 PDF for 1 receipt. (Therefore if 3 equipment selected, there will be 3 PDFs downloaded)





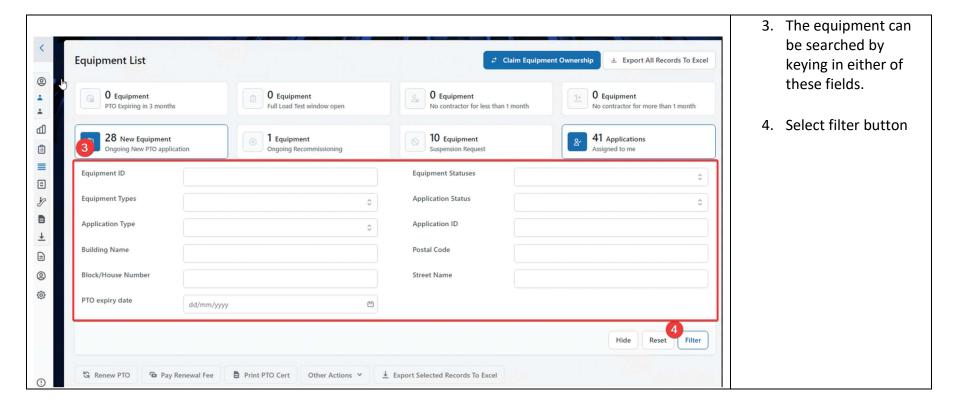
## 6.5 Advanced filter (Search)

Select advanced filter to filter out desired equipment in equipment list.







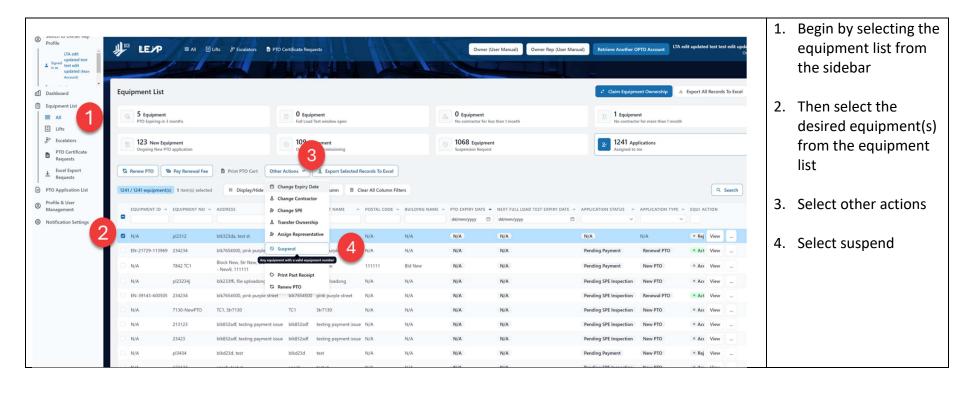




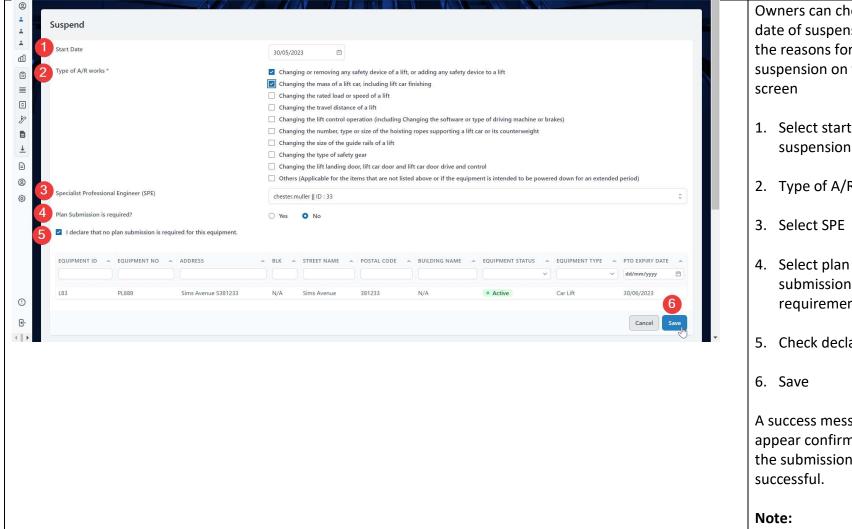
### 6.6 Suspend equipment

Owner may decide to suspend equipment that is still valid. Do note that the selected equipment must still be of an active status. In this instance, Owner may suspend multiple equipment at the same time. Owners can suspend equipment with effect from today or a future suspension.

The system will automatically suspend the equipment if the renewal application is not completed by the expiry date. This auto-suspension will occur on the 15th of the month following the expiry date. For example, if the Permit to Operate (PTO) expired on July 31 and the equipment is not renewed by that date, the system will automatically suspend the equipment on the subsequent August 15.







Owners can choose the date of suspension and the reasons for suspension on this

- 1. Select start date of suspension
- 2. Type of A/R works
- submission requirement
- 5. Check declaration

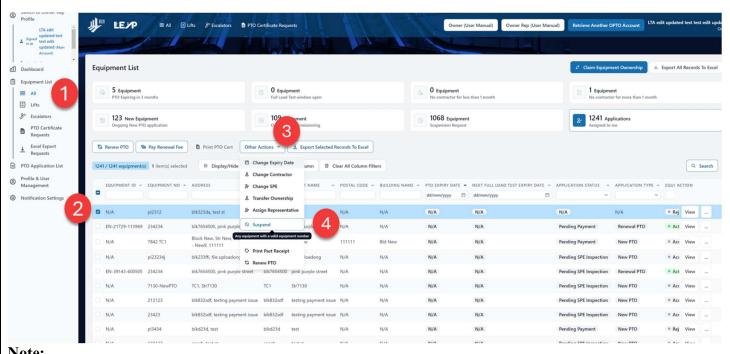
A success message will appear confirming that the submission is

The selection of A/R works can be nonmutually exclusive.





### 6.7 Amend Suspension Date



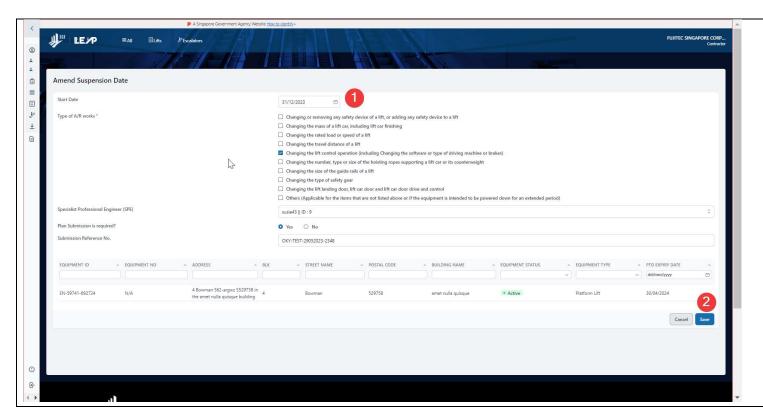
- 7. Select equipment list from the side bar
- 8. Select the equipment which needs to amend the suspend date
- 9. Select Other actions
- 10. Select Amend Suspend Date

#### Note:

If the equipment is Active and there is ongoing suspension request for future, you can amend suspension date. If the equipment is Active and there is no ongoing suspension request, you can suspend. Refer to Section 6.6 If the equipment is suspended, you cannot amend suspension date and suspend again.







The details will be populated based on what was submitted for the suspension request.

- 11. Amend the start date
- 12. Select Save

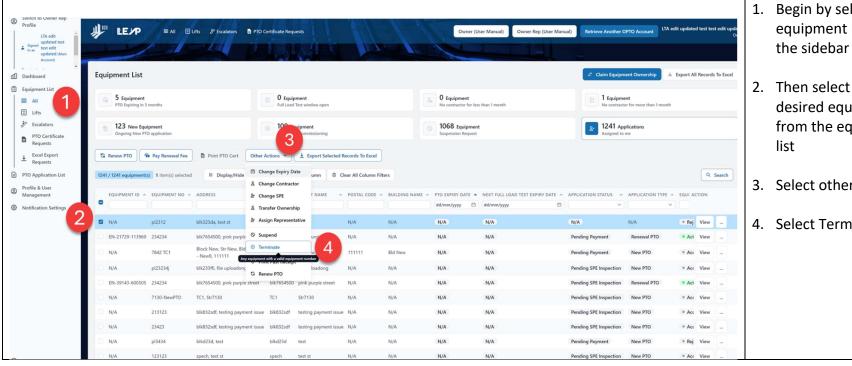
#### Note:

The selection of A/R works can be non-mutually exclusive



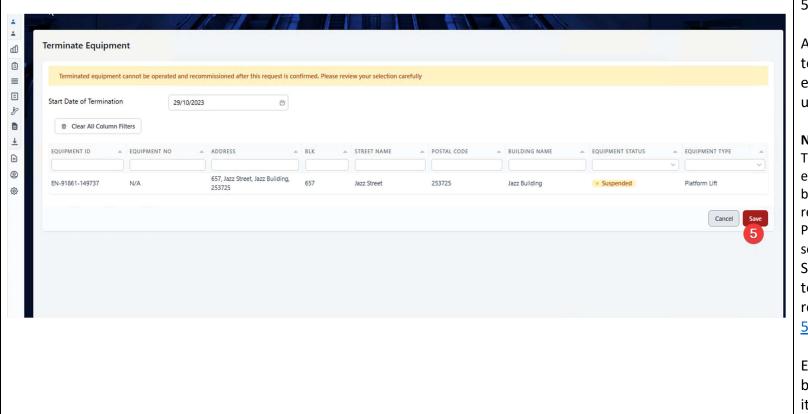
### 6.8 Terminate Equipment

If an owner no longer wishes to keep an equipment, he may terminate it by following the steps below. This process can be done for multiple equipment(s) at the same time.



- 1. Begin by selecting the equipment list from
- 2. Then select the desired equipment(s) from the equipment
- 3. Select other actions
- 4. Select Terminate





5. Save

A confirm termination of equipment pop up will appear.

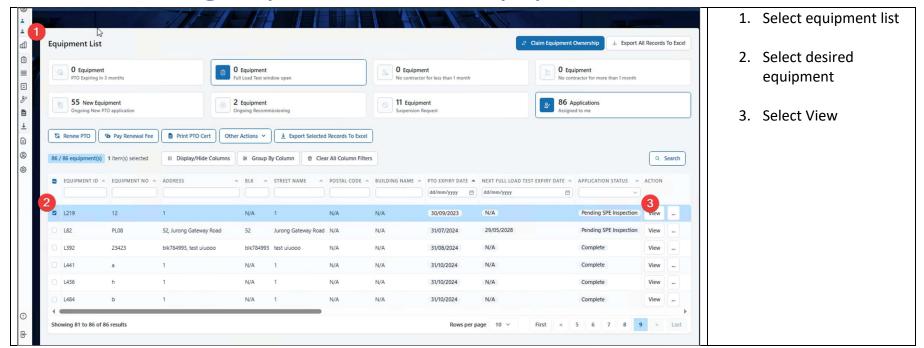
#### Note:

Terminated
equipment cannot
be
recommissioned —
Please review your
selection carefully.
Should you need
to reactivate it,
refer to <u>Section</u>
<u>5</u>.

Equipment can be terminated if it has an Equipment ID, And equipment status is Active or Suspended.

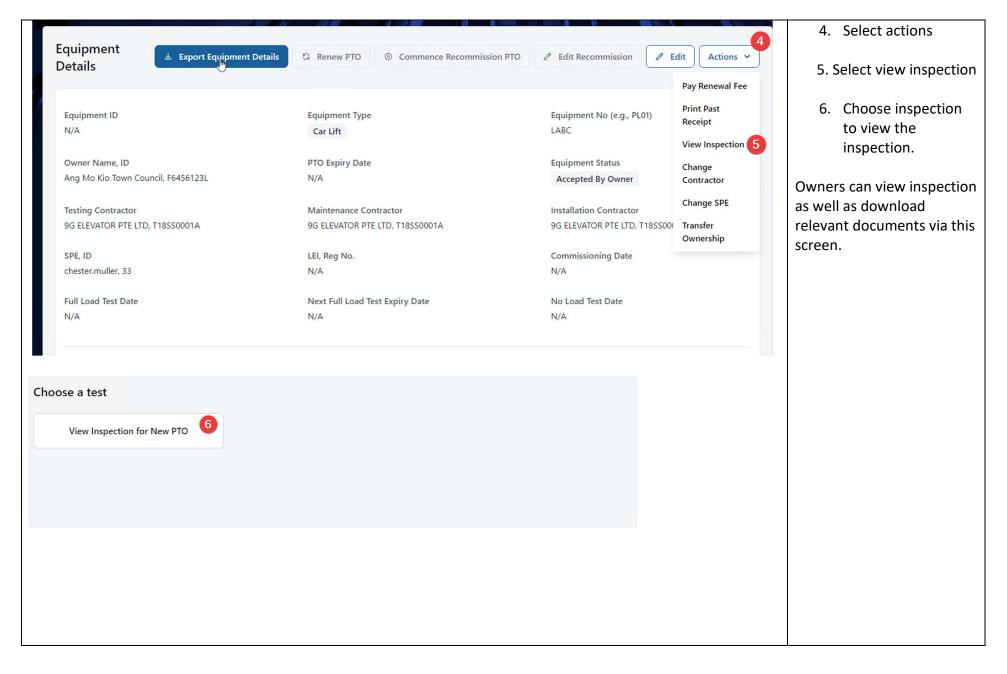


## 6.9 Viewing inspection for an equipment

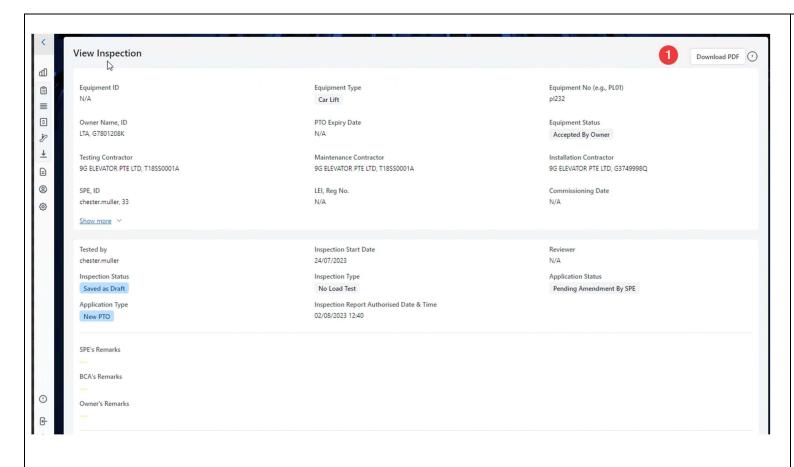








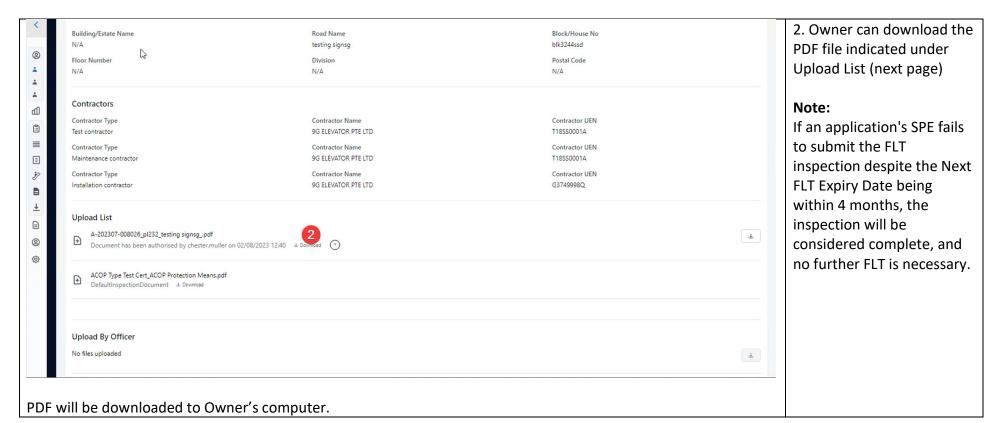




To view the signed document by SPE

1. Owner can click on "Download PDF" or can refer to Step #2.

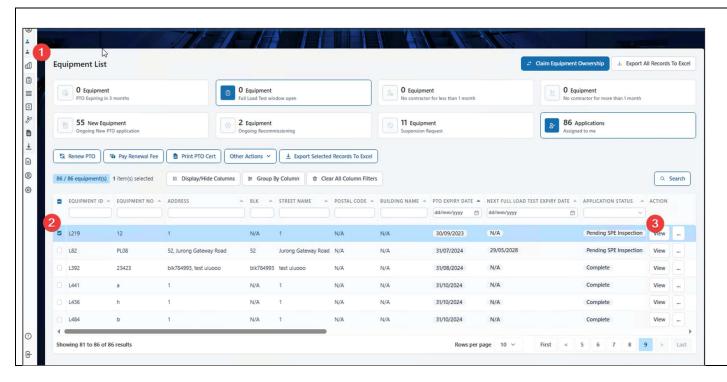








# 7 Equipment details

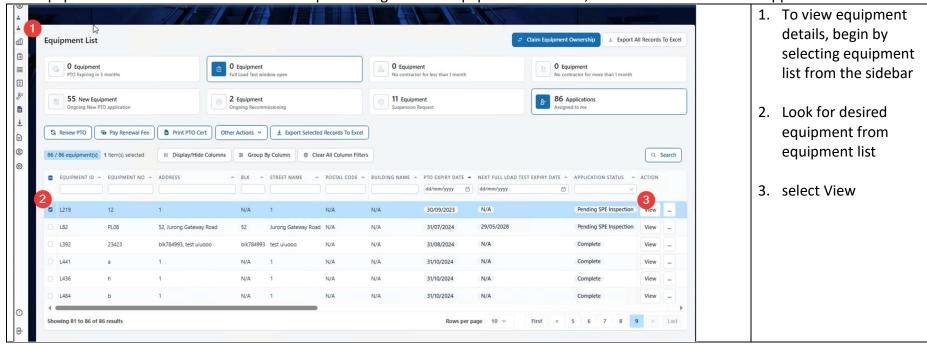


- 1. To view equipment details, begin by selecting equipment list from the sidebar
- 2. Look for desired equipment from equipment list
- 3. Select View



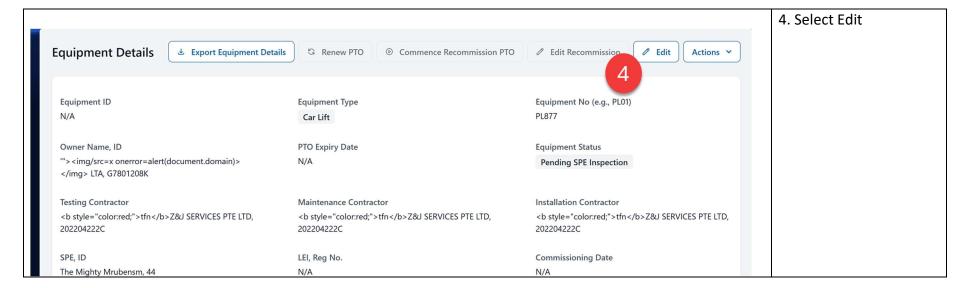
### 7.1 Edit equipment details

Edit equipment details is a useful tool to make quick changes to the equipment's address, technical information and applicable standards.

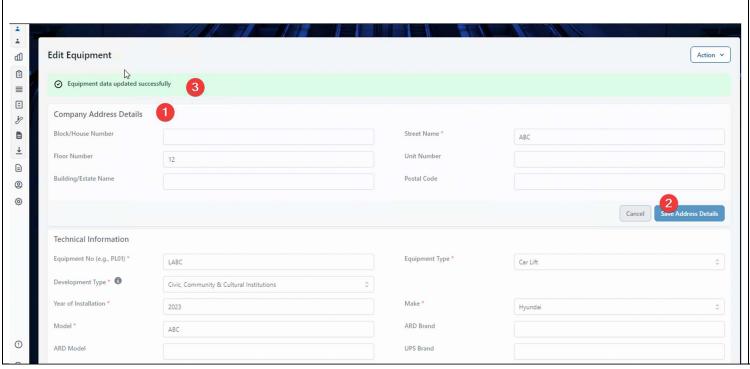












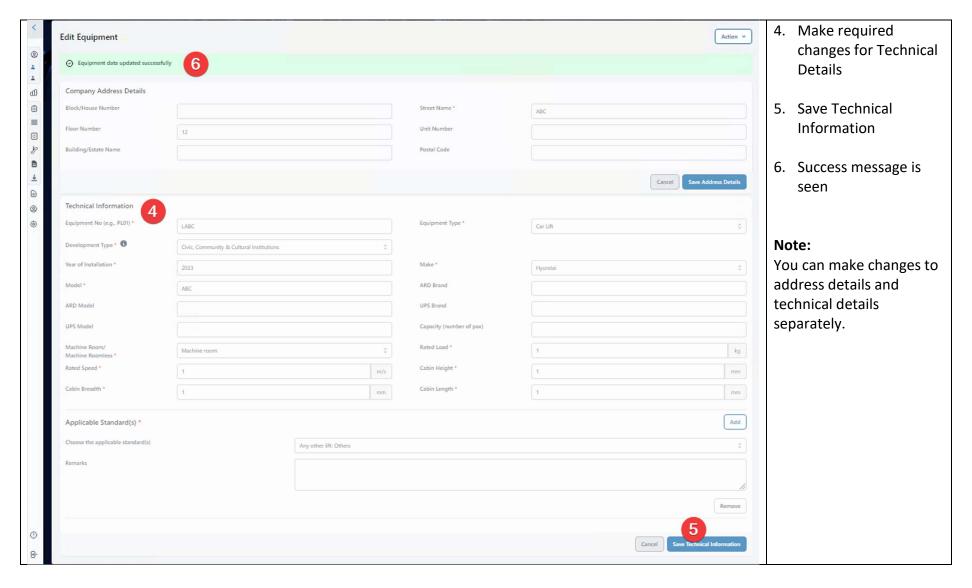
- 1. Make required changes for Address Details
- 2. Save Address Details
- 3. Success message is seen

#### Note:

You can make changes to address details and technical details separately.

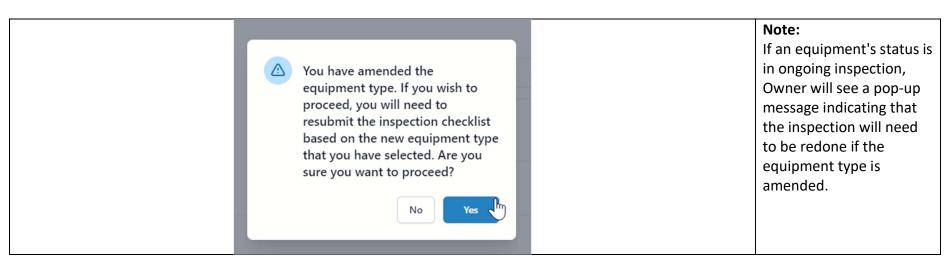








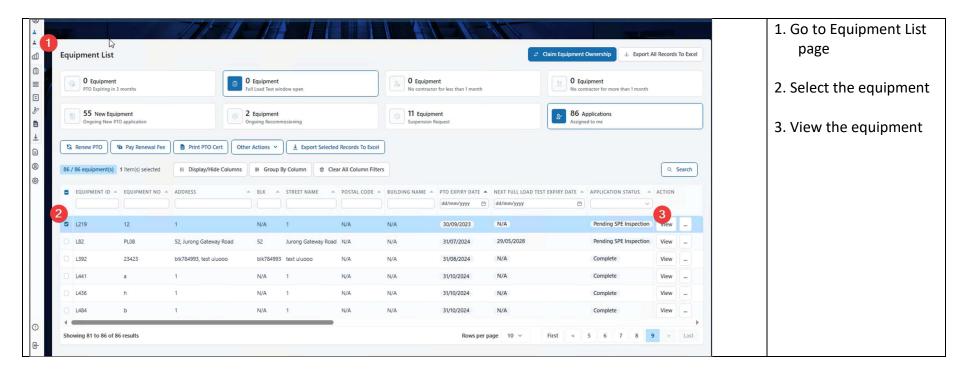




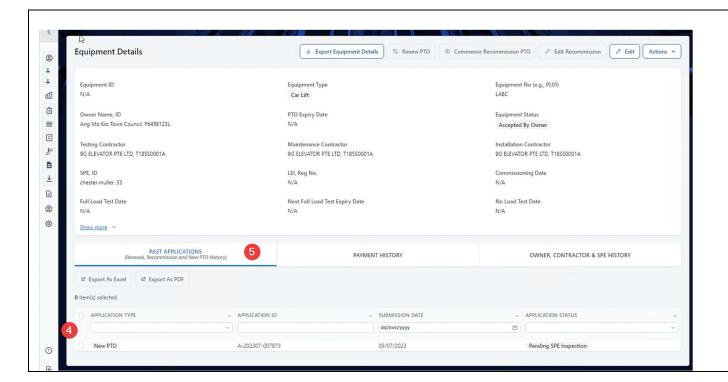


# 7.2 View past applications

Owners can view the history of all equipment



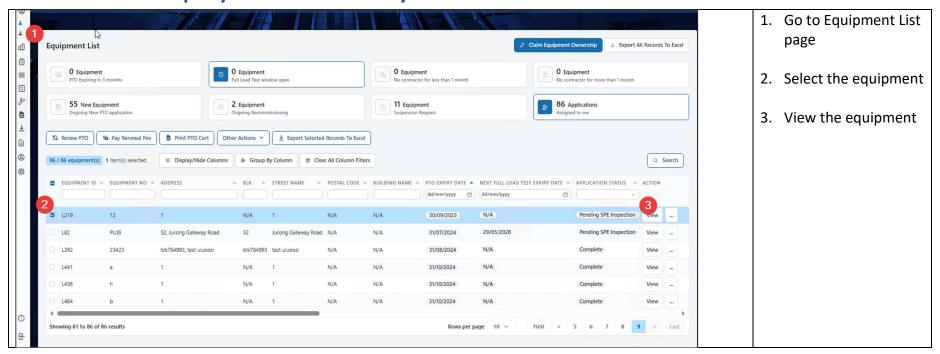




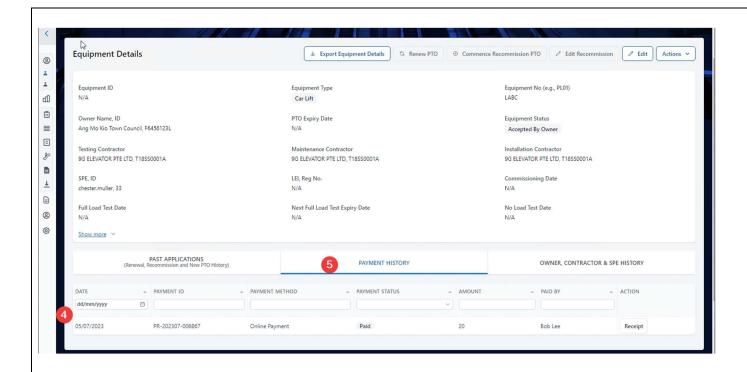
- 4. Scroll down to bottom of the page
- 5. See Past Applications and note down the Application ID, and refer to <u>Section 8.1</u>



# 7.3 View payment history



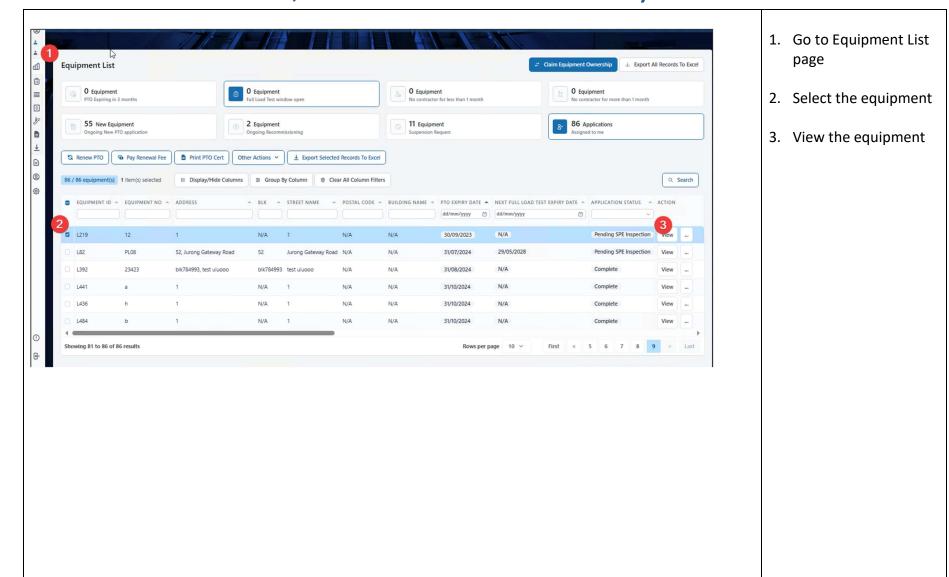




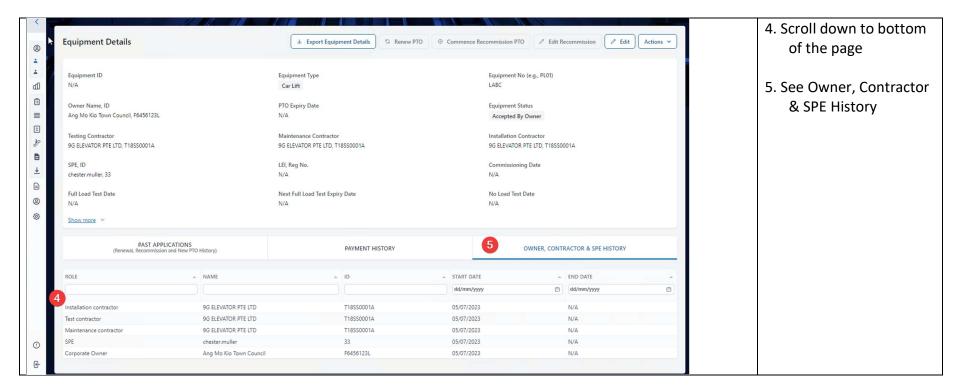
- 4. Scroll down to bottom of the page
- 5. See Payment History



# 7.4 View Owner, contractor & SPE history

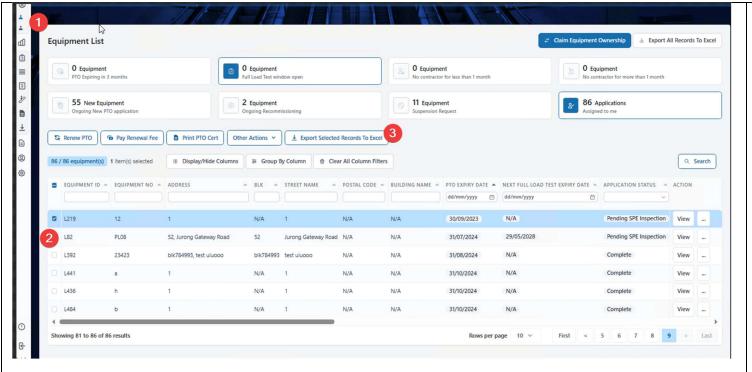






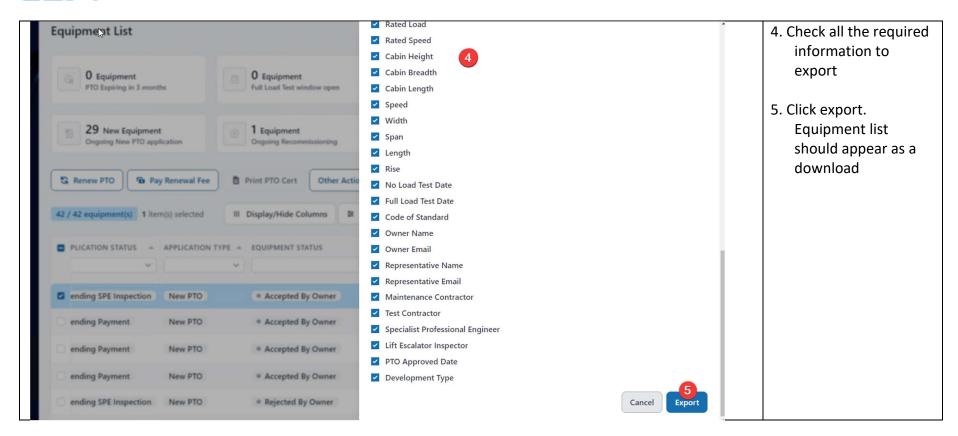


# 7.5 Exporting equipment details to excel



- Begin by selecting the equipment list from the sidebar
- Then select the desired equipment(s) from the equipment list
- 3. Click on Export Selected Records To Excel

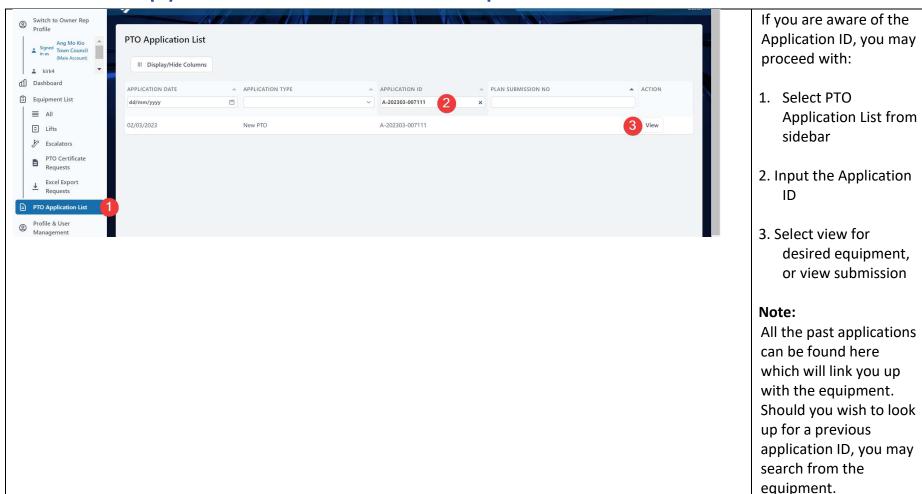






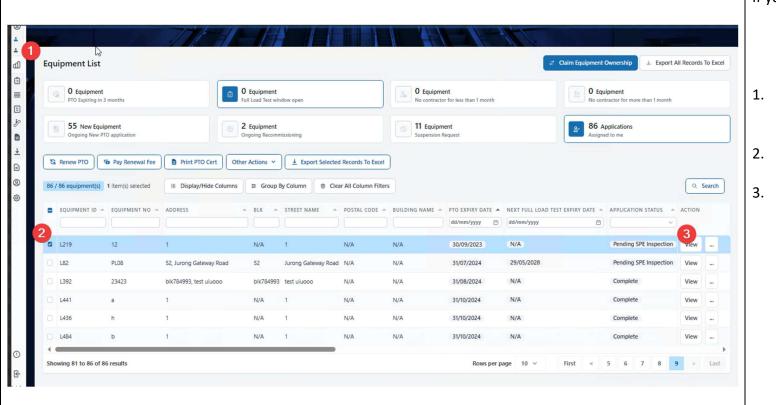
# 8 Viewing equipment in PTO application list

# 8.1 If Application ID is known upfront





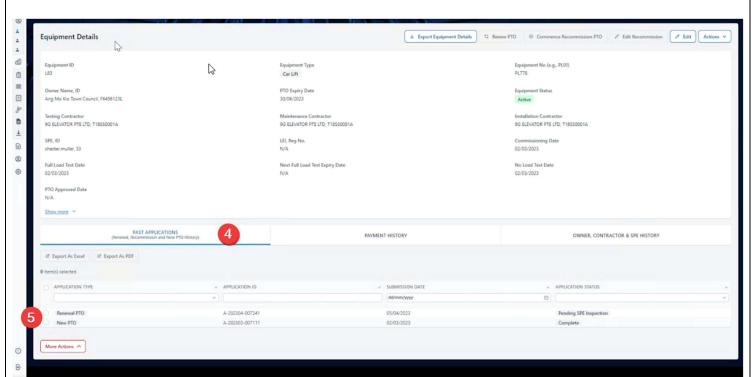
# 8.2 If Application ID is not known upfront



If you are unaware of the Application ID, you may proceed with:

- 1. Go to Equipment List page
- 2. Select the equipment
- 3. View the equipment



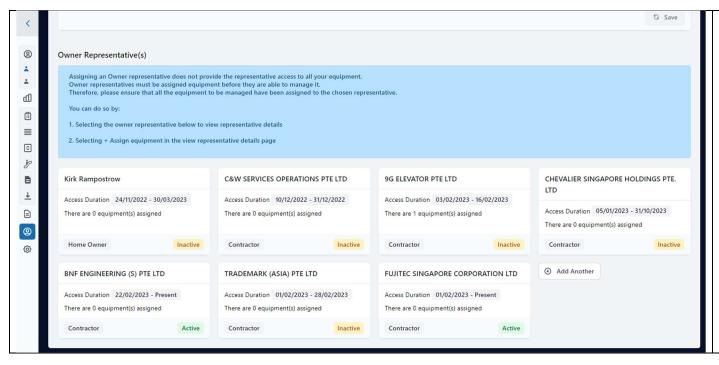


- 4. Scroll down to bottom of the page
- 5. See Past Applications and note down the Application ID, and refer to Section 8.1



# 9 Owner representative

Owner representatives are individuals assigned by the Owner to manage their account. Representatives can assist owners in several functions namely renewing PTO, paying renewal fees, suspend equipment, print PTO cert and resume recommission equipment after SPE submission. Section 9.1 and Section 9.2 outline the ways in which an Owner can assign an equipment to a new and existing representative as well as add a new representative. Whereas Section 9.3 and Section 9.4 outline the ways in which Owners can delete or change the status of an Owner representative respectively.



- Begin by selecting Profile & User Management from side bar
- Scroll down to view list of Owner representatives

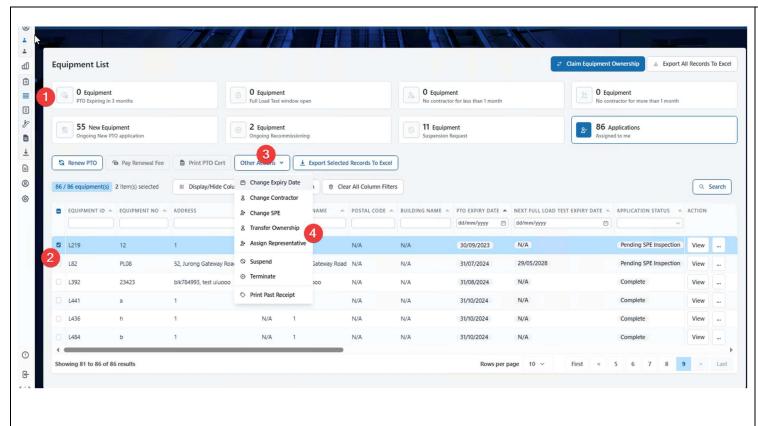




# 9.1 Owner representative profile created

### 9.1.1 Assign equipment from Equipment List

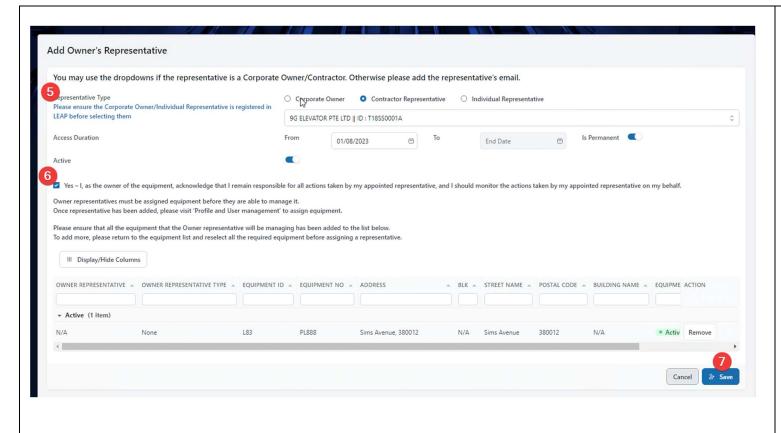
**Note**: If you have created an Owner Representative profile before, you are advised to refer to <u>Section 9.1.2</u> for assignment of equipment for a better experience, as the list of equipment available for assignment will be filtered as per Step 5. This will be helpful if you are not aware which equipment has already been assigned to an Owner Representative (regardless of accepted/pending acceptance assignments).



- Begin by selecting the equipment list from sidebar
- Then select the desired equipment(s) from the equipment list
- 3. Select other actions
- 4. Select assign representative

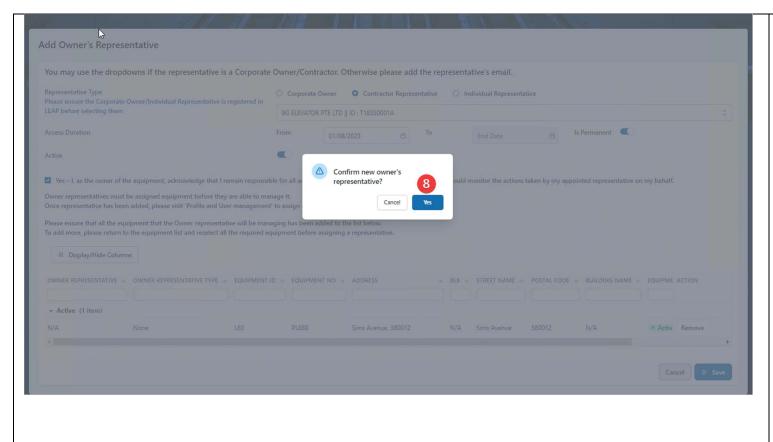






- 5. Add owner representative details
  - a. Select representative type
  - b. Select access duration
  - c. Select "Is
    Permanent" if you
    wish to assign the
    representative
    permanently (end
    date with be
    automatically
    disabled)
  - d. Select "Is active" toggle if you want to activate this assignment from the date you put in the access duration
- 6. Check declaration
- 7. Save

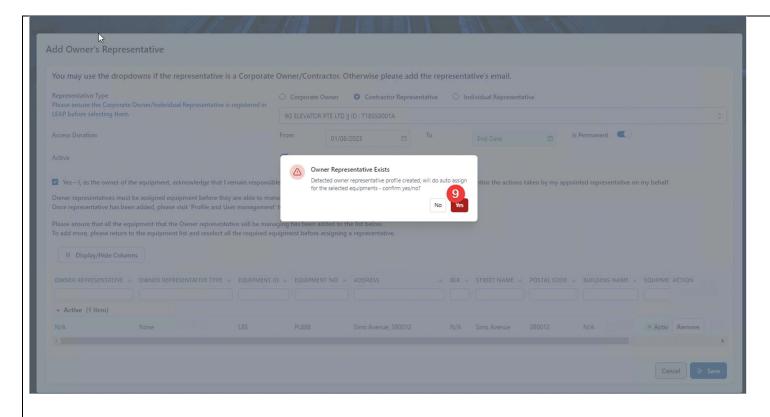




# 8. Confirm new owner's representative

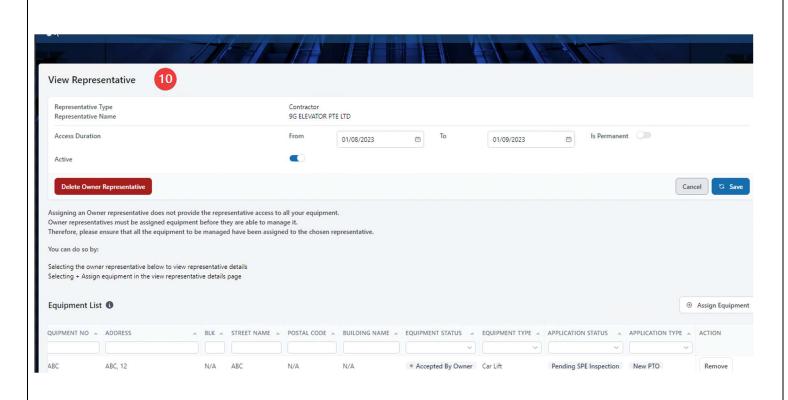






9. As owner representative already exists, click Yes so that the system will auto assign equipment to the selected owner representative





10. You will be redirected to the view representative page of the owner representative you have selected. The equipment assigned will be displayed at the table at the bottom.

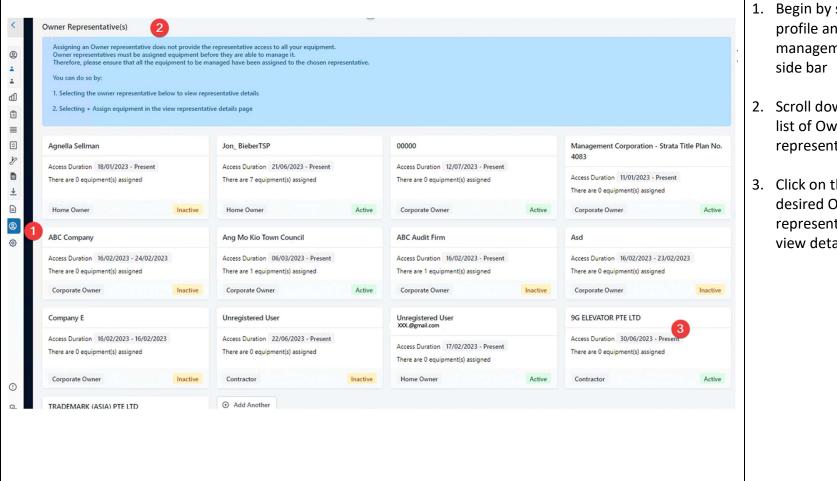
#### Note:

If you are not redirected to the view representative page in step 10, please ensure that the equipment you have selected is not pending acceptance or accepted by the owner representative.



#### 9.1.2 Assign equipment from Profile page

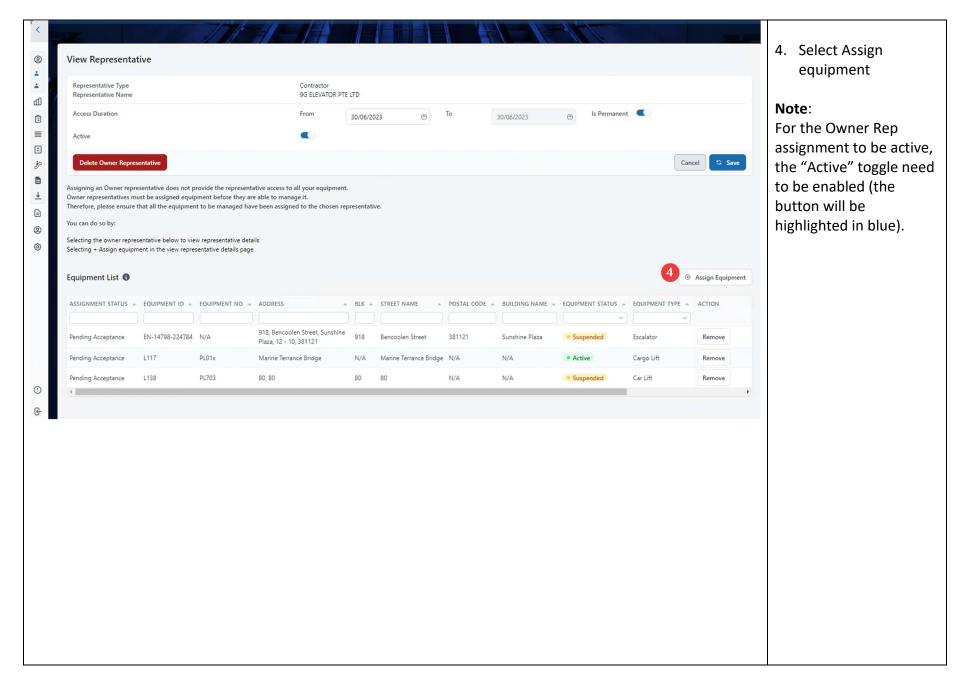
Note: If you have yet to create an Owner Representative profile, before you proceed with this Section 9.1.2, please refer to Section 9.2.2 so that the existing Owner Representative profile card will appear in this view.



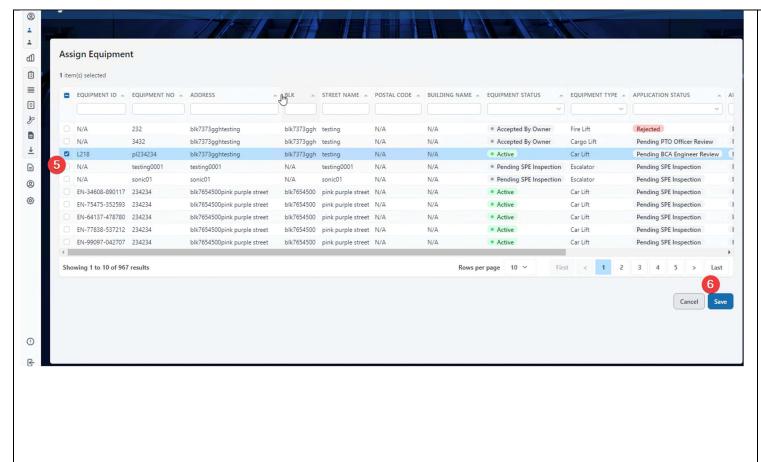
- 1. Begin by selecting profile and user management from
- 2. Scroll down to view list of Owner representatives
- 3. Click on the name of desired Owner representative to view details











- 5. Select equipment to assign
- 6. Save

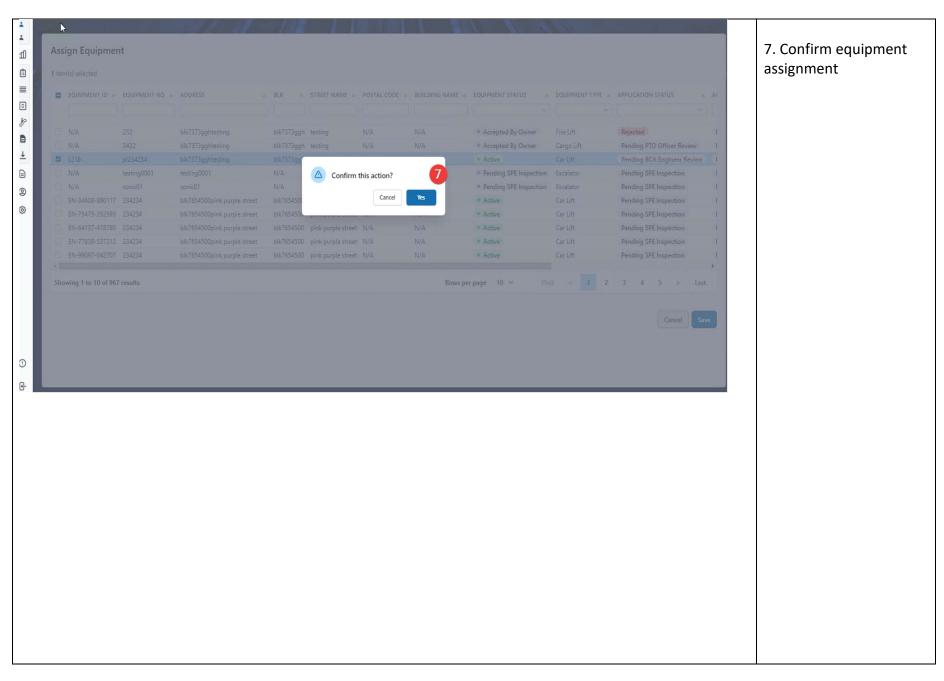
#### Note:

As 1 equipment can only be assigned to 1 Owner Representative, only clean and unassigned equipment will appear here.

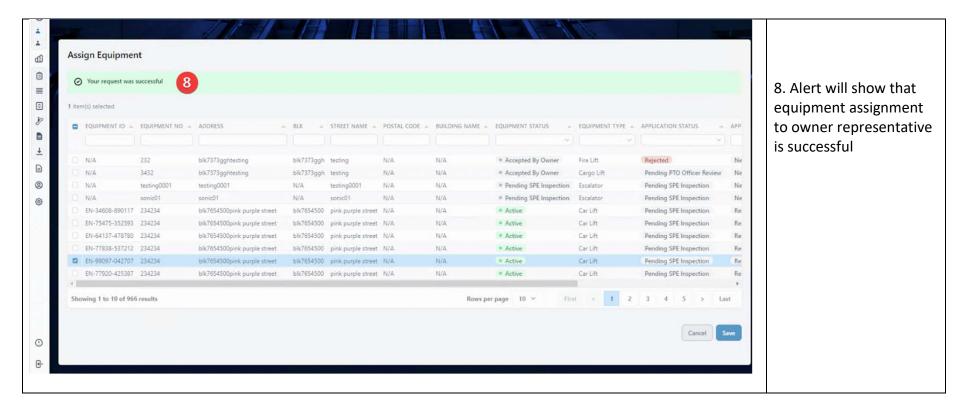
If the equipment is currently ongoing assignment and yet to be accepted by Owner Representative or equipment accepted by Owner Rep, the equipment will not appear here.

Refer to <u>Section 9.7</u> if you wish to remove equipment assigned to an Owner Rep.







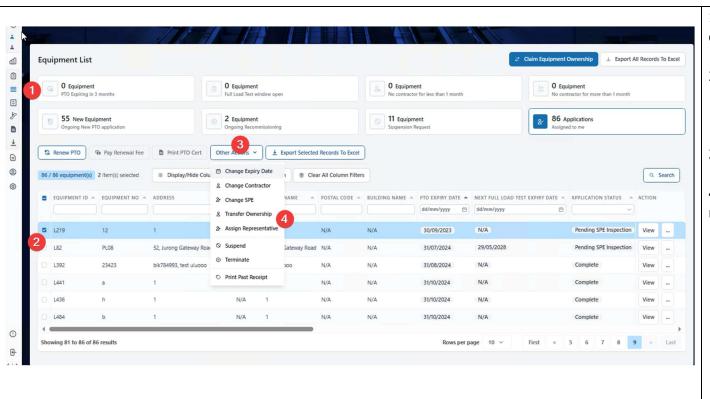




# 9.2 Owner representative profile not created

# 9.2.1 Create owner representative profile and assign equipment from Equipment List altogether

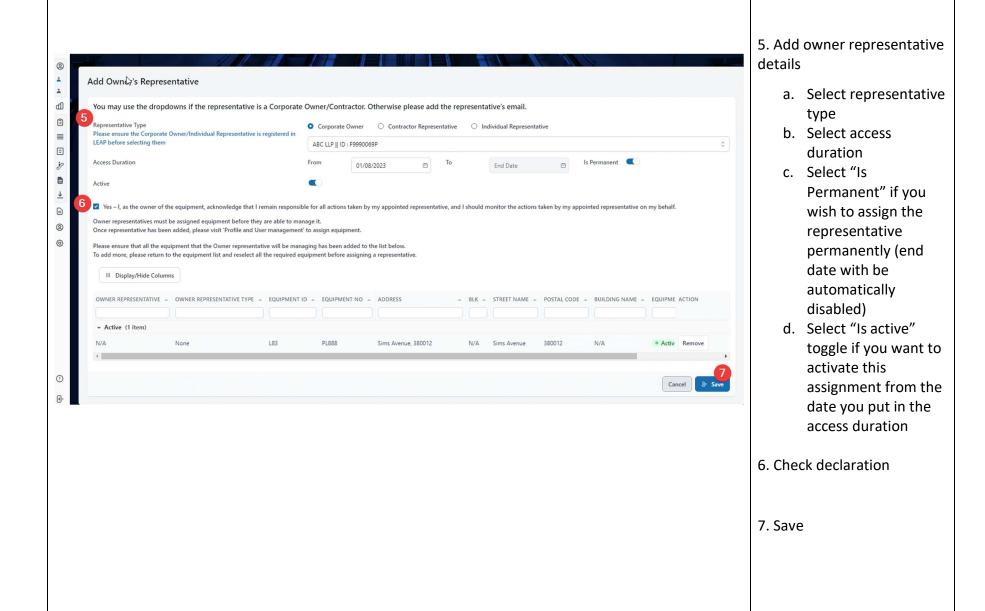
**Note**: You are advised to only do this for the first time creation of this specific Owner Representative profile for a better experience. If you have an Owner Representative profile created before, you are advised to refer to Section 9.1.2 for assignment of equipment.



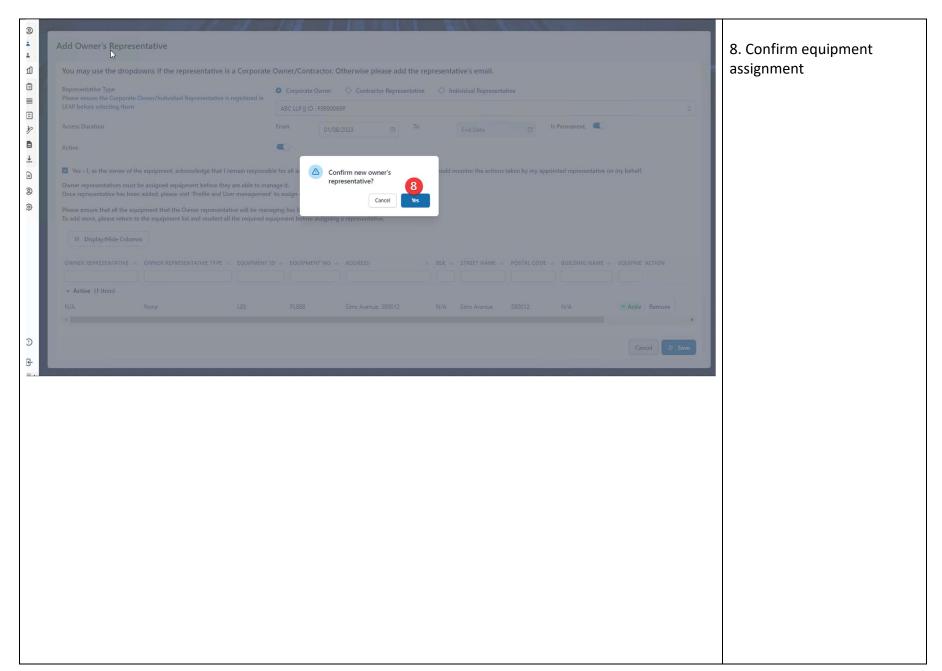
- 1. Begin by selecting the equipment list from sidebar
- 2. Then select the desired equipment(s) from the equipment list
- 3. Select other actions
- 4. Select assign representative



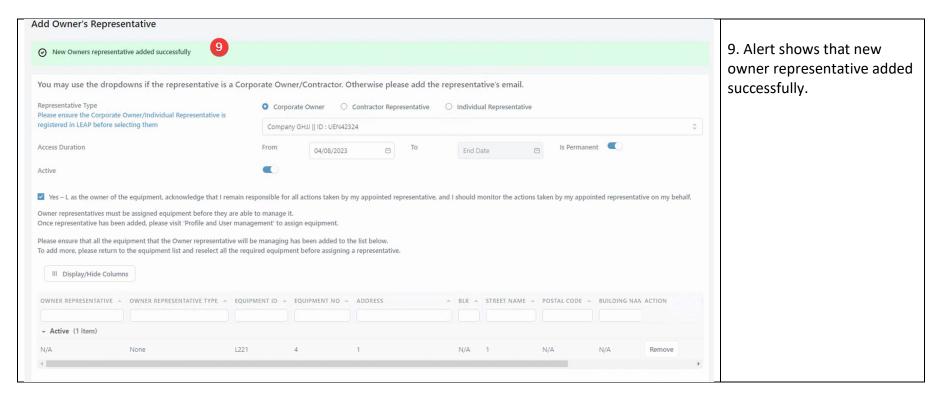








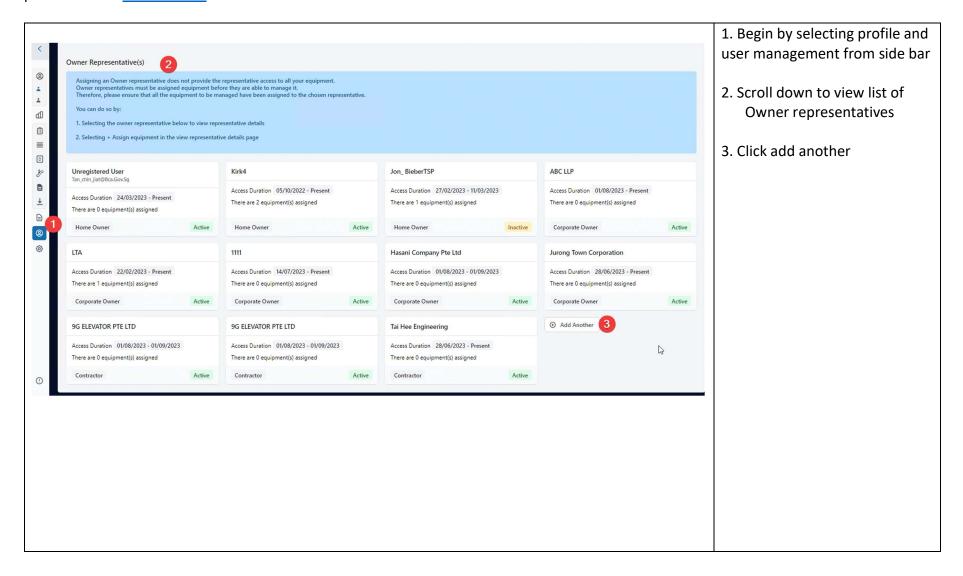




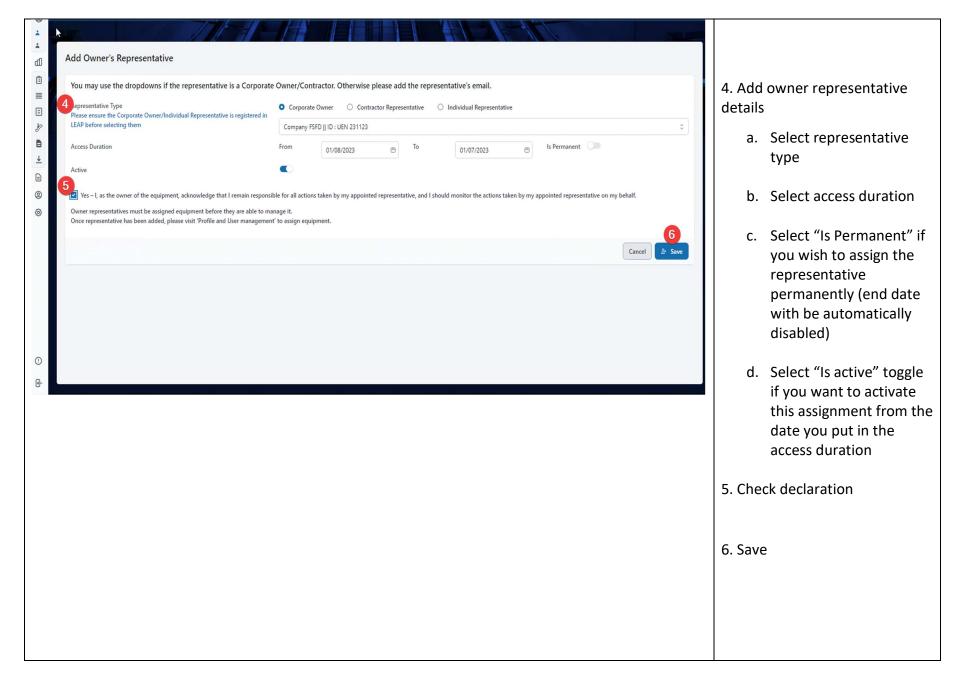


### 9.2.2 Create owner representative profile from Profile page

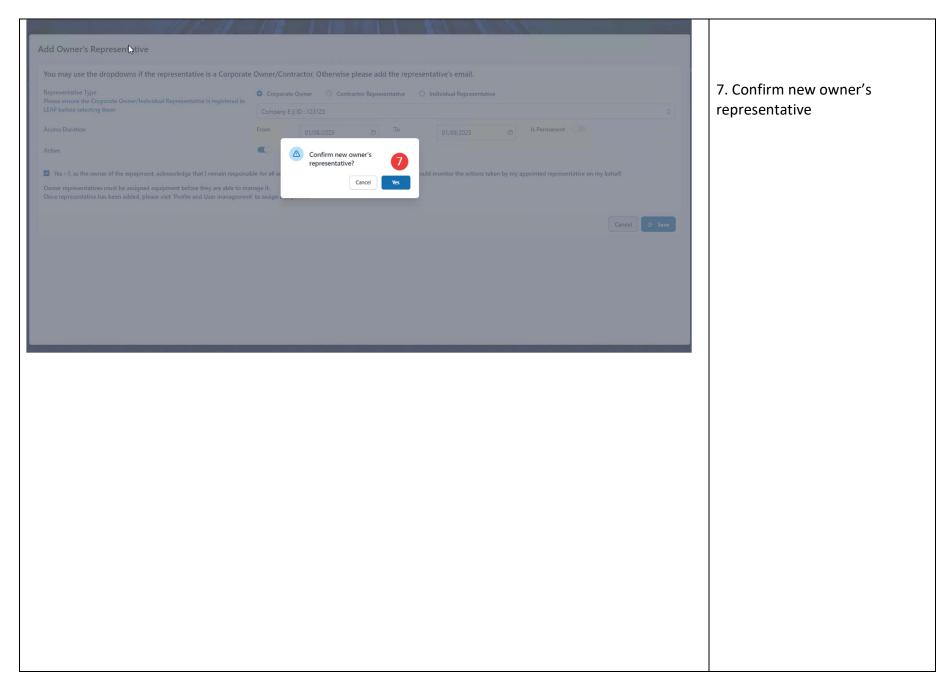
**Note**: This Section 9.2.2 only creates an Owner Representative profile without any equipment assignment. To assign equipment separately, please refer to Section 9.1.2.



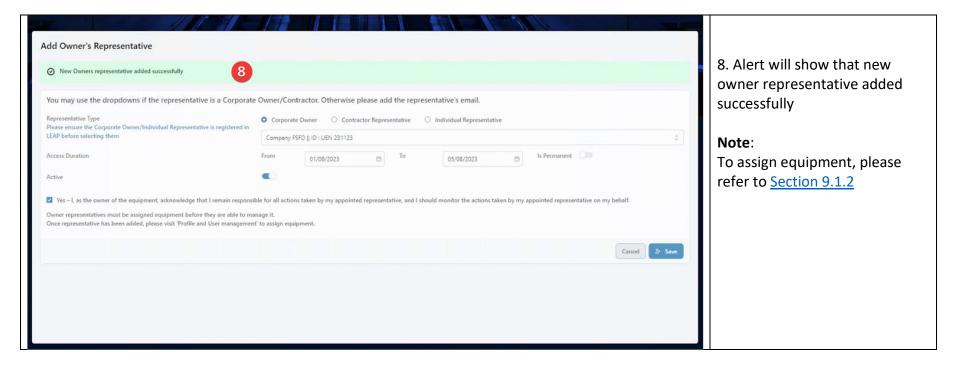








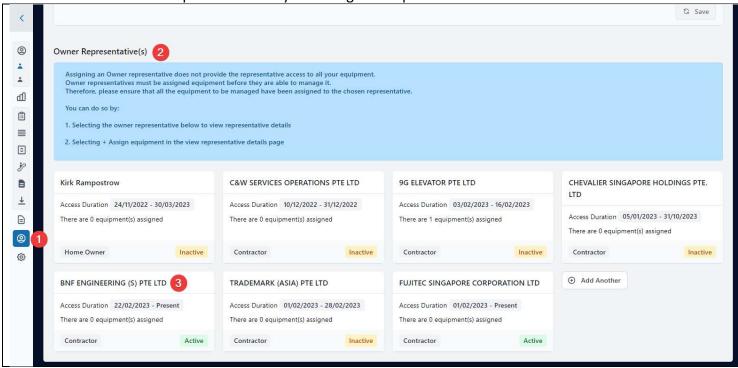






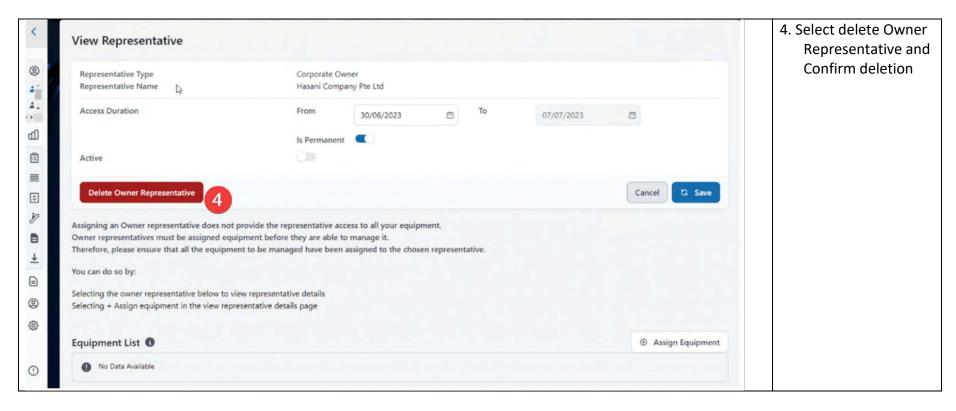
# 9.3 Deleting owner representative

Owner can delete Owner representatives by following the steps outlined below



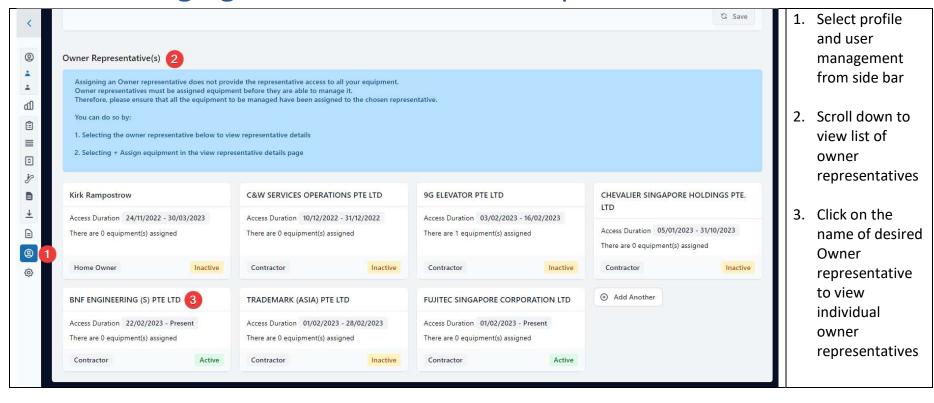
- Select profile and user management from side bar
- 2. Scroll down to view list of Owner representatives
- Click on the name of desired Owner representative to view individual Owner representative's details



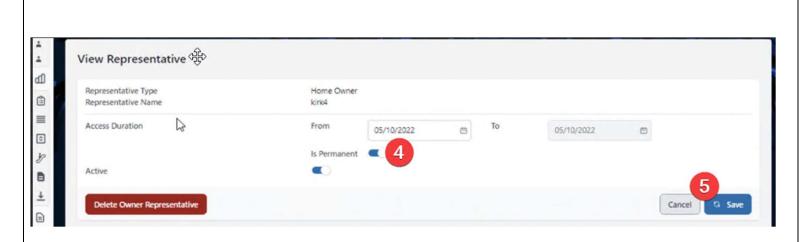




# 9.4 Changing the status of Owner representative







- 4. Toggle the "Is Permanent" status of individual owner representative (the button will be highlighted in blue)
- 5. Save

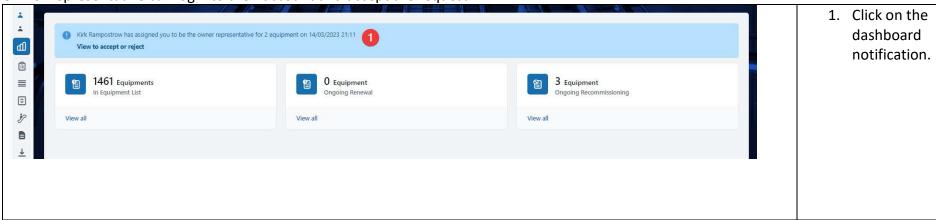
### Note:

Is Permanent toggle will overwrite the "End Date" selected in the Access Duration.



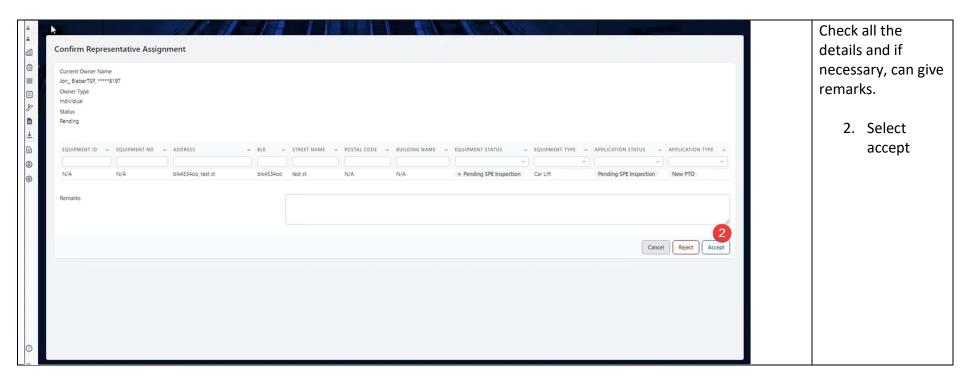
# 9.5 Owner rep view: Accepting an owner representative request

Owner representative can login to their account and accept the request.











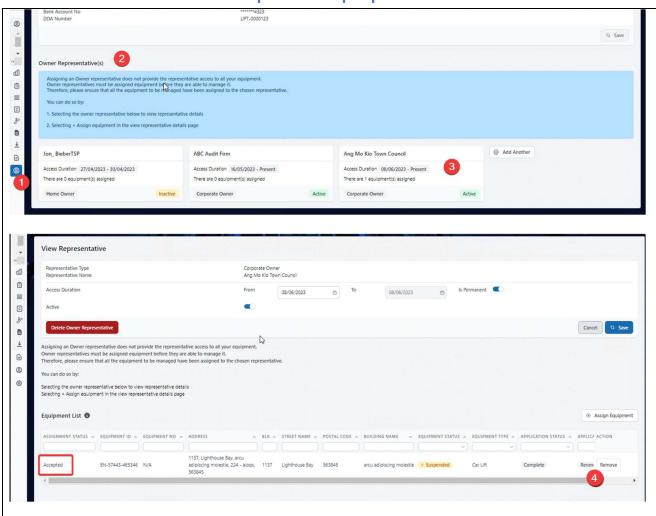
# 9.6 Owner rep view: Rejecting an owner representative request

Owner representative can login to their account and reject the request. Click on the dashboard notification. (I) Kirk Rampostrow has assigned you to be the owner representative for 2 equipment on 14/03/2023 21:11 Ф View to accept or reject 2. Select reject button 1461 Equipments 0 Equipment  $\equiv$ ٥ View all View all View all **Confirm Representative Assignment** Current Owner Name Jon\_ BieberTSP, \*\*\*\*\*819T Owner Type Individual EQUIPMENT ID A EQUIPMENT NO A ADDRESS A BLK A STREET NAME A POSTAL CODE A BUILDING NAME A EQUIPMENT STATUS A EQUIPMENT TYPE A APPLICATION STATUS A APPLICATION TYPE blk4534oo, test st Pending SPE Inspection Car Lift Pending SPE Inspection



### 9.7 Remove equipment assigned to an owner representative

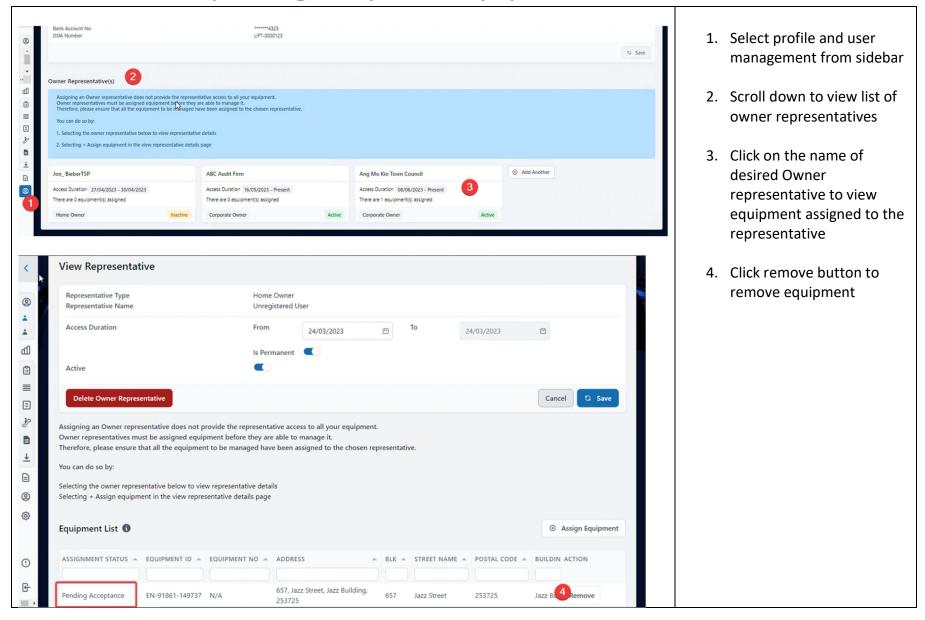
### 9.7.1 Remove accepted equipment



- 1. Select profile and user management from sidebar
- Scroll down to view list of owner representatives
- 3. Click on the name of desired Owner representative to view the equipment assigned to the representative
- 4. Click remove button to remove equipment



### 9.7.2 Remove pending acceptance equipment

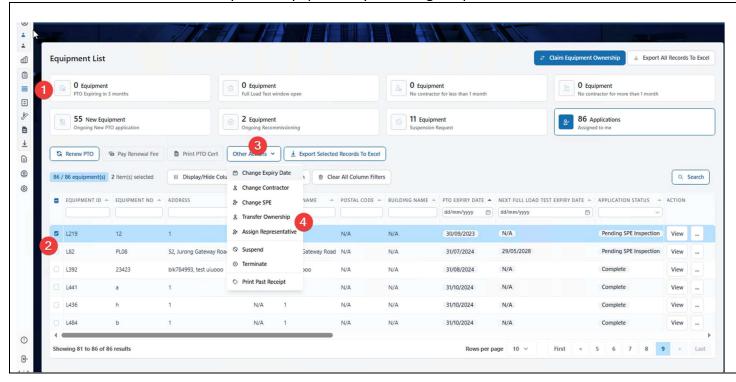






## 10 Transferring Ownership

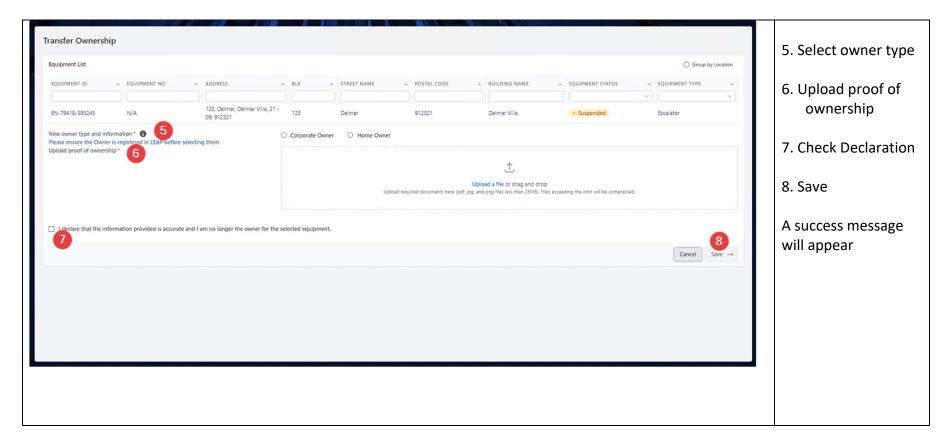
Owners can transfer the ownership of an equipment by following the process outlined below.



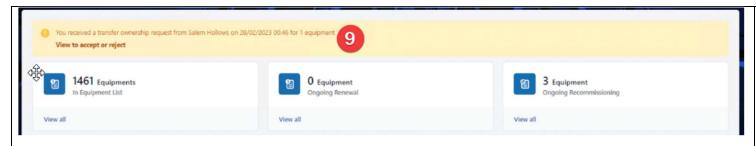
- 1. Begin by selecting the equipment list from the sidebar
- 2. Then select the desired equipment(s) from the equipment list
- 3. Select other actions
- 4. Select transfer ownership









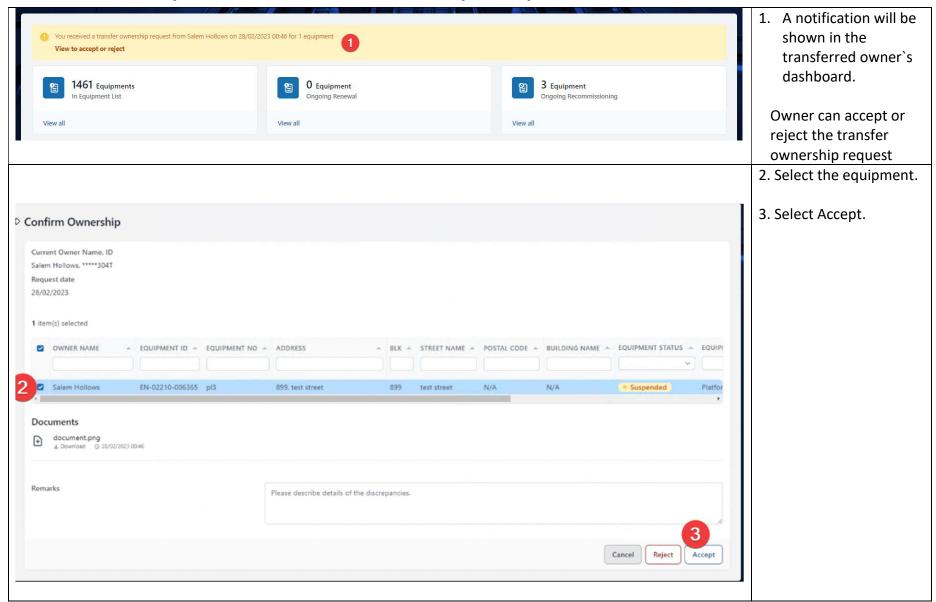


9. A notification will be shown in the transferred owner's dashboard.

Owner can accept or reject the transfer ownership request

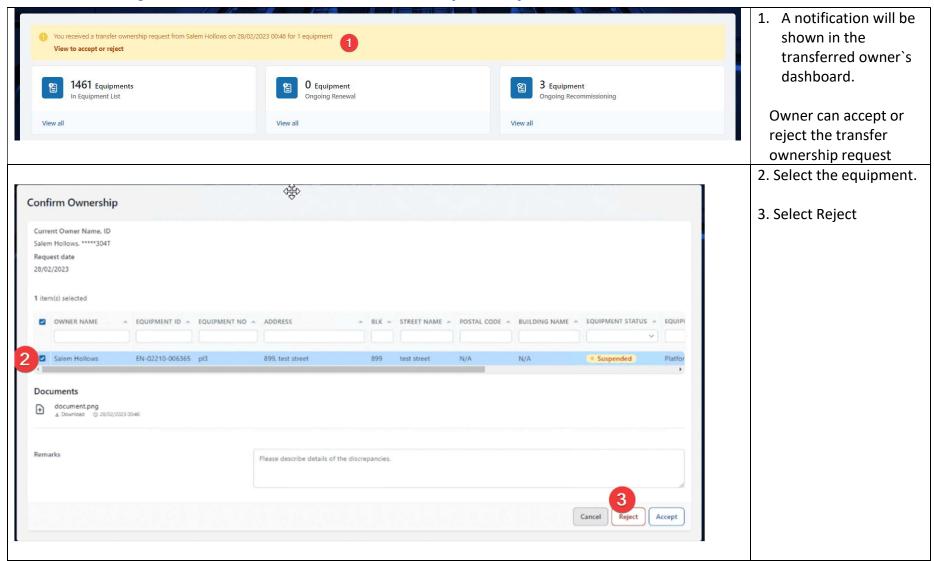


### 10.1 Accept transfer ownership request





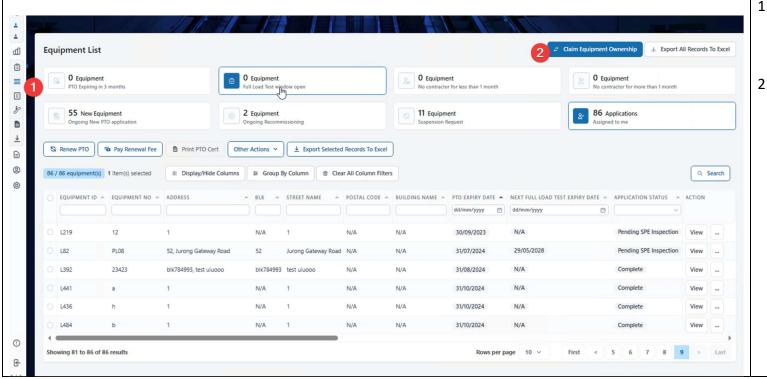
### 10.2 Reject transfer ownership request





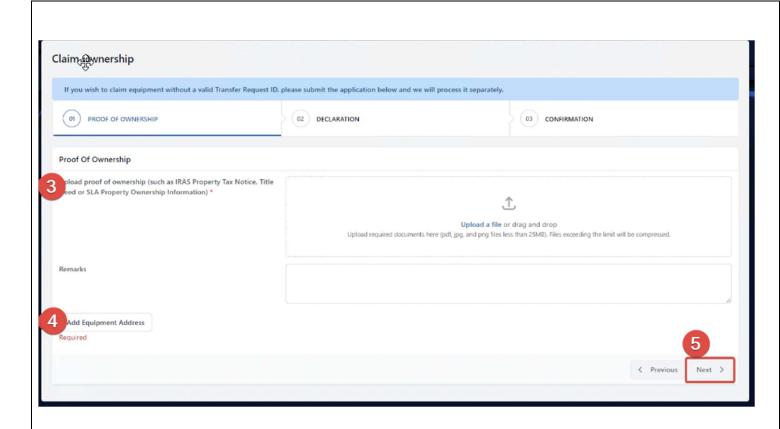
### 10.3 Claiming ownership of an equipment

In claiming ownership of an equipment, the direct method would be to input the details of the equipment he wishes to claim together with proof of ownership.



- Begin by selecting the equipment list from the sidebar
- 2. Claim Equipment Ownership



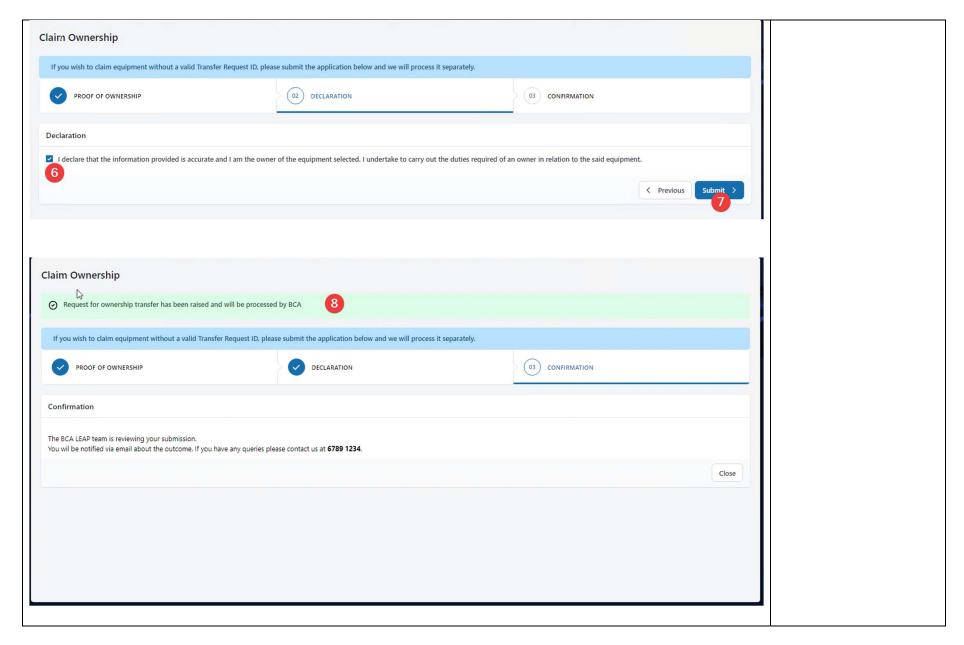


- 3. Owners may submit proof of ownership.
- 4. Add equipment address
- 5. Select Next
- 6. Check declaration as rightful owner
- 7. Submit
- 8. An alert will show which informs that request of ownership transfer has been raised and will be processed by BCA.

#### Note:

The claimant will be the Owner. BCA will transfer the equipment to the Owner.



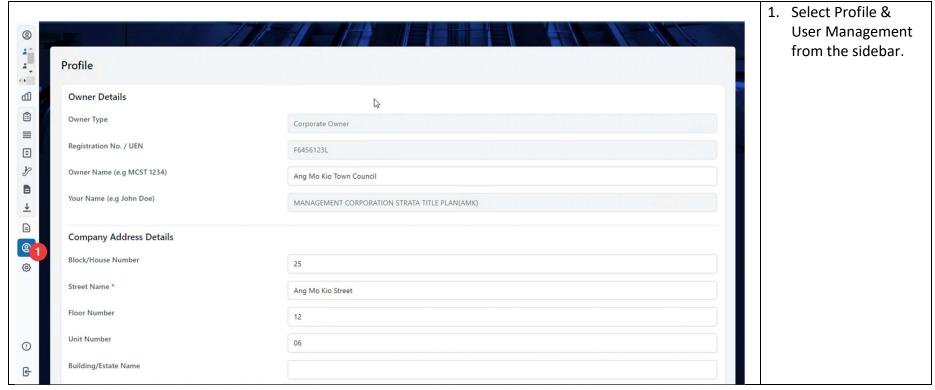






## 11 Profile and user management

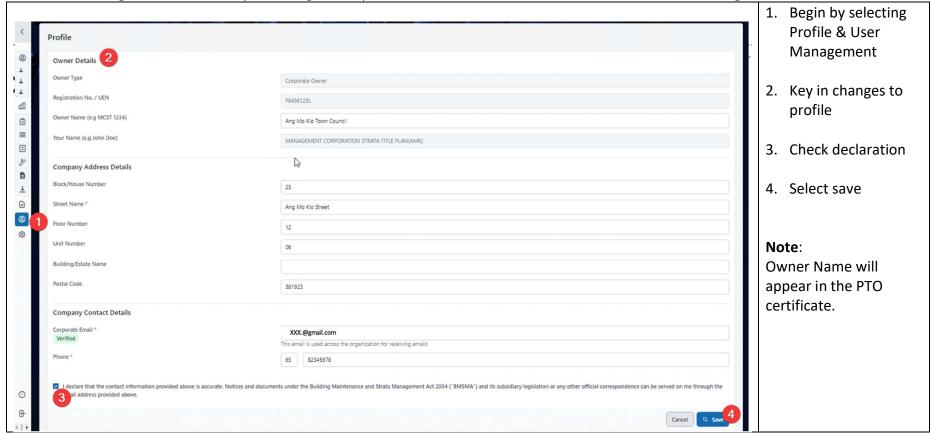
Owners can view and update all the details related to the owner profile. Such as Contact details, Address details etc.





### 11.1 Changing owner details

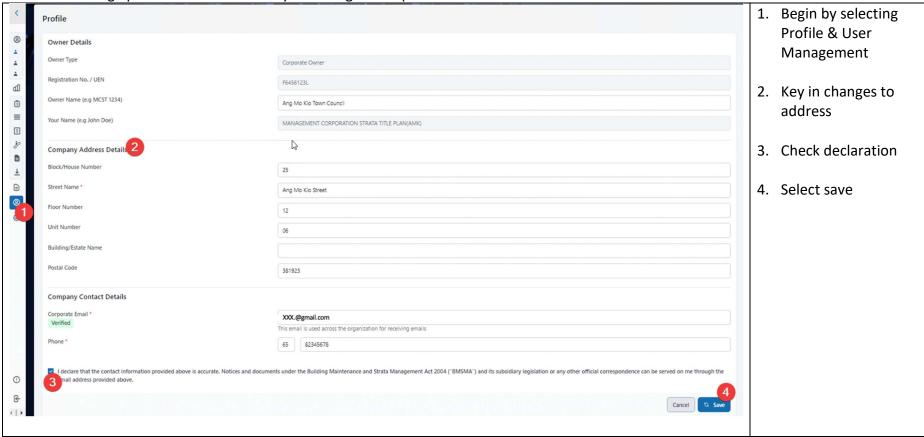
Owners can change his/her details by following the steps outlined below. Owner name and address can be changed here.





### 11.2 Changing address details

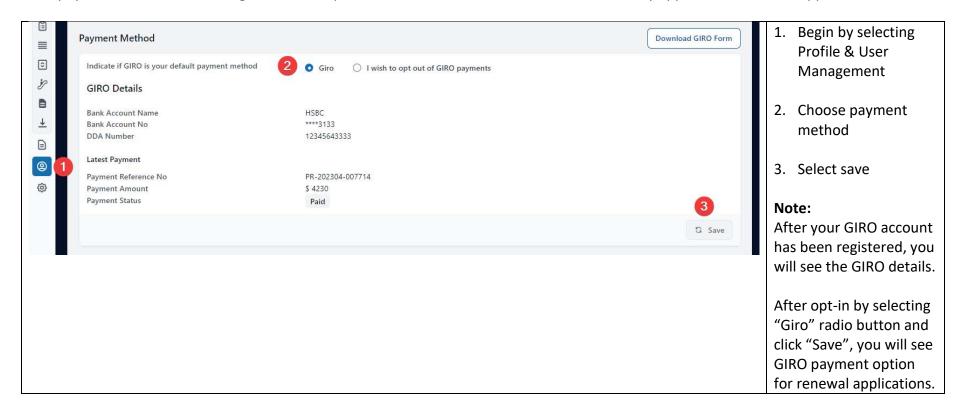
Owner can change profile address details by following the steps outlined below





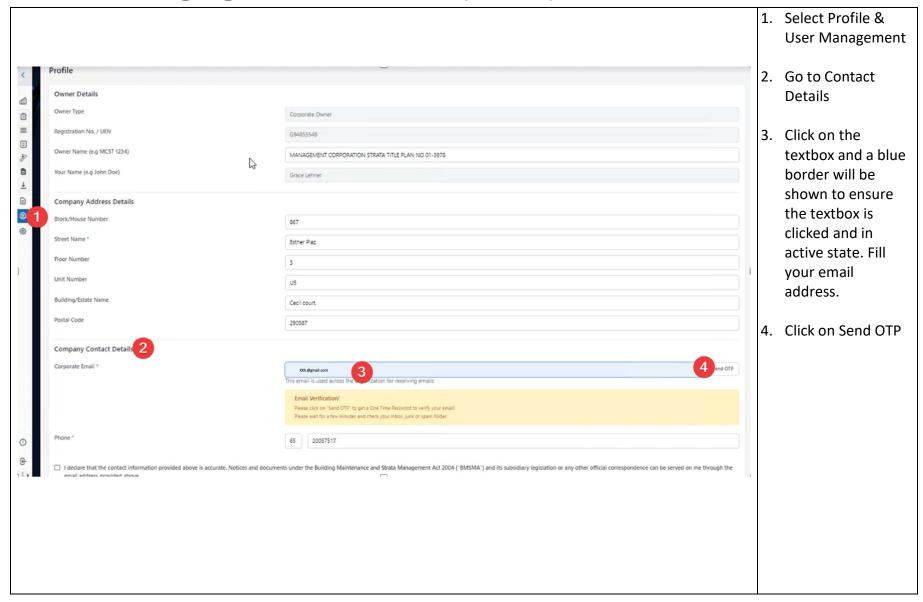
### 11.3 Opt-in for GIRO as a valid payment method for Renewal

GIRO payment mode can be changed via the steps outlined below. Do note that GIRO details only appear once BCA has approved it.

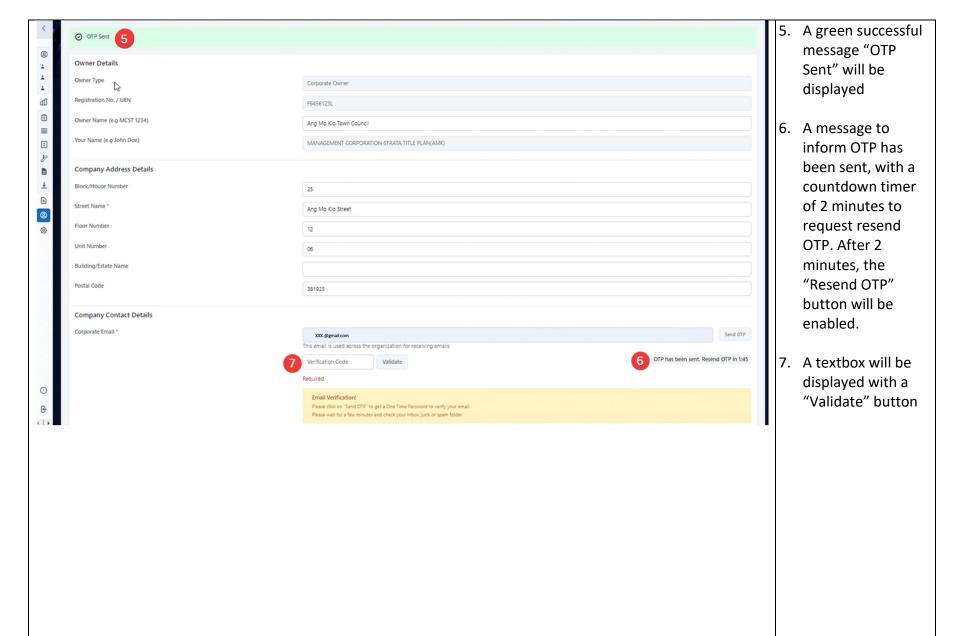




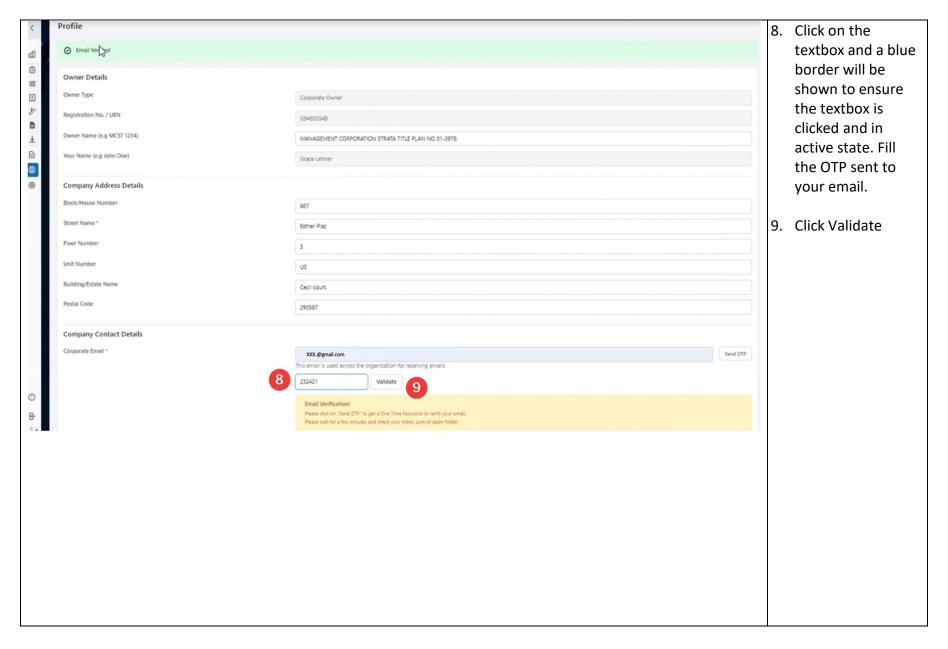
### 11.4 Changing contact details (email)



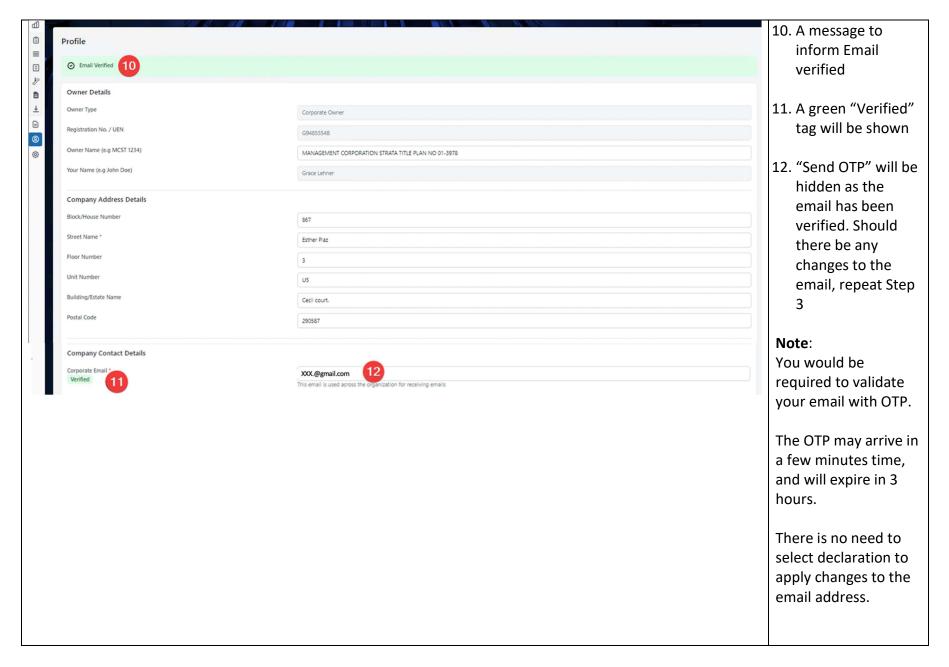






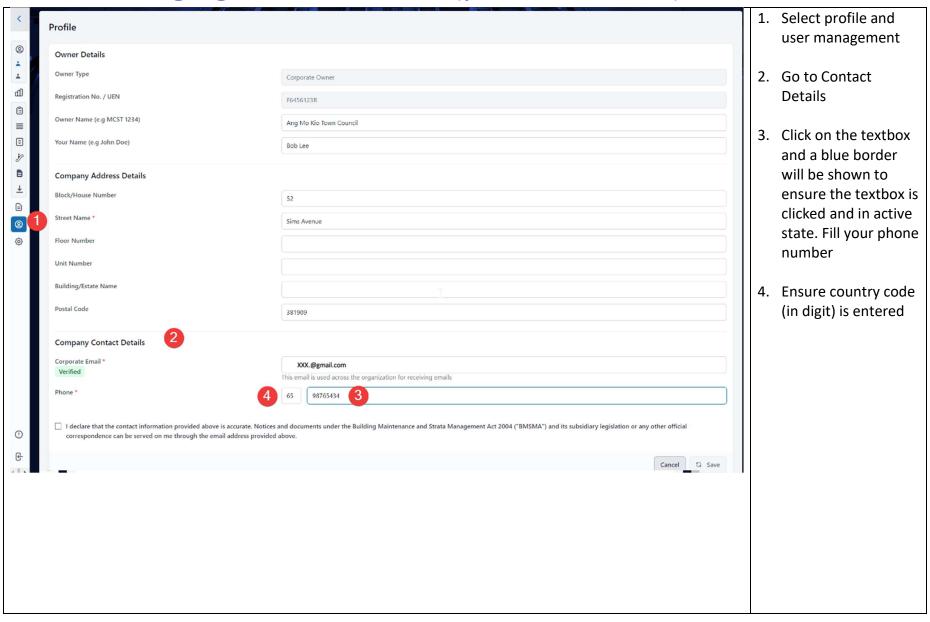




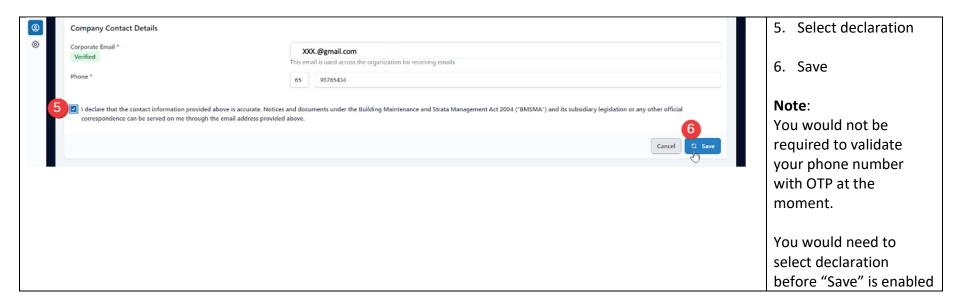




### 11.5 Changing contact details (phone number)









### 12 Notifications

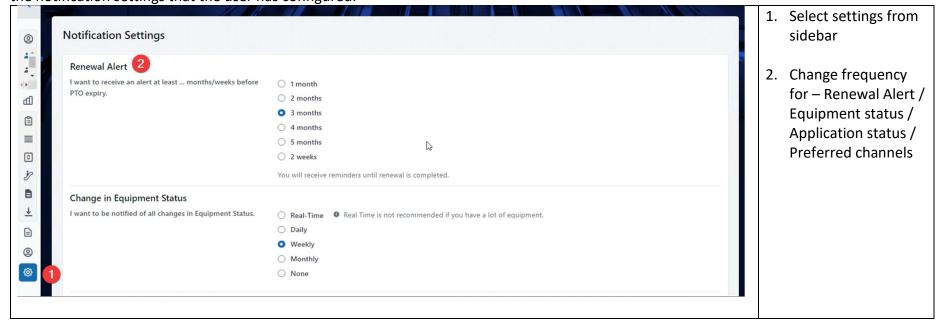
In the notifications screen, Owners can change the frequency in which they receive the notifications via email. The email address has to be verified in order to receive emails. Refer to <u>Section 11.4 Changing contact details (email)</u>. Some emails would not be sent if the equipment is terminated/suspended.

Below are the default notification settings for owner if they are not configured:

- 1. Renewal alert 3 months
- 2. Change in equipment status Weekly
- 3. Change in application status Weekly
- 4. Preferred Channel Email

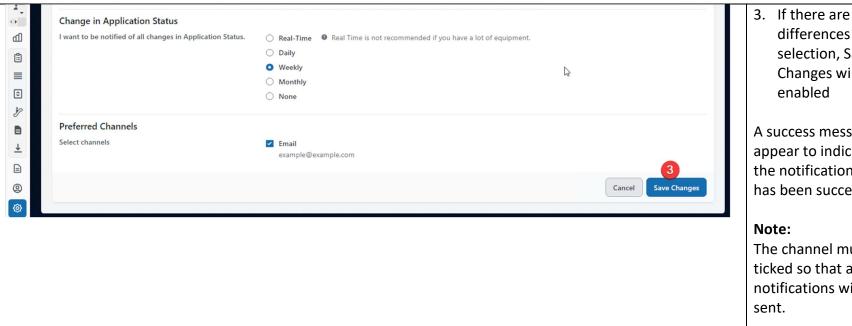
For Preferred Channel – Email, it will be checked if the email verification is successful.

Separately, the notification feature sends daily reminder email notifications when PTO has expired and not been renewed, regardless of the notification settings that the user has configured.









differences in the selection, Save Changes will be

A success message will appear to indicate that the notification change has been successful.

The channel must be ticked so that all email notifications will be