User Manual

For the BCA LEAP Application

Role	Owner
Version	1.12
Date	13 November 2025

Building and Construction Authority

Change Log

Version	Date Updated	Remarks
1.0	21 November 2022	LEAP System Commissioning version
1.1	5 December 2022	Addition of user flow and updates to user interface
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

Version	Date Updated	Remarks
		Revision of Section 5 Migration from OPTO to LEAP
1.8	6 November 2023	Revision of Section 2.5 Change equipment expiry date Deletion of Section 2.7 Request Refund Revision of Section 5 Reactivating a terminated equipment Revision of Section 6.6 Suspend Equipment Revision of Section 6.7 Terminate Equipment 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 Revision of 7.1 Editing Equipment Details (warning message if equipment is ongoing inspection)
1.10	14 November 2024	Addition of Section 2.2.1 Paying the renewal fee of an equipment – E-Payment (Credit Card) 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

Version	Date Updated	Remarks
1.12	13 November 2025	Updating of BCA Logo Revision of Section 1.4 Logging into the system Revision of Section 2 Renew PTO equipment Revision of Section 2.1 GIRO application Revision of Section 10 Transferring Ownership

Contents page

Change Log 2
1 Introduction 9
1.1 Terminology Used 9
1.2 Statuses used in LEAP 10
1.2.1 Application Status 10
1.2.2 Equipment Status 11
1.2.3 Inspection Status 11
1.2.4 Payment Status 12
1.2.5 Refund Status 12
1.3 Flow of Owners main functions 13
1.3.1 Owner flow: Renewal process 13
1.3.2 Owner flow: Create New PTO process 13
1.3.3 Owner flow: Recommission process 14
1.4 Logging into the system 15
1.5 Owner Registration 16
1.6 The Dashboard 18
1.7 Equipment list 20
1.8 Smart filter View 21
1.8.1 View equipment expiring in 3 months 22
1.8.2 View equipment with full load test window open 23
1.8.3 View equipment with no contractor for less than 1 month 24

1.8.4 View equipment with no contractor for more than 1 month 25
1.8.5 View equipment with ongoing new PTO application 26
1.8.6 View equipment with ongoing recommissioning 27
1.8.7 View equipment with suspension request 28
1.8.8 View all equipment assigned 29
1.9 Unable to find equipment after migration 30
2 Renew PTO equipment 31
2.1 GIRO application 39
2.2 Paying the renewal fee of equipment 40
2.2.1 Paying the renewal fee of an equipment – E-Payment (Credit Card) 44
2.2.2 Paying the renewal fee of an equipment – E-payment (PayNow) 46
2.2.3 Paying the renewal fee of an equipment – Bank Transfer 49
2.2.4 Paying the renewal fee of an equipment – GIRO 51
2.3 Paying the renewal fee of equipment if GIRO deduction failed 53
2.4 Paying the renewal fee of an equipment if GIRO deduction failed – Method 2 56
2.5 Change equipment expiry date 58
3 New PTO application 60
3.1 Accepting assigned equipment for New PTO application 61
3.2 Rejecting assigned equipment for New PTO application 64
3.3 Making payment for new PTO application 67
4 Recommission PTO application 73
5 Reactivating terminated equipment 79
6 Existing equipment 83

6.1 Printing PTO certificate 83
6.1.1 Print PTO Certificate for less than 25 equipment selected 83
6.1.2 Print PTO Certificate for 25 or more equipment selected 84
6.2 Change Contractor 86
6.3 Changing SPE for selected equipment 88
6.4 Printing past receipts 90
6.5 Advanced filter (Search) 90
6.6 Suspend equipment 93
6.7 Amend Suspension Date 95
6.8 Terminate Equipment 97
6.9 Viewing inspection for an equipment 99
7 Equipment details 103
7.1 Edit equipment details 104
7.2 View past applications 109
7.3 View payment history 111
7.4 View Owner, contractor & SPE history 113
7.5 Exporting equipment details to excel 115
8 Viewing equipment in PTO application list 117
8.1 If Application ID is known upfront 117
8.2 If Application ID is not known upfront 118
9 Owner representative 120
9.1 Owner representative profile created 121
9.1.1 Assign equipment from Equipment List 121

9.1.2 Assign equipment from Profile page 126
9.2 Owner representative profile not created 131
9.2.1 Create owner representative profile and assign equipment from Equipment List altogether 131
9.2.2 Create owner representative profile from Profile page 135
9.3 Deleting owner representative 139
9.4 Changing the status of Owner representative 141
9.5 Owner rep view: Accepting an owner representative request 143
9.6 Owner rep view: Rejecting an owner representative request 145
9.7 Remove equipment assigned to an owner representative 146
9.7.1 Remove accepted equipment 146
9.7.2 Remove pending acceptance equipment 147
10 Transferring Ownership 148
10.1 Accept transfer ownership request 151
10.2 Reject transfer ownership request 152
10.3 Claiming ownership of equipment 153
11 Profile and user management 156
11.1 Changing owner details 157
11.2 Changing address details 158
11.3 Opt-in for GIRO as a valid payment method for Renewal 159
11.4 Changing contact details (email) 160
11.5 Changing contact details (phone number) 164
12 Notifications 166

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[1], Owner made payment and SPE submitted inspection, or During renewal PTO application (shortlisted equipment), Owner made payment and SPE submitted inspection

[1] 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 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
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

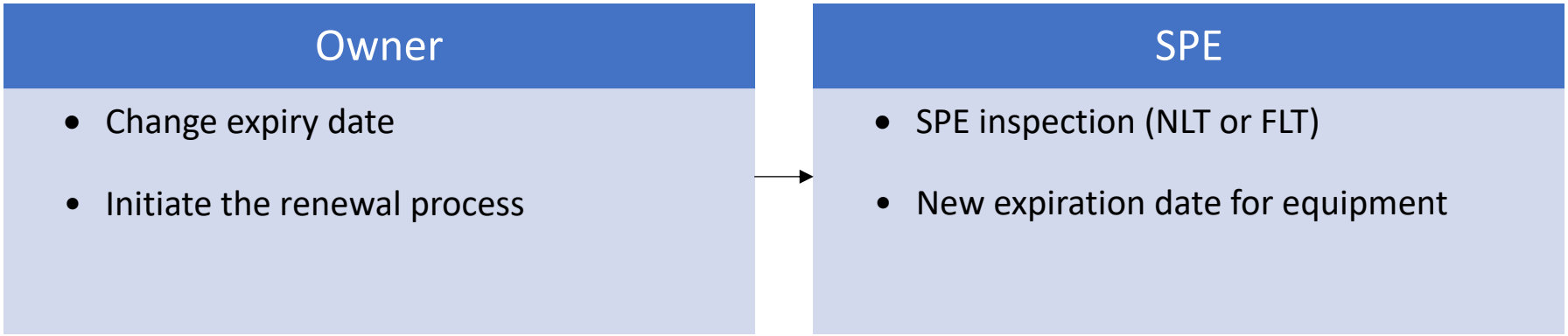
Status	Description
Pending Refund	Owner requested for refund, or Finance Officer marked payment for refund
Refunded	Finance Officer updated refund status as refunded
Rejected	Finance Officer updated refund status as rejected

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.

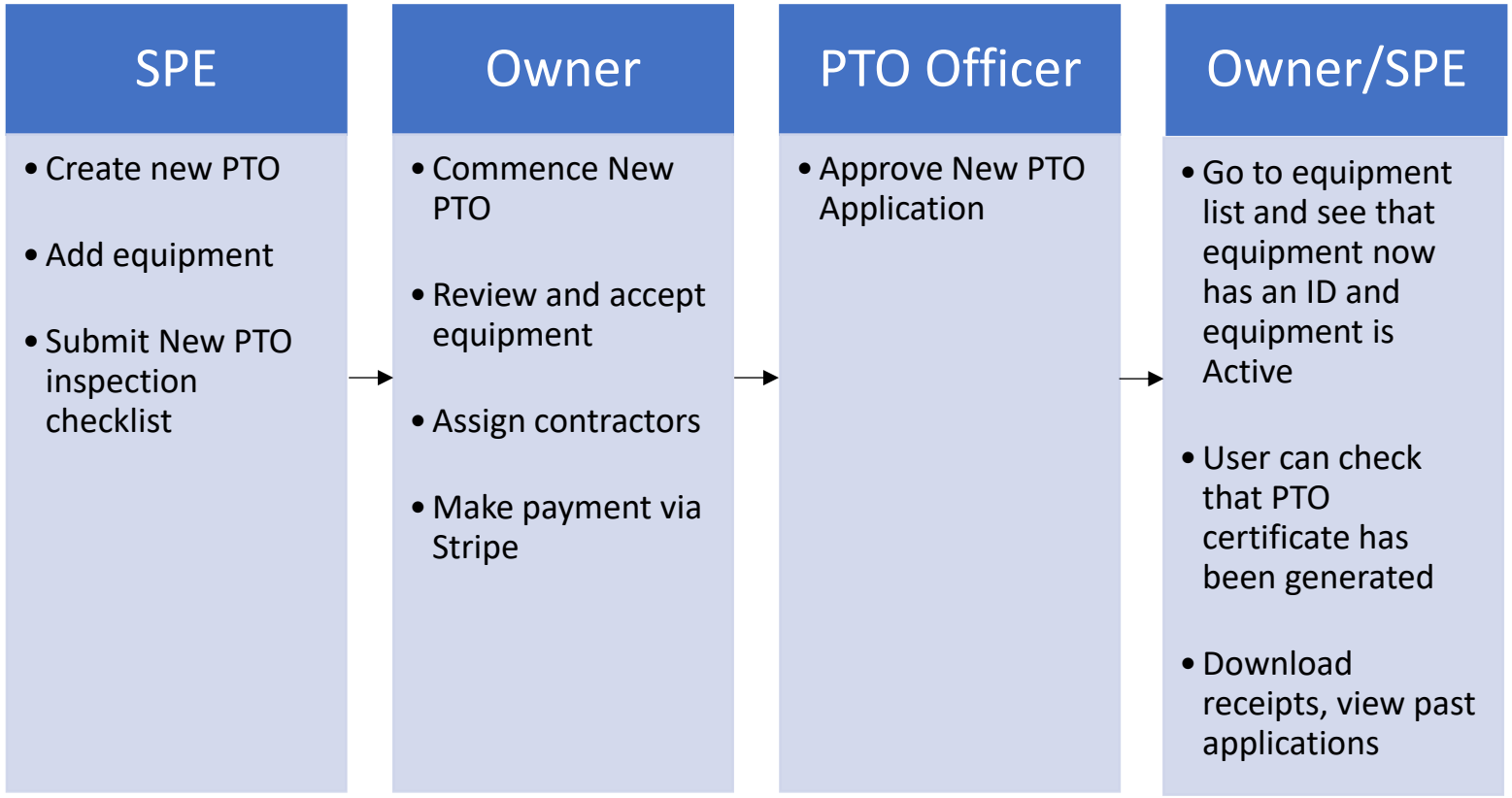
1.3.1 Owner flow: Renewal process

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.



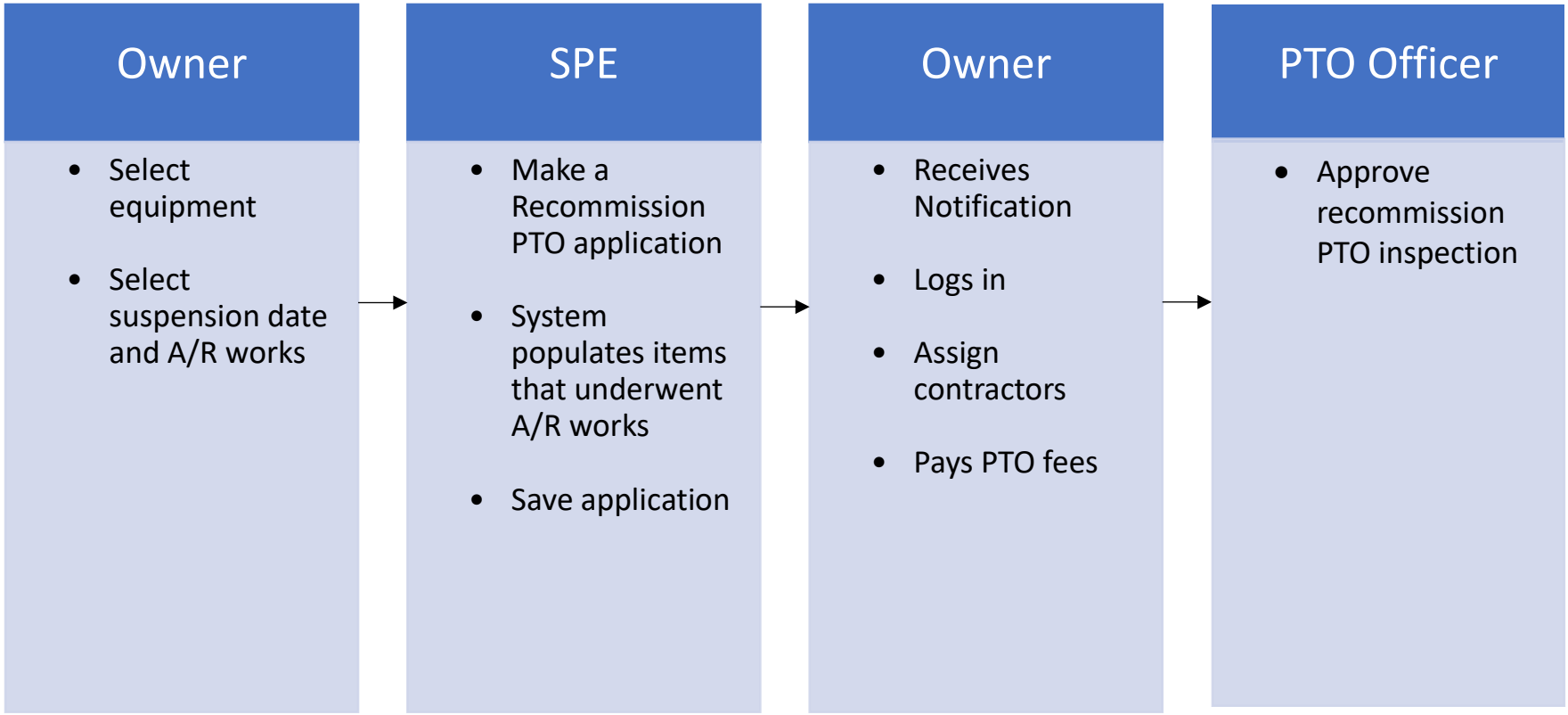
1.3.2 Owner flow: Create New PTO process

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.



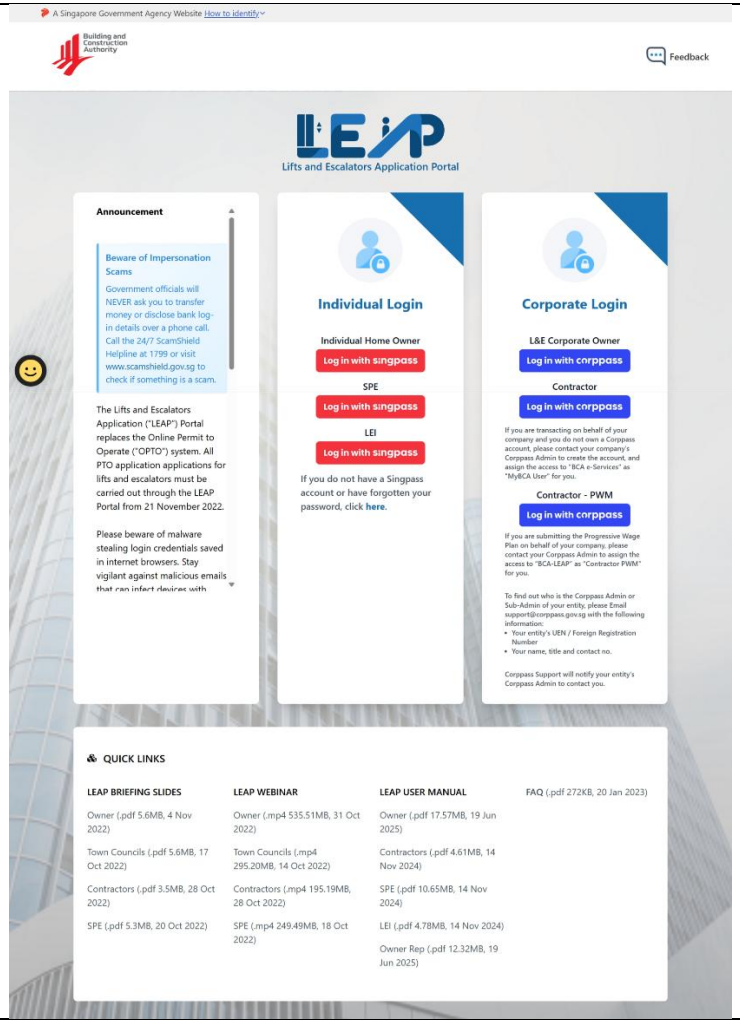
1.3.3 Owner flow: Recommission process

The process of recommission begins at the time the owner suspends the equipment. This process is outlined in Section 4. 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.



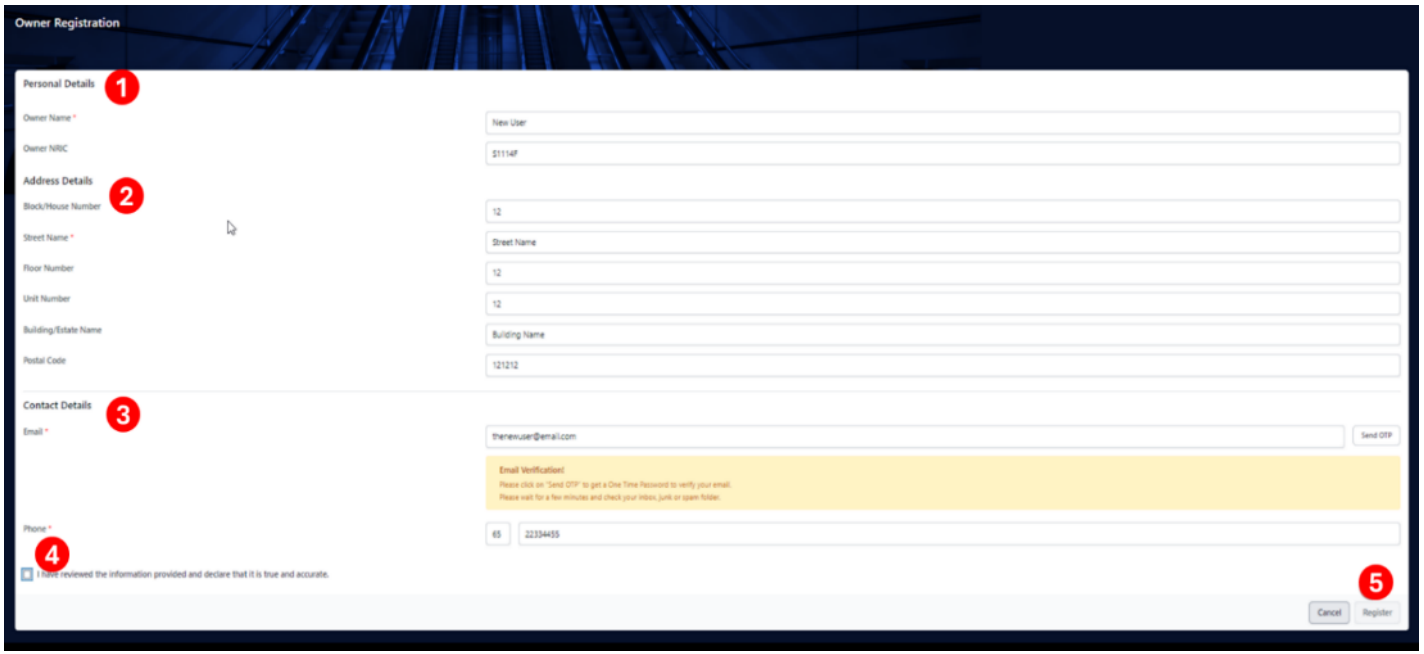
1.4 Logging into the system

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.**



1.5 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.

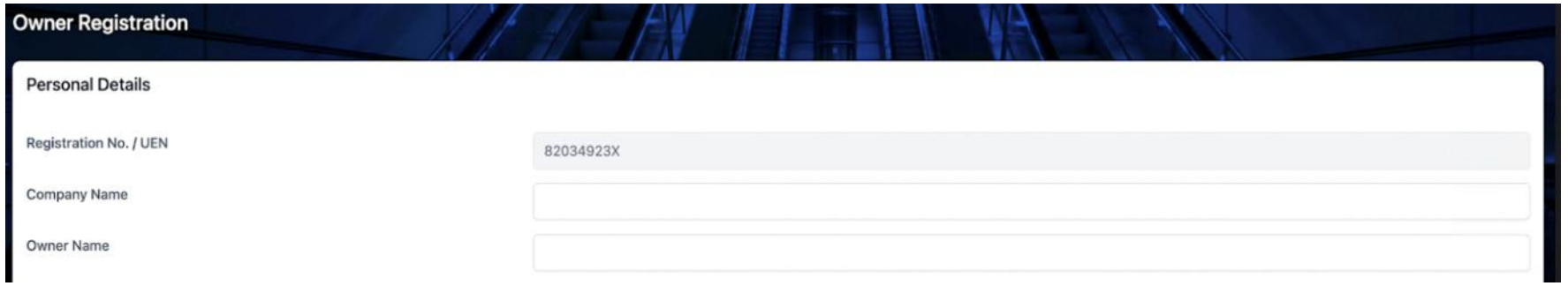


Note that on the users screen that the Owner's details would be pre-populated based on users Singpass or Corppass details

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

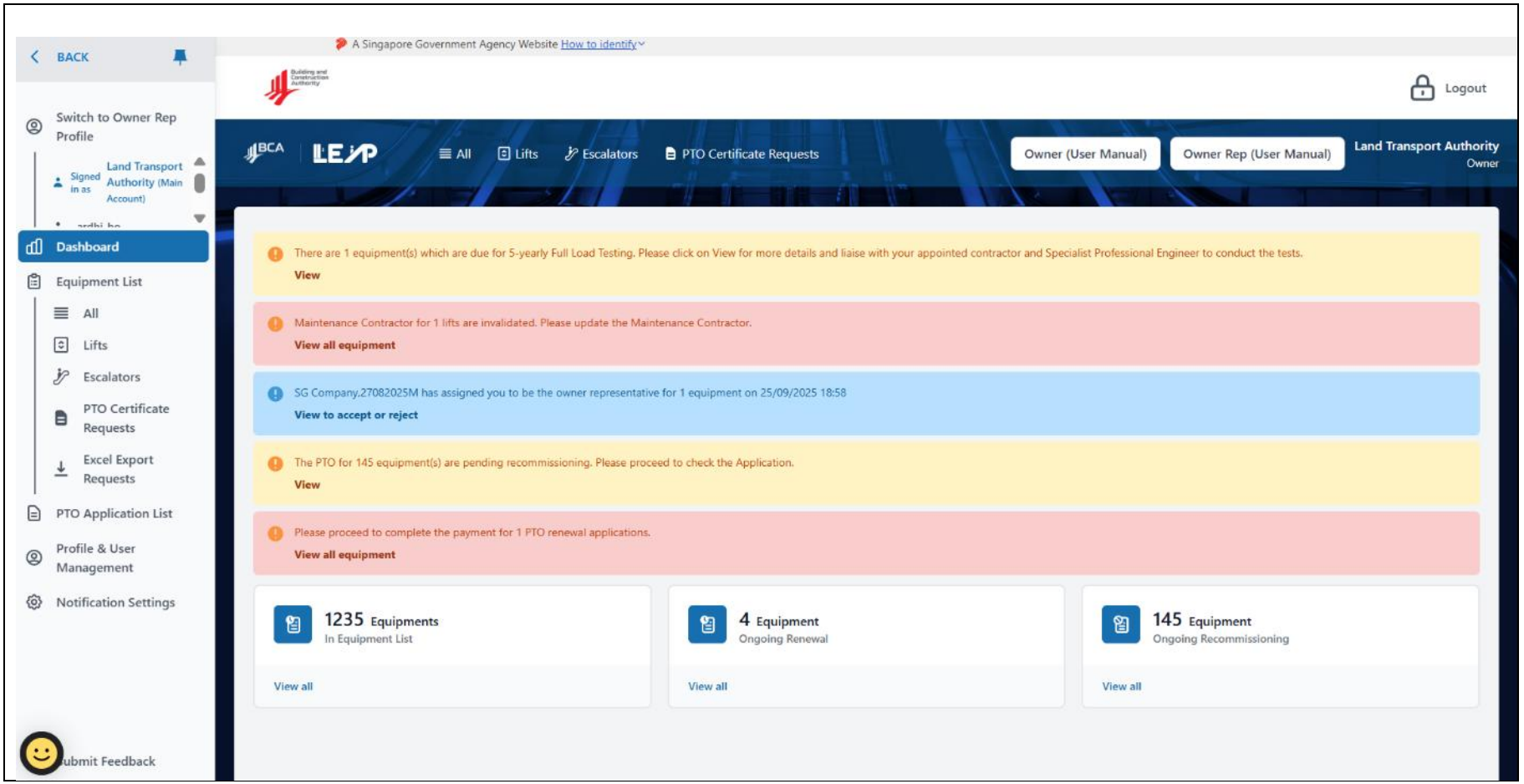
Note: Owner must verify the email address using OTP during registration in LEAP

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

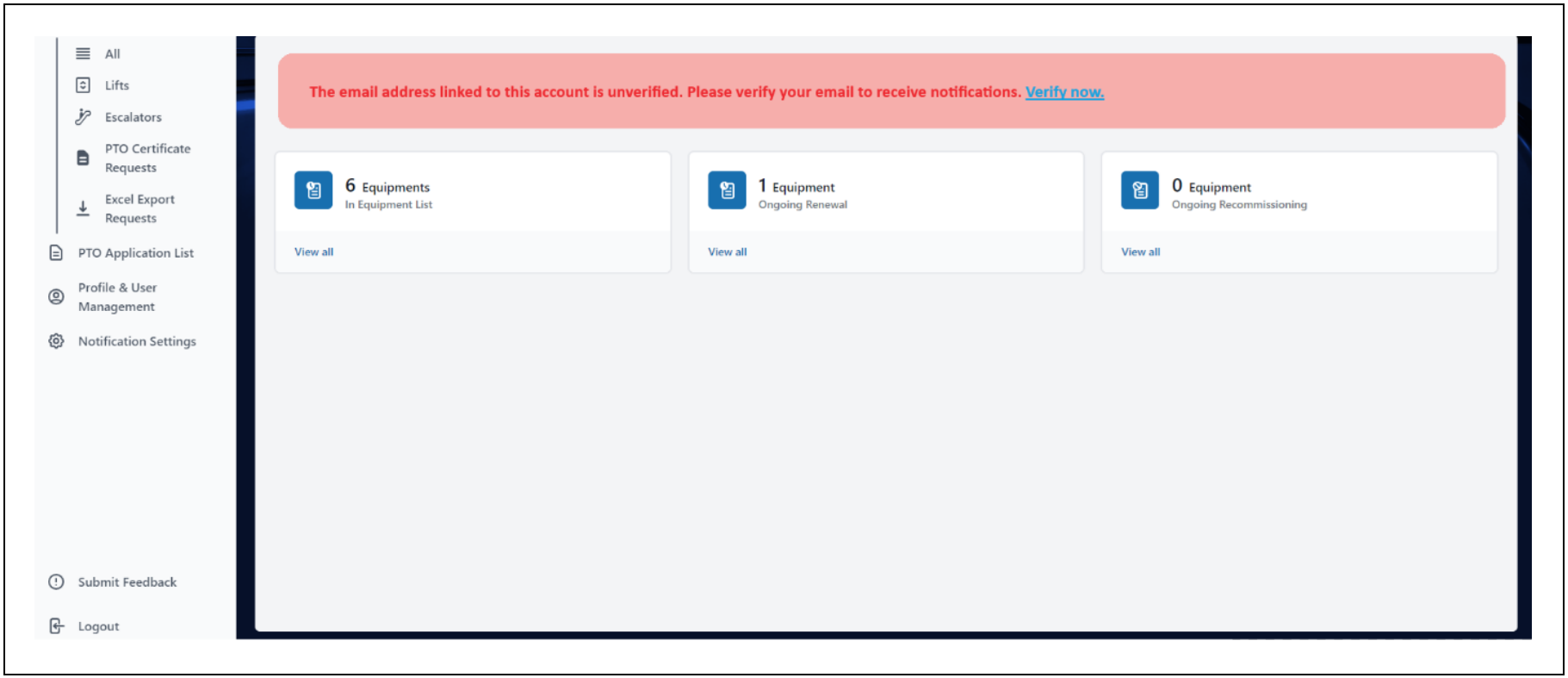


1.6 The Dashboard

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.

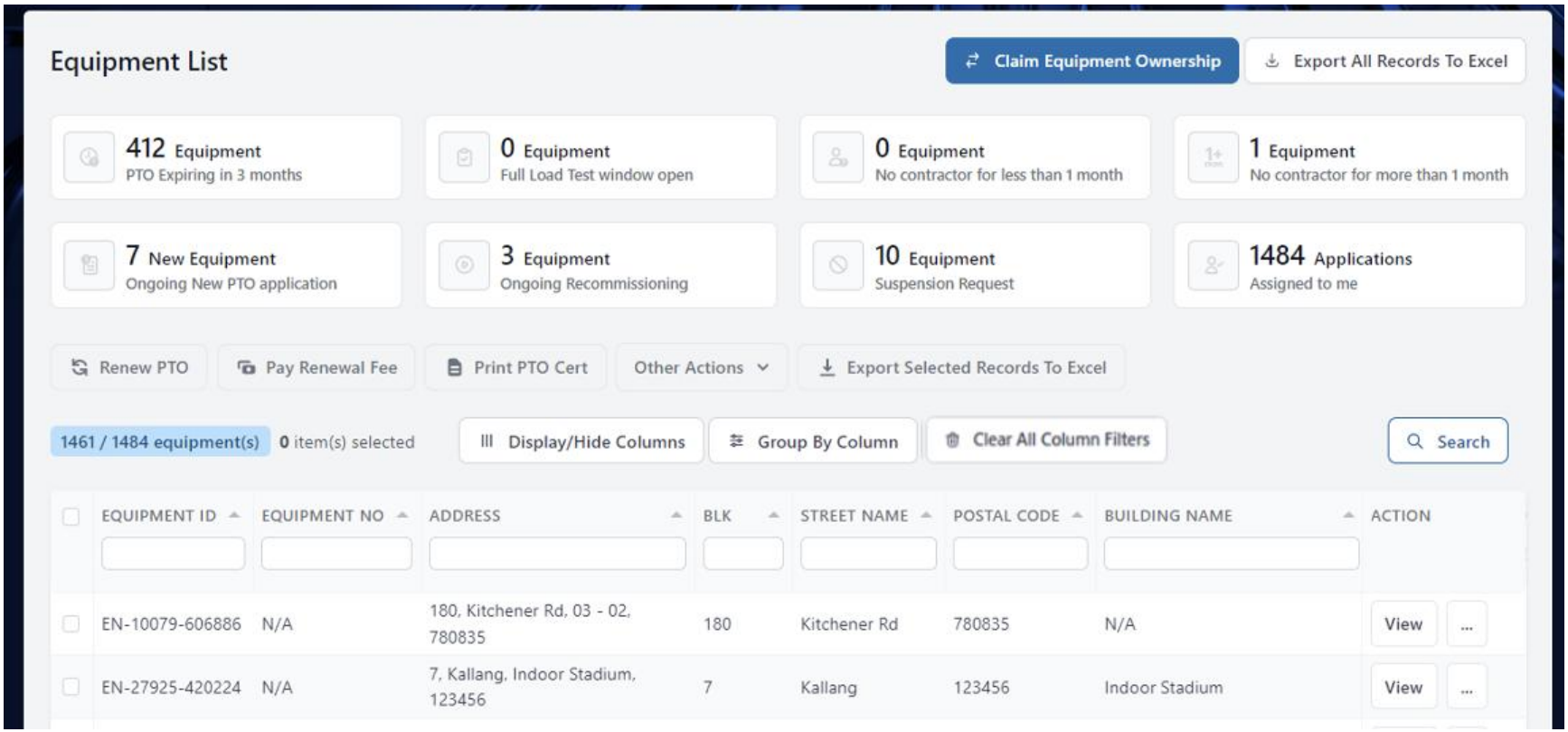


For accounts with unverified email address, a banner message will be displayed on the dashboard.



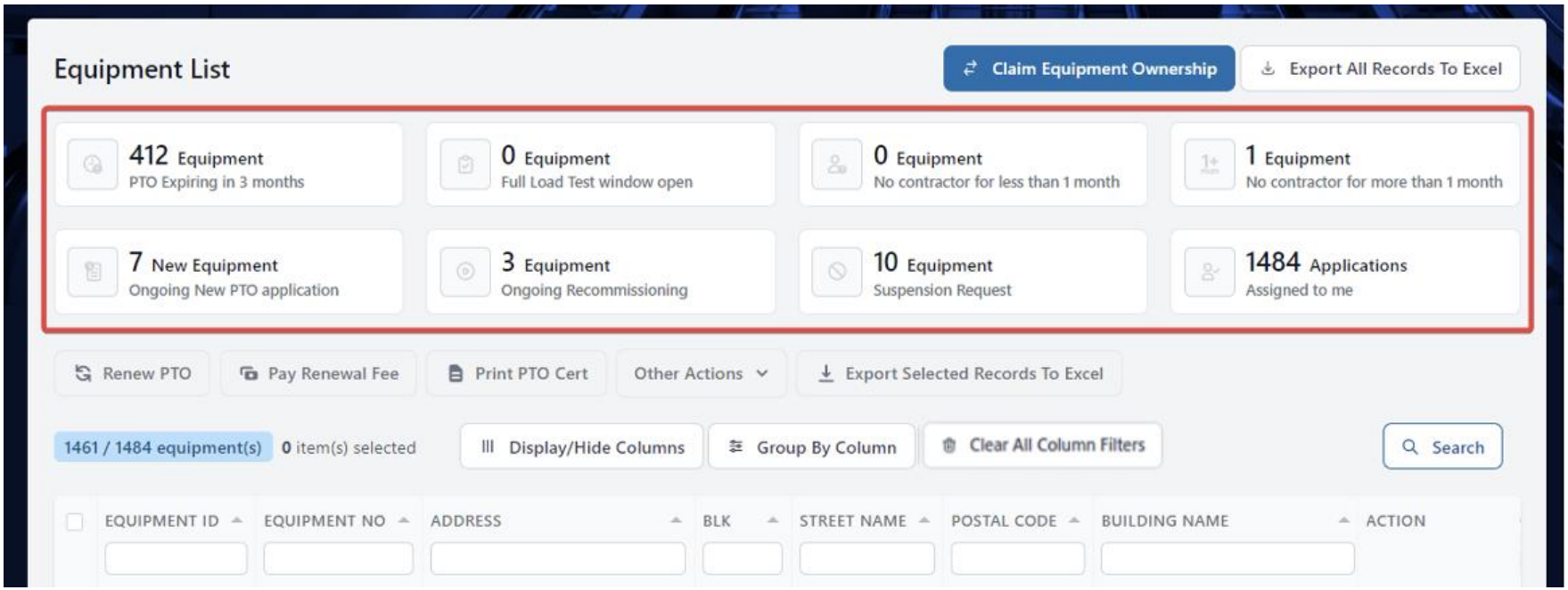
1.7 Equipment list

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.



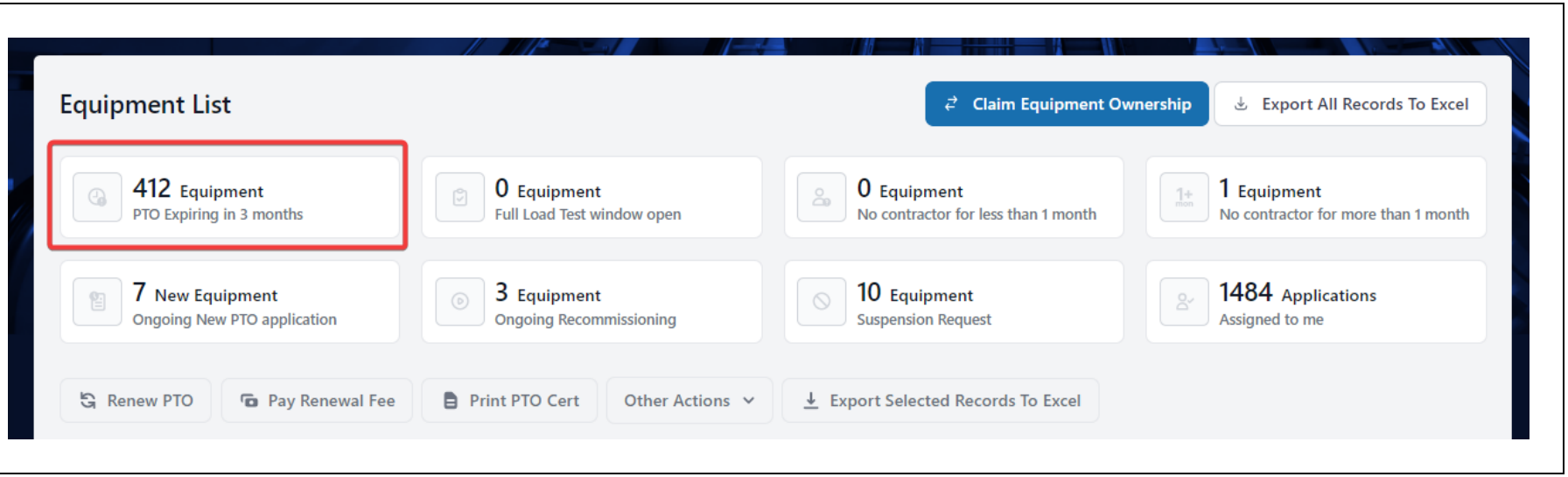
1.8 Smart filter View

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.



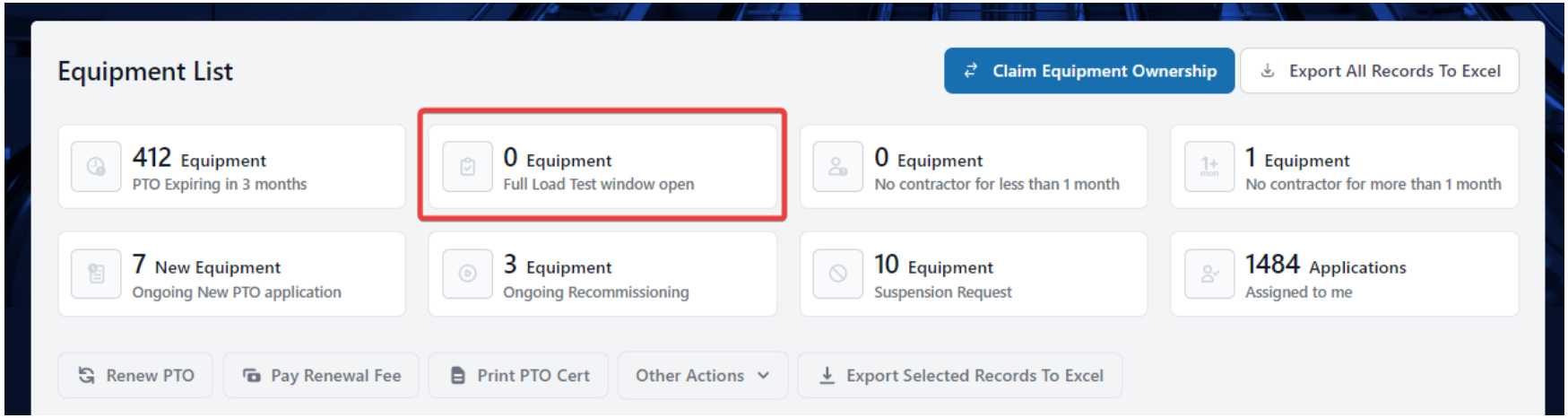
1.8.1 View equipment expiring in 3 months

Select PTO expiring in 3 months smart filter.



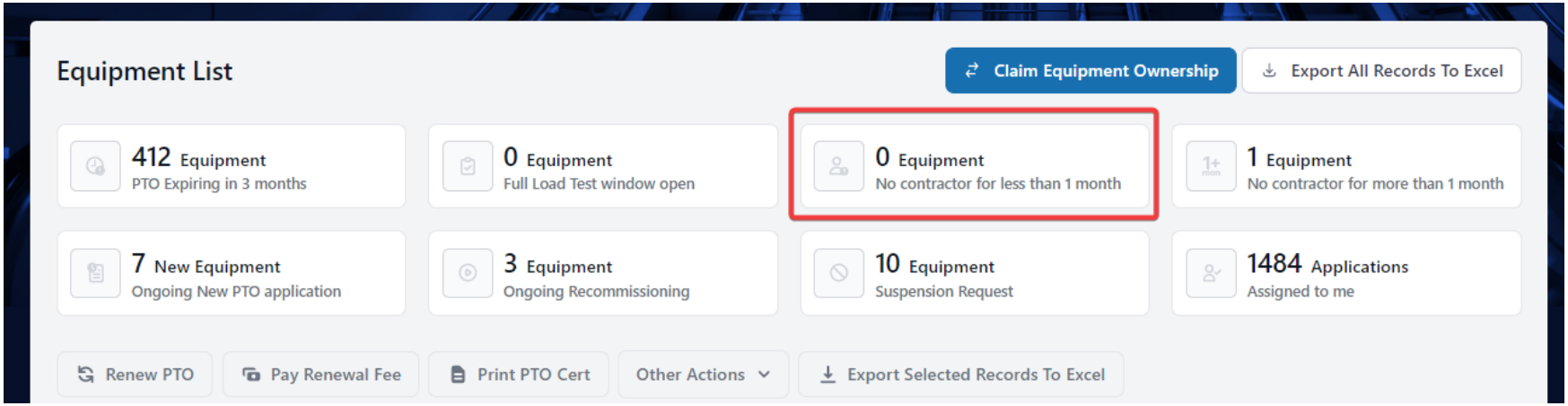
1.8.2 View equipment with full load test window open

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.



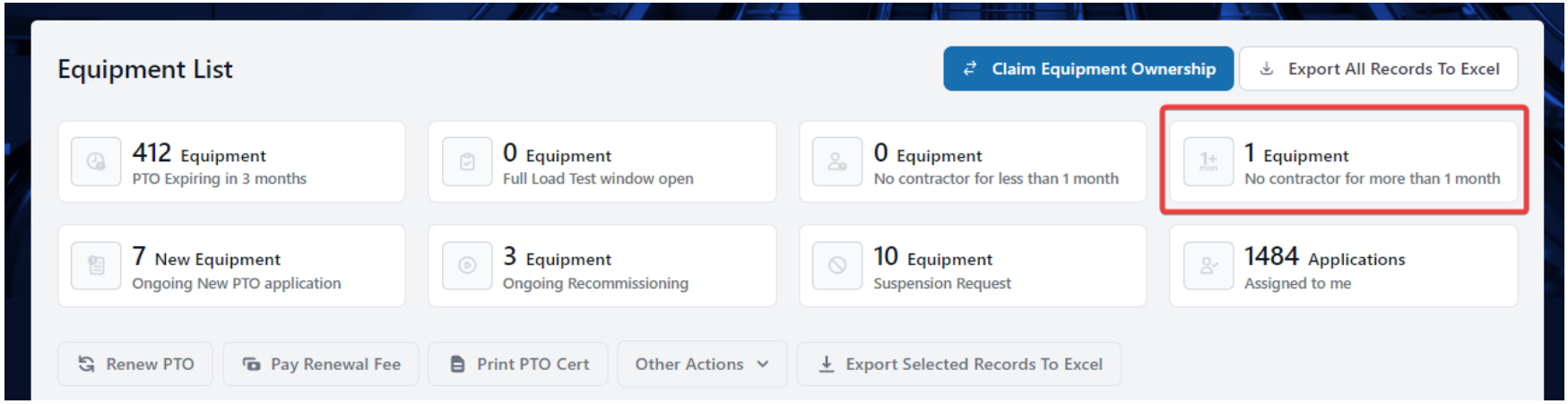
1.8.3 View equipment with no contractor for less than 1 month

Select No contractor for less than 1-month smart filter.



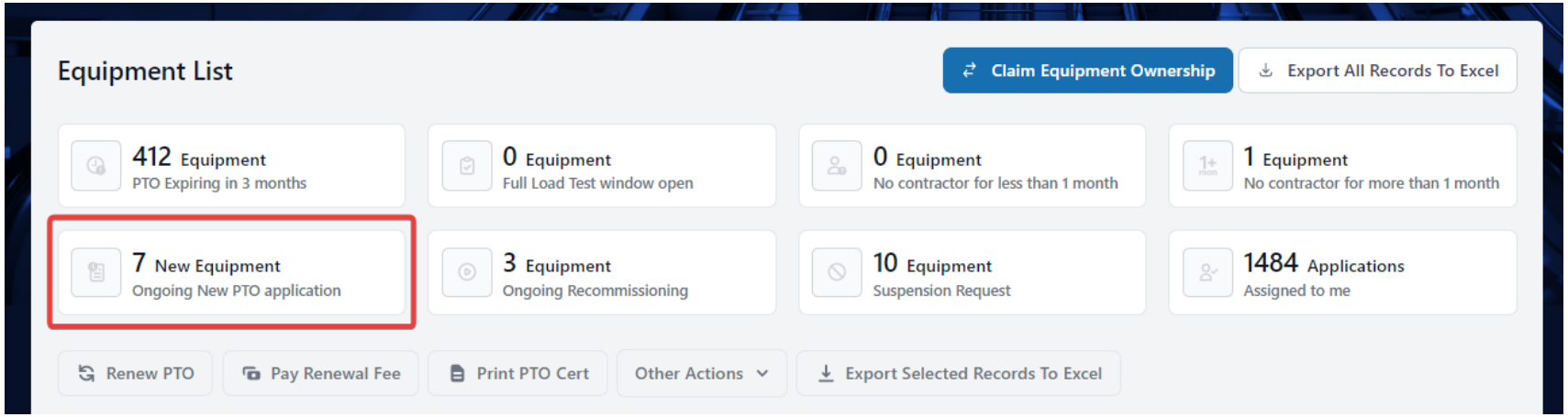
1.8.4 View equipment with no contractor for more than 1 month

Select No contractor from more than 1-month smart filter.



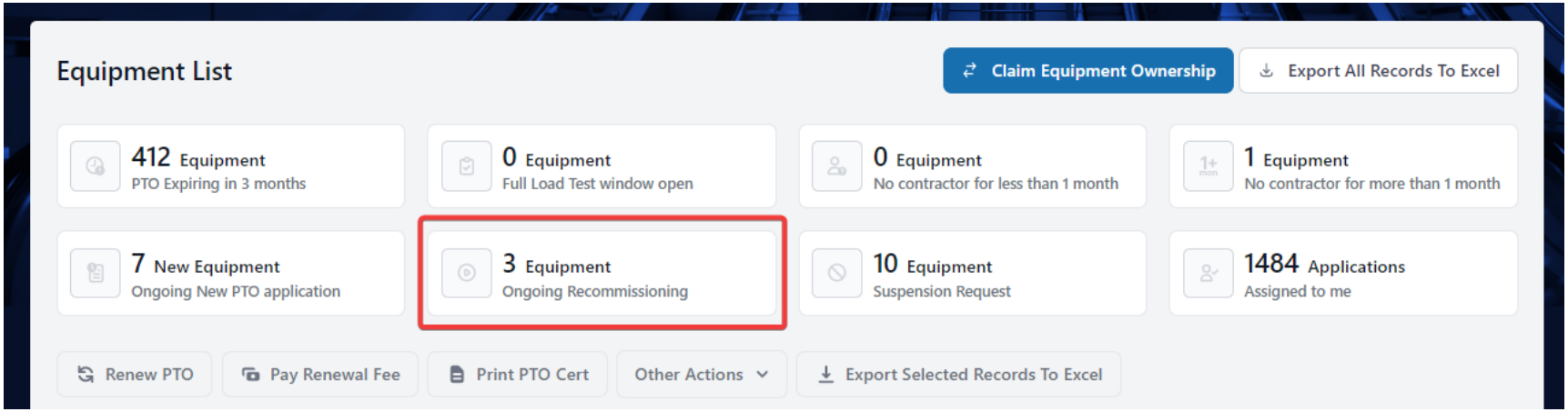
1.8.5 View equipment with ongoing new PTO application

Select Ongoing New PTO application smart filter.



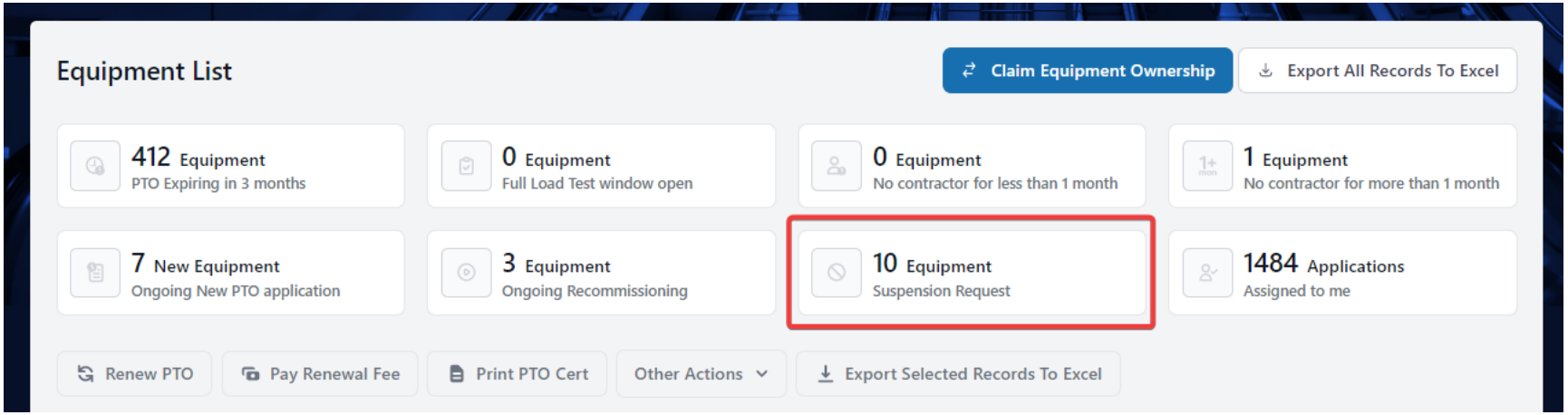
1.8.6 View equipment with ongoing recommissioning

Select Ongoing Recommissioning smart filter.



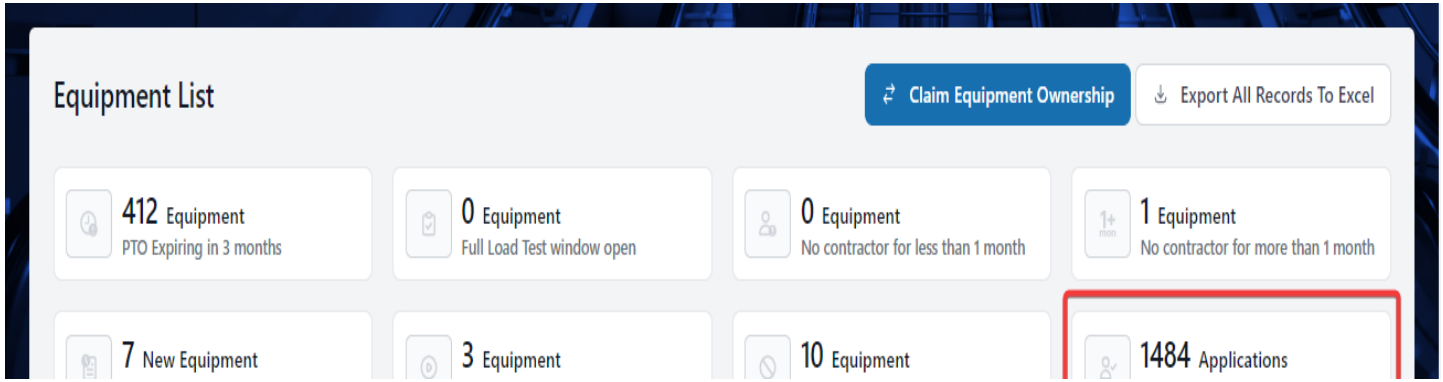
1.8.7 View equipment with suspension request

Select Suspension Request smart filter.



1.8.8 View all equipment assigned

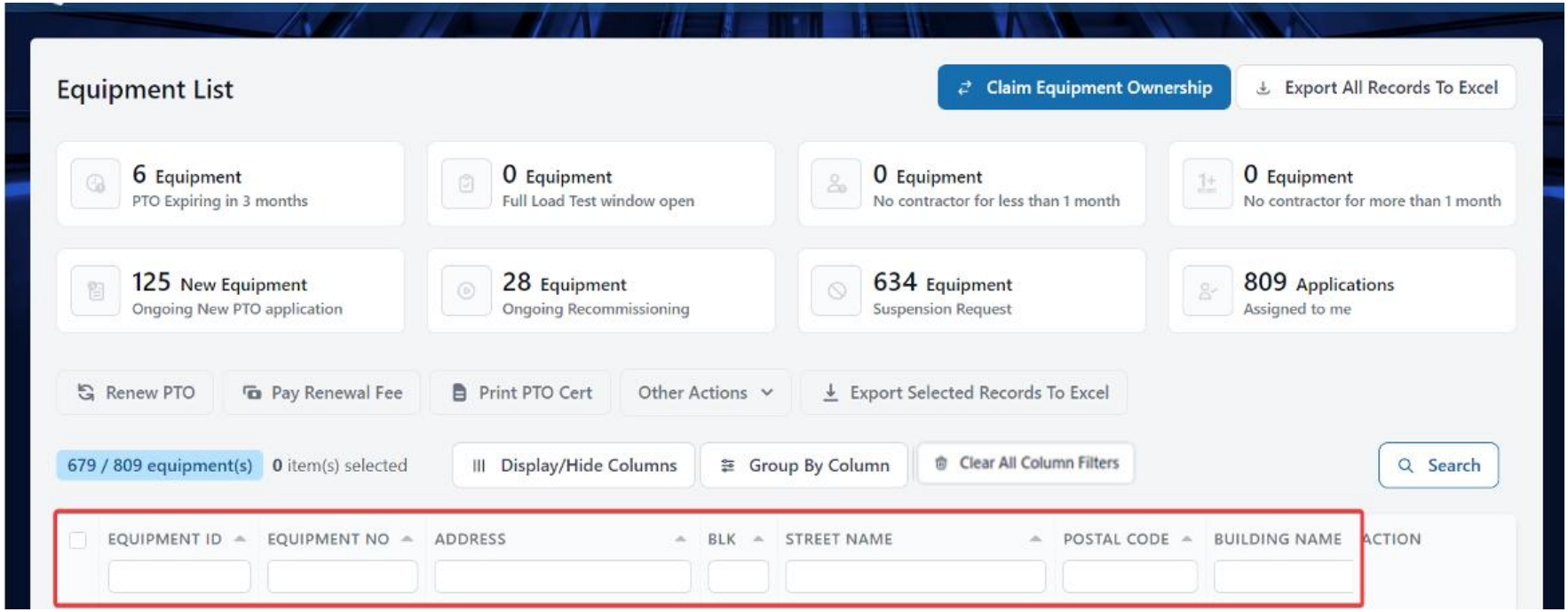
Select Assigned to me smart filter.

	Owners can check the equipment that has been transferred by selecting the smart filter that indicates applications assigned to me.

1.9 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



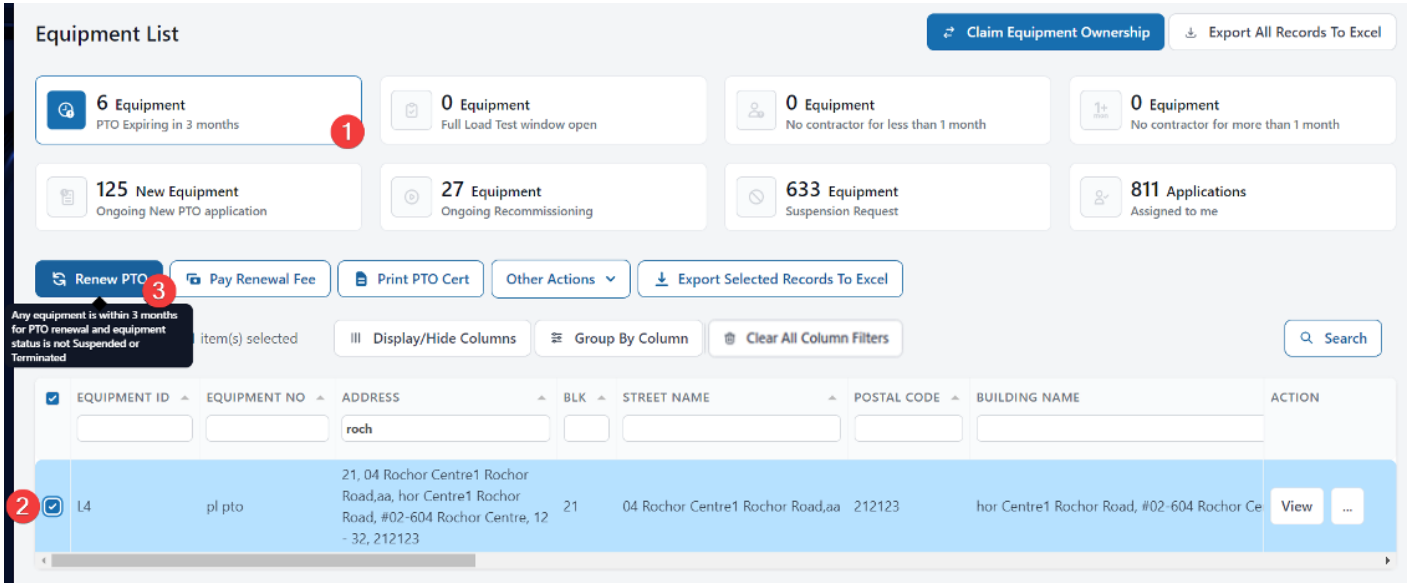
Method 2 – Search via the global search button. Refer to Section 6.5

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 following 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.

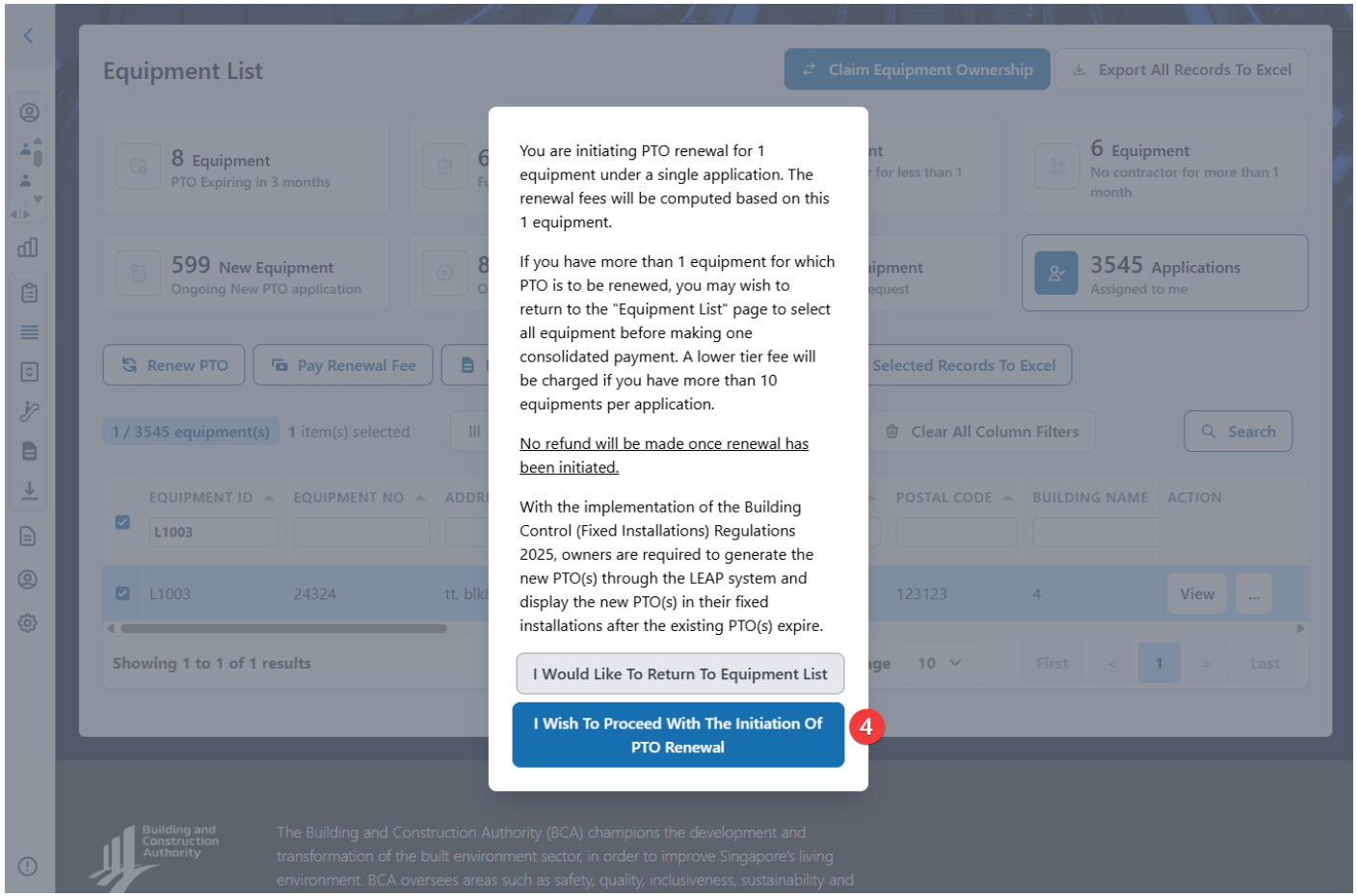


1. Select the filter PTO expiring in 3 months

2. Select the equipments that requires renewal

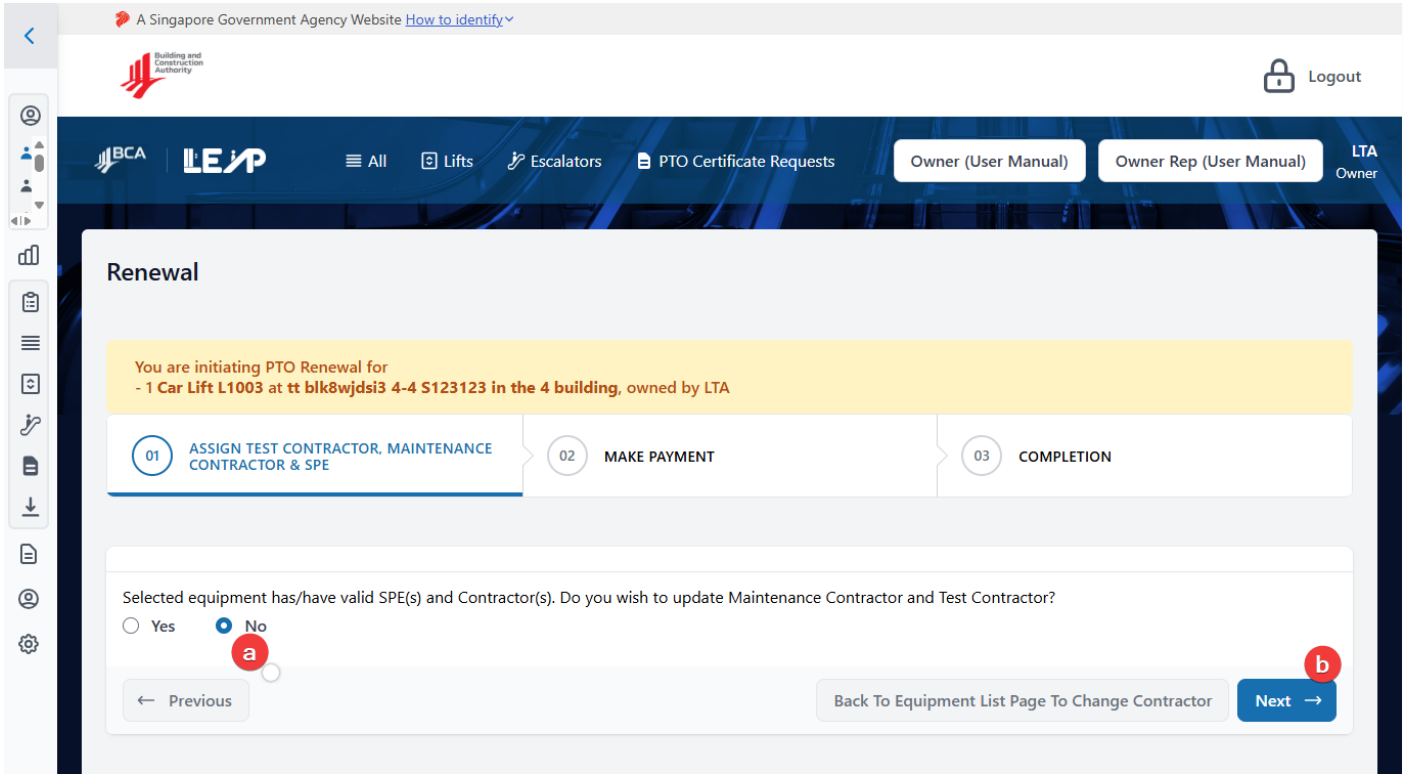
3. Select renew PTO

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.



Note:
Pop up dialog will be shown for your confirmation on the number of equipment and the fee that will be included in the application.

4. Click “I Wish to Proceed With Initiation of PTO Renewal” if you acknowledge the information and wish to proceed with the renewal application



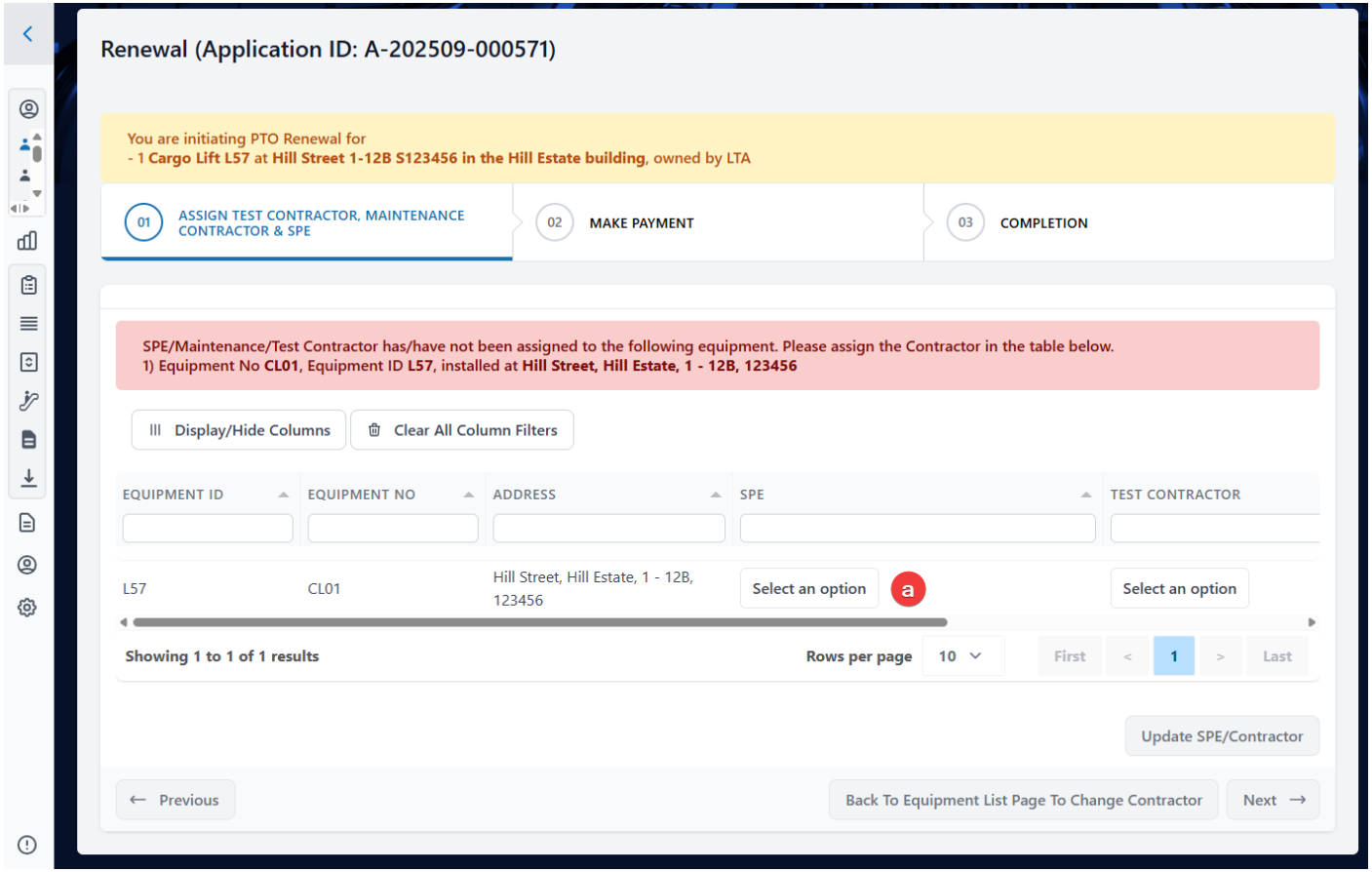
If the current SPE & Contractor assignments for the equipment is valid.

5.a Select “No”

5.b Click “Next” and proceed to Step #7

Note:
Should you need to Change Contractor in the future not specific to renewal, please refer to Section 6.2.

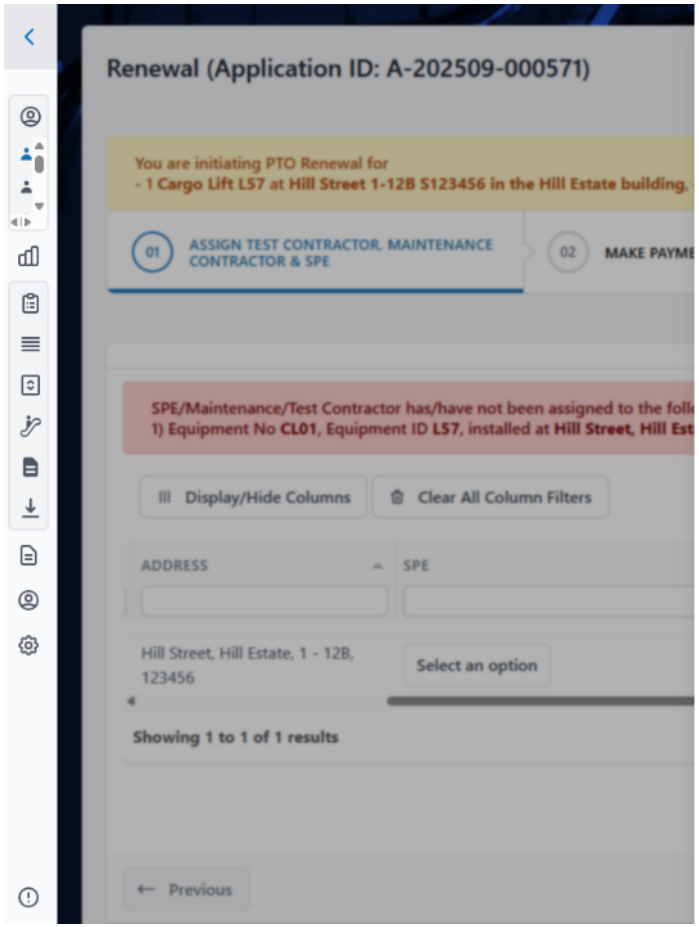
Should you need to Change SPE in the future not specific to renewal, please refer to Section 6.3

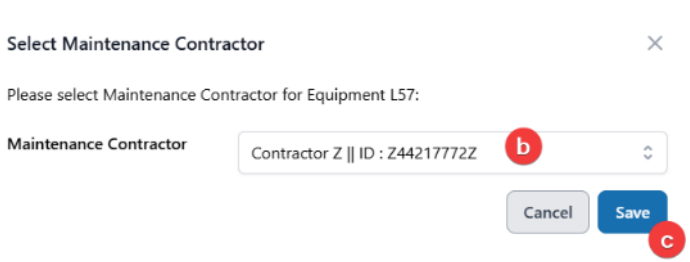


If any of the assignments for the SPE or Contractor are invalid, an notification message will be displayed.

To assign the SPE or Contractor for the equipment:

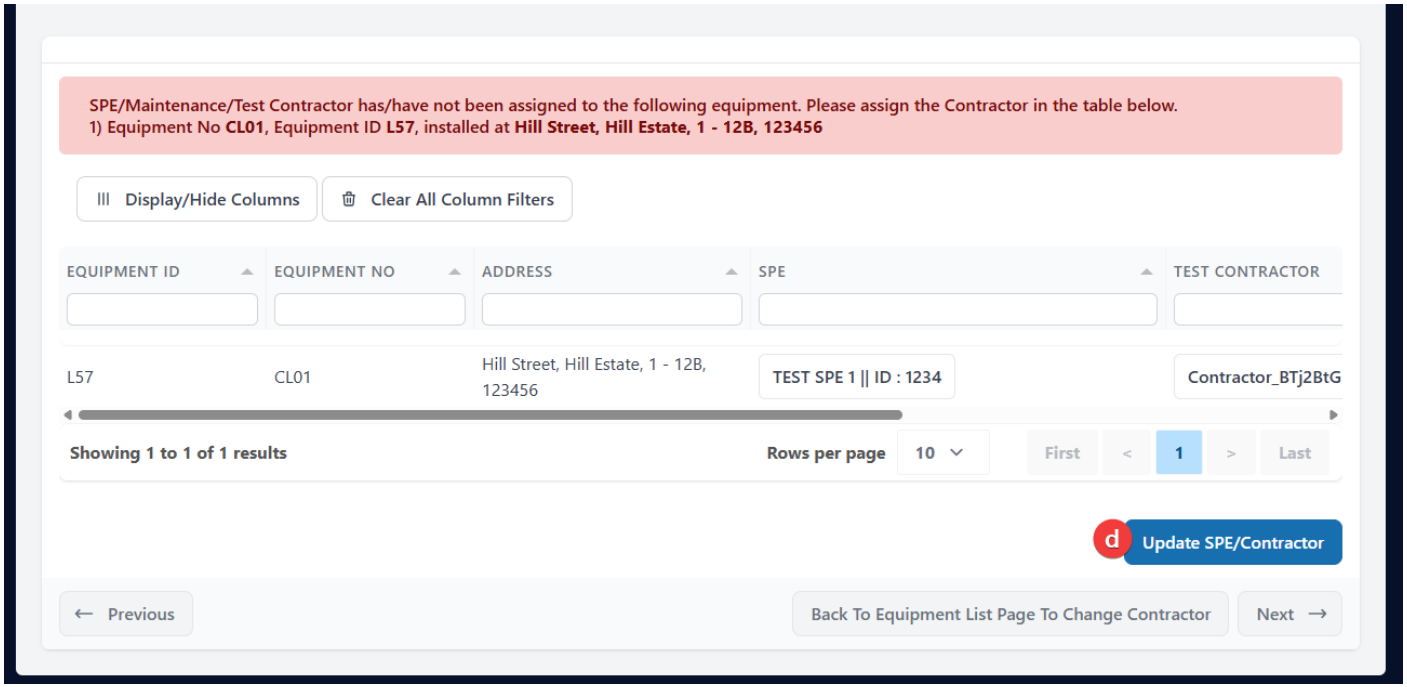
6.a Click the “Select an option” button to assign SPE/Contractor for each equipment



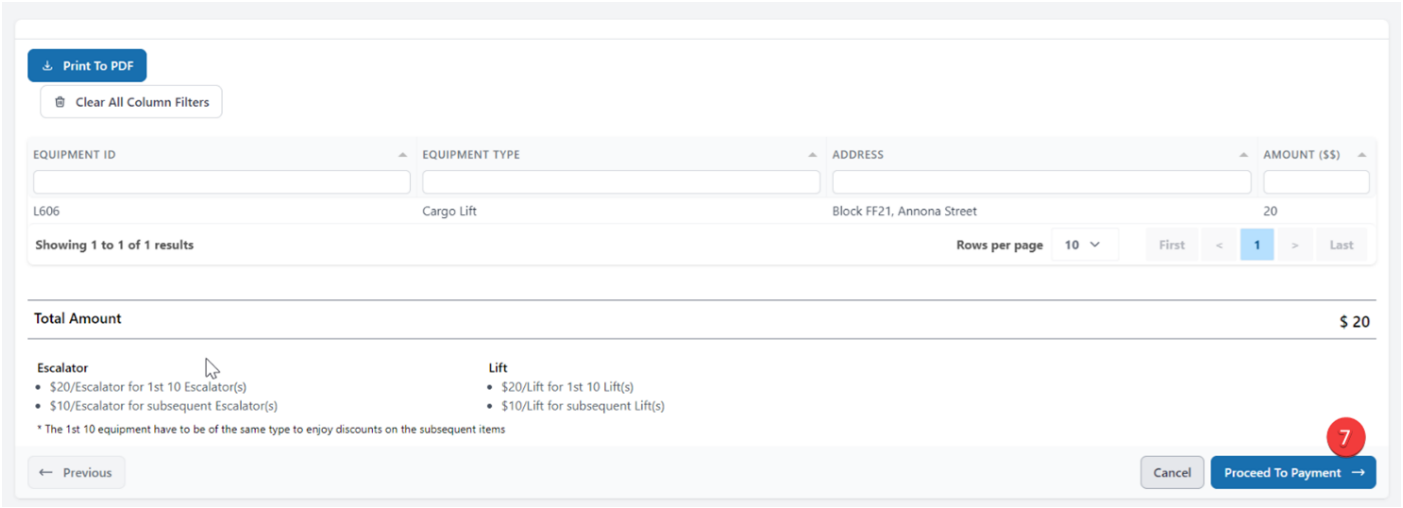


6.b Assign SPE/Contractor by clicking the dropdown list

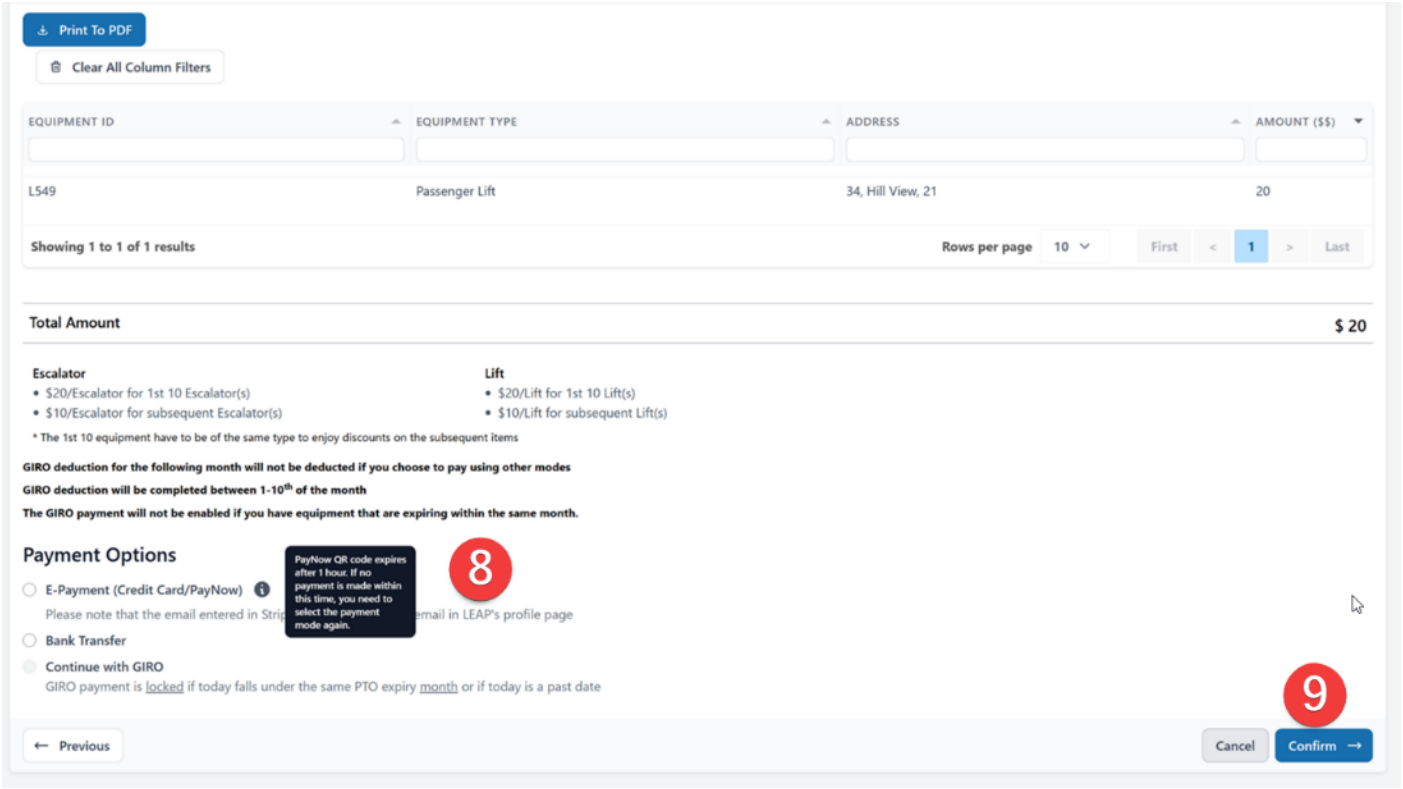
6.c Click Save



6.d After all assignments have been selected, click “Update SPE/Contractor”



7. Proceed to payment



8. Select mode of payment

9. Confirm

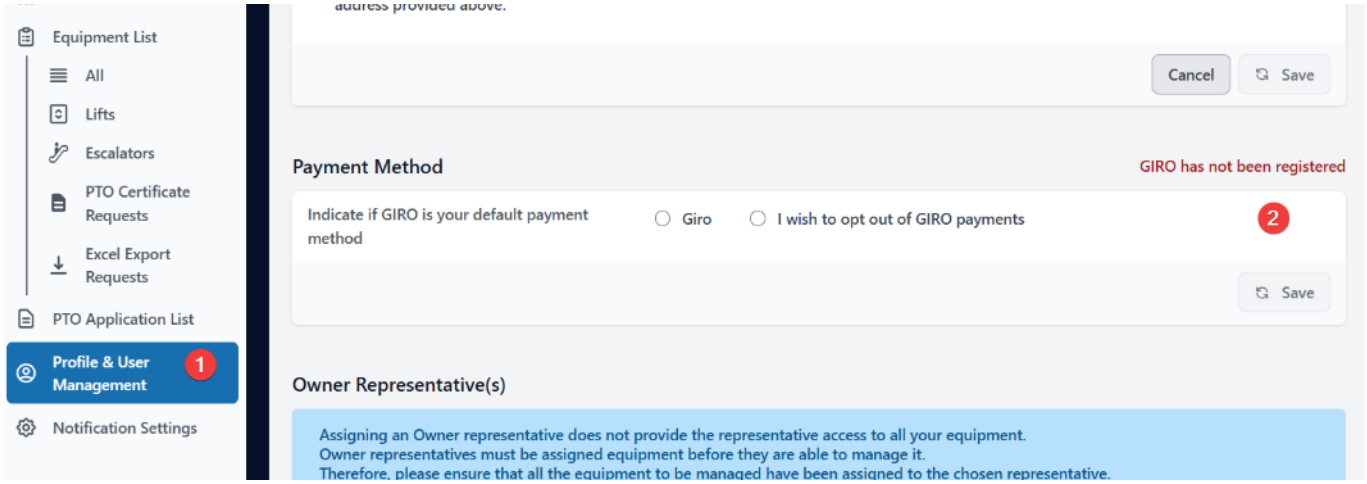
Payment can be made via:
A) E-Payment (Credit Card/PayNow),
B) Bank Transfer
C) GIRO
Payment methods are covered in Section 2.2

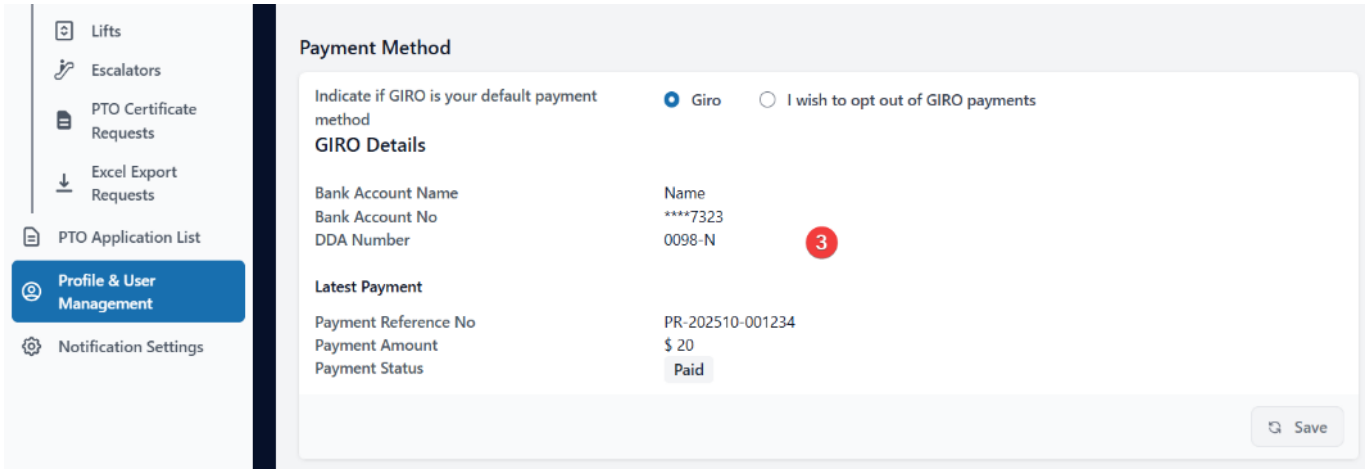
Note:
GIRO option will be shown if the GIRO account has been registered and you have opted in for GIRO in Profile Page.
Refer to Section 2.1 and Section 11.3.

Additionally, GIRO payment is locked if today falls under the 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:





1. Select Profile & User Management

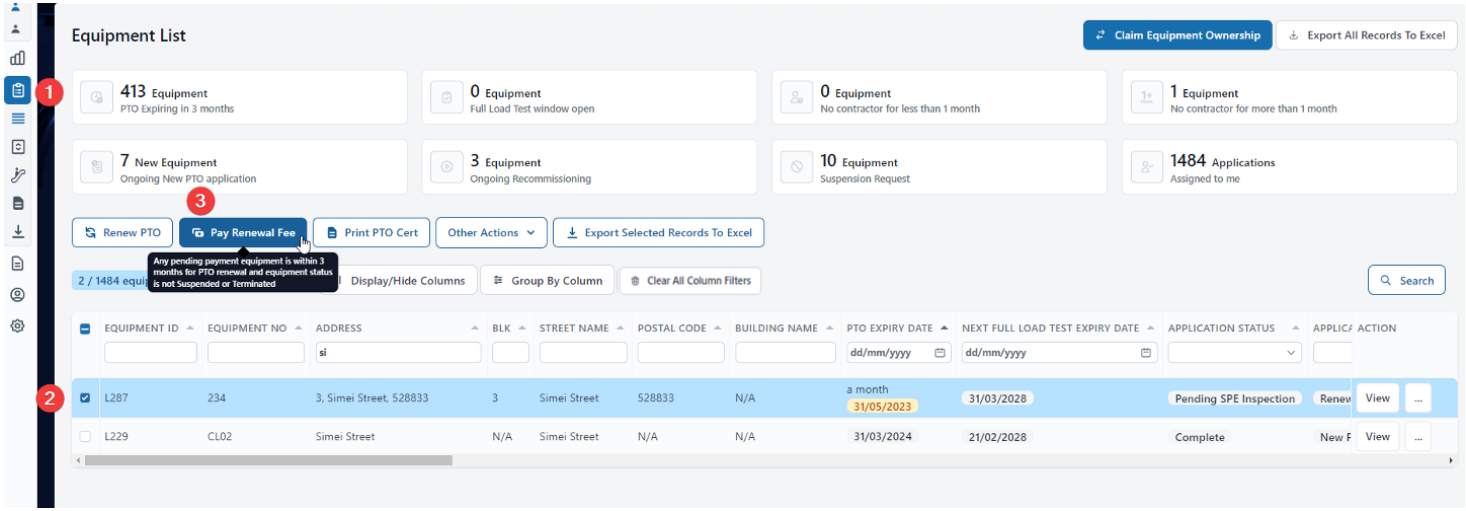
2. If a message appears indicating that your Giro has not been registered, you will be required to set up your eGIRO application via BCA eGIRO. Please contact the PTO Officer for more details.

3. After BCA has registered a GIRO account for you, your GIRO details will be reflected on this page.

2.2 Paying the renewal fee of 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

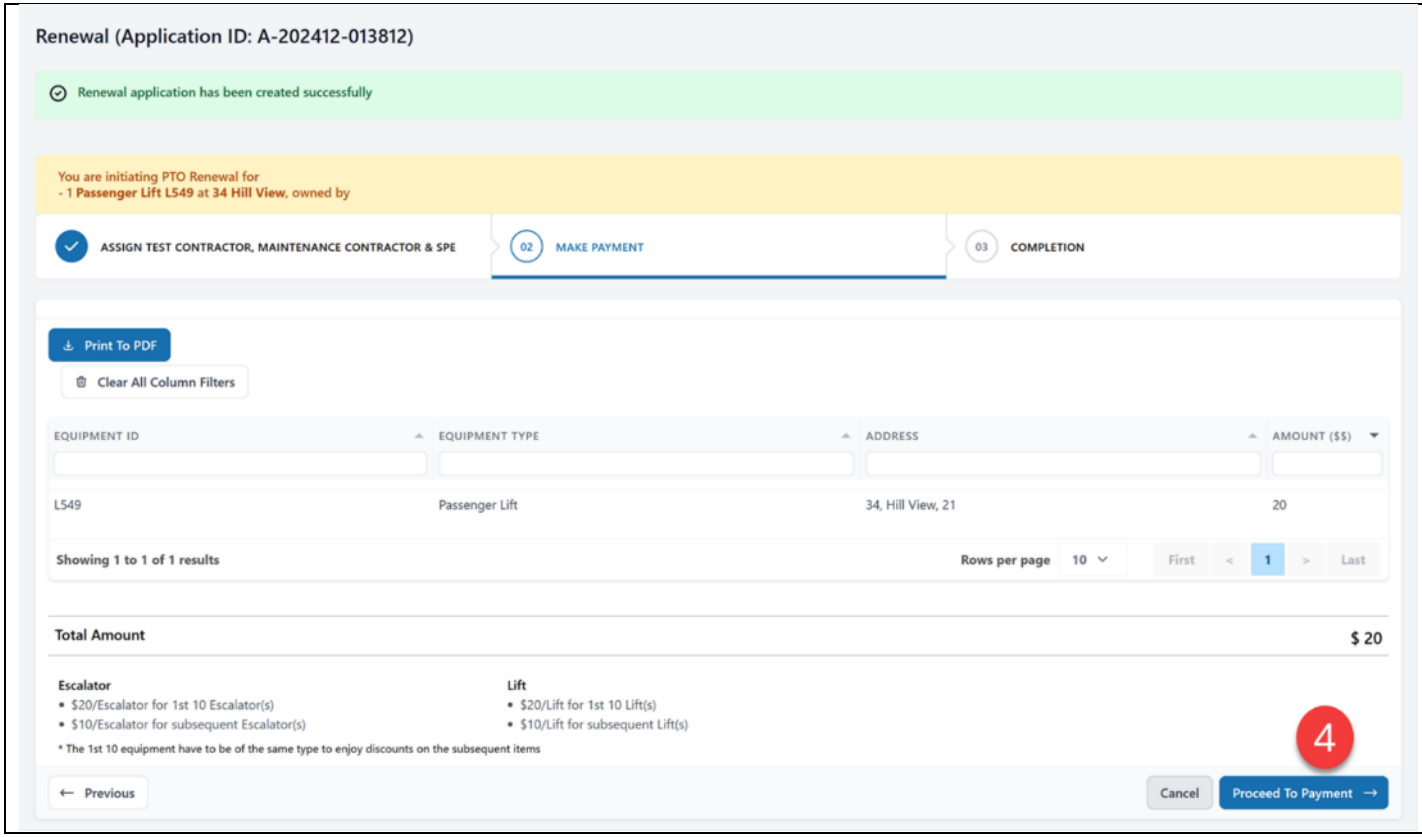
3 months. As Renewal of PTO is not a linear process, the user can pay renewal fee after he has initiated renewal before. Using the system, multiple equipment may be selected to be renewed at the same time. Payment options would include E-Payment methods such as Credit Cards and PayNow via Stripe, Internet 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.



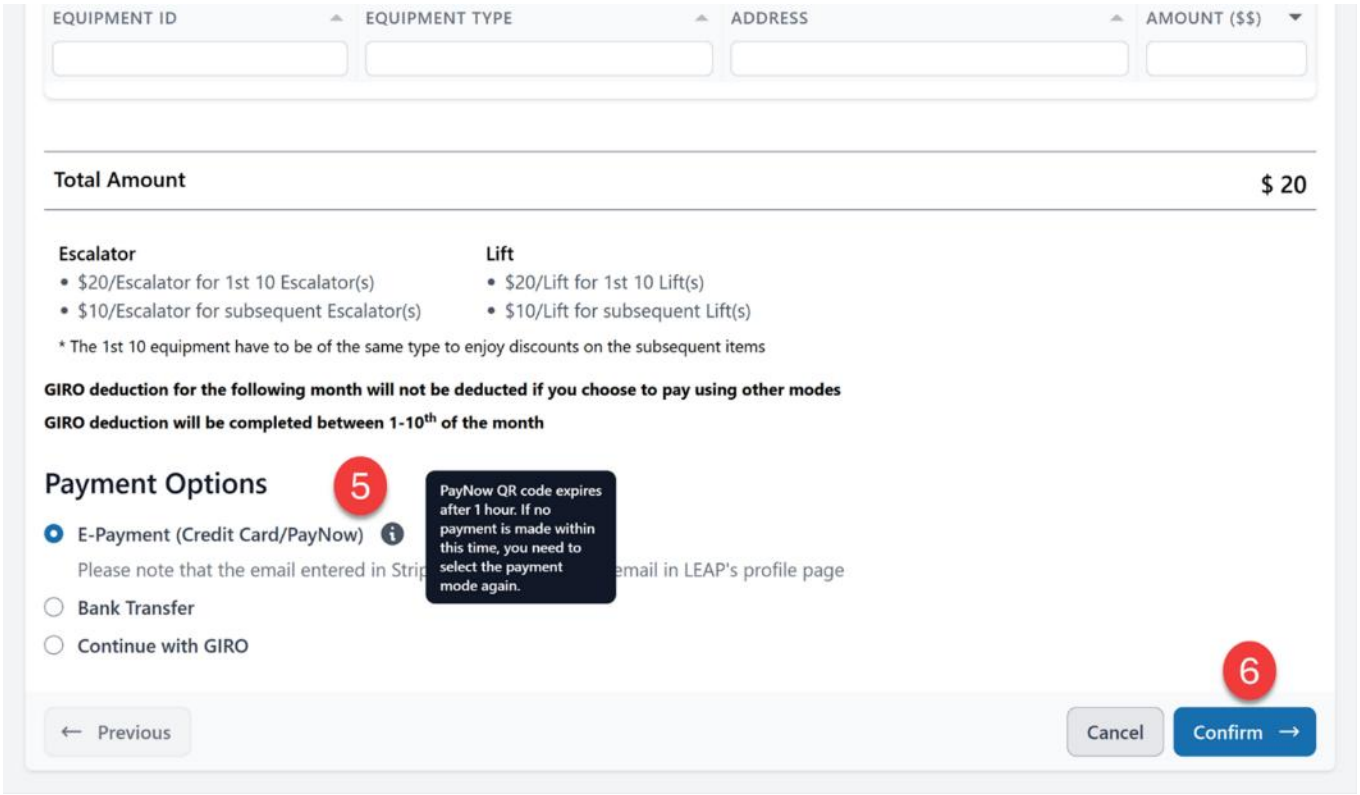
1. Begin by selecting the equipment list from the sidebar
2. Then select the desired equipment(s) from the equipment list that requires the renewal fee
3. Select pay renewal fee

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.



4. Proceed to Payment



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 Section 2.2.3
   d. For GIRO, please refer to Section 2.2.4.

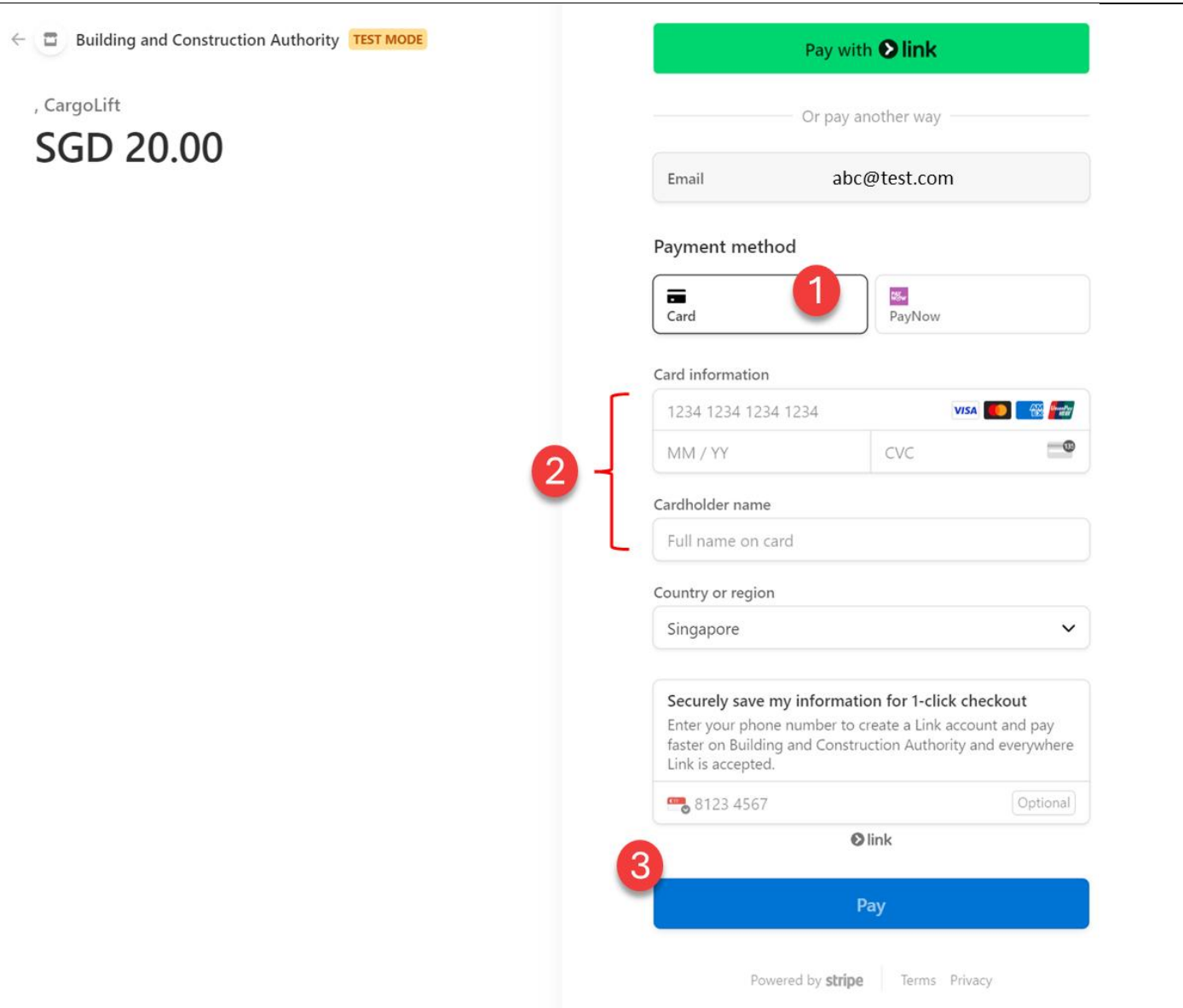
6. Confirm

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.

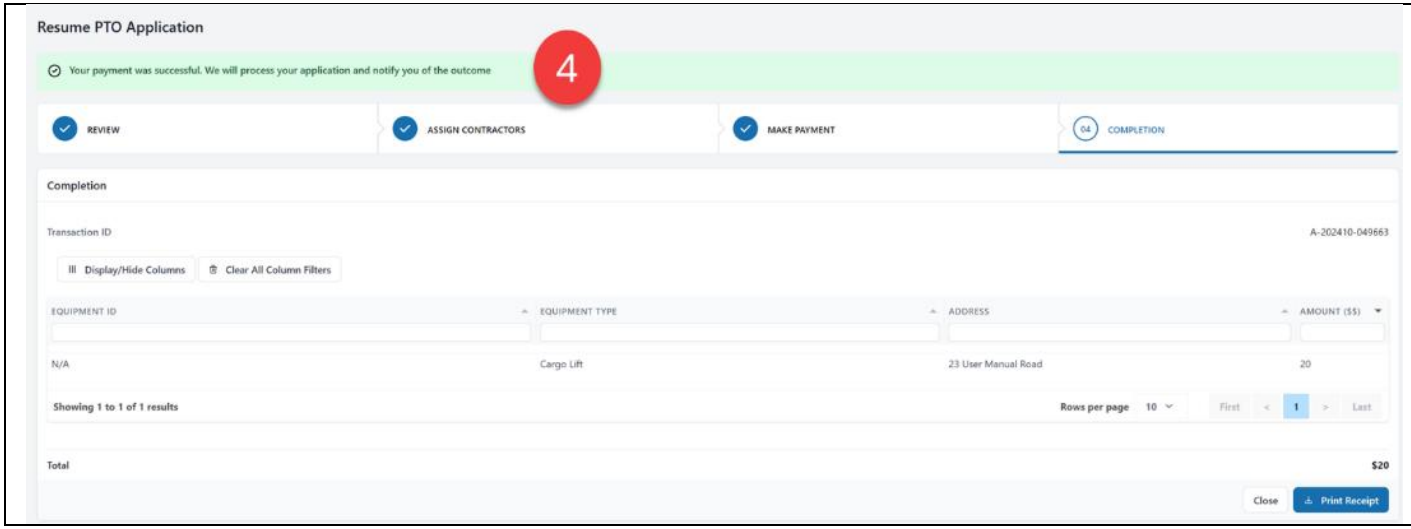
2.2.1 Paying the renewal fee of an equipment – E-Payment (Credit Card)



After clicking the Confirm button from LEAP, you will be redirected to Stripe page where you will need to input your card detail.

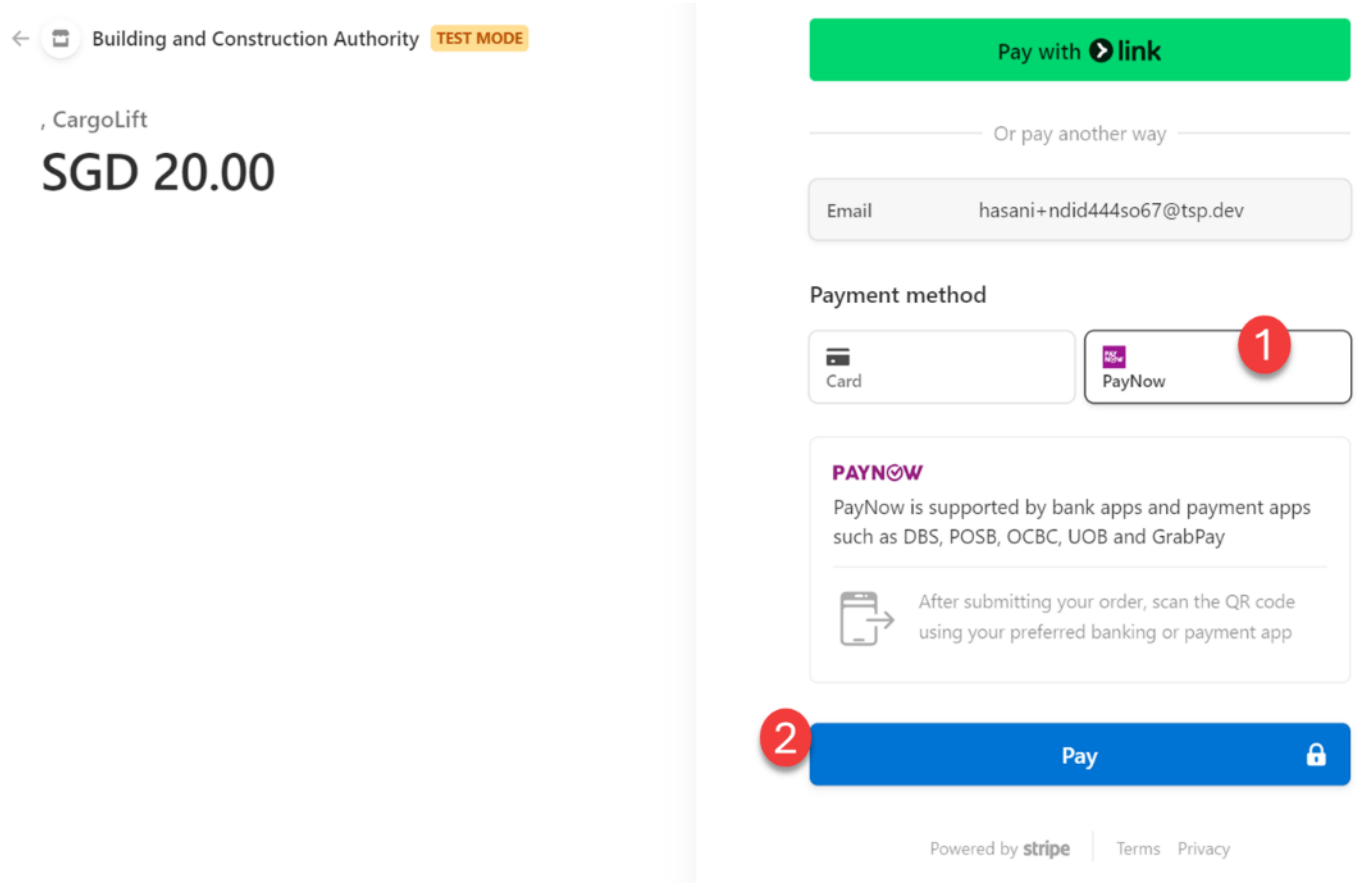
1. Choose Card payment
2. Fill up card details
3. Press “Pay”

You will be redirected to LEAP page after payment is successful.



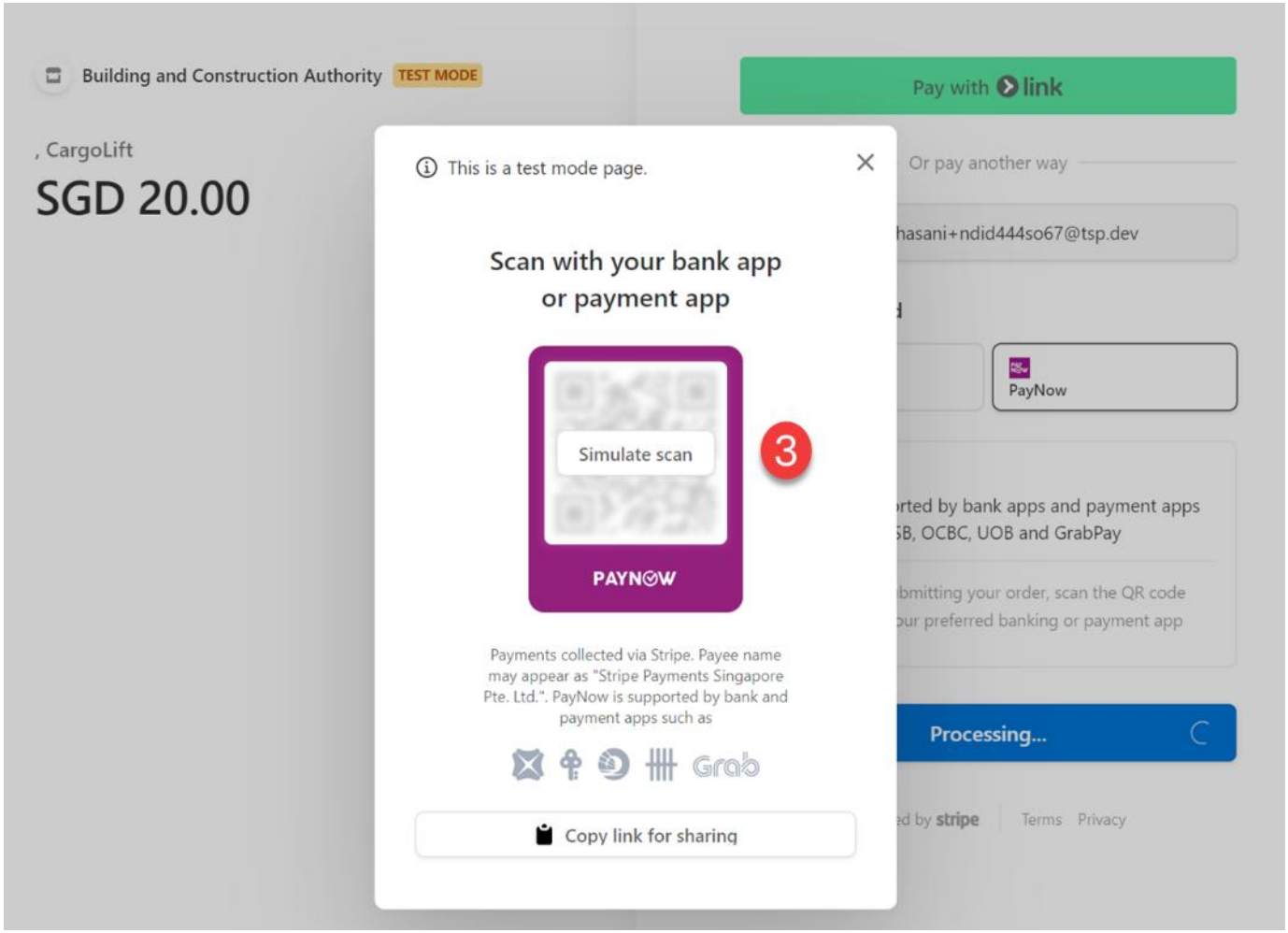
4. A successful message will appear indicating that process is completed.

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



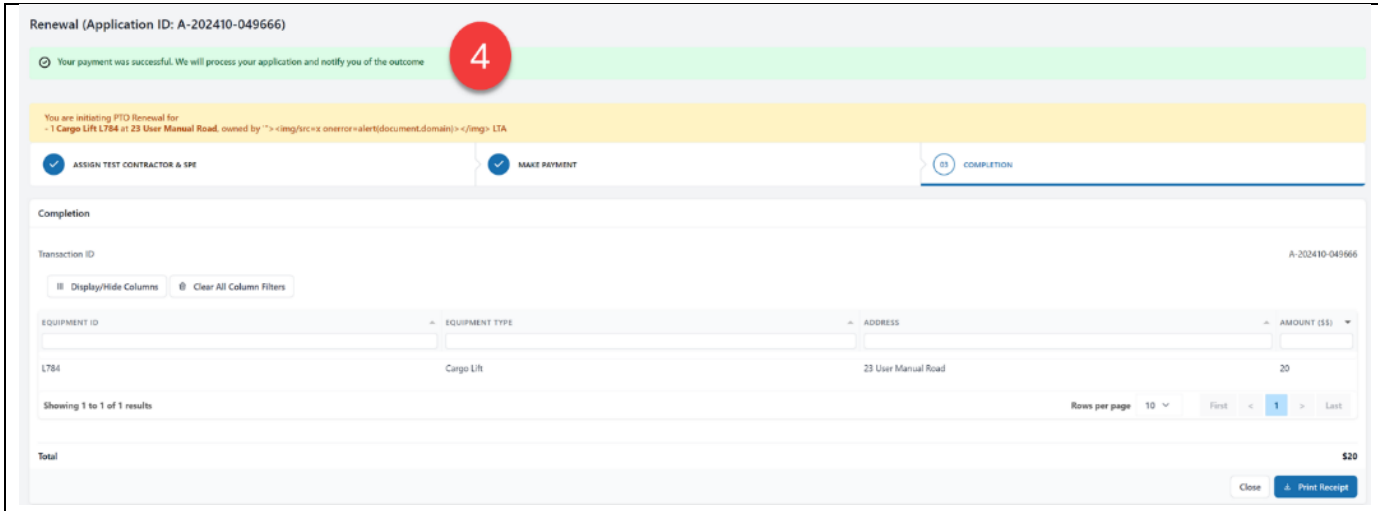
After clicking the Confirm button from LEAP, you will be redirected to Stripe page. Upon selecting PayNow, you will need to scan the QR code to make payment.

1. Choose PayNow payment
2. Press “Pay”



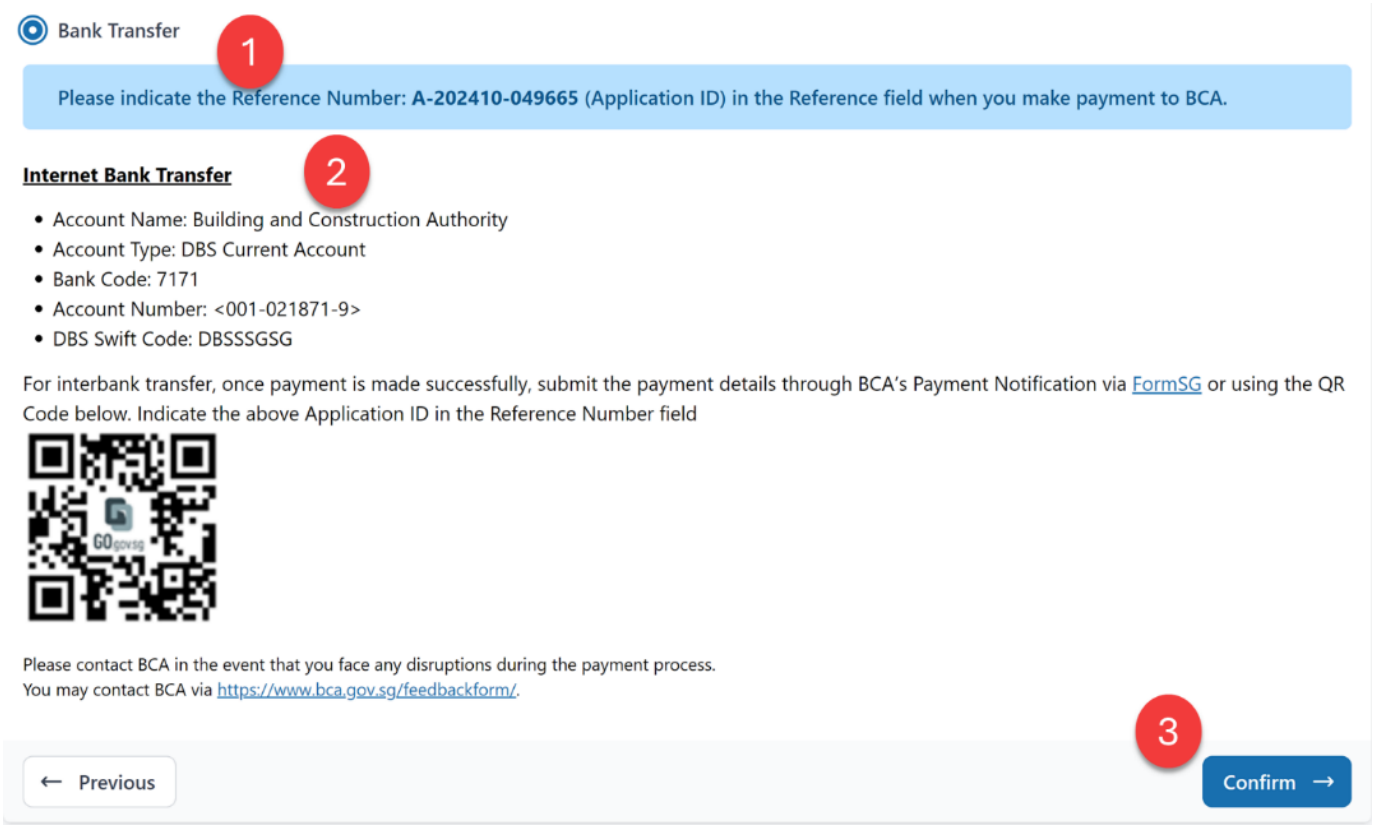
3. Scan the PayNow QR Code to make payment

You will be redirected to LEAP page after payment is successful.



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

2.2.3 Paying the renewal fee of an equipment – Bank Transfer

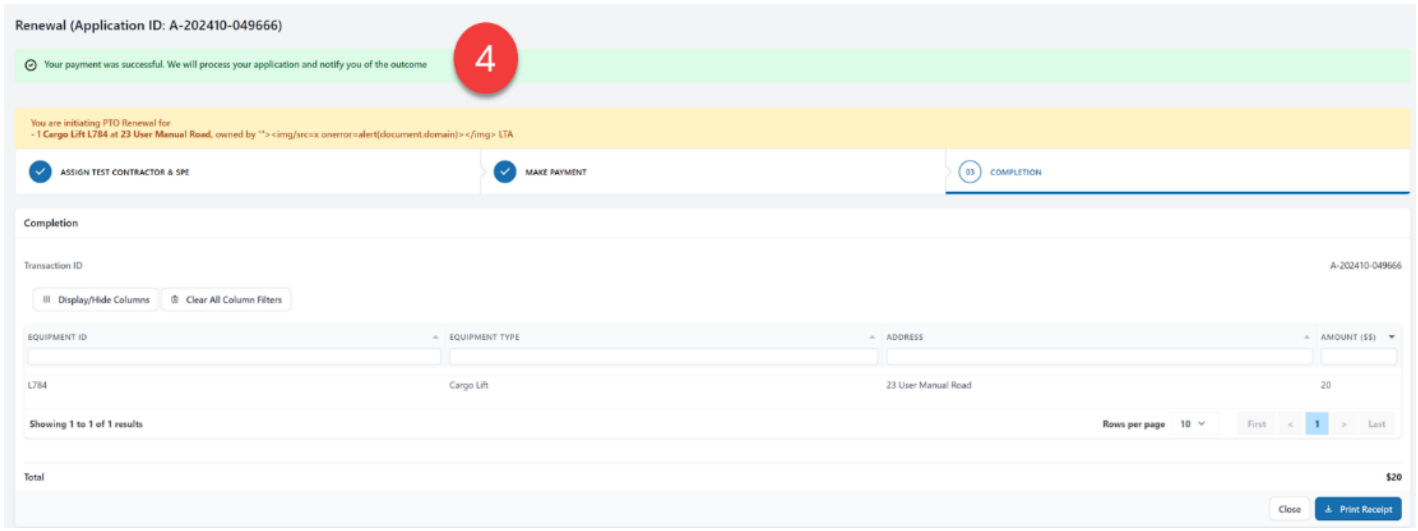


1. Select "Bank Transfer" as payment option

2. Complete the Bank Transfer

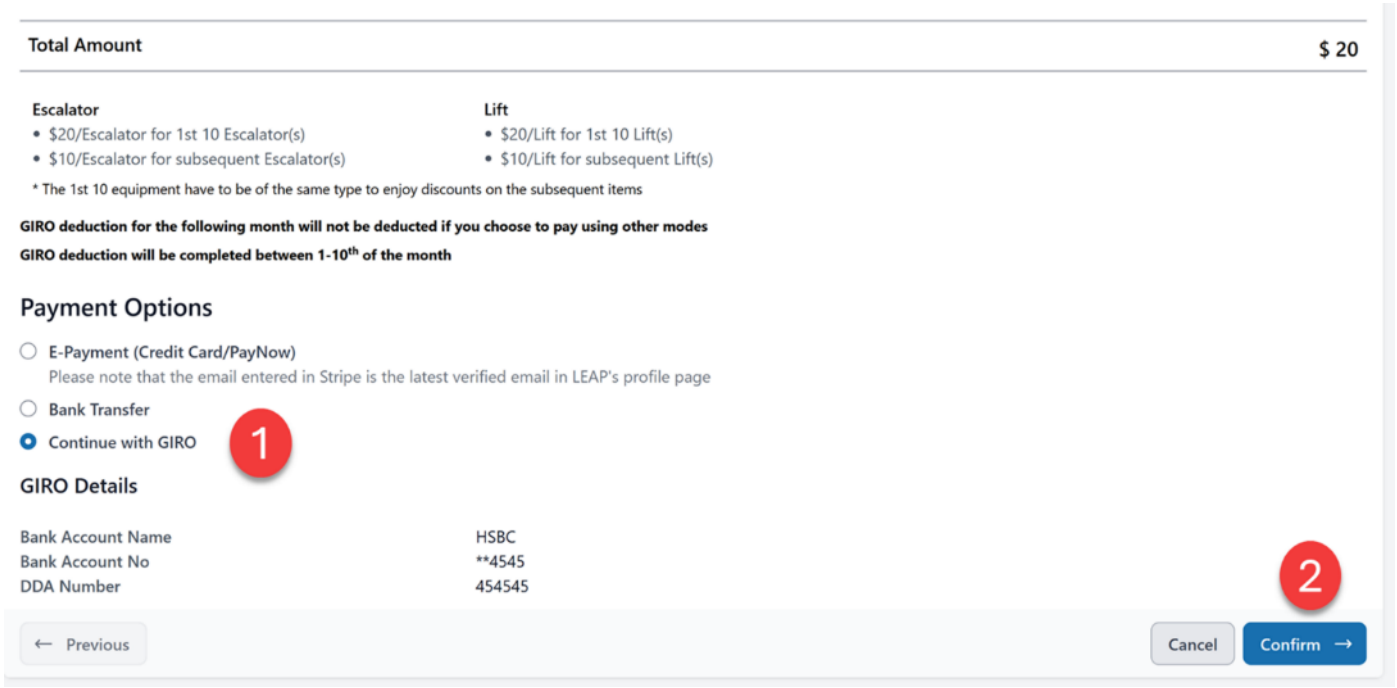
3. Owners can select Confirm.

Separate email notification with details of how to make payment using Bank Transfer will also be sent to your latest verified email.

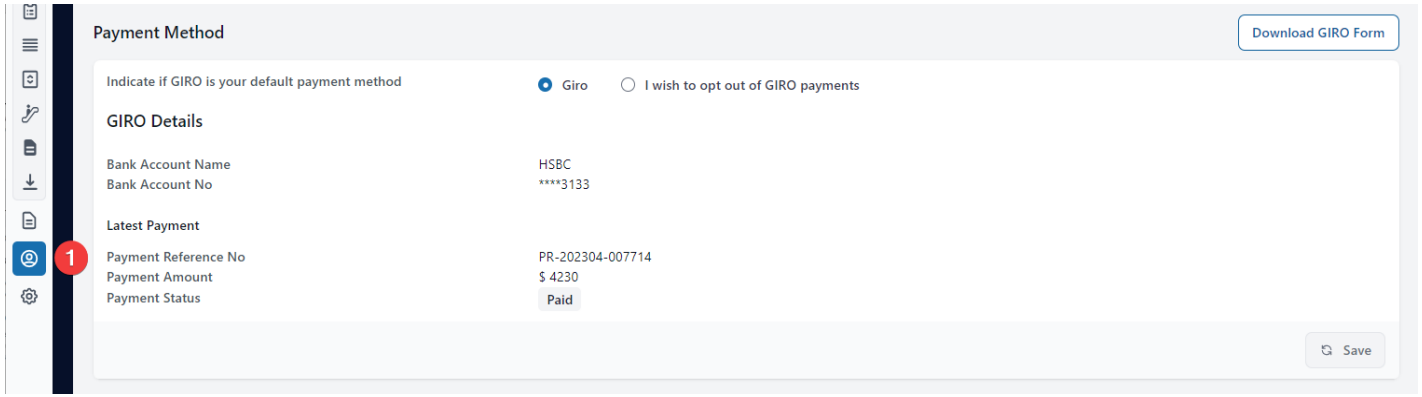


4. A successful message will appear indicating that process is completed.

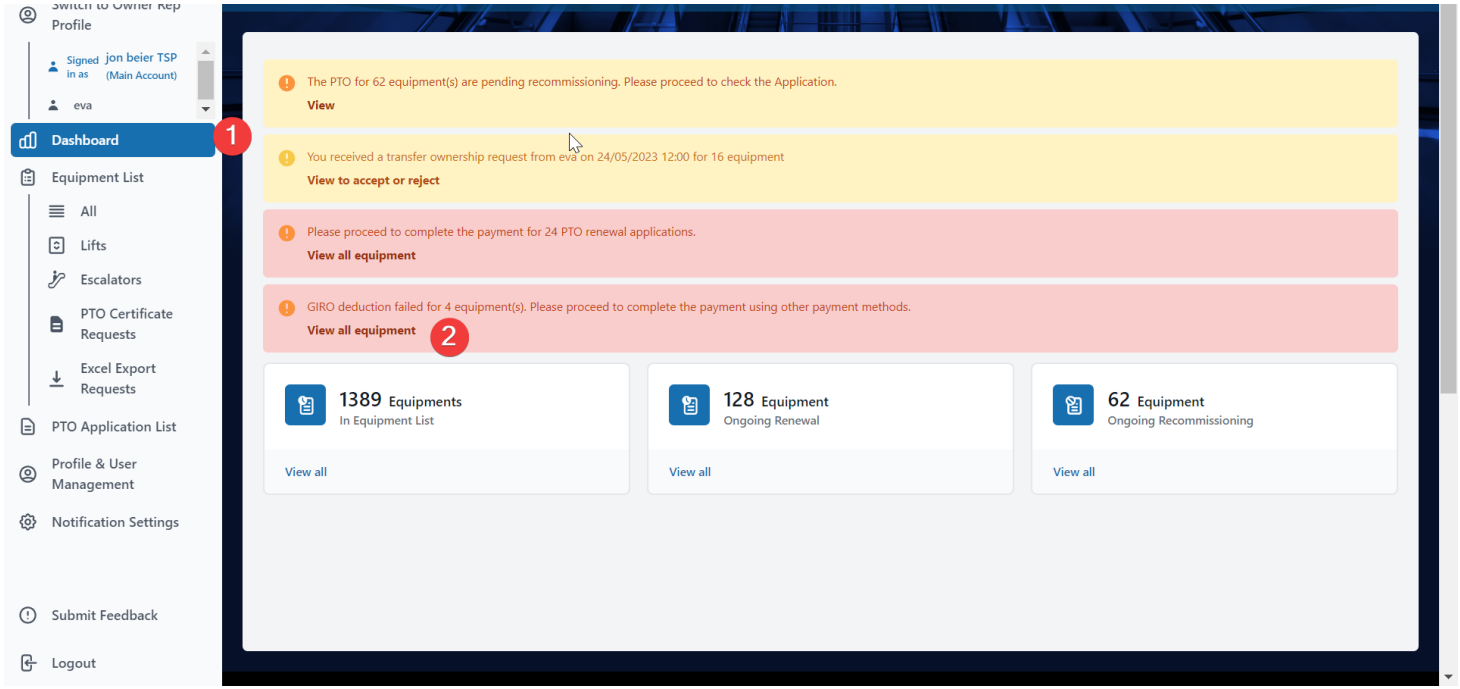
2.2.4 Paying the renewal fee of an equipment – GIRO



1. Select continue with GIRO
2. Confirm

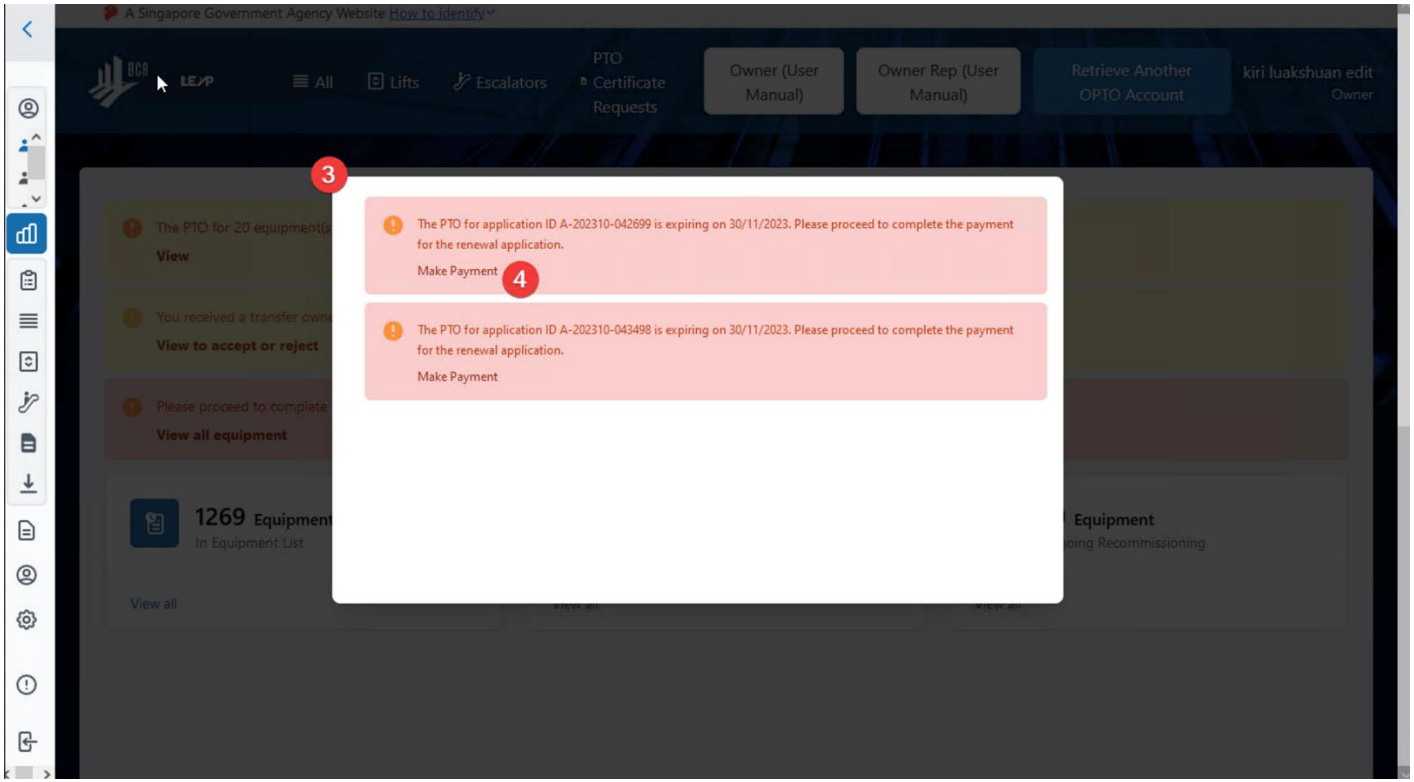
	To view details of existing latest GIRO application, Owner can visit the Profile & User Management section located at the left navigation panel.

2.3 Paying the renewal fee of equipment if GIRO deduction failed



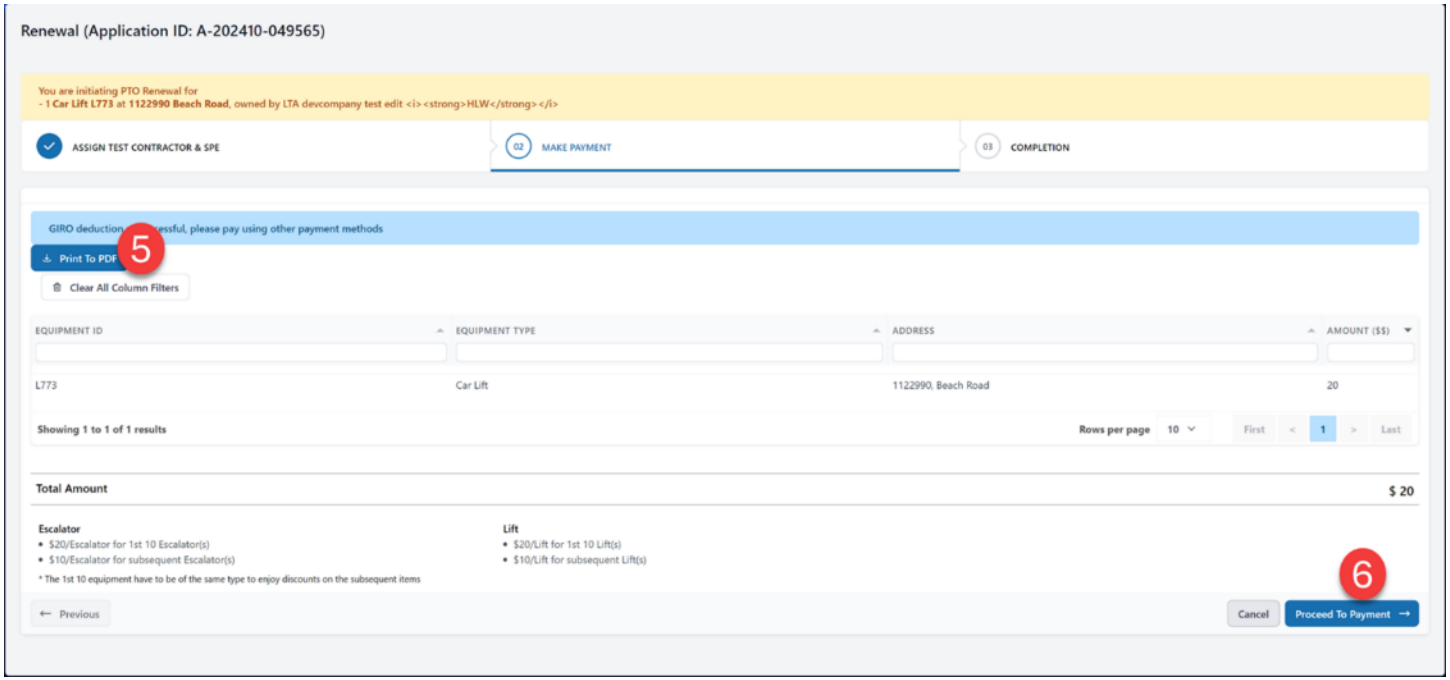
1. Begin by selecting the Dashboard from the sidebar

2. Then look for the GIRO deduction failed message and click “View all equipment”



3. A modal will pop up

4. Click on “Make Payment” for the respective equipment



5. You may print the receipt to PDF by clicking the button

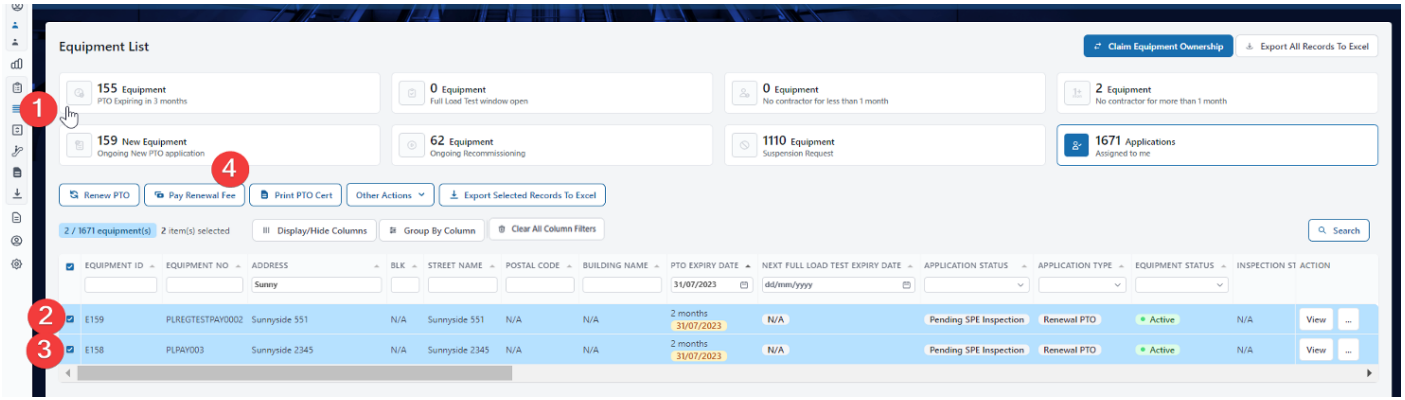
6. Proceed to payment

7. Select payment option

Note: GIRO payment would not be available for the same application ID if the deduction was failed previously.

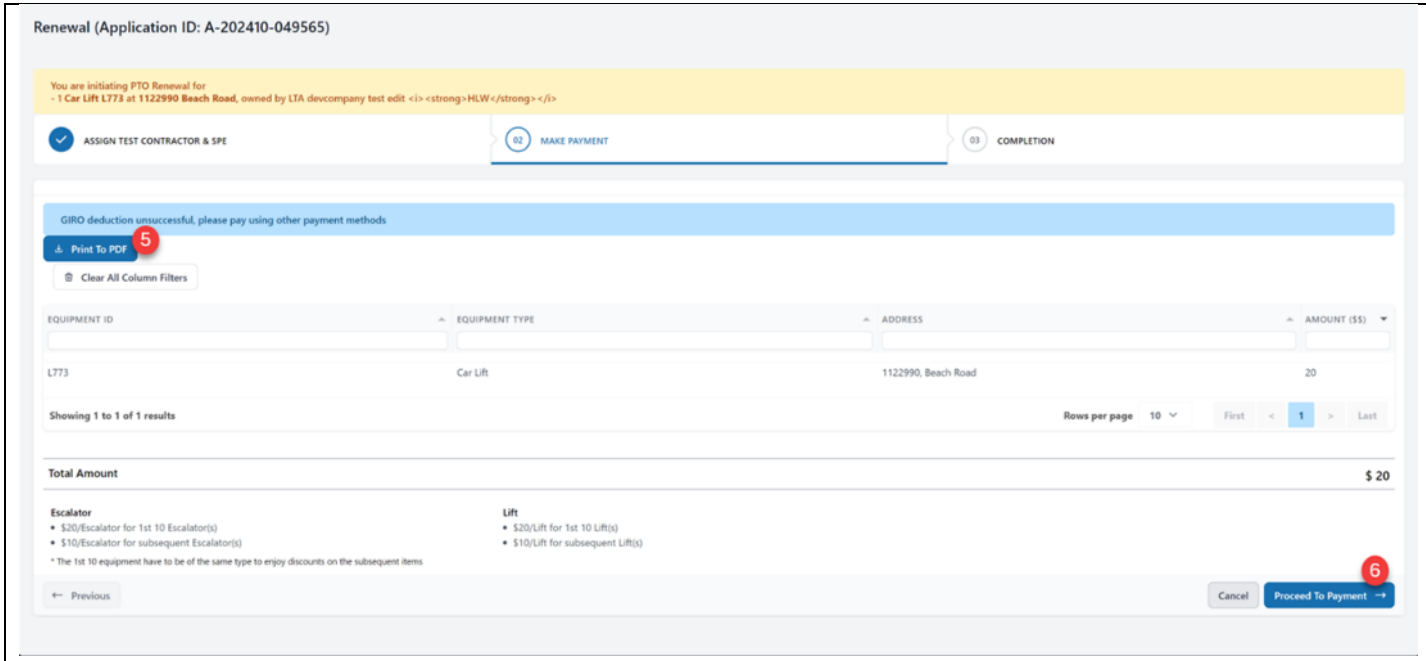
8. Click Confirm

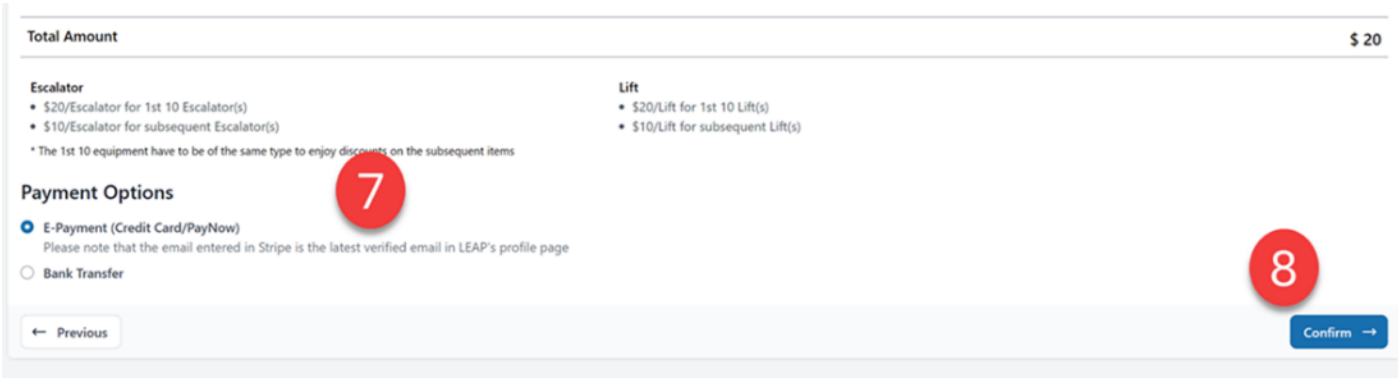
2.4 Paying the renewal fee of an equipment if GIRO deduction failed – Method 2



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





5. GIRO deduction unsuccessful message displayed in Payment page

6. Proceed to payment

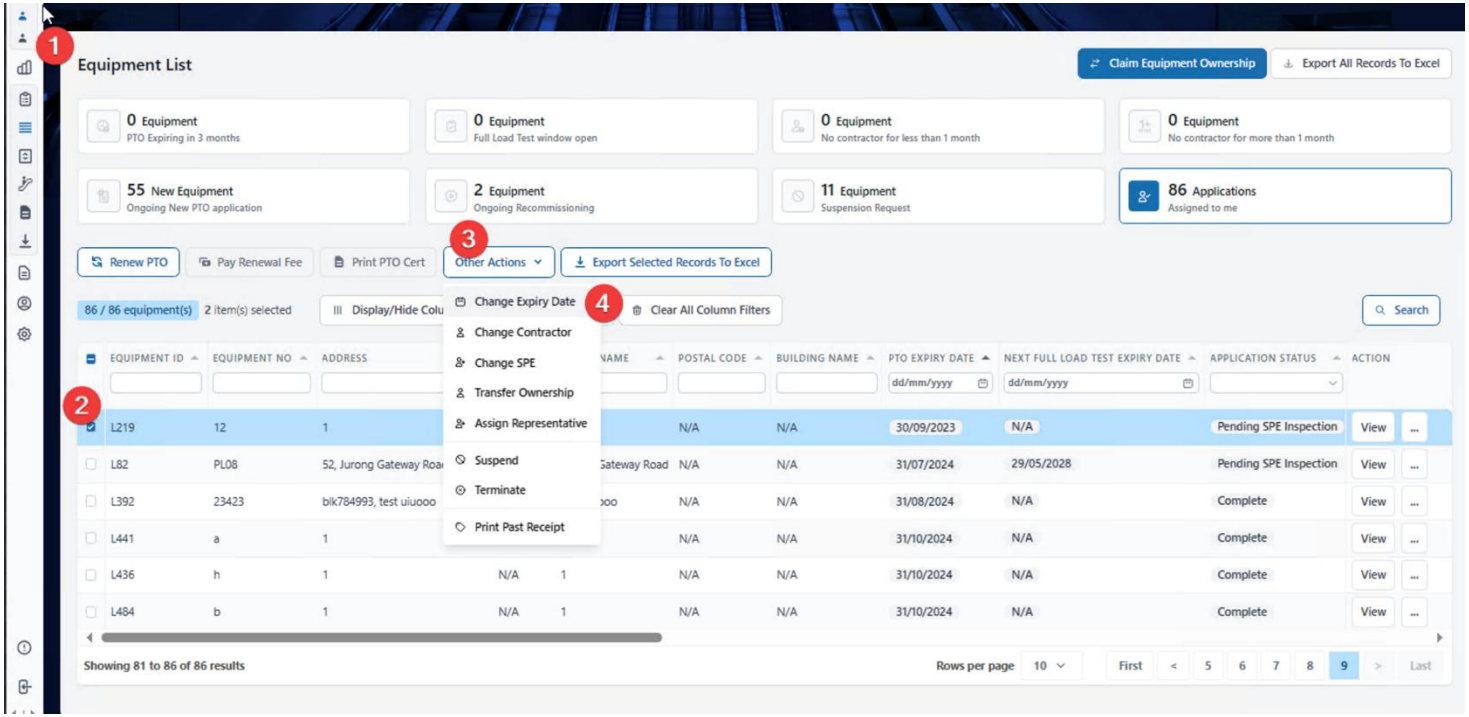
7. Select payment option

Note: GIRO payment would not be available for the same application ID if the deduction was failed previously.

8. Click Confirm

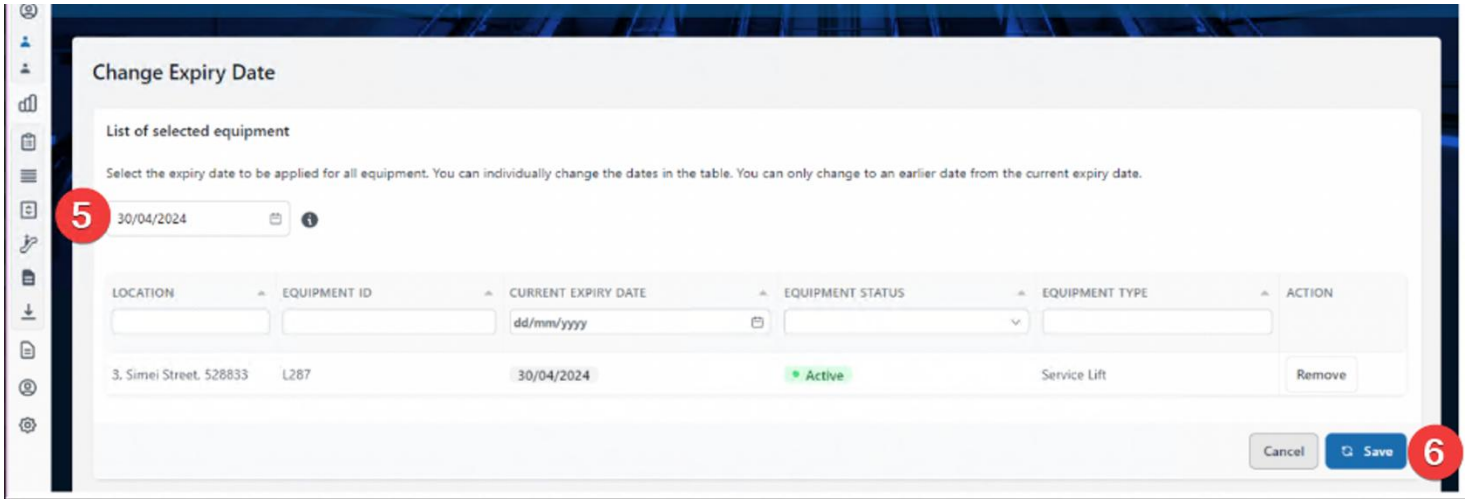
2.5 Change equipment expiry date

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.



1. Begin by selecting the equipment list from the side bar
2. Then select the desired equipment(s) from the equipment list.
3. Select other actions
4. Select change expiry date

This would take you to the next screen



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.

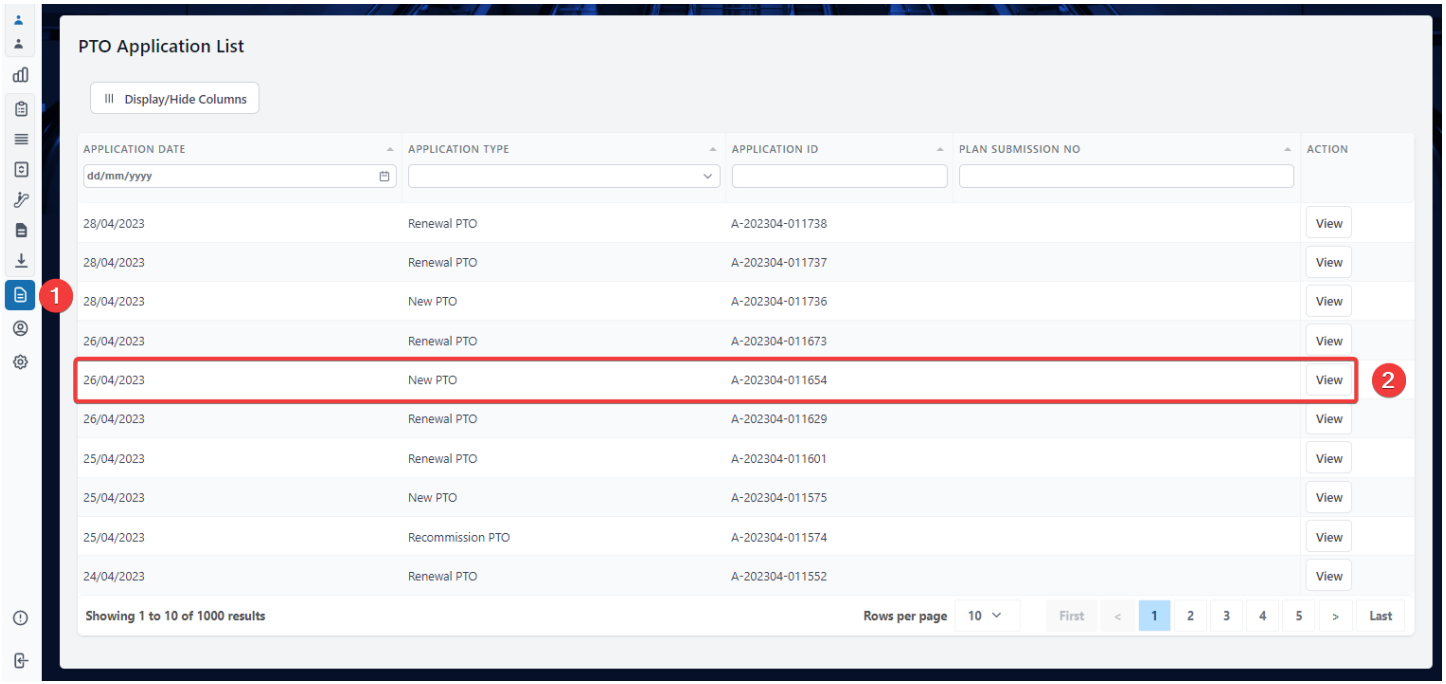
5. Change to new expiry date

6. Save

A successful 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.



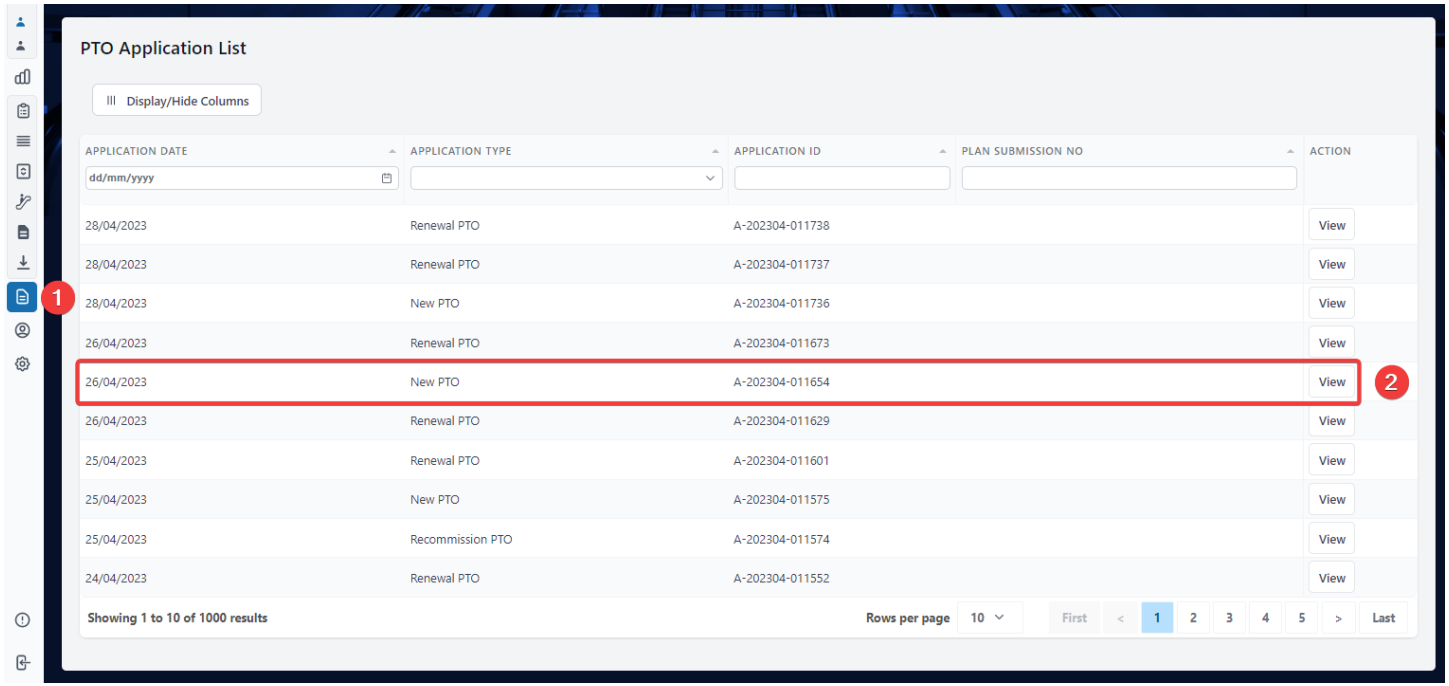
1. Begin by selecting PTO Application List from the left sidebar

2. Then select “View” for desired equipment

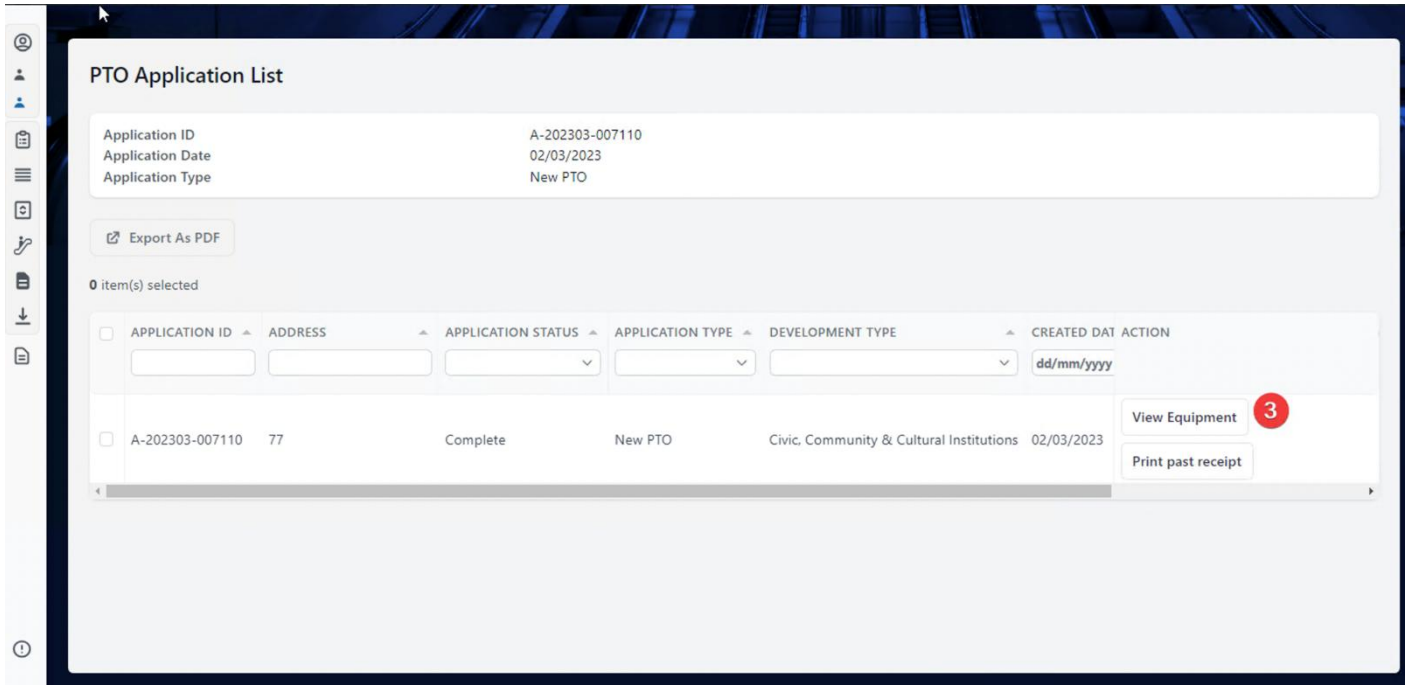
This will then take you to the next screen that shows the individual application. See Section 8 Viewing equipment in PTO application list and Section 3.1 to accept assigned PTO.

Note:
Lifts and escalators are unable to be combined in one application.

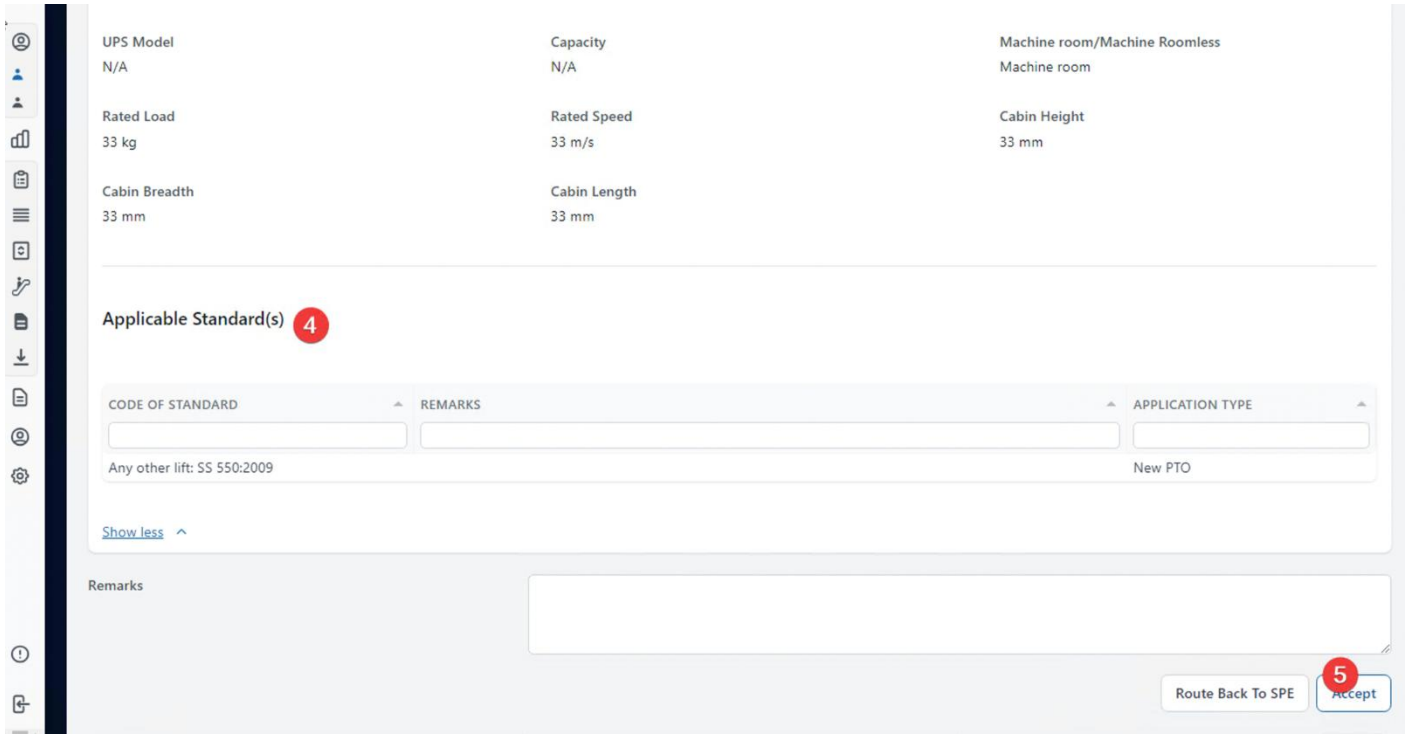
3.1 Accepting assigned equipment for New PTO application



1. Select PTO Application List from the sidebar
2. Select “View” for desired equipment



3. Next click on “View Equipment”

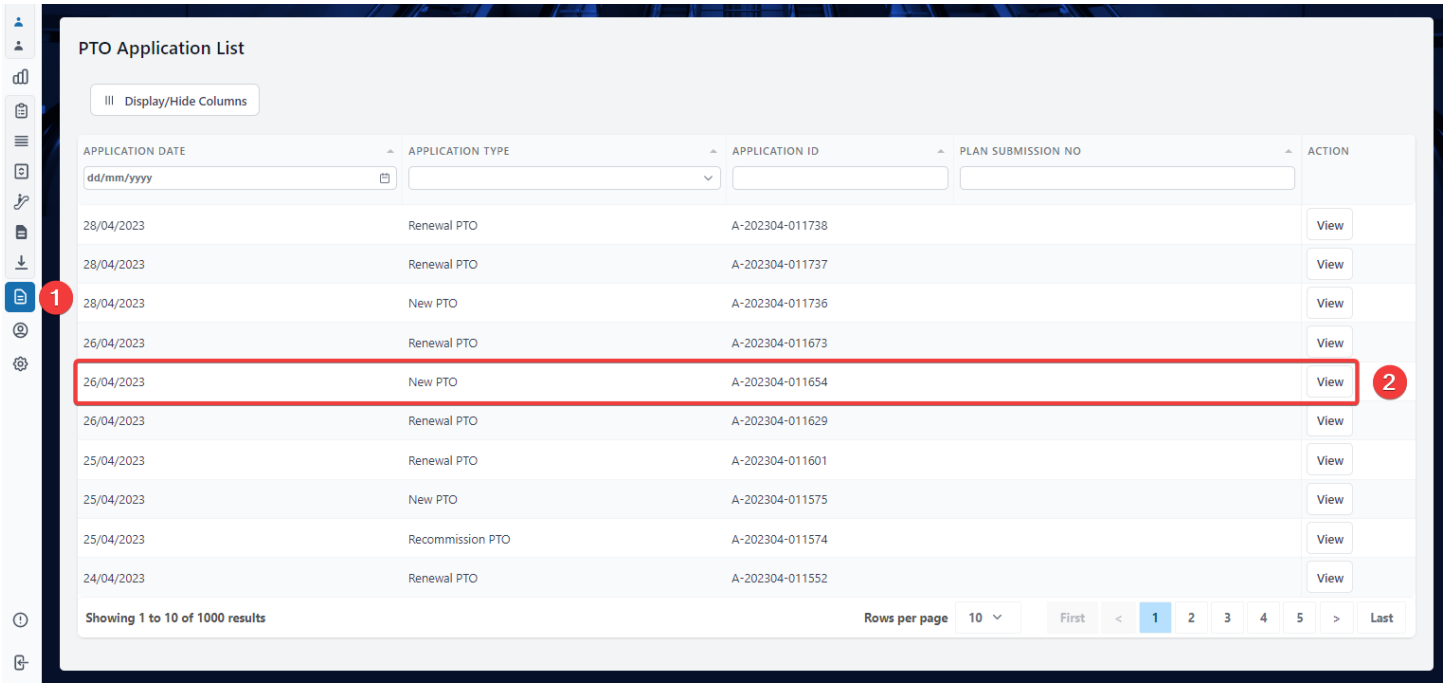


4. Scroll down to bottom of the page

5. Select “Accept”

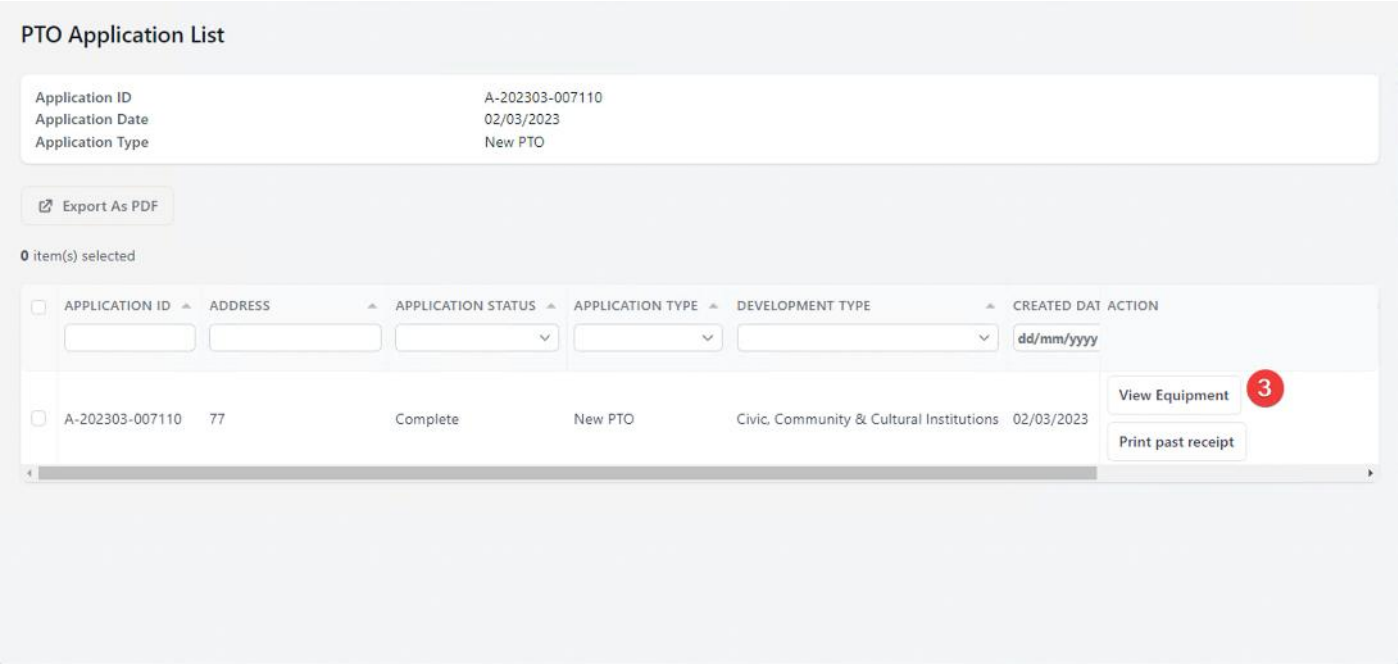
3.2 Rejecting assigned equipment for New PTO application

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.

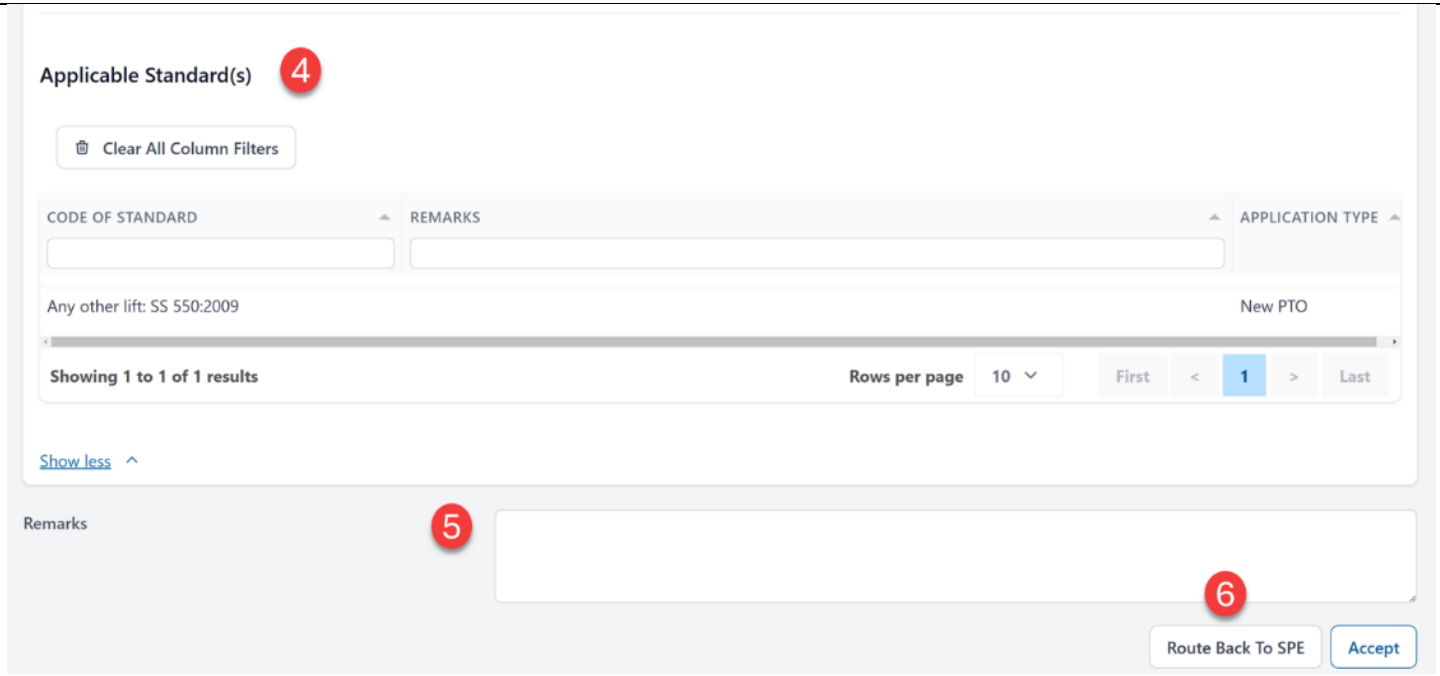


1. Select PTO Application List from the sidebar

2. Select “View” for desired equipment



3. Click on “View Equipment”



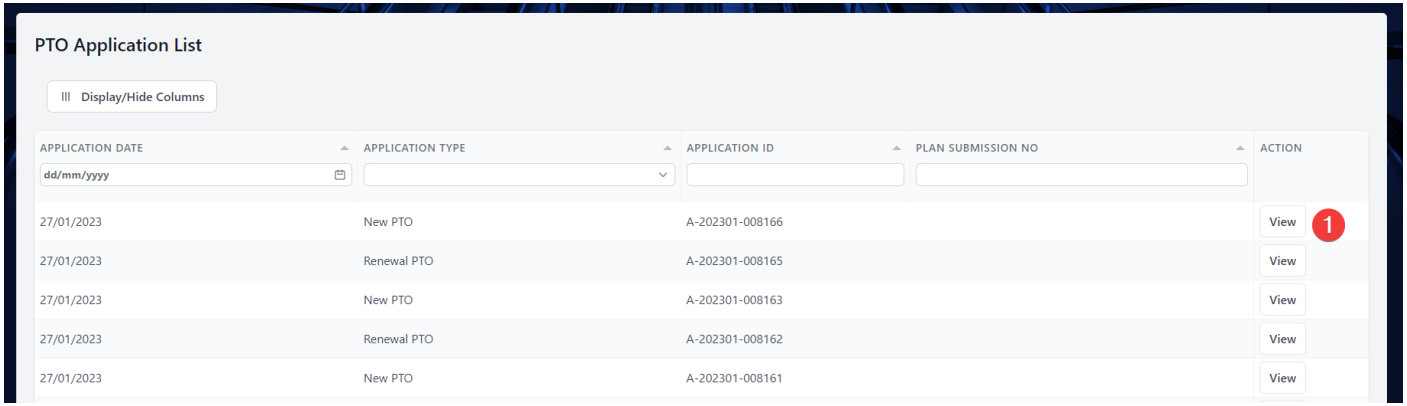
4. Scroll down to bottom of the page

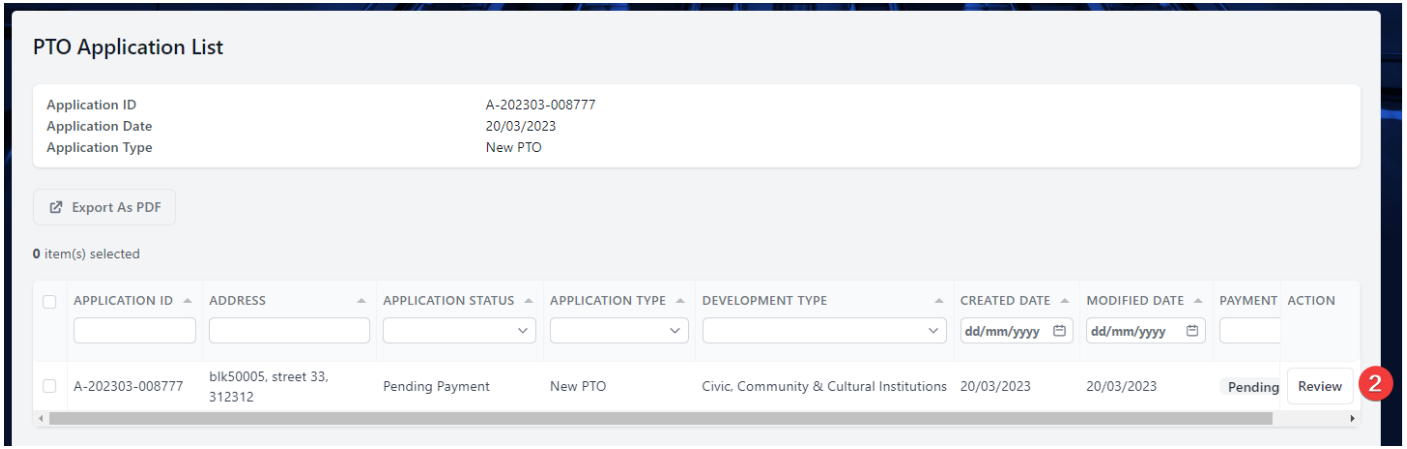
5. Add remarks

6. Select Route Back To SPE

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

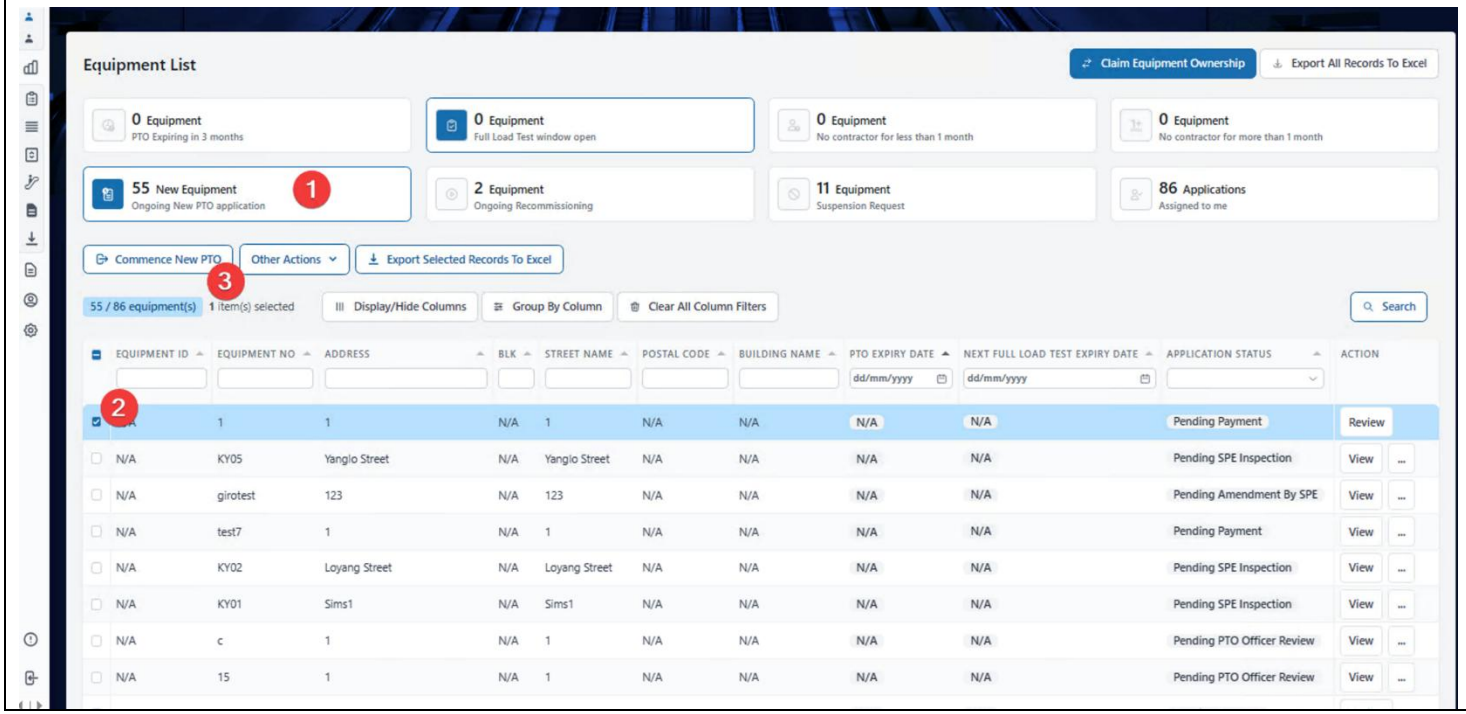
3.3 Making payment for new PTO application





METHOD 1

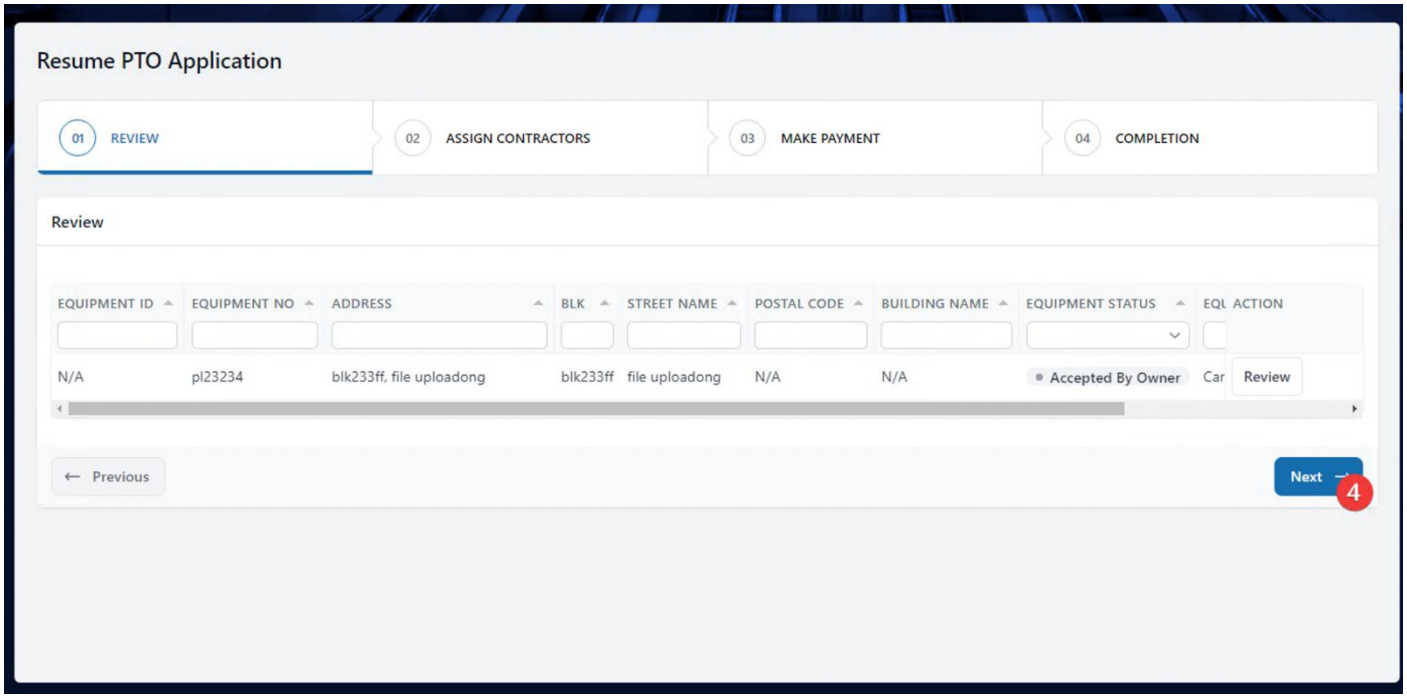
1. From the PTO Application List page, select “View”
2. Select “Review”



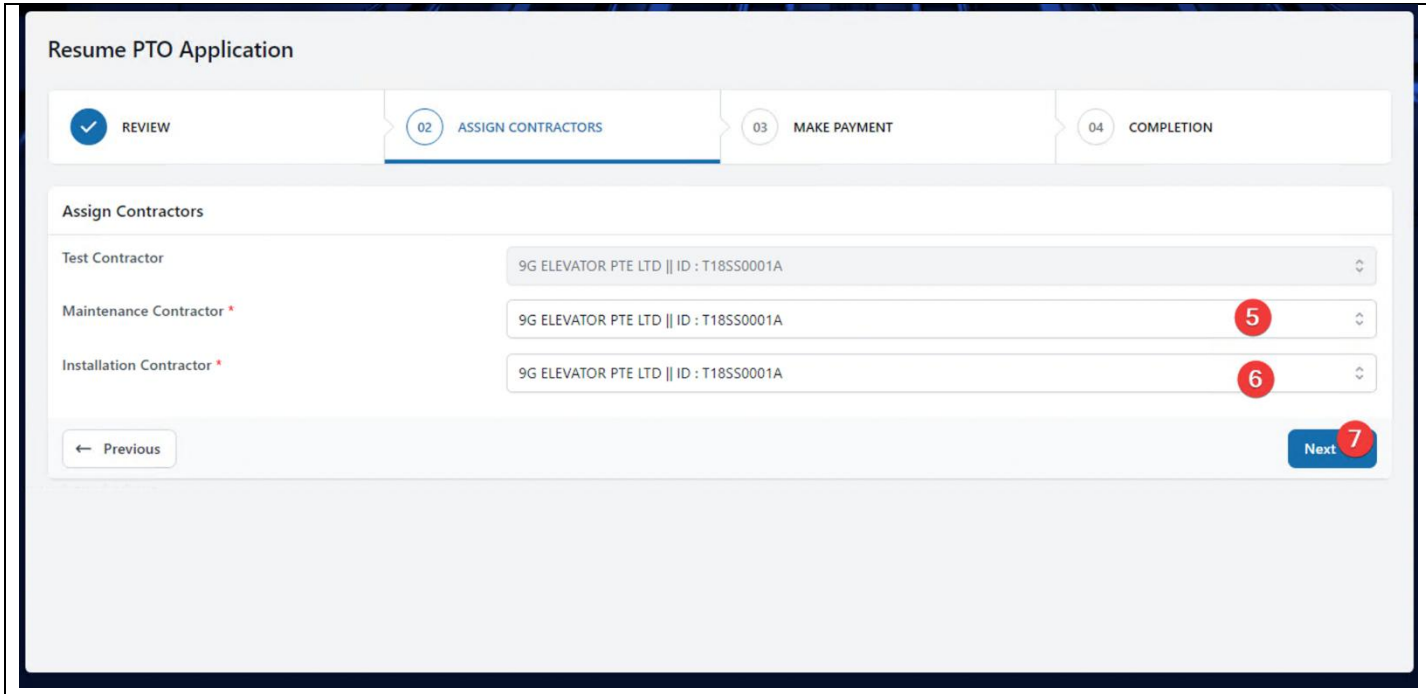
METHOD 2

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. Select “Next” after reviewing equipment



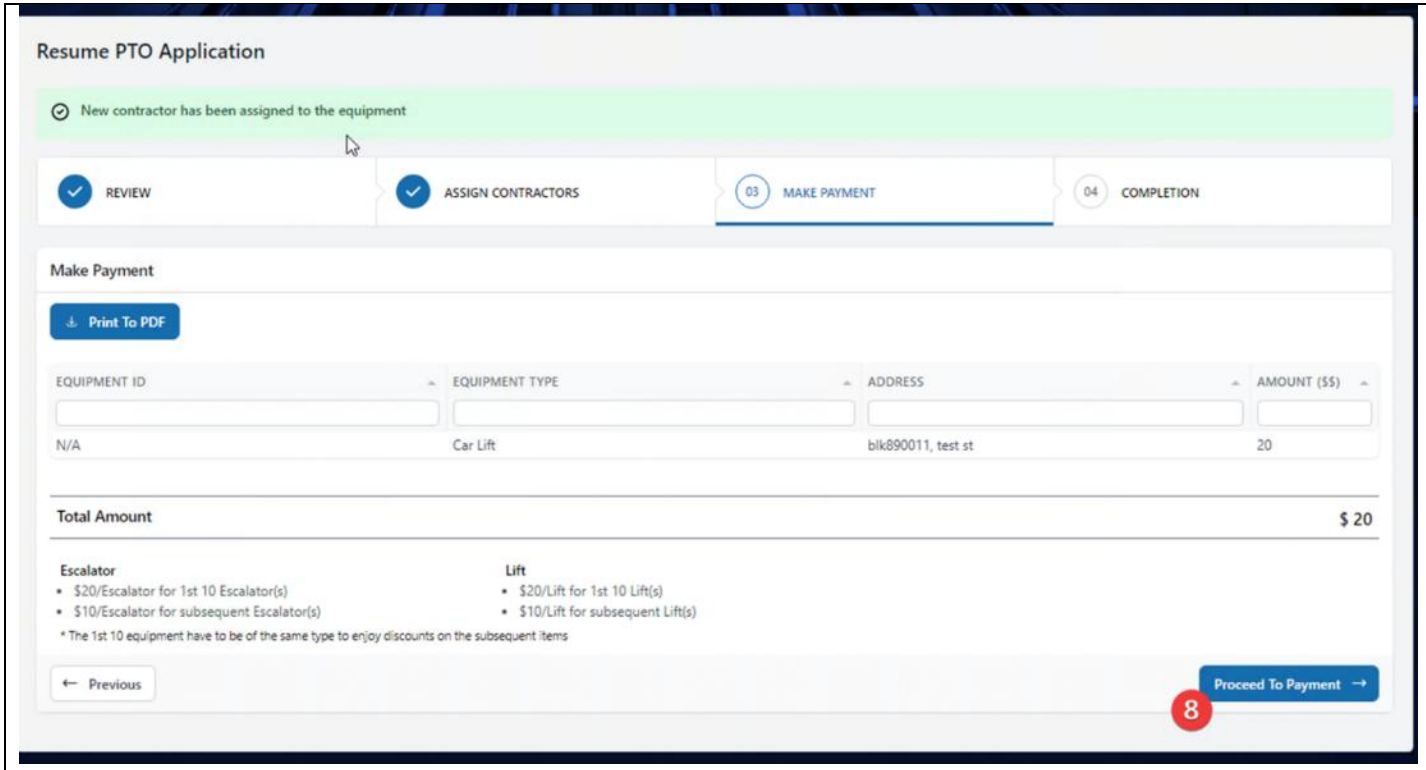
5. Select maintenance contractor

6. Select installation contractor

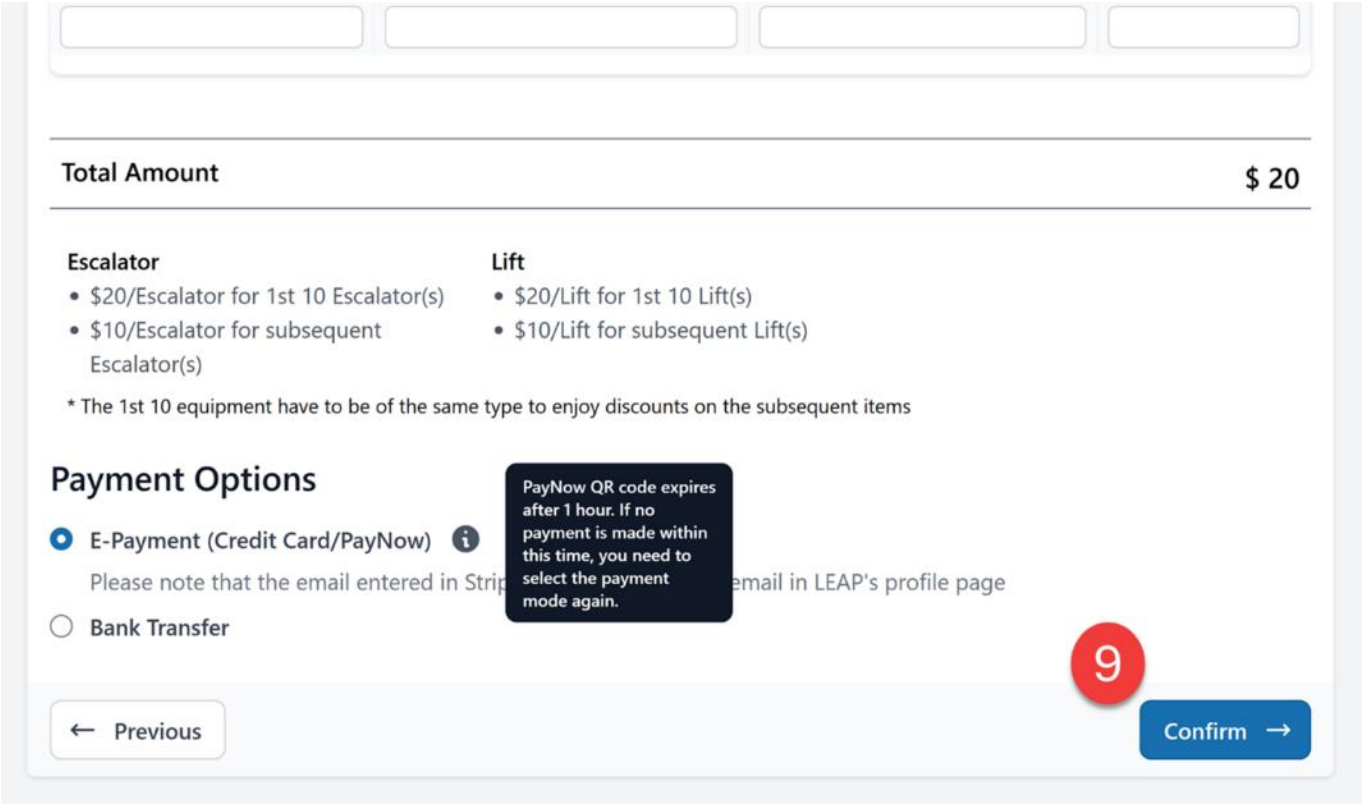
7. Select “Next”

Note:
Test Contractor will be selected by SPE before routing this New PTO application to Owner. Hence, it is disabled.

If you wish to reassign, please refer to Section 6.2 Change Contractor



8. Select procced to payment



9. Select either E-Payment or pay later then select confirm

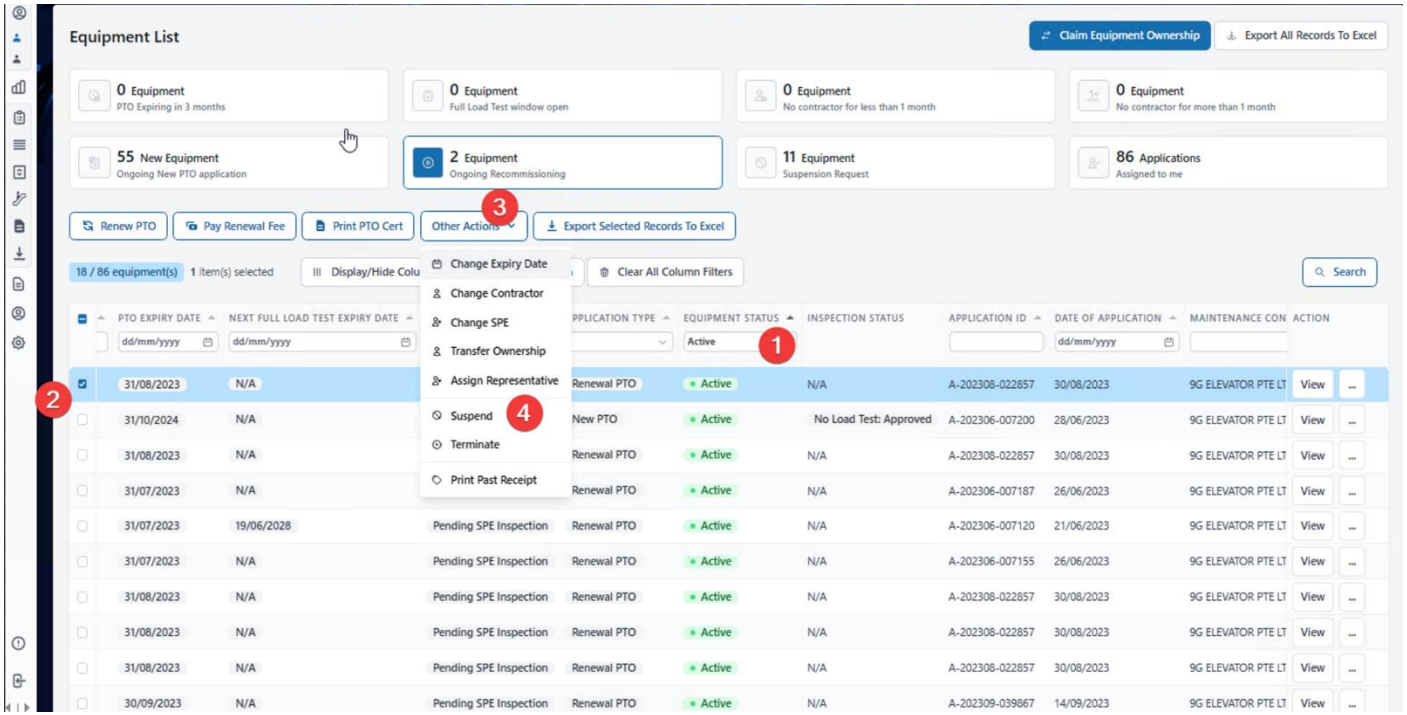
Payment methods are covered in Section 2.2

Note: PayNow payment method has been moved to “E-Payment”.

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

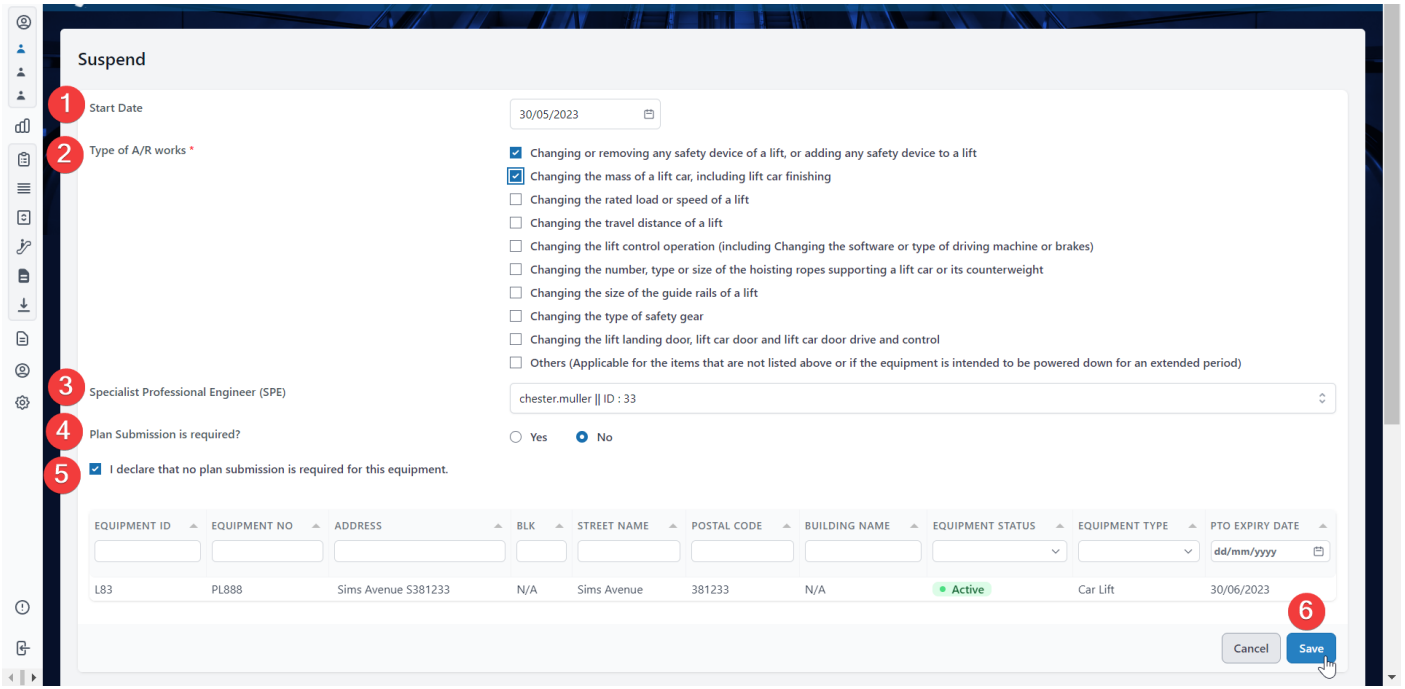
4 Recommission PTO application

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.



1. Filter active equipment
2. Select equipment with status “Active”
3. Select other actions
4. Select suspend

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

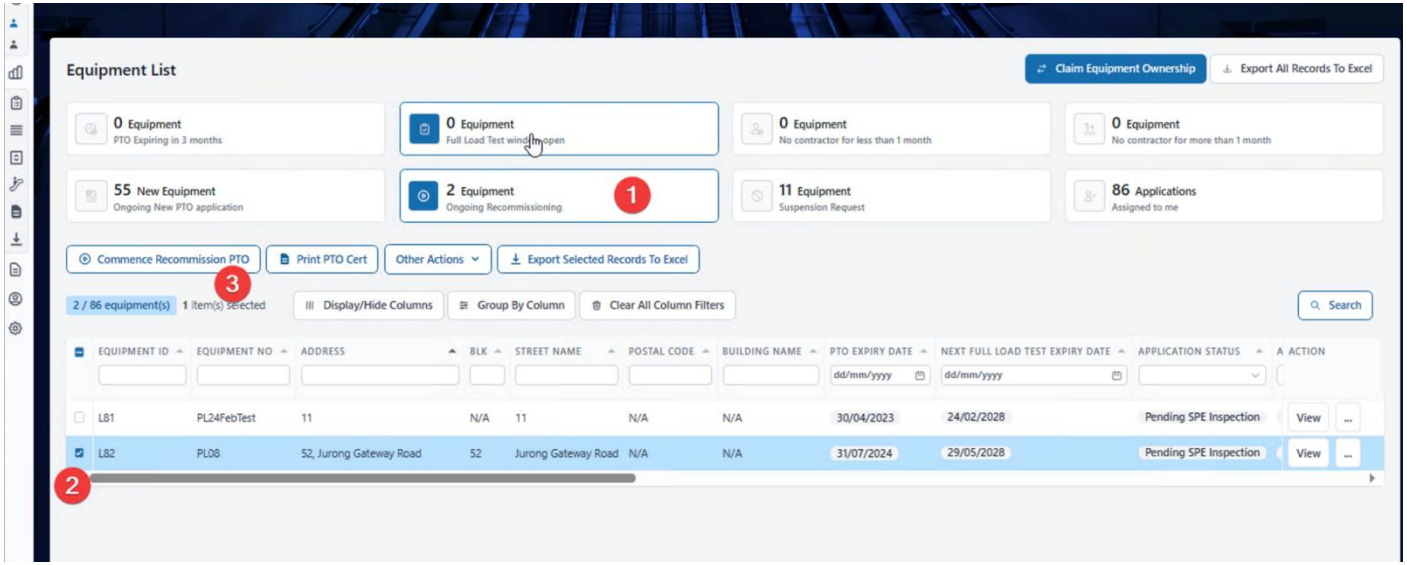


1. Select start of suspension date
2. Select Type of A/R works
3. Select SPE
4. Select Yes or No for Plan submission requirement
5. Check declaration
6. Select Save

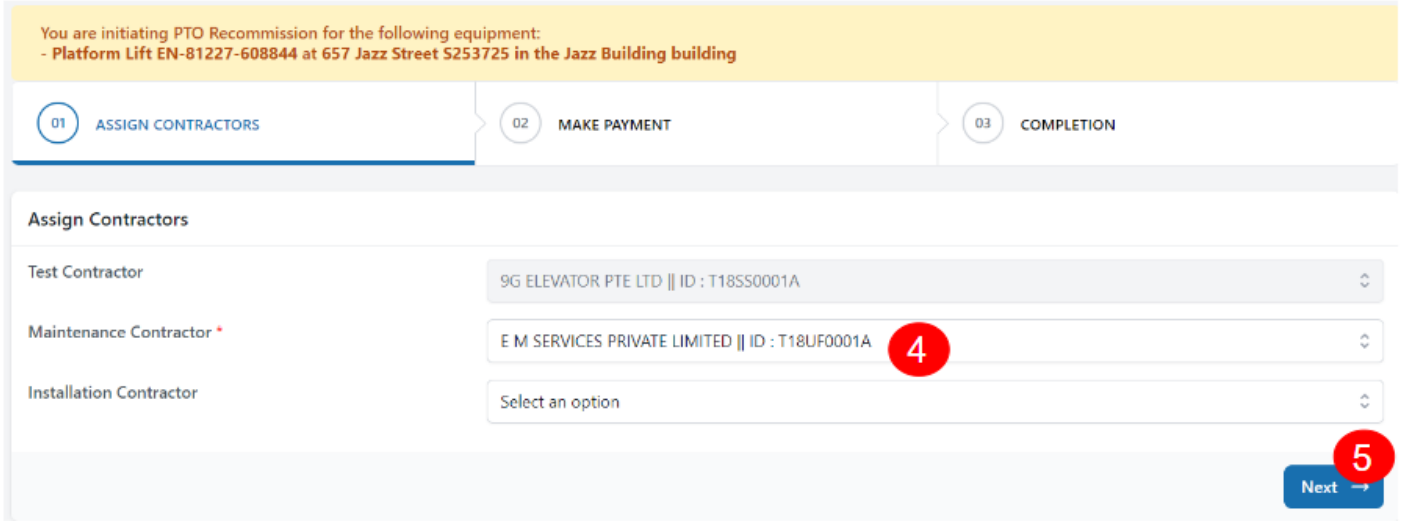
Note:
The selection of A/R works can be non-mutually exclusive.

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.

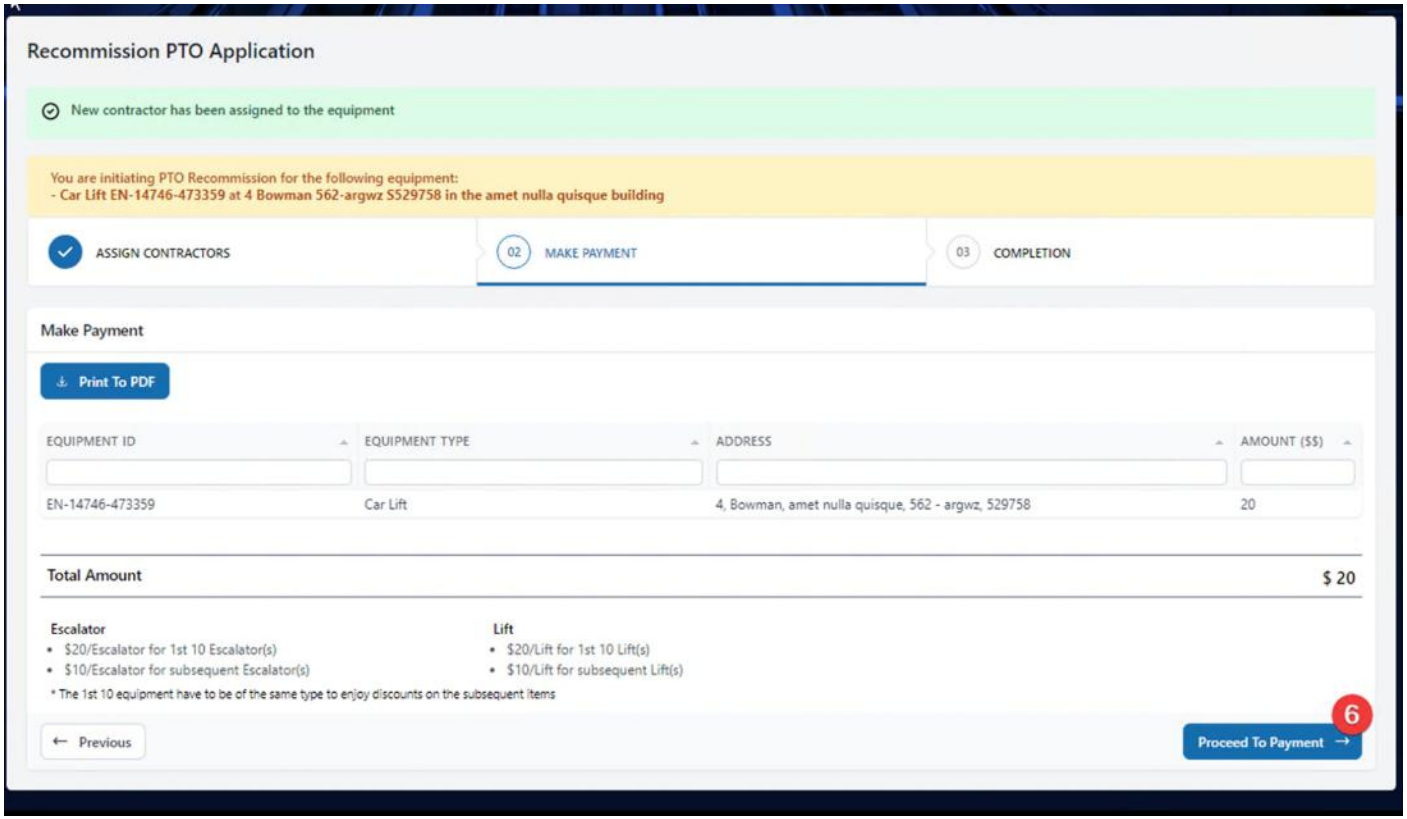


1. Select ongoing recommission filter
2. Select equipment for recommission
3. Select commence recommission PTO

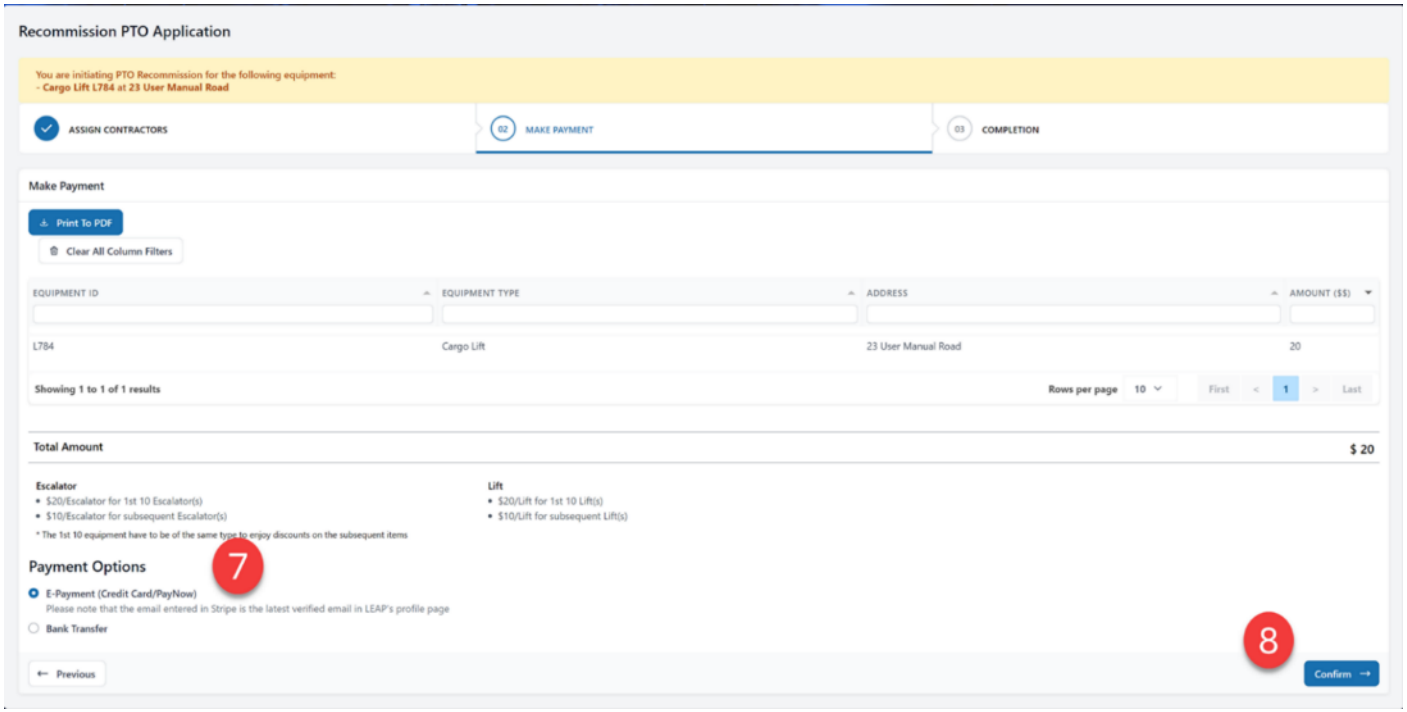


4. Assign contractor by clicking the dropdown list

5. Click “Next”



6. Check total payment and proceed to payment



7. Select payment options (E-Payment or Bank Transfer)

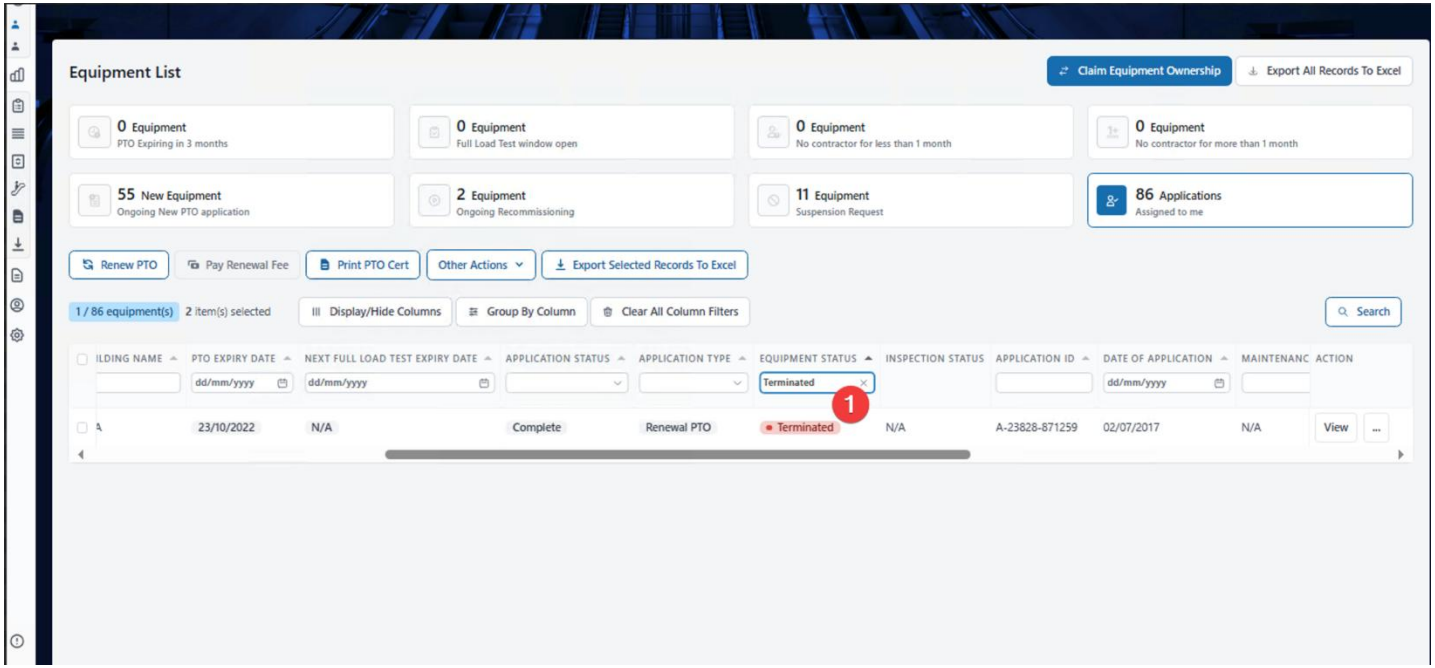
8. Click “Confirm” to make payment.

Payment methods are covered in Section 2.2.

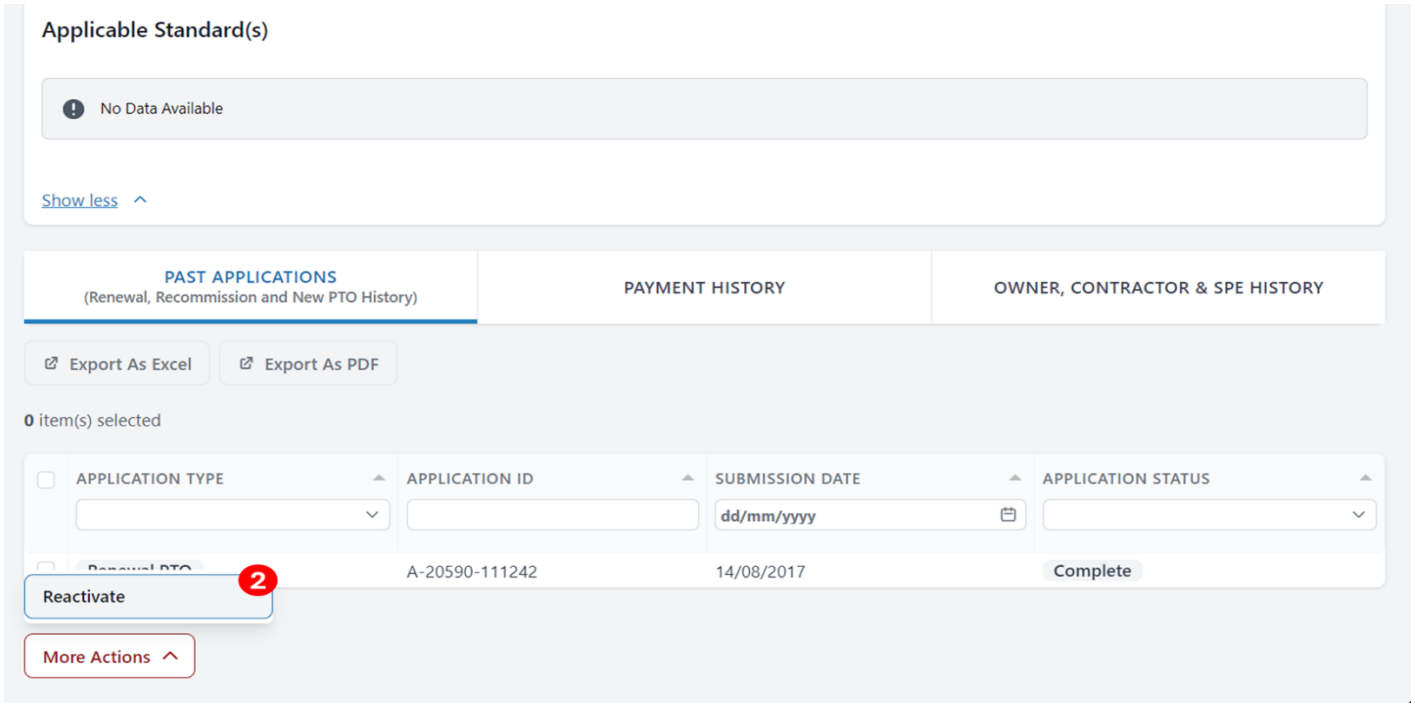
Note: PayNow payment method has been moved to “E-Payment”

5 Reactivating terminated equipment

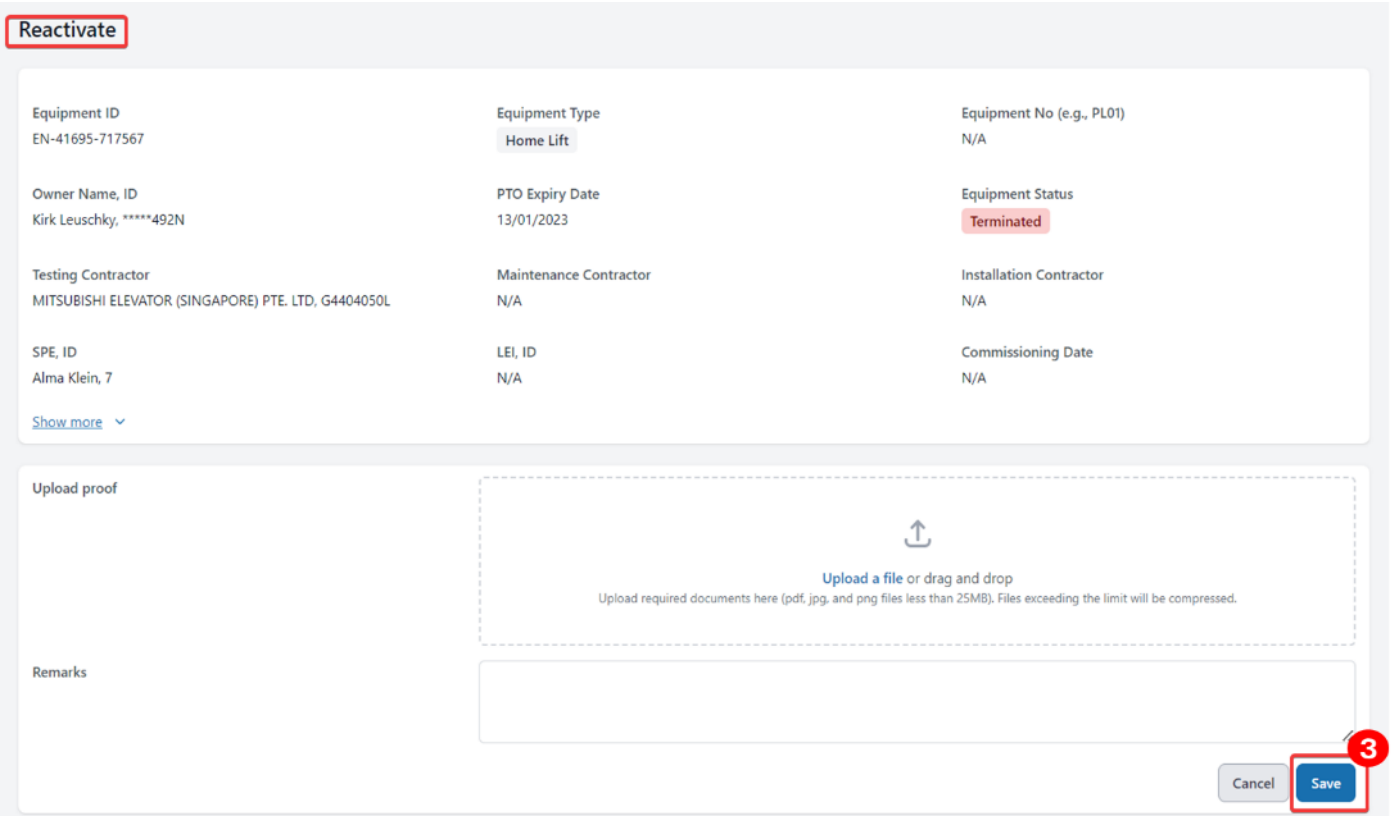
To reactivate a terminated equipment, Owner will have to submit a request and seek BCA assistance to reinstate the equipment.



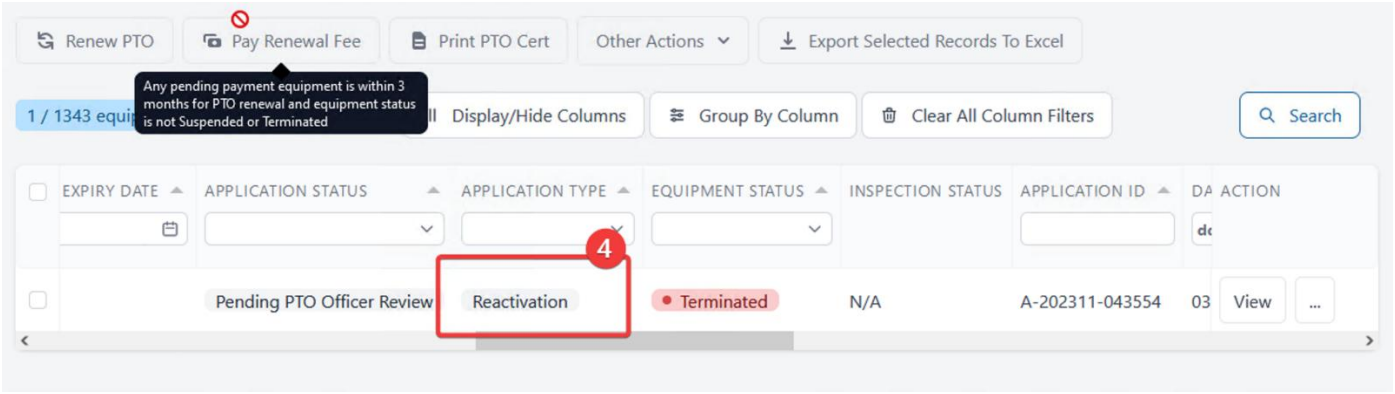
1. Search for equipment with terminated equipment status



2. Click on View to enter the Equipment Details page. Click on more action and click Reactivate


Reactivate
Equipment ID
EN-41695-717567
Equipment Type
Home Lift
Equipment No (e.g., PL01)
N/A
Owner Name, ID
Kirk Leuschky, *****492N
PTO Expiry Date
13/01/2023
Equipment Status
Terminated
Testing Contractor
MITSUBISHI ELEVATOR (SINGAPORE) PTE. LTD, G4404050L
Maintenance Contractor
N/A
Installation Contractor
N/A
SPE, ID
Alma Klein, 7
LEI, ID
N/A
Commissioning Date
N/A
Show more
Upload proof
Upload a file or drag and drop
Upload required documents here (pdf, jpg, and png files less than 25MB). Files exceeding the limit will be compressed.
Remarks
3
Cancel
Save

3. Click Save



4. Application Type will be updated to the status of Reactivation

Note:

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

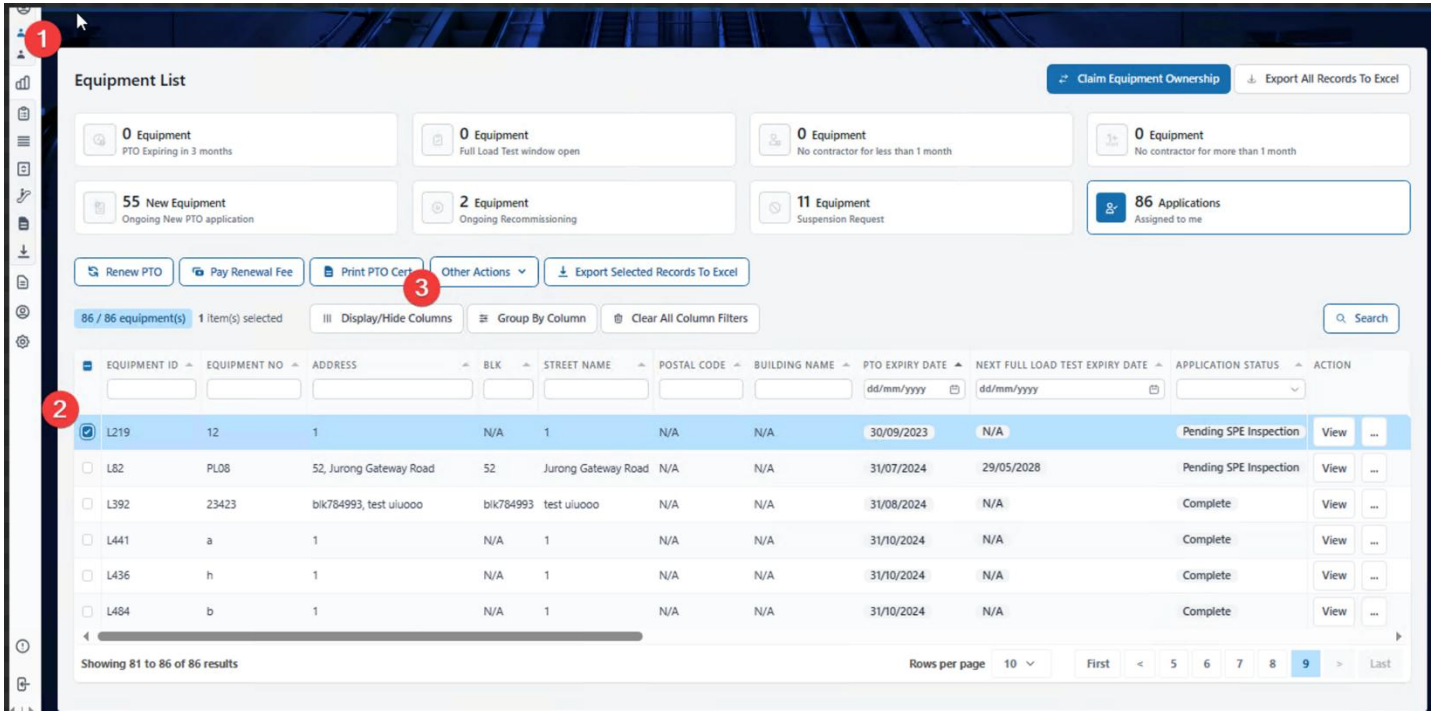
1. Equipment will be **Active** if it was originally Active prior to termination, and equipment is still within permit validity at the point of resumption.
2. Equipment will be **Suspended** if it was originally Active prior to termination, but equipment has passed expiry date at the point of resumption.
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

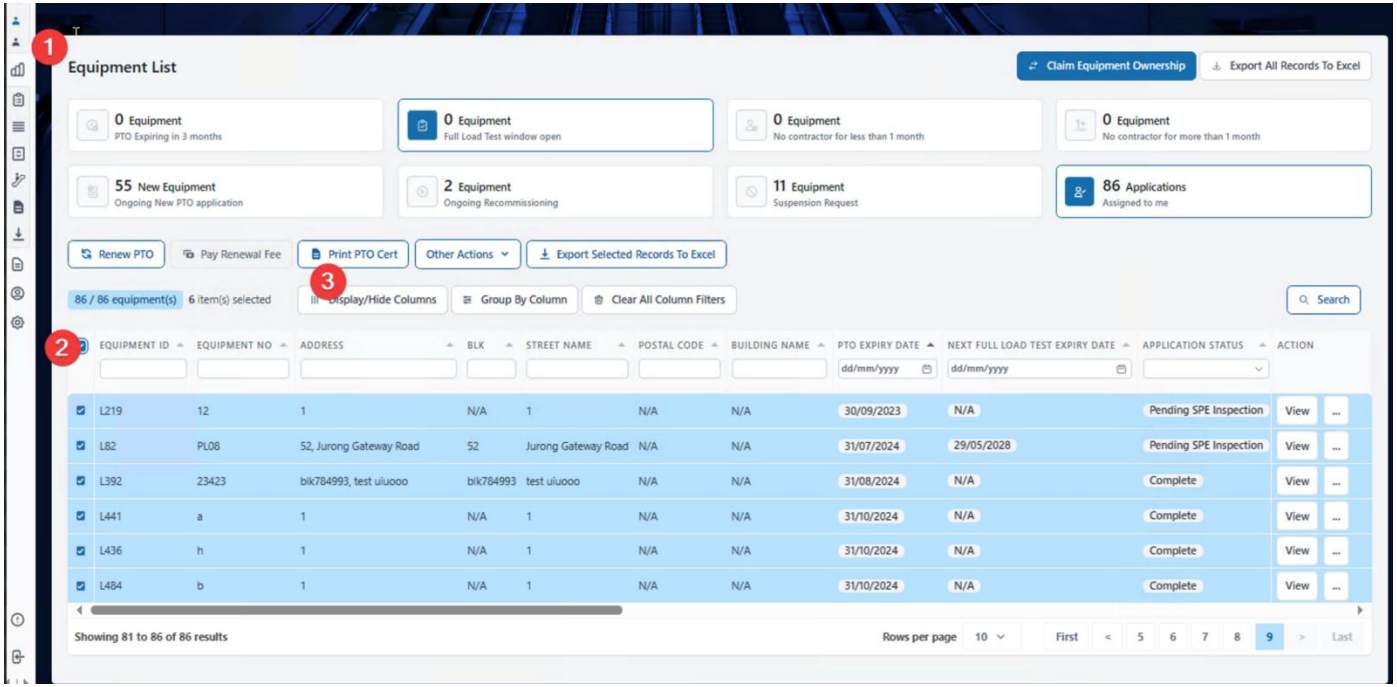
PTO certificates are required to be displayed near the equipment. When intending to print the PTO certificate of an equipment, note that the equipment must be currently active. **Multiple equipment may be selected for the printing of PTO certs.**

6.1.1 Print PTO Certificate for less than 25 equipment selected

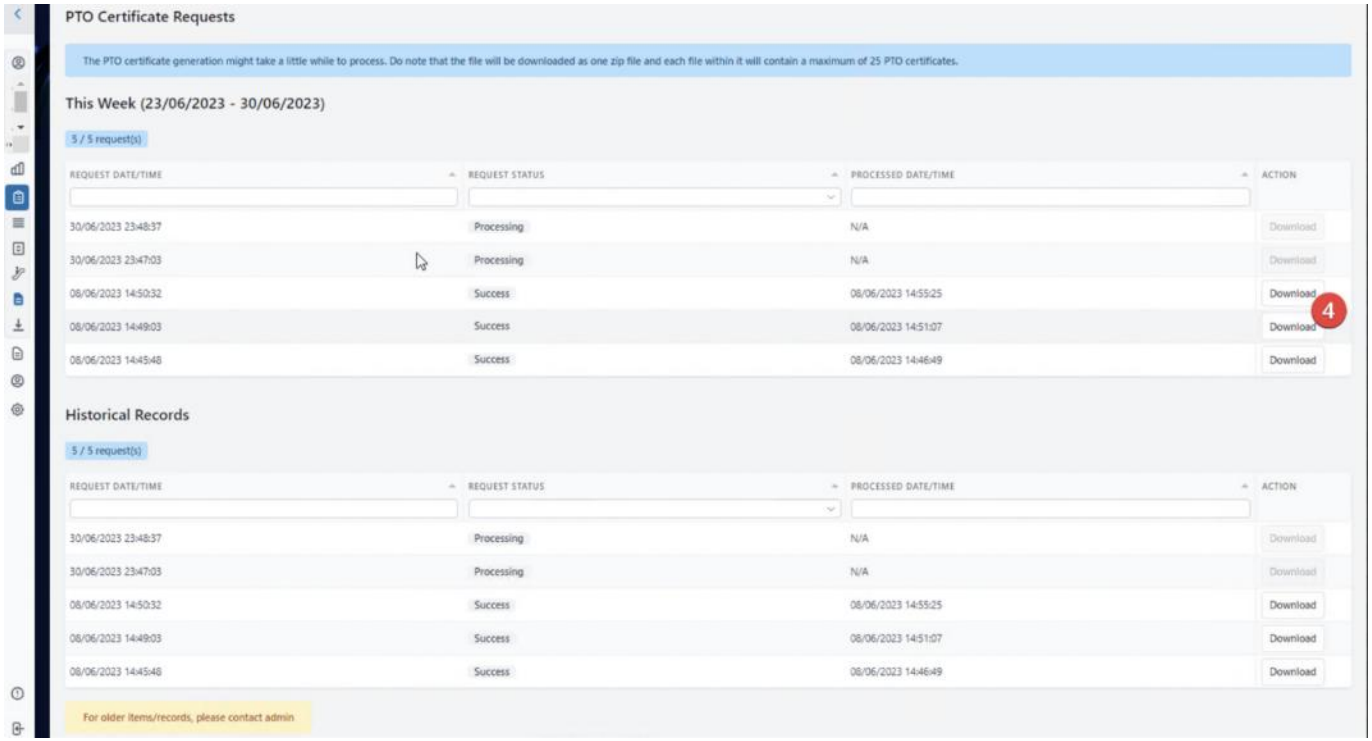


1. Selecting the equipment list from the sidebar
2. Select the desired equipment(s) from the equipment list that requires the PTO certificate to be printed
3. Select the Print PTO Cert button and the file will be automatically downloaded on this page

6.1.2 Print PTO Certificate for 25 or more equipment selected



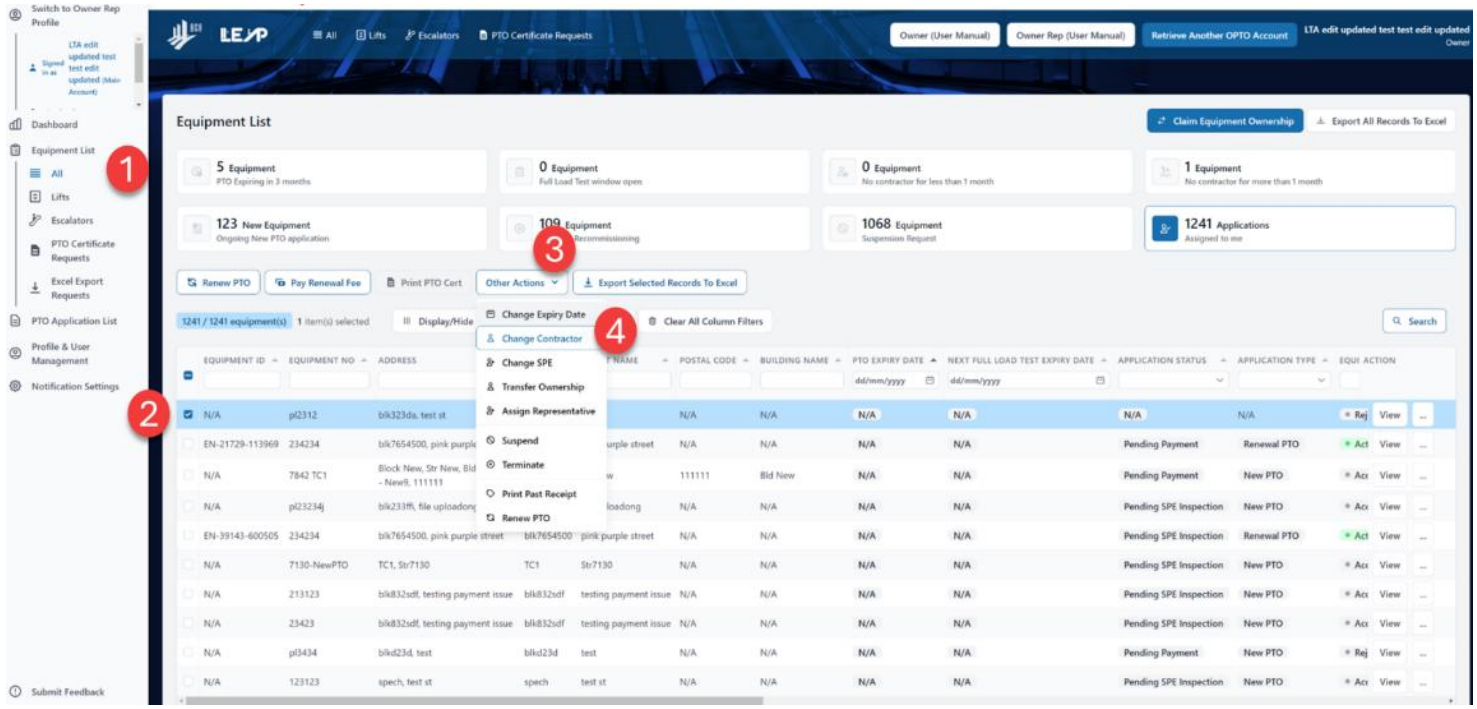
1. Selecting the equipment list from the sidebar
2. Select all the desired equipment from the equipment list that requires the PTO certificate to be printed
3. Select the Print PTO Cert button



4. New page will show and click the download button once the request status is “Success”

6.2 Change Contractor

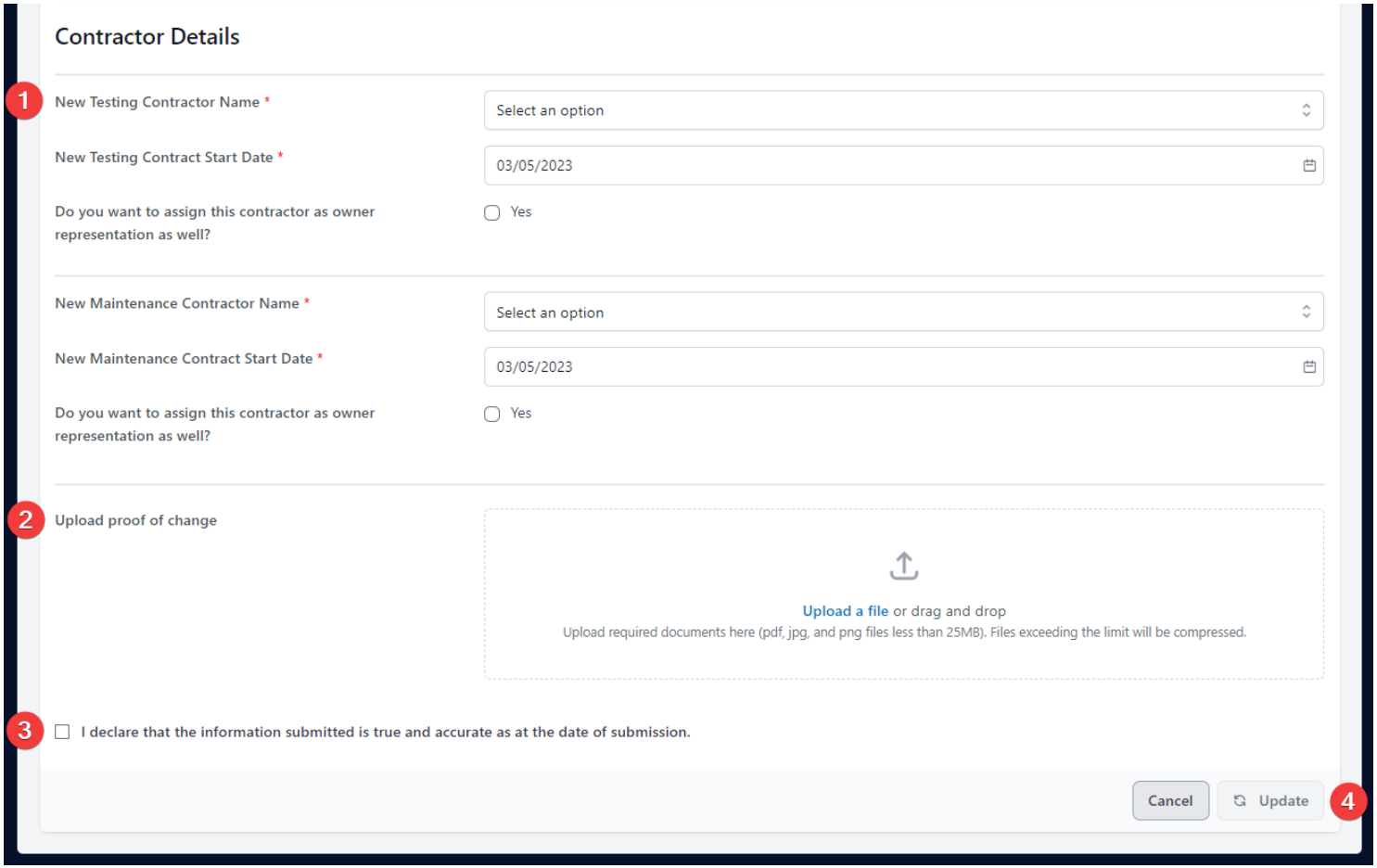
If there is a need for change, the Owner can assign the Test Contractor by going through the following change contractor flow which will require the Owner to current Test Contractor. This process will also allow for a change in Maintenance Contractor and the required Start Date. Owners can choose to 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
2. 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



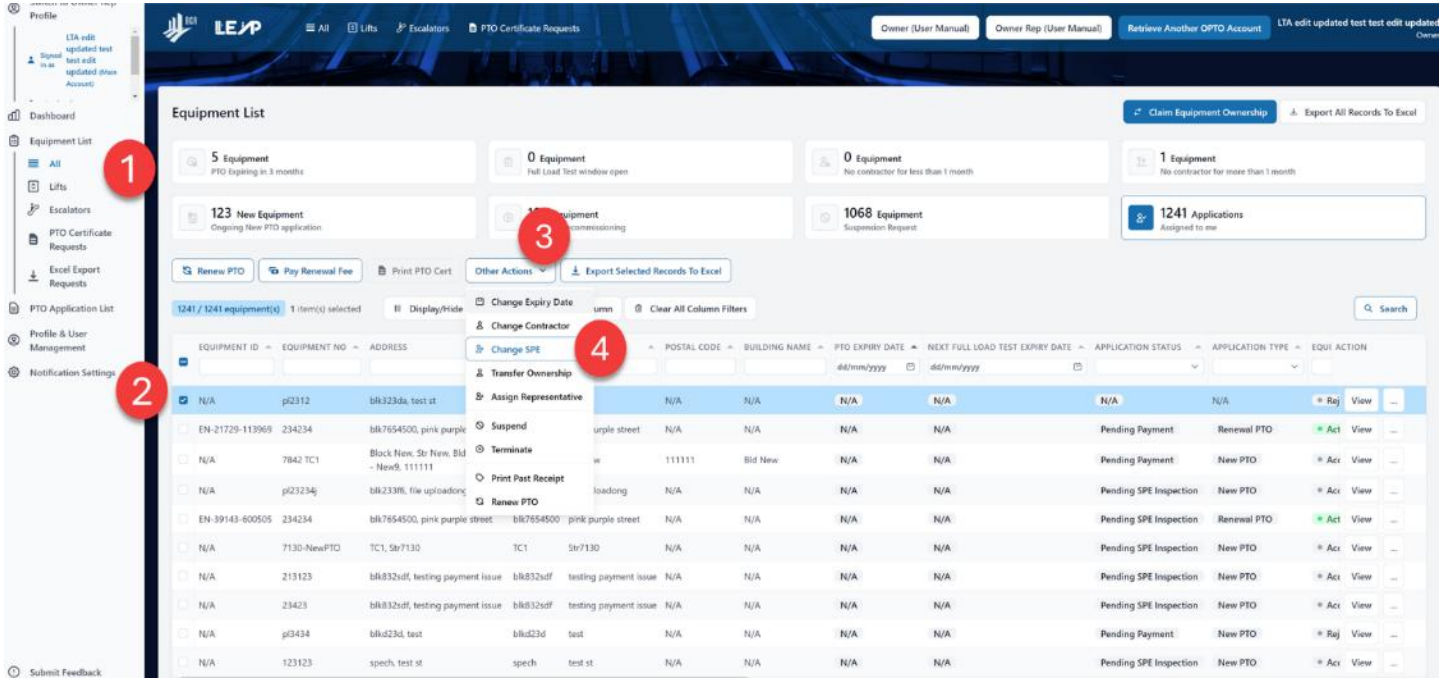
Here owners may input the new intended contractor for the equipment selected. Owners can also decide to assign the new contractor as owner representation moving forward.

1. Select the new testing and maintenance contractor, as well as their start dates
2. Upload proof of change
3. Check the declaration box
4. Select Update

A success message will appear confirming that the contractor details has been changed

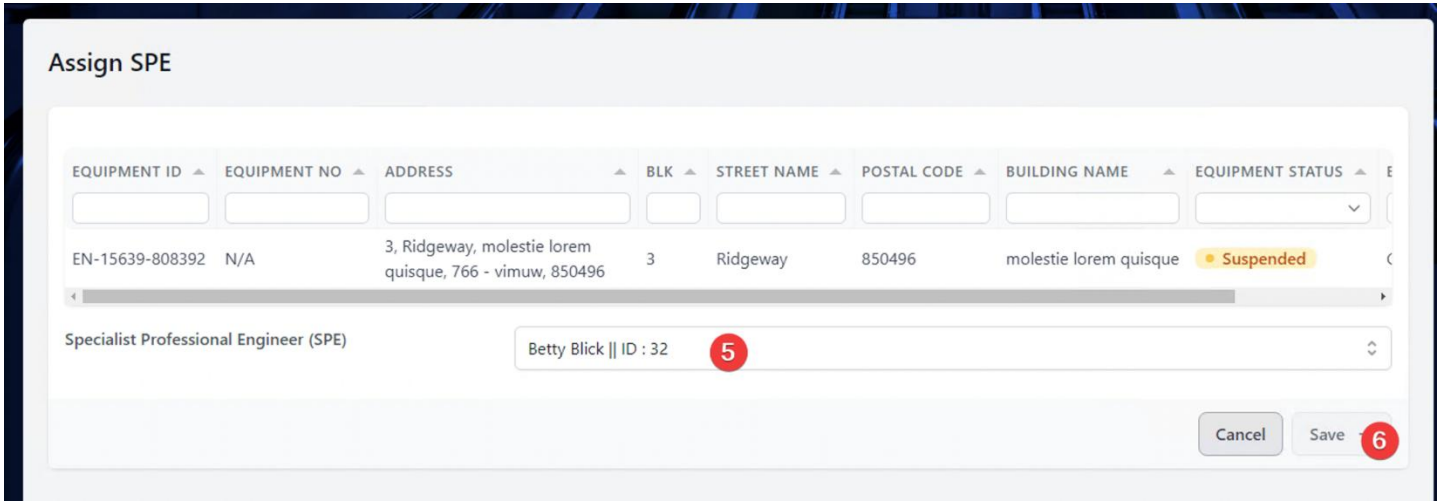
6.3 Changing SPE for selected equipment

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



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 change SPE

This would take you to the next screen



5. Select SPE dropdown box to change SPE

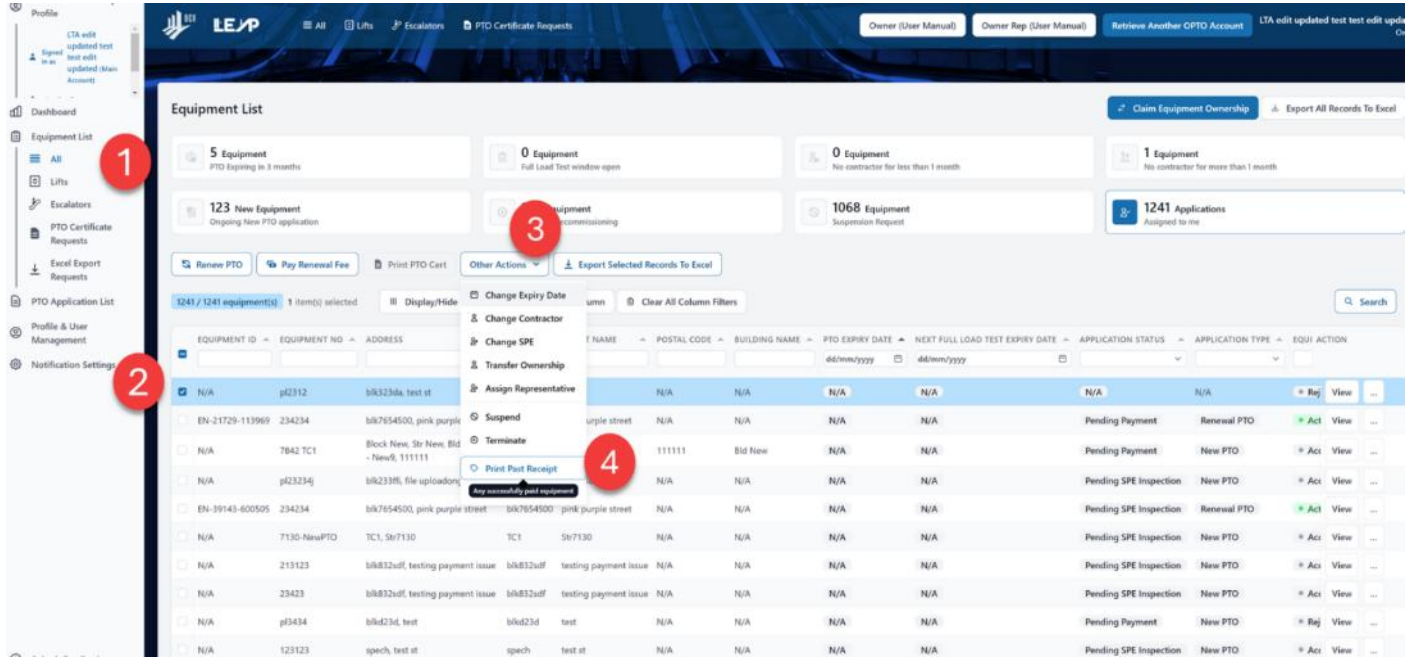
6. Select save

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.



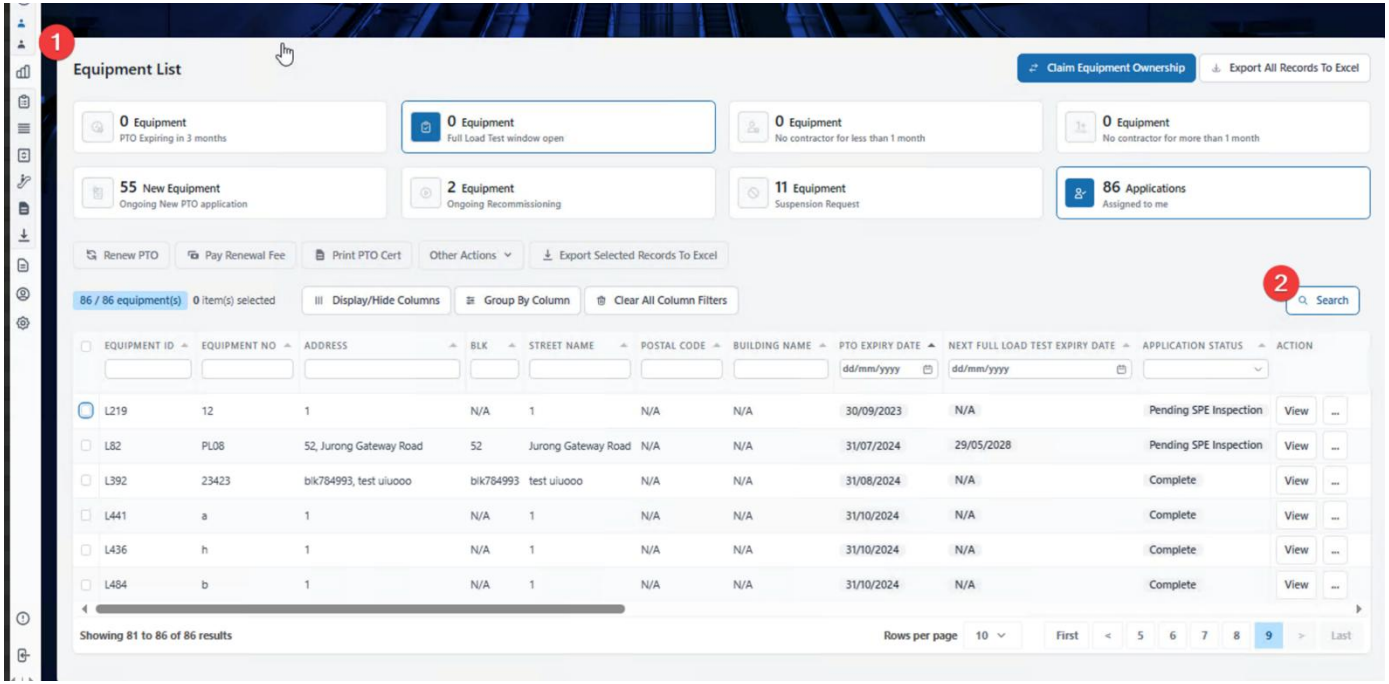
Note: If an Owner selects a large number of equipment to print at once, there might be a pop up within your Web Browser that asks you to click allow multiple downloads. Do note that it will be downloaded as 1 PDF for 1 receipt. (Therefore if 3 equipment selected, there will be 3 PDFs downloaded)

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.

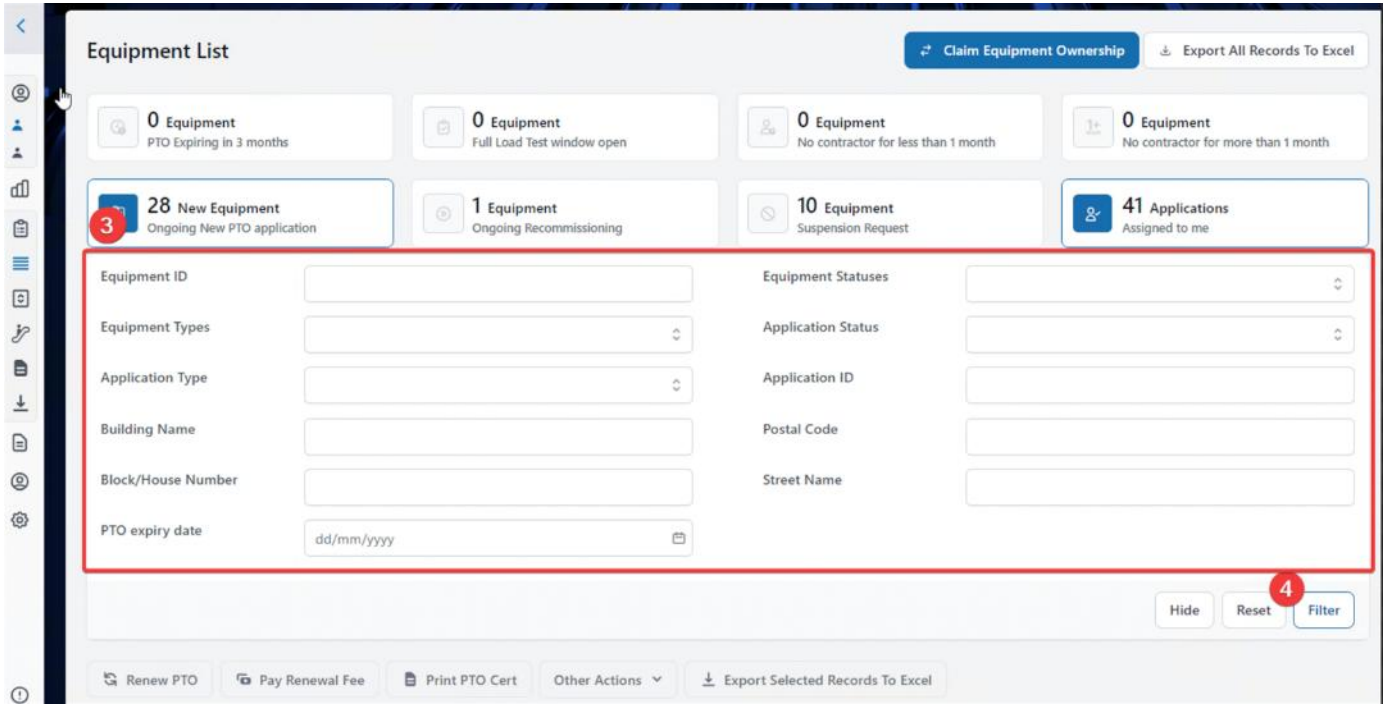
6.5 Advanced filter (Search)

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



1. Select equipment list from sidebar

2. Select search button



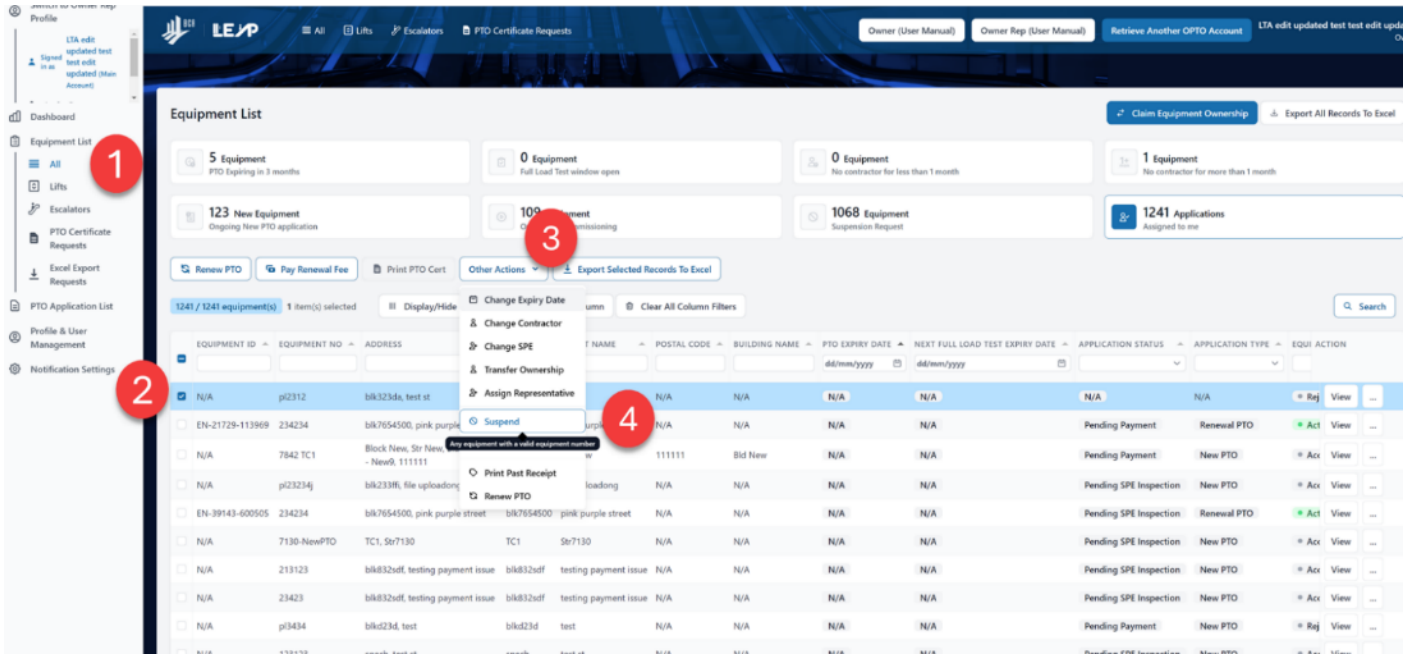
3. The equipment can be searched by keying in either of these fields.

4. Select filter button

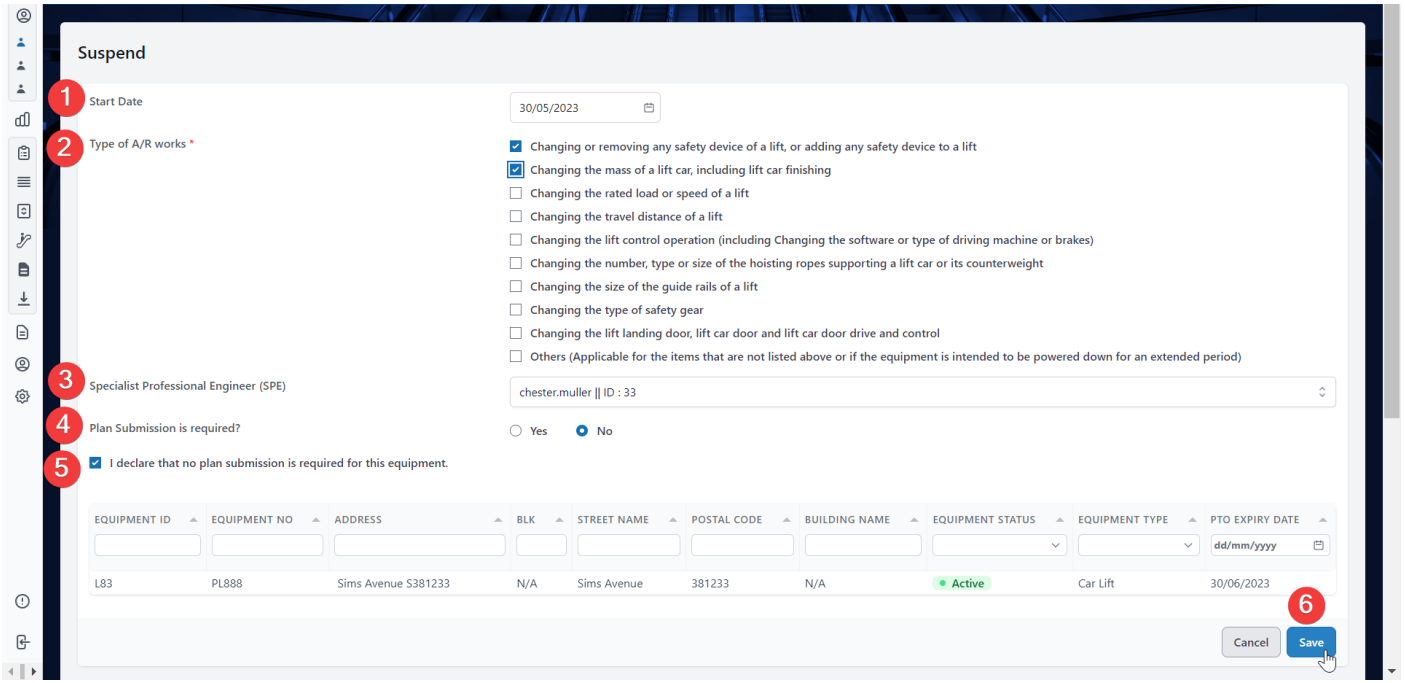
6.6 Suspend equipment

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.



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 suspend



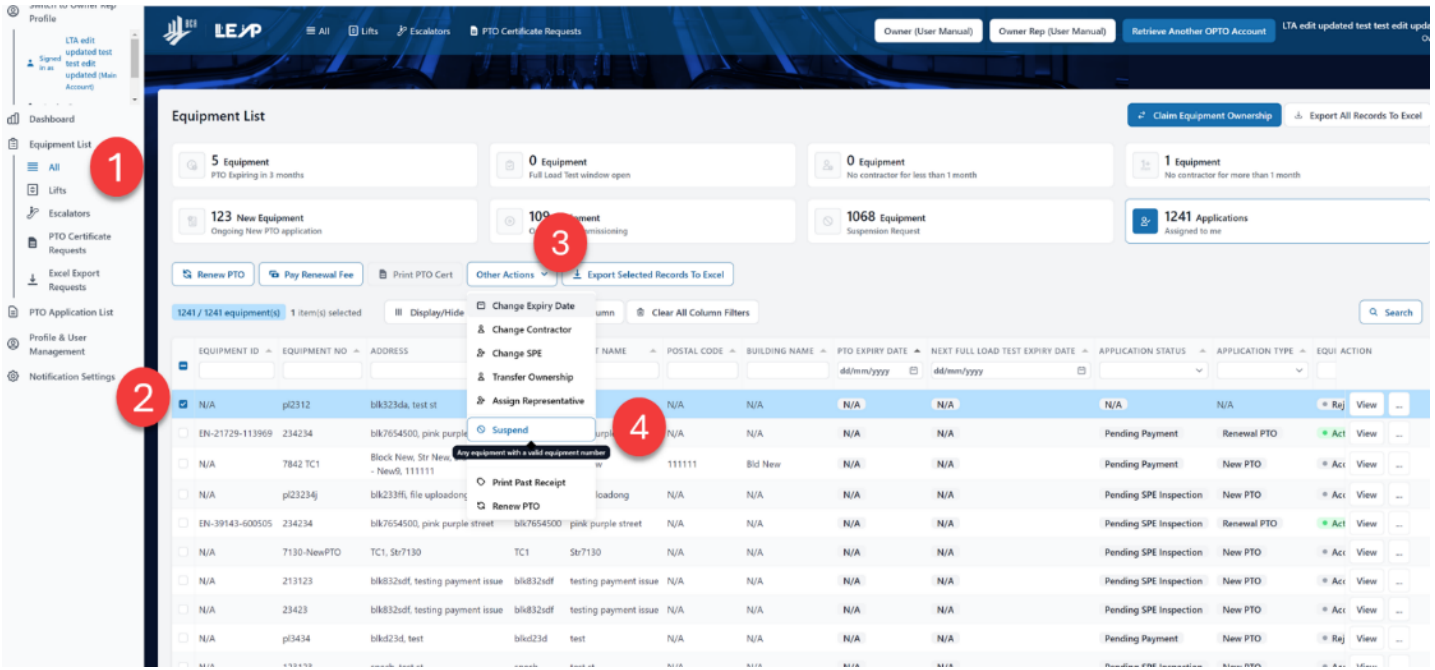
Owners can choose the date of suspension and the reasons for suspension on this screen

1. Select start date of suspension
2. Type of A/R works
3. Select SPE
4. Select plan submission requirement
5. Check declaration
6. Save

A success message will appear confirming that the submission is successful.

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

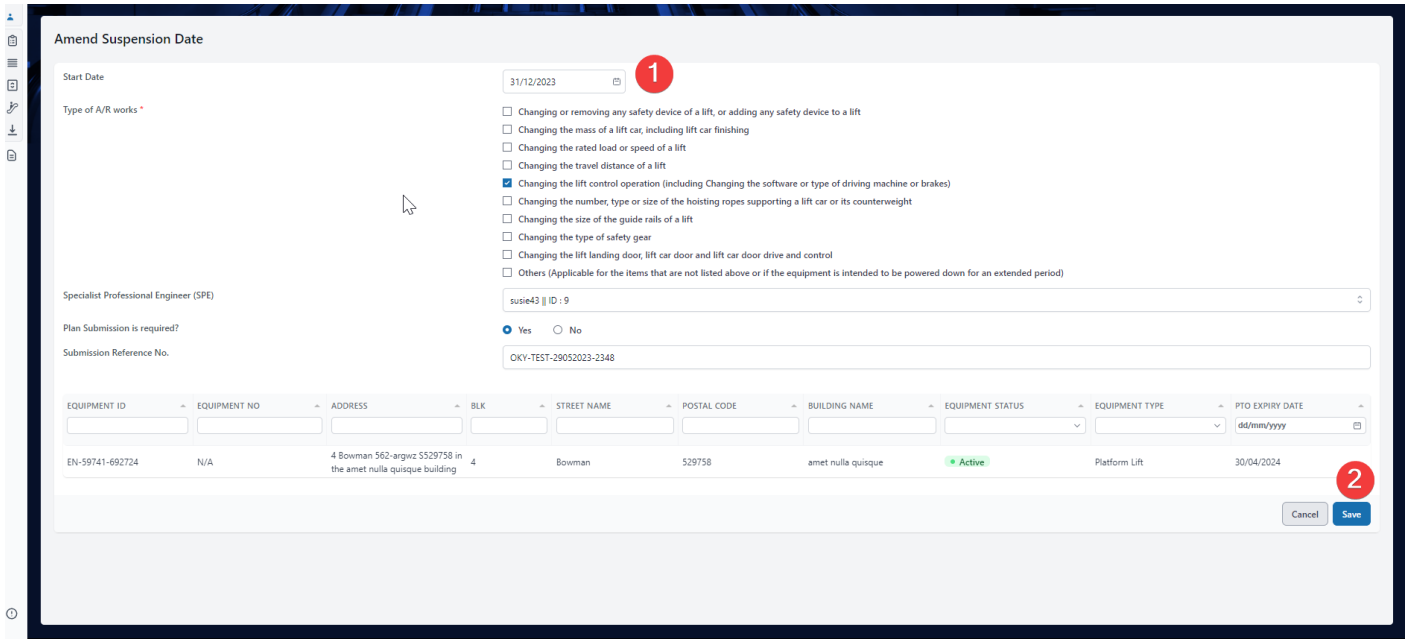
6.7 Amend Suspension Date



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.

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



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

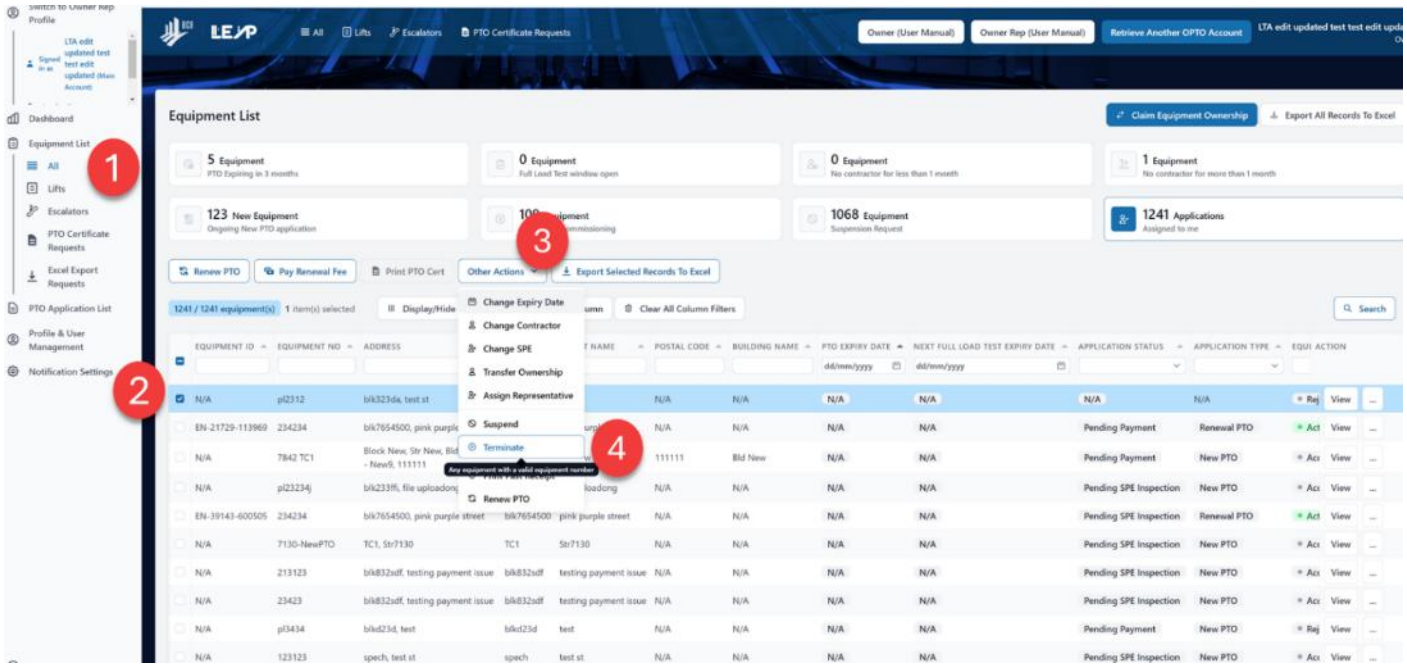
11. Amend the start date

12. Select Save

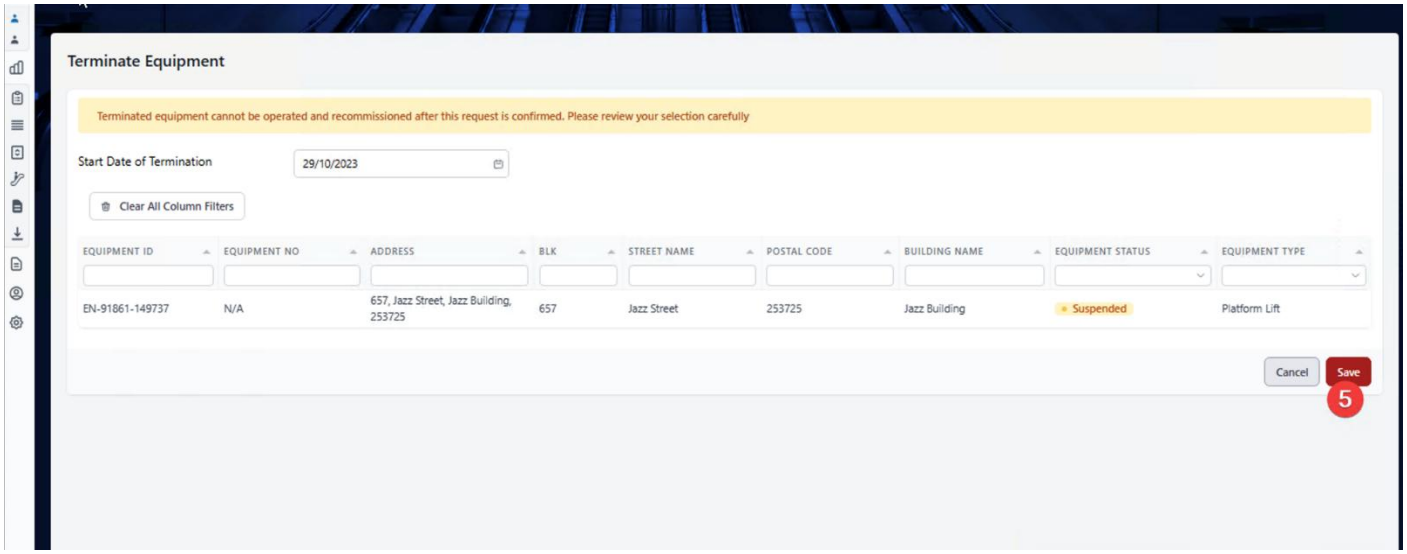
Note:
The selection of A/R works can be non-mutually exclusive

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 the sidebar
2. Then select the desired equipment(s) from the equipment list
3. Select other actions
4. Select Terminate



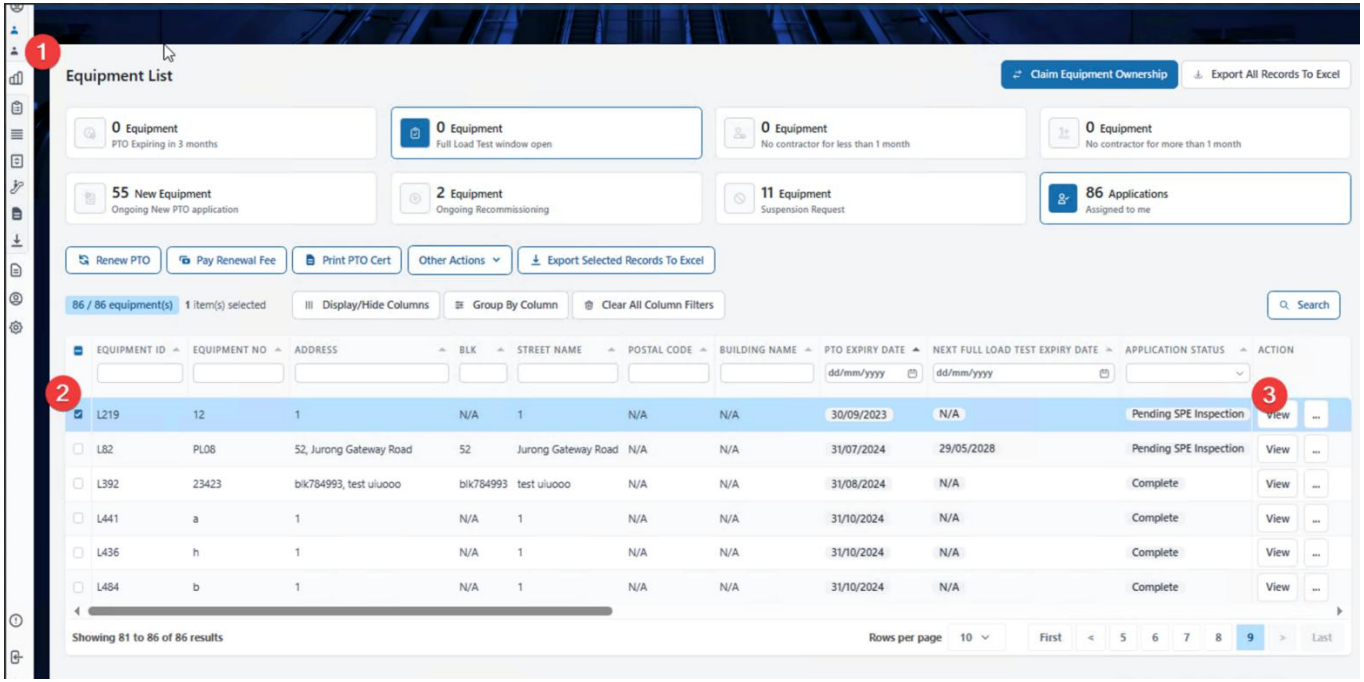
5. Save

A confirm termination of equipment pop up will appear.

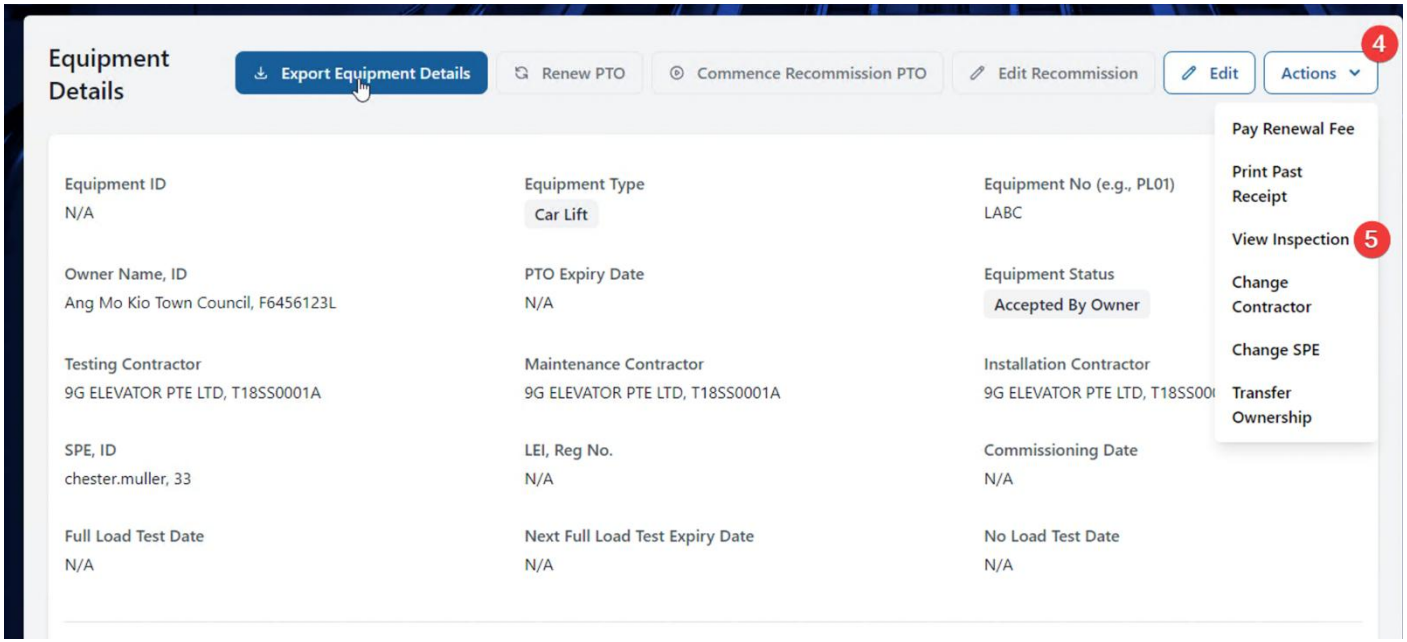
Note:
Terminated equipment cannot be recommissioned – Please review your selection carefully. Should you need to reactivate it, refer to Section 5.

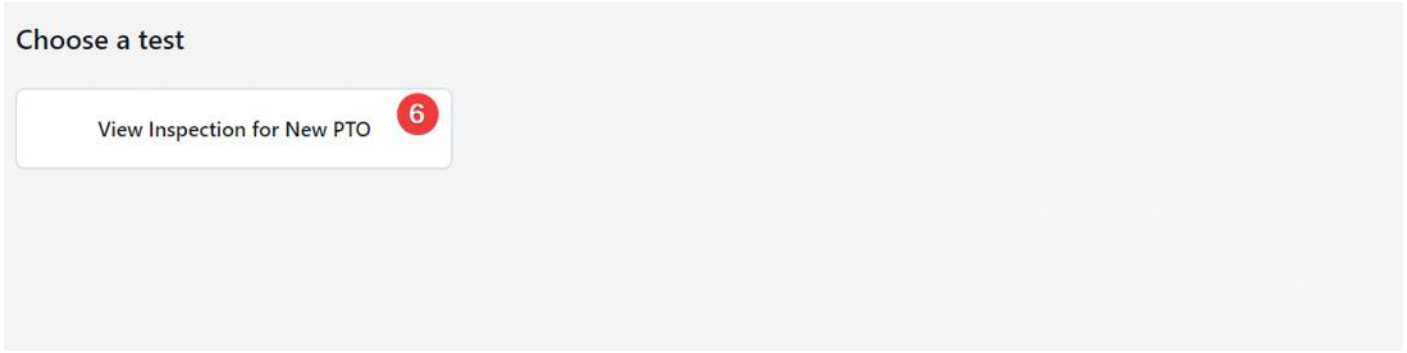
Equipment can be terminated if it has an Equipment ID, and equipment status is either Active or Suspended.

6.9 Viewing inspection for an equipment



1. Select equipment list
2. Select desired equipment
3. Select View



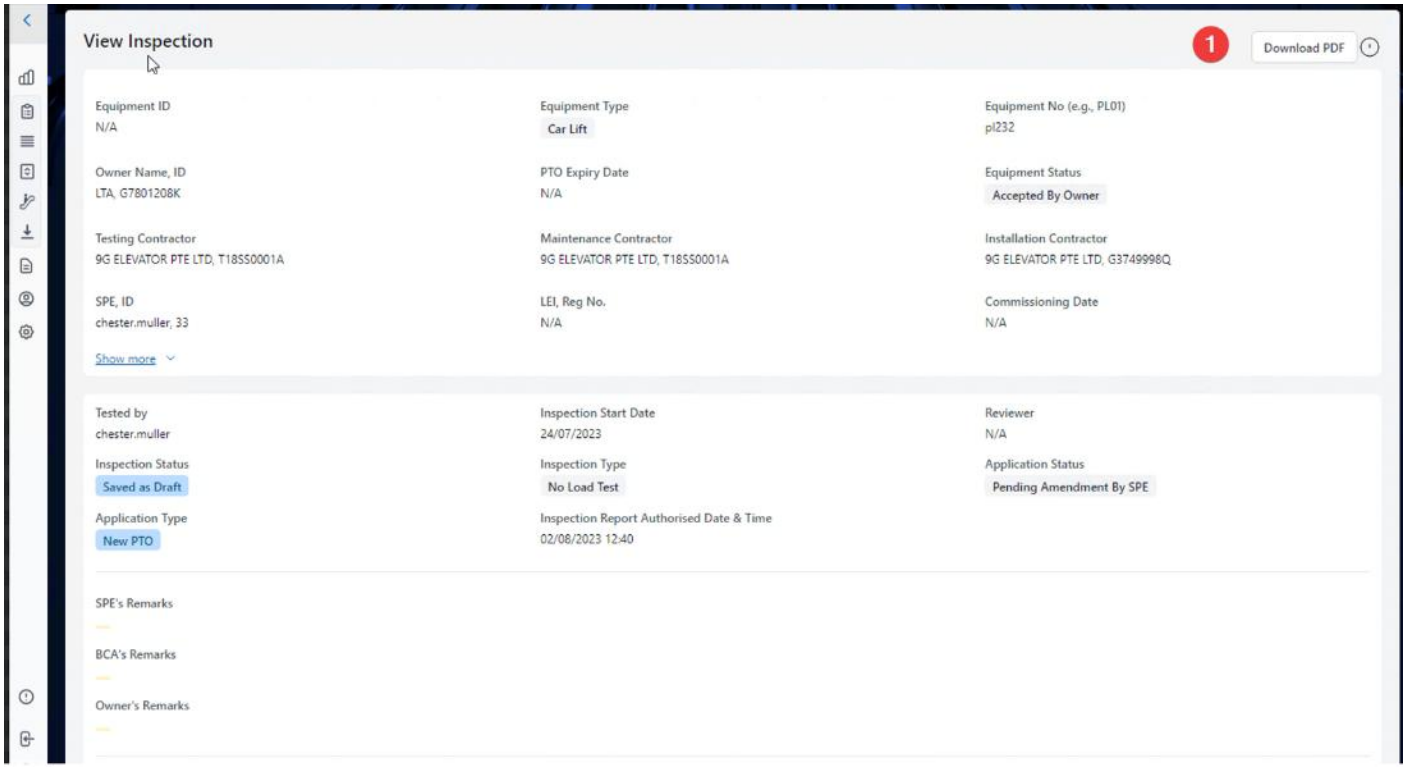


4. Select actions

5. Select view inspection

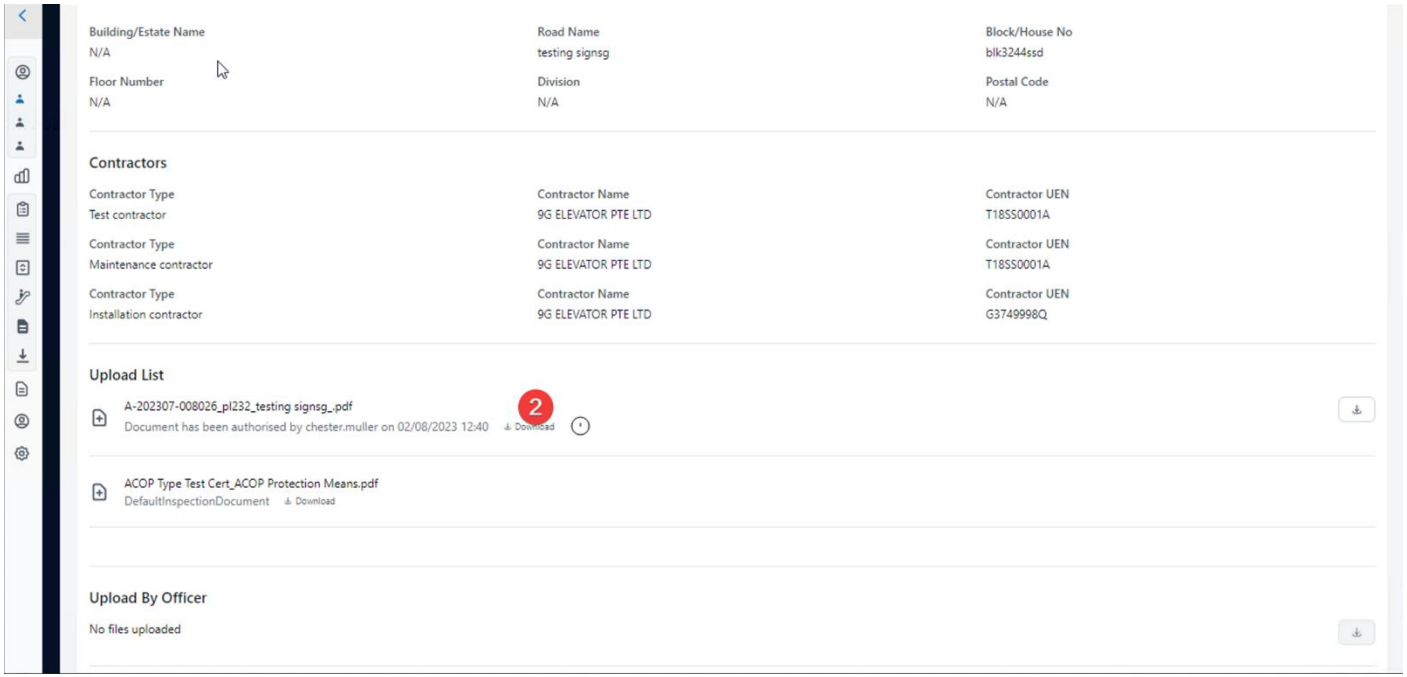
6. Choose inspection to view the inspection.

Owners can view inspection as well as download relevant documents via this screen.



To view the signed document by SPE

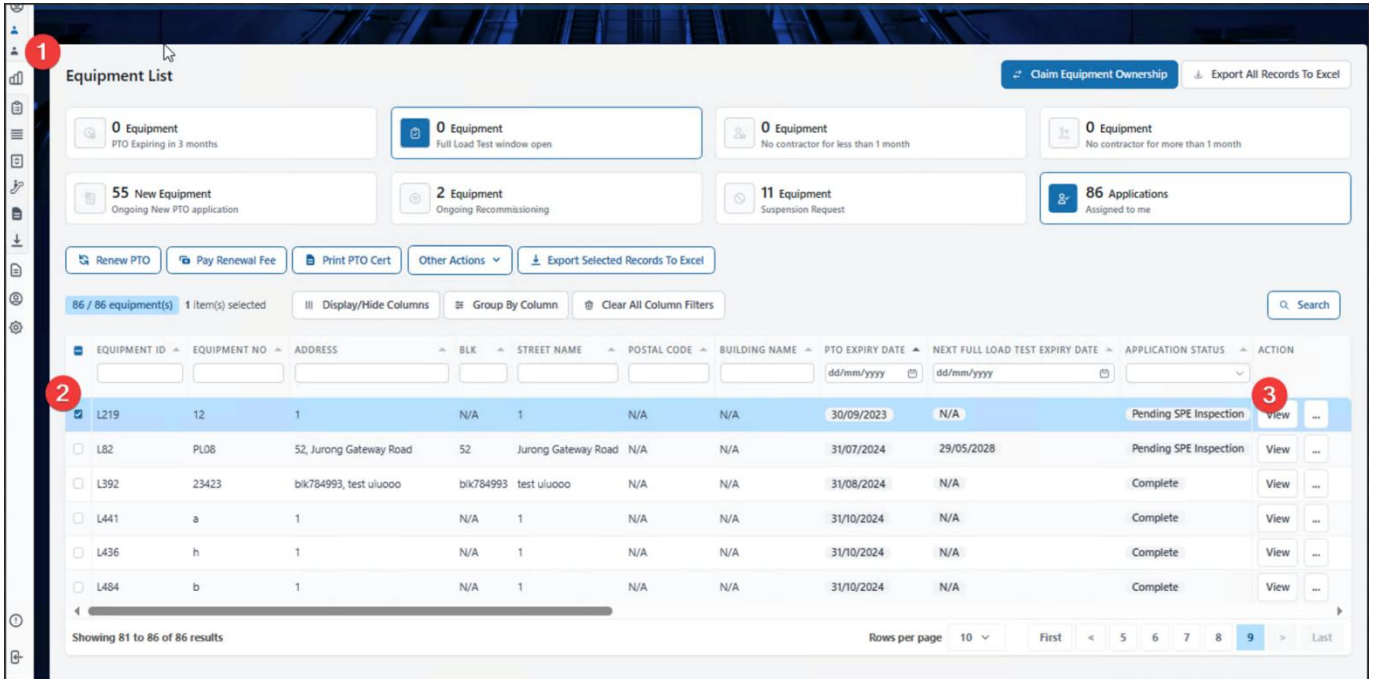
1. Owner can click on “Download PDF” or can refer to Step #2.



PDF will be downloaded to Owner's computer.

2. Owner can download the PDF file indicated under Upload List (next page)

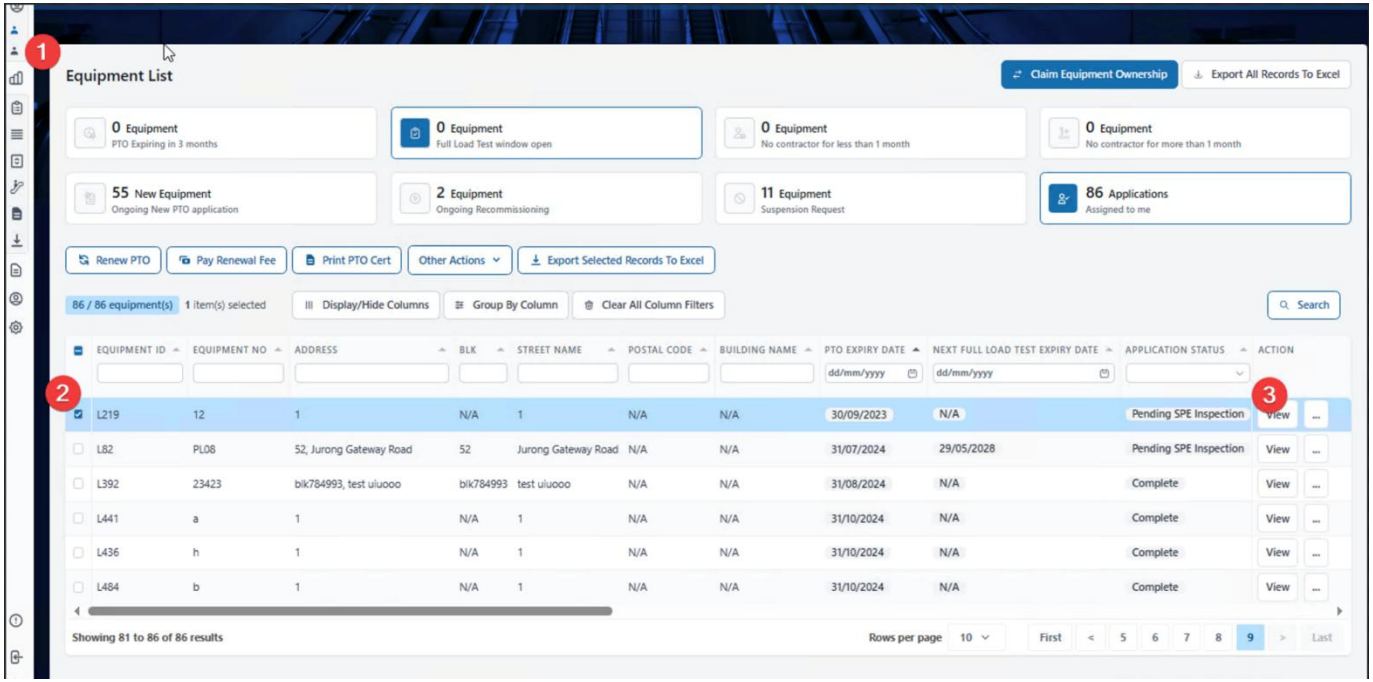
7 Equipment details



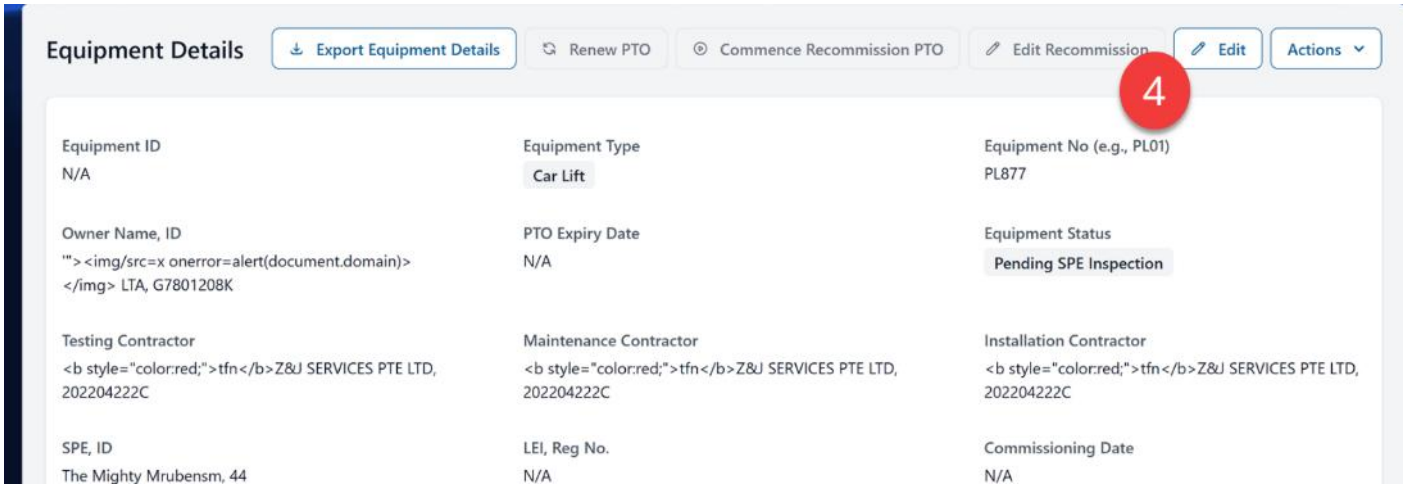
1. To view equipment details, begin by selecting equipment list from the sidebar
2. Look for desired equipment from equipment list
3. Select View

7.1 Edit equipment details

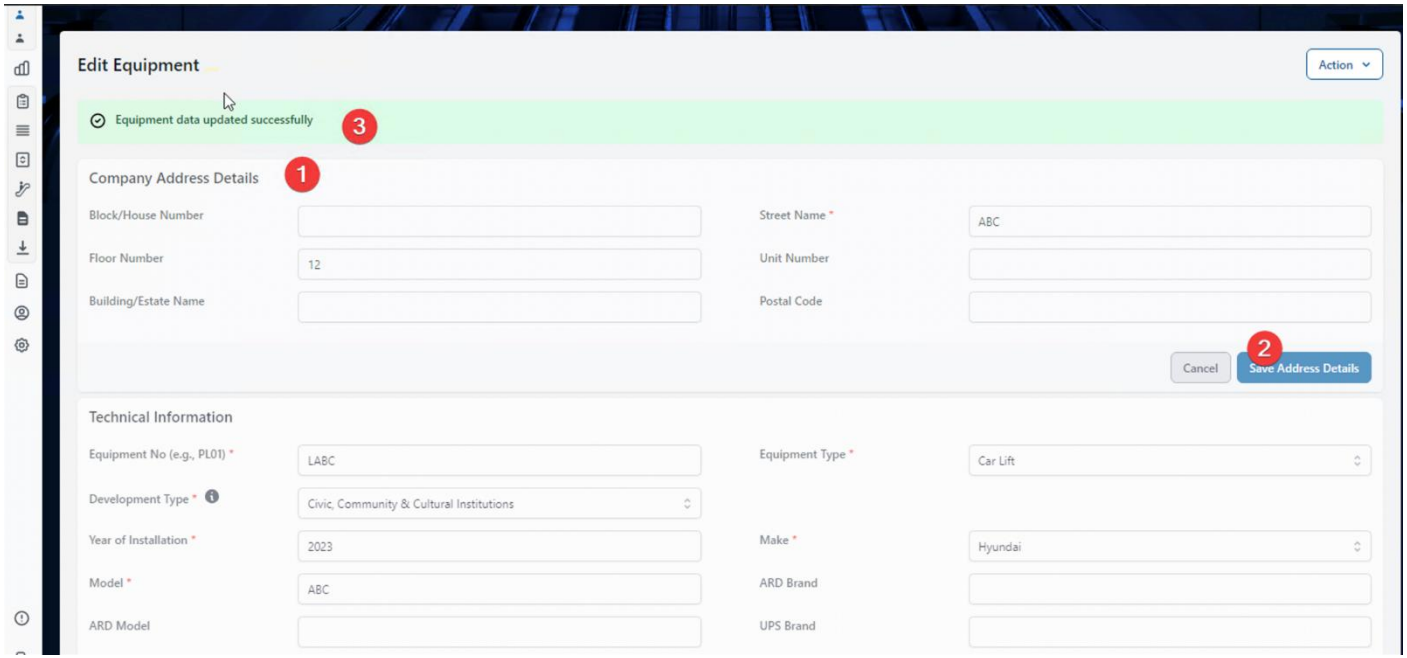
Edit equipment details is a useful tool to make quick changes to the equipment's address, technical information and applicable standards.



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



4. Select Edit

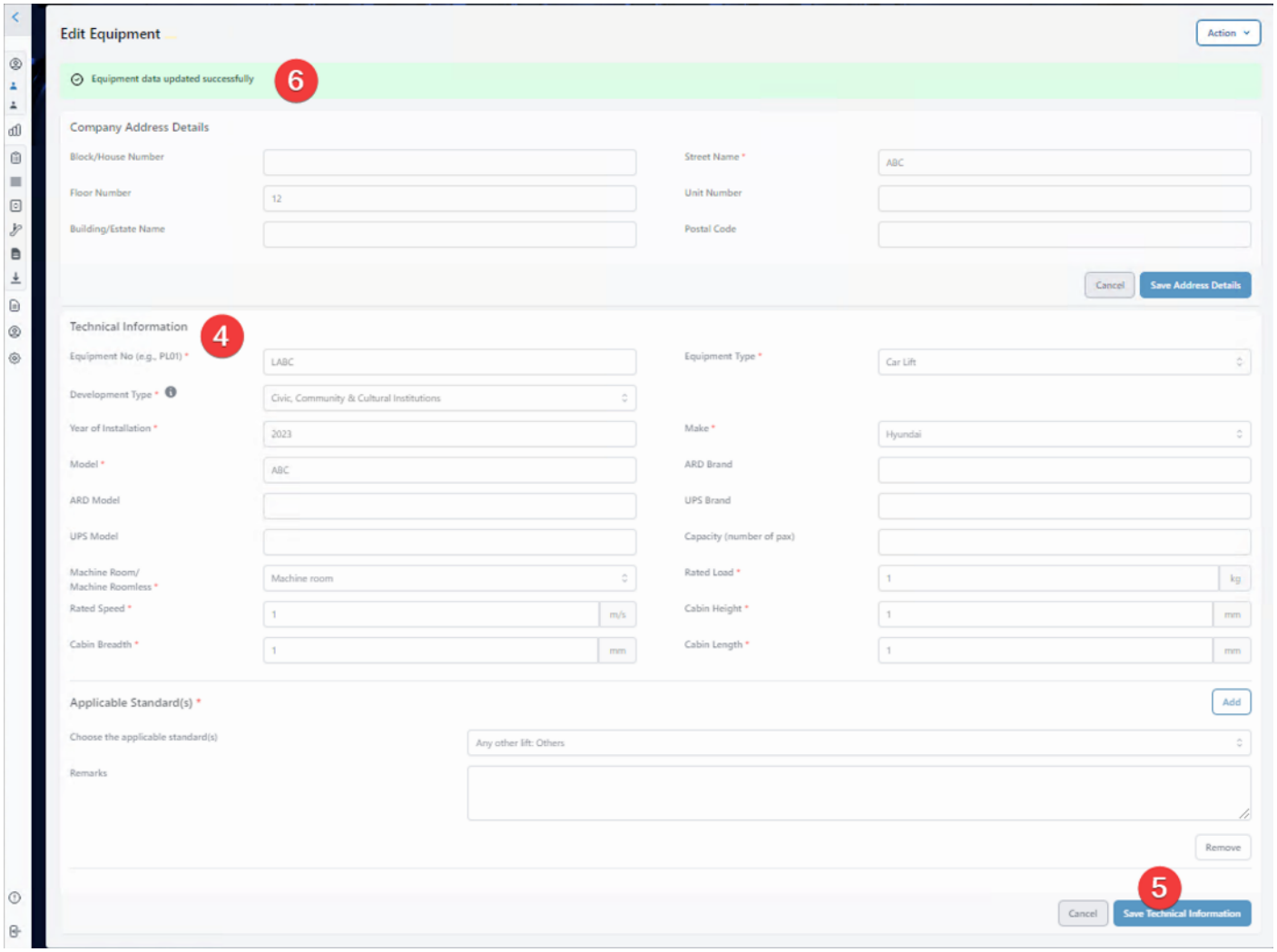


1. Make required changes for Address Details

2. Save Address Details

3. Success message is seen

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

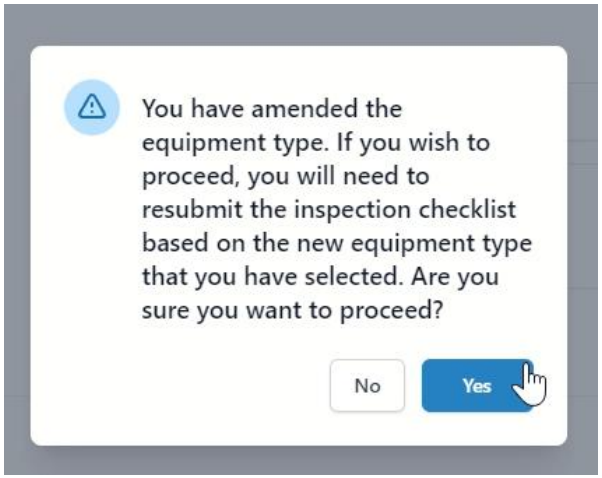


4. Make required changes for Technical Details

5. Save Technical Information

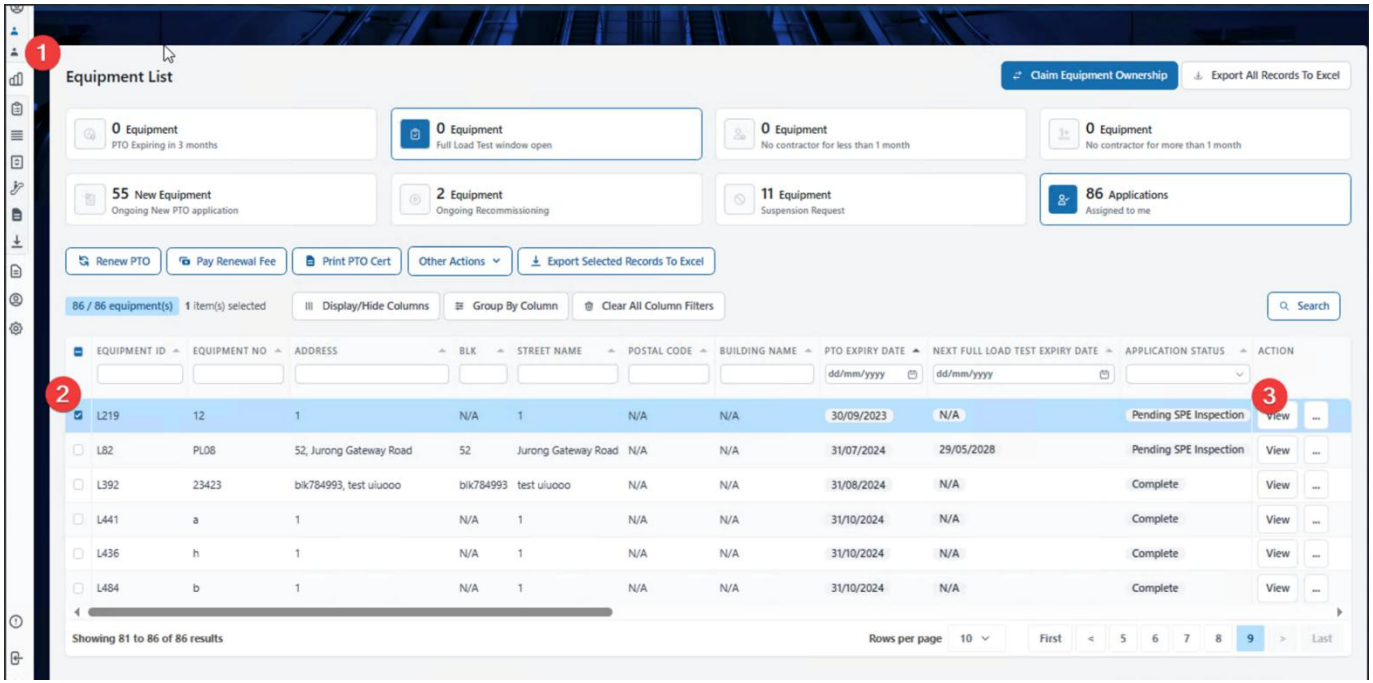
6. Success message is seen

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

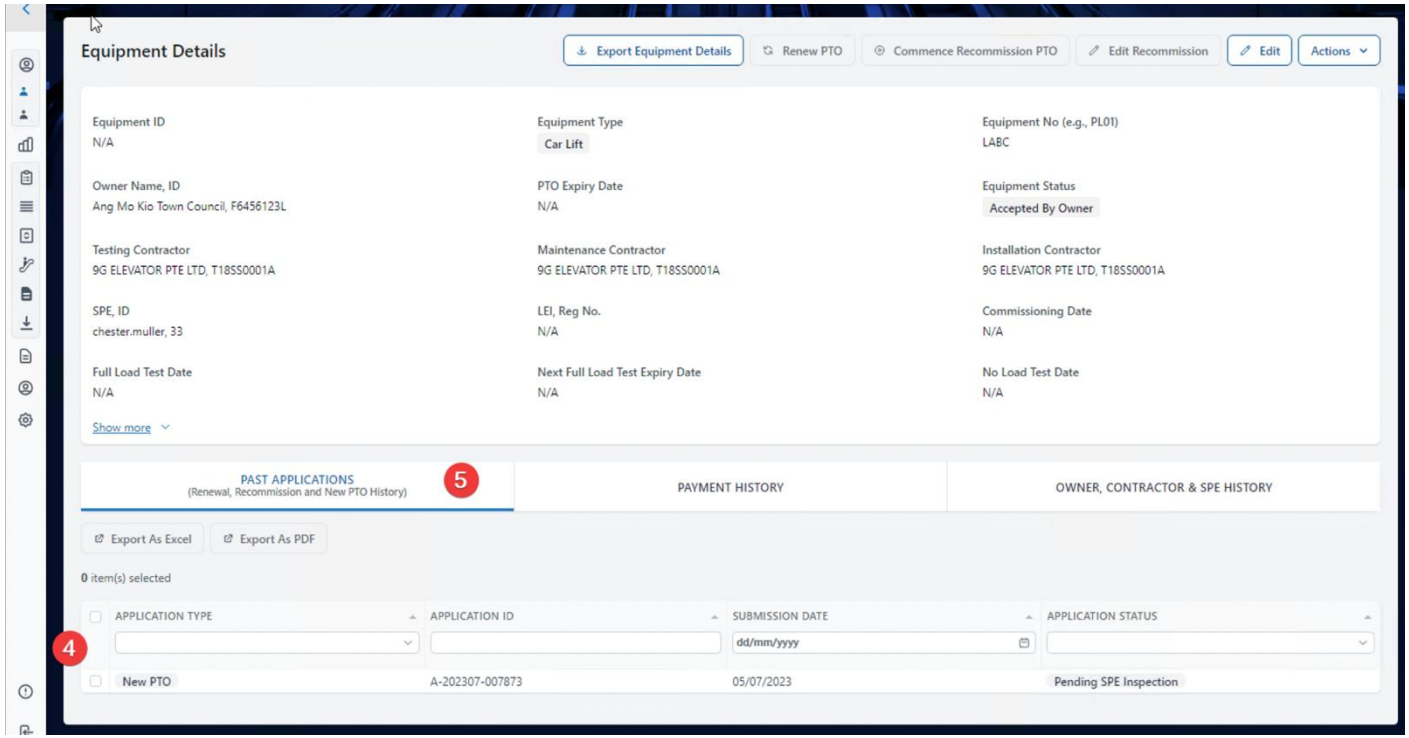
	**Note:** If an equipment's status is in ongoing inspection, Owner will see a pop-up message indicating that the inspection will need to be redone if the equipment type is amended.

7.2 View past applications

Owners can view the history of all equipment



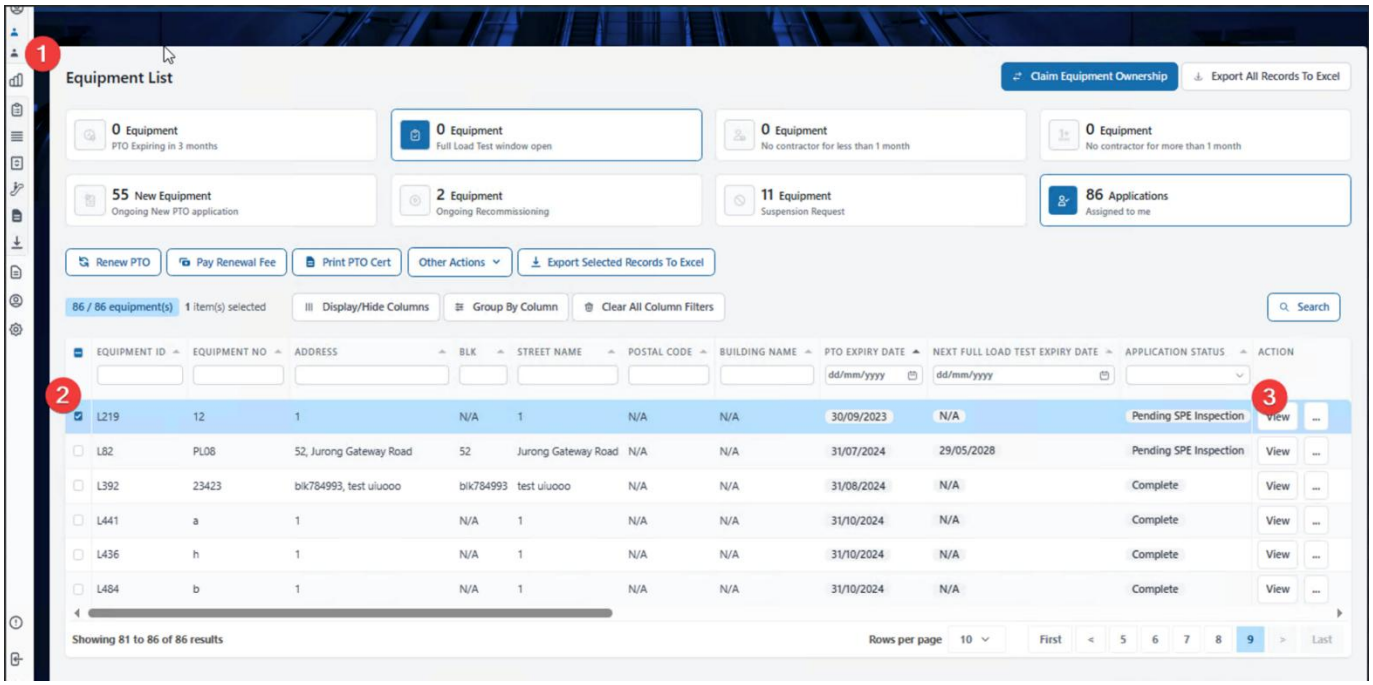
1. Go to Equipment List page
2. Select the equipment
3. View the equipment



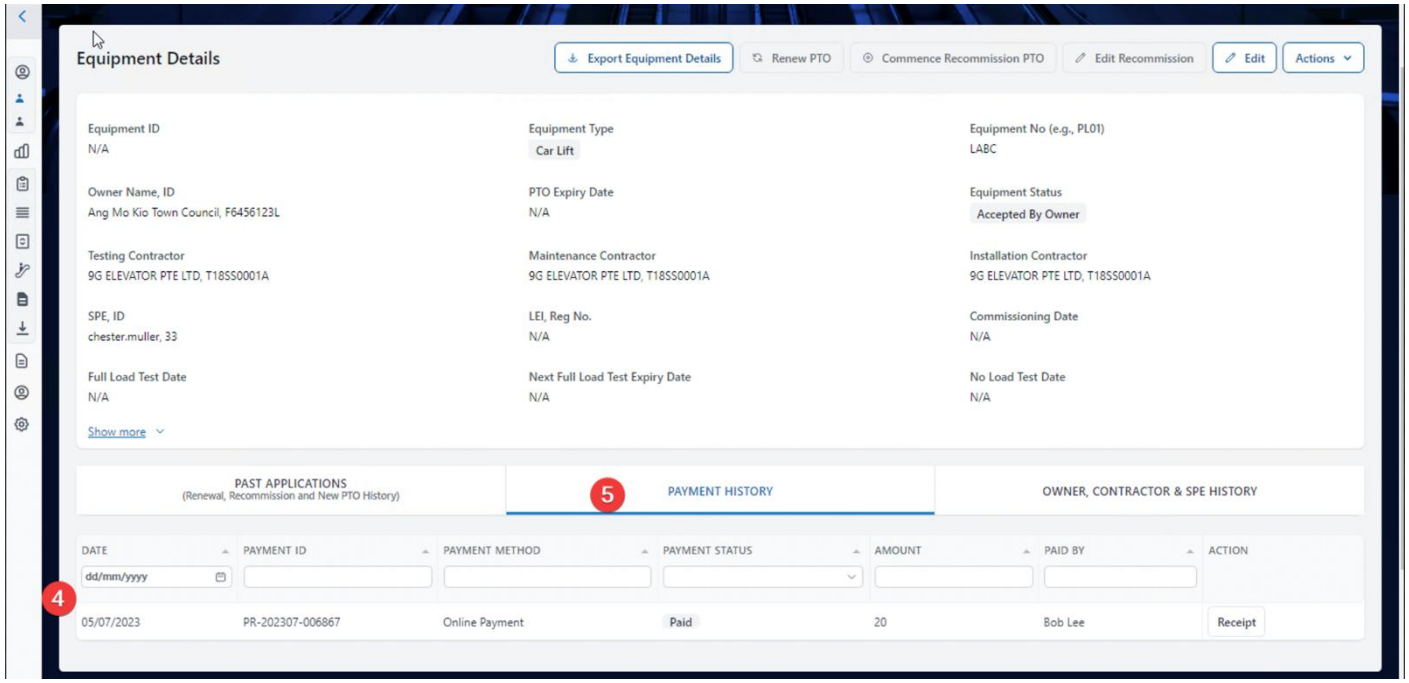
4. Scroll down to bottom of the page

5. See Past Applications and note down the Application ID, and refer to Section 8.1

7.3 View payment history



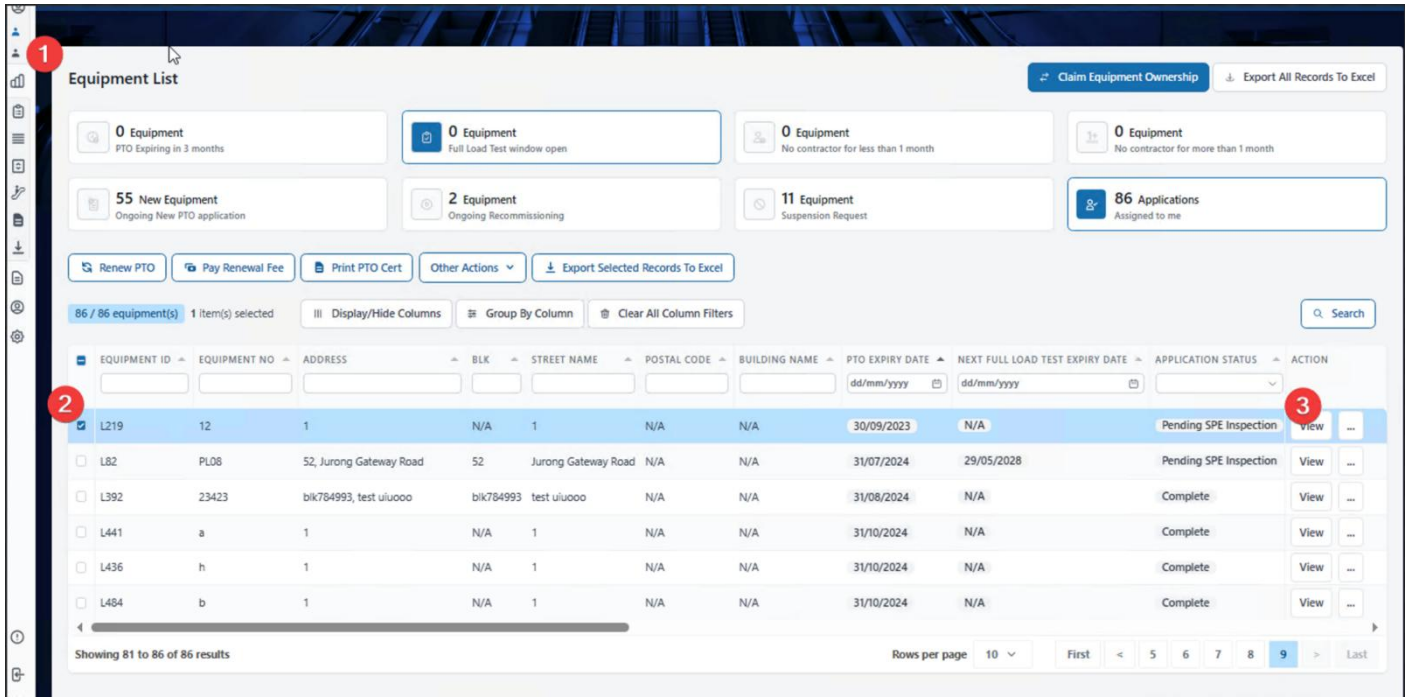
1. Go to Equipment List page
2. Select the equipment
3. View the equipment



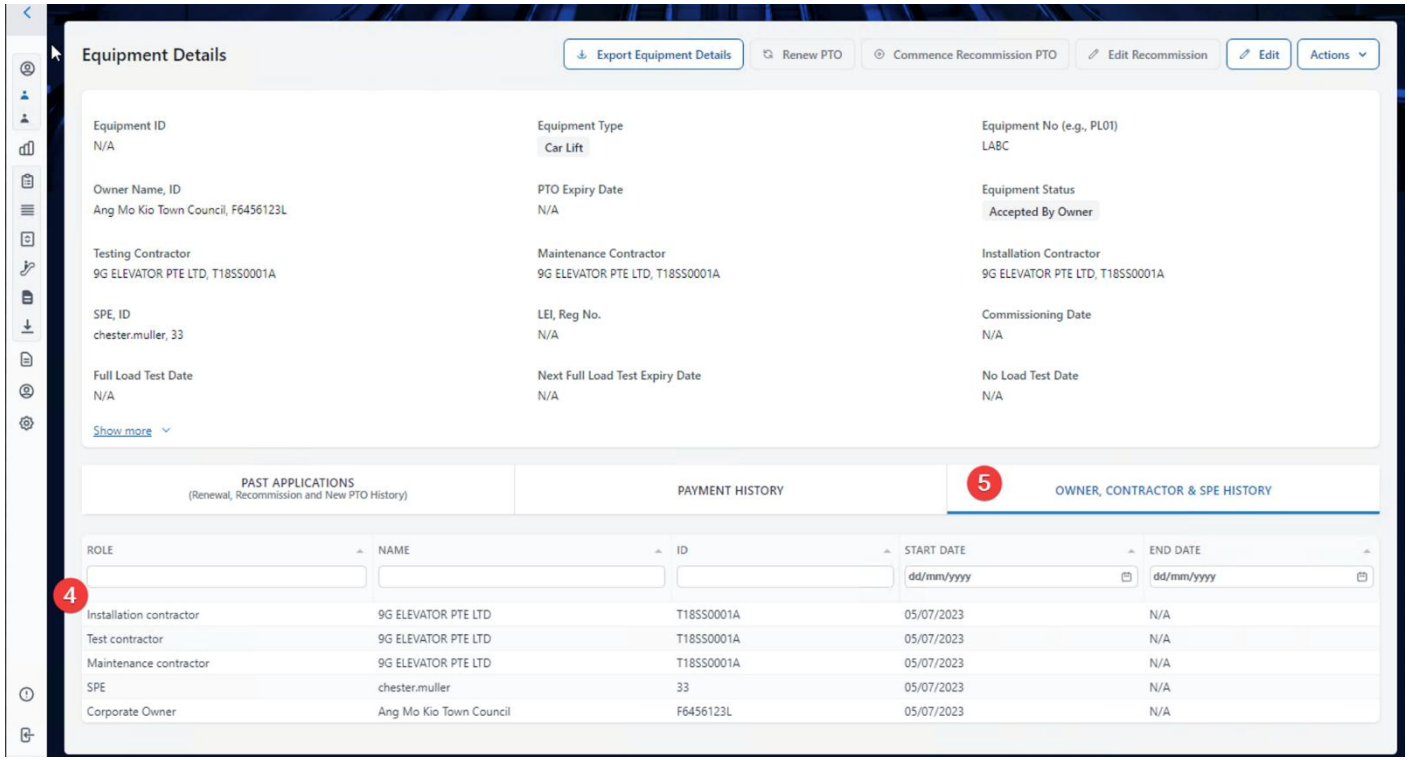
4. Scroll down to bottom of the page

5. See Payment History

7.4 View Owner, contractor & SPE history



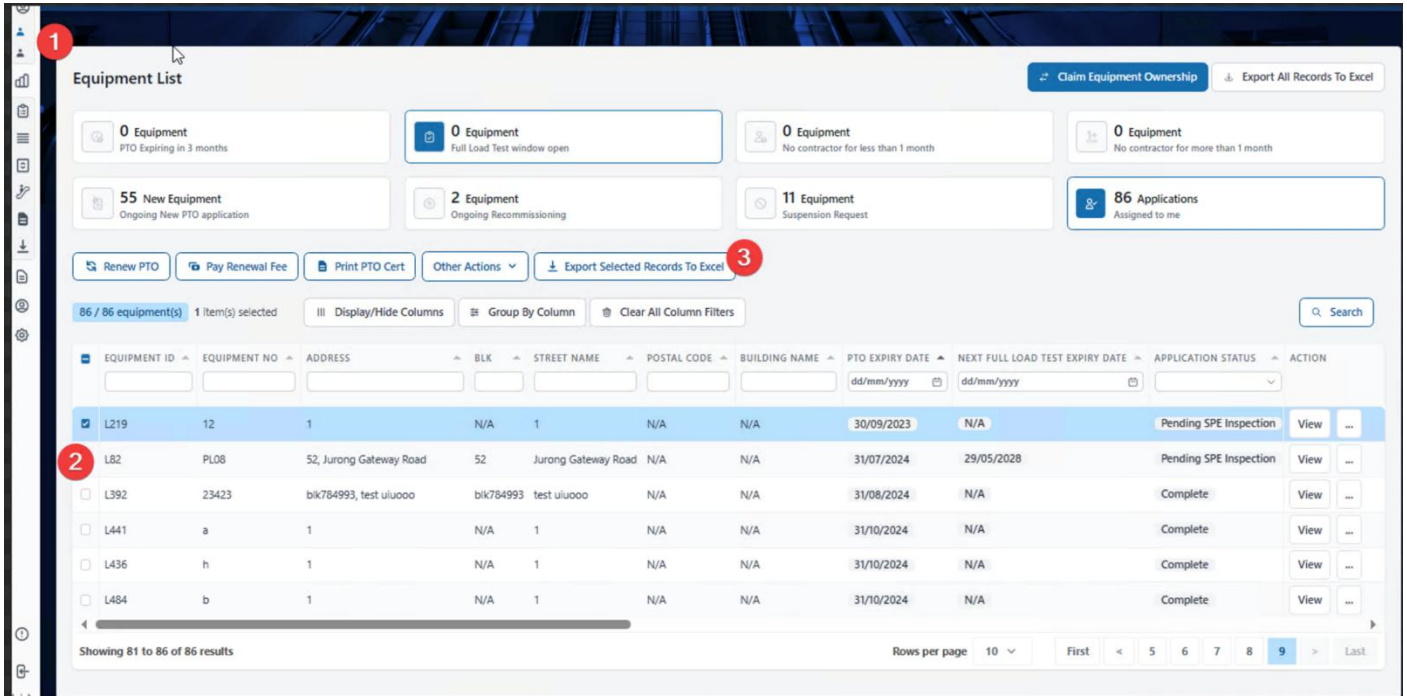
1. Go to Equipment List page
2. Select the equipment
3. View the equipment



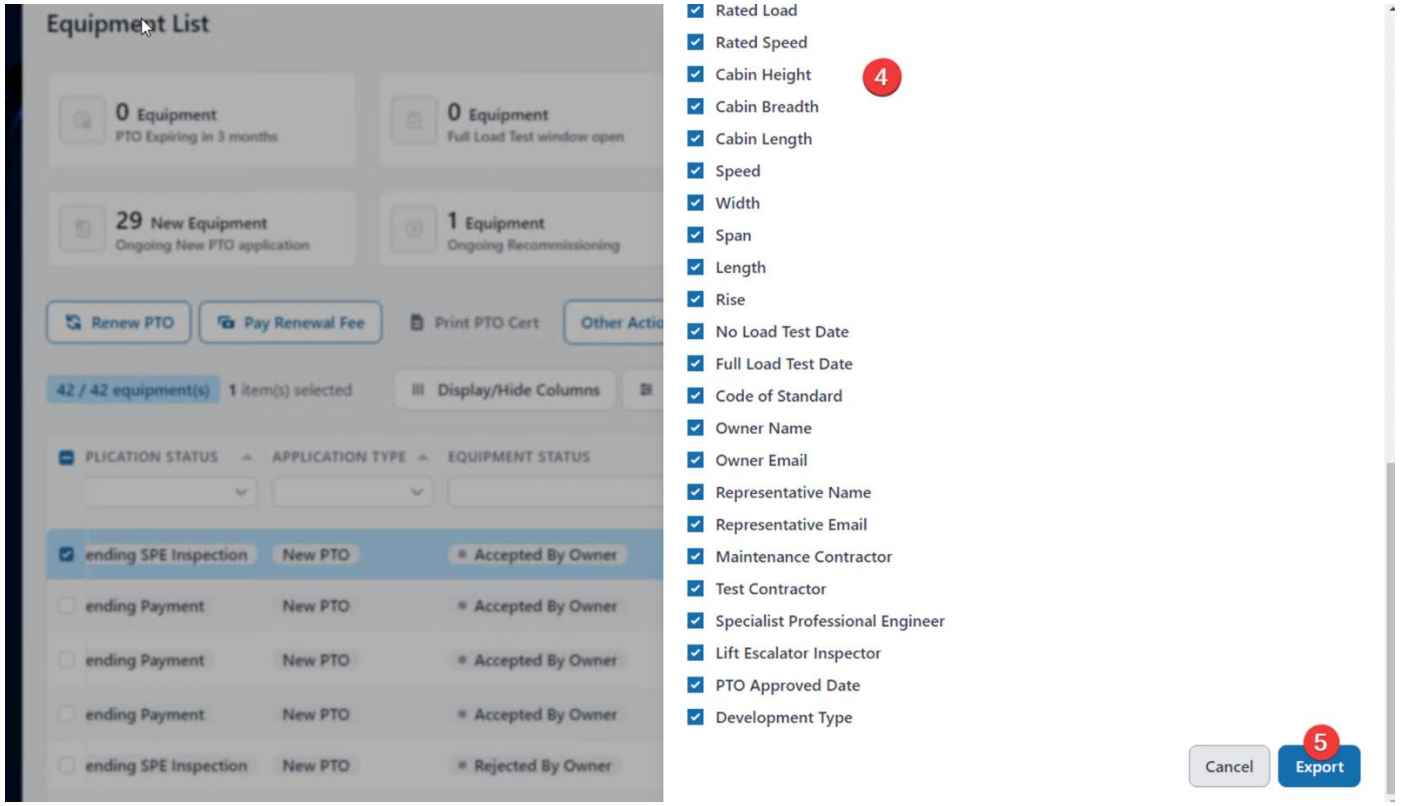
4. Scroll down to bottom of the page

5. See Owner, Contractor & SPE History

7.5 Exporting equipment details to excel



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

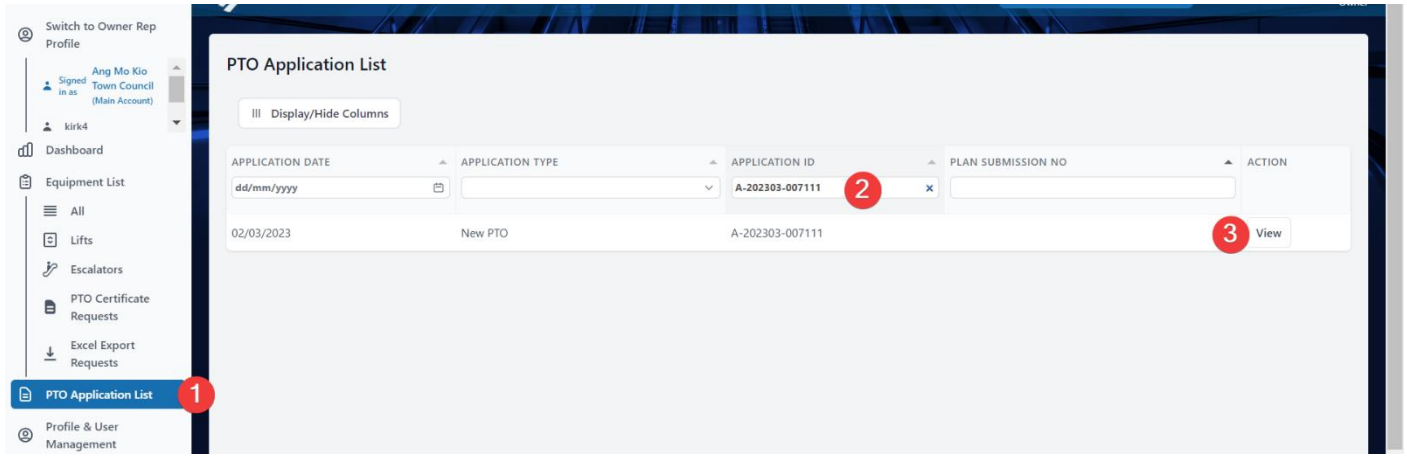


4. Check all the required information to export

5. Click export. Equipment list should appear as a download

8 Viewing equipment in PTO application list

8.1 If Application ID is known upfront



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

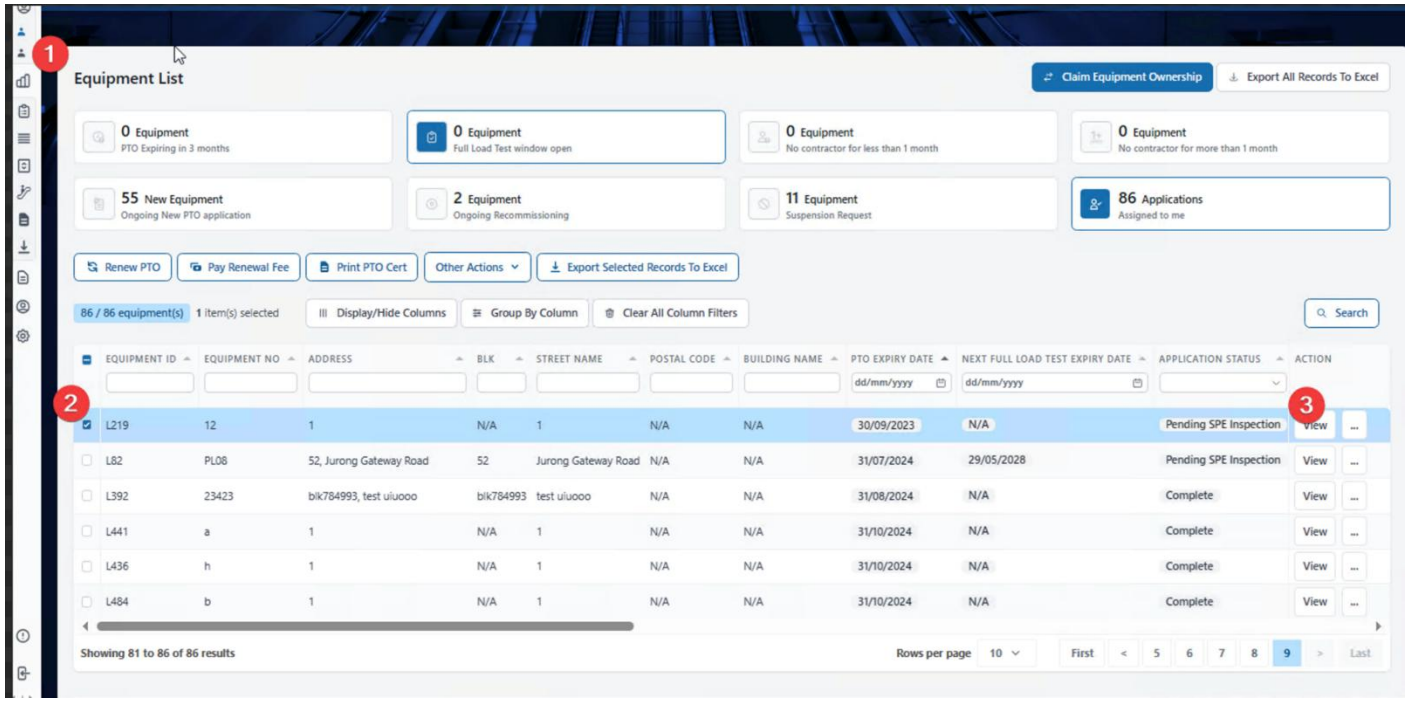
1. Select PTO Application List from sidebar

2. Input the Application ID

3. Select view for desired equipment, or view submission

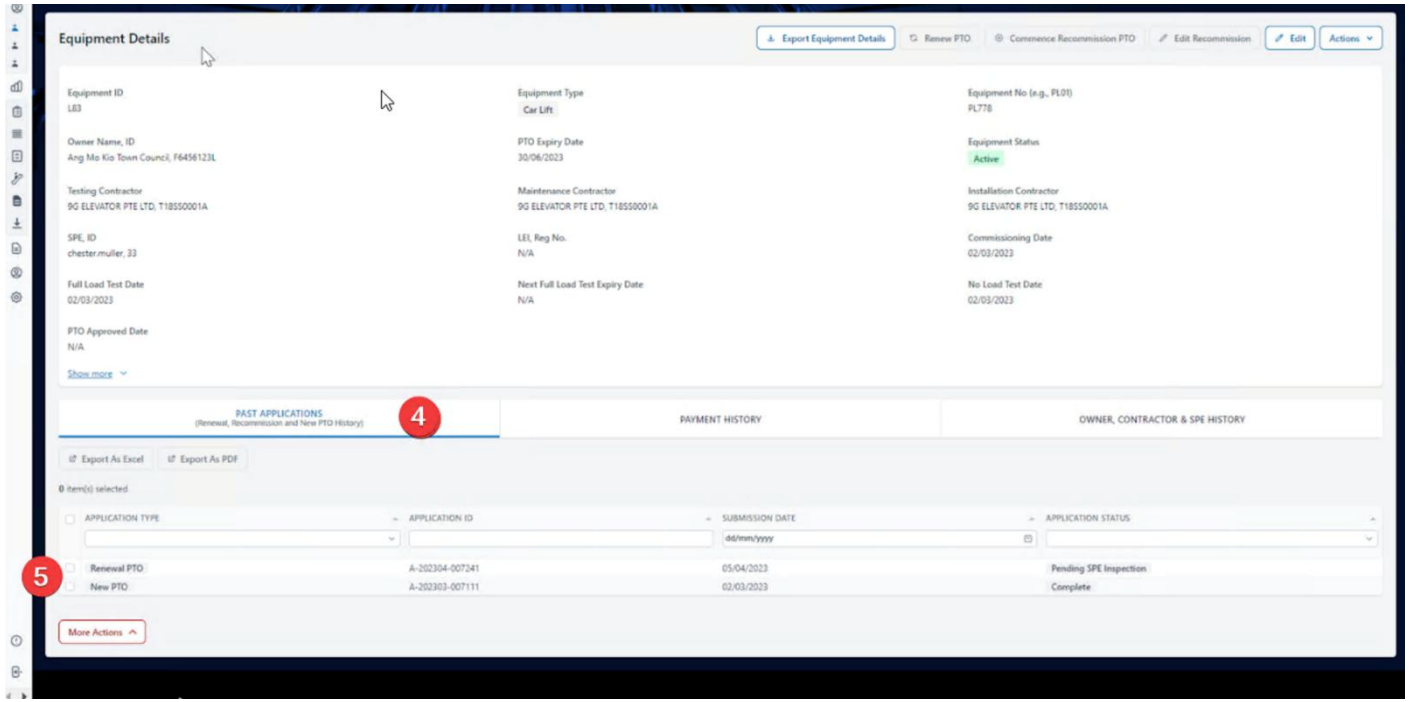
Note:
All the past applications can be found here which will link you up with the equipment. Should you wish to look up for a previous application ID, you may search from the equipment.

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

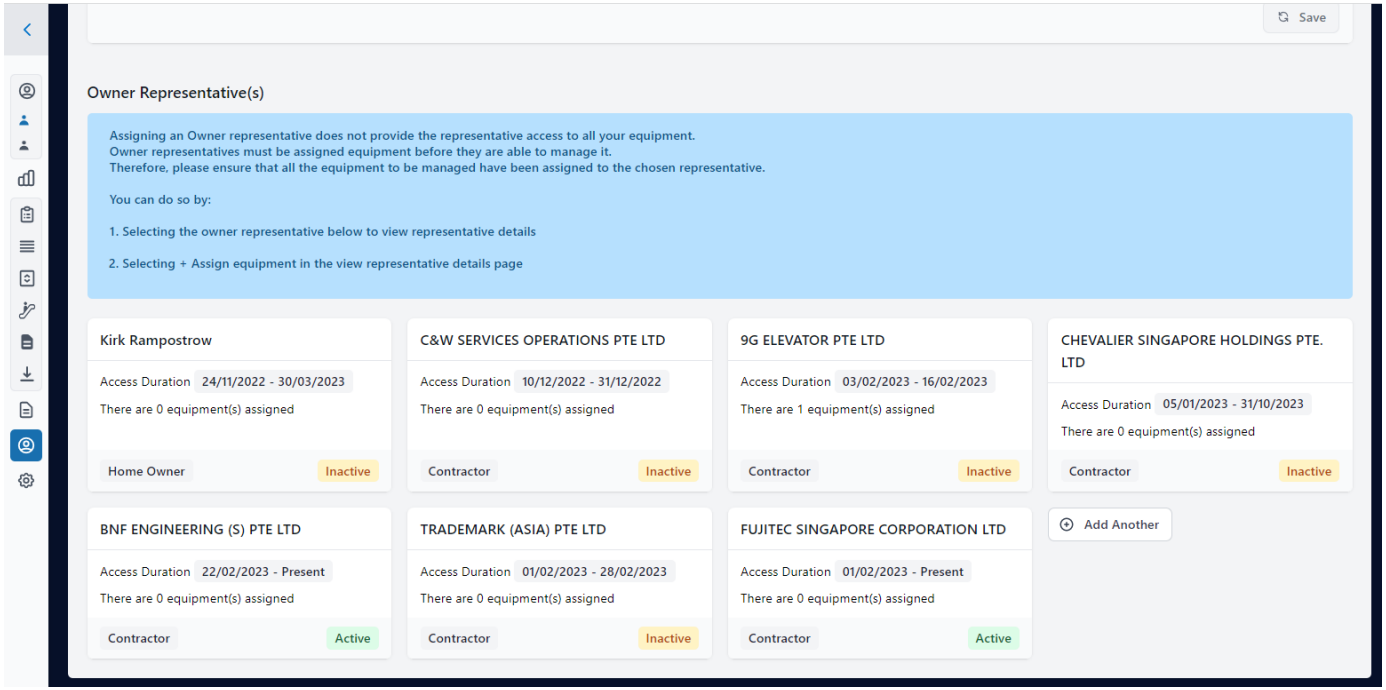


4. Scroll down to bottom of the page

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.

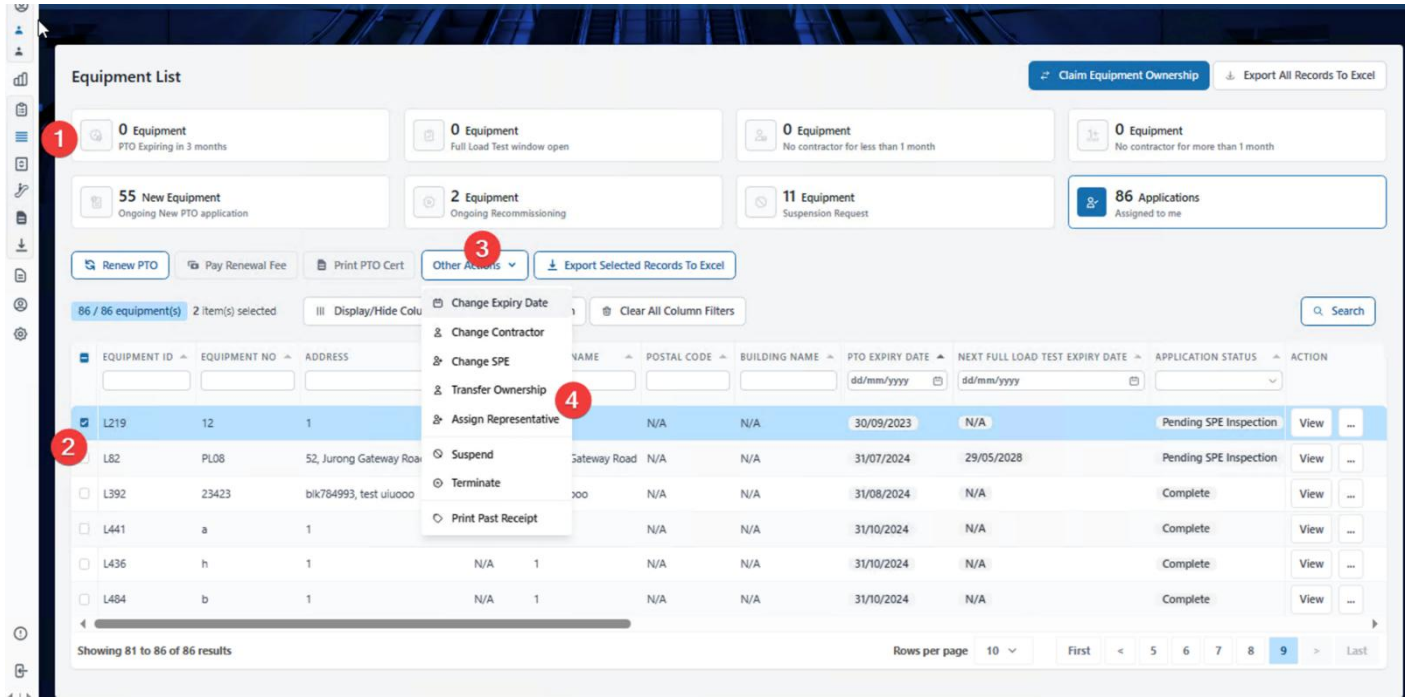


1. Begin by selecting Profile & User Management from side bar
2. Scroll down to view list of Owner representatives

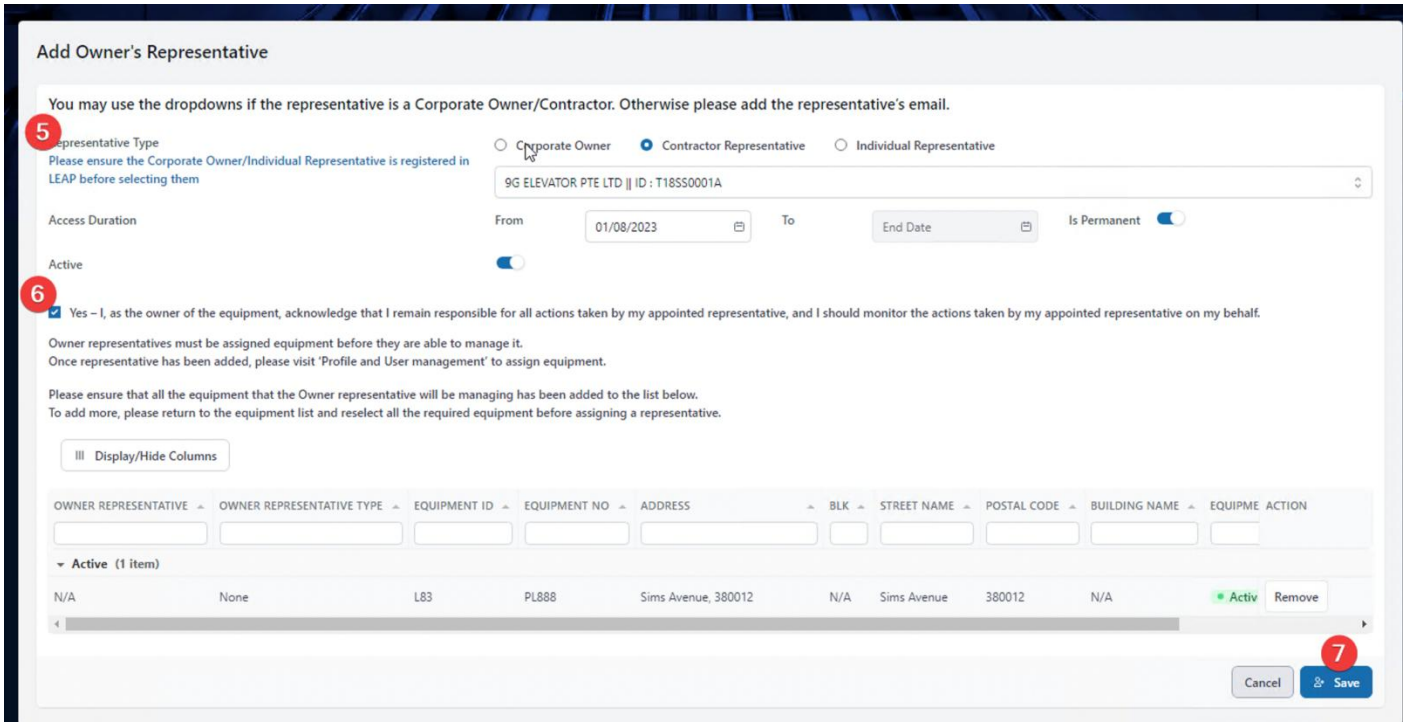
9.1 Owner representative profile created

9.1.1 Assign equipment from Equipment List

Note: If you have created an Owner Representative profile before, you are advised to refer to Section 9.1.2 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).



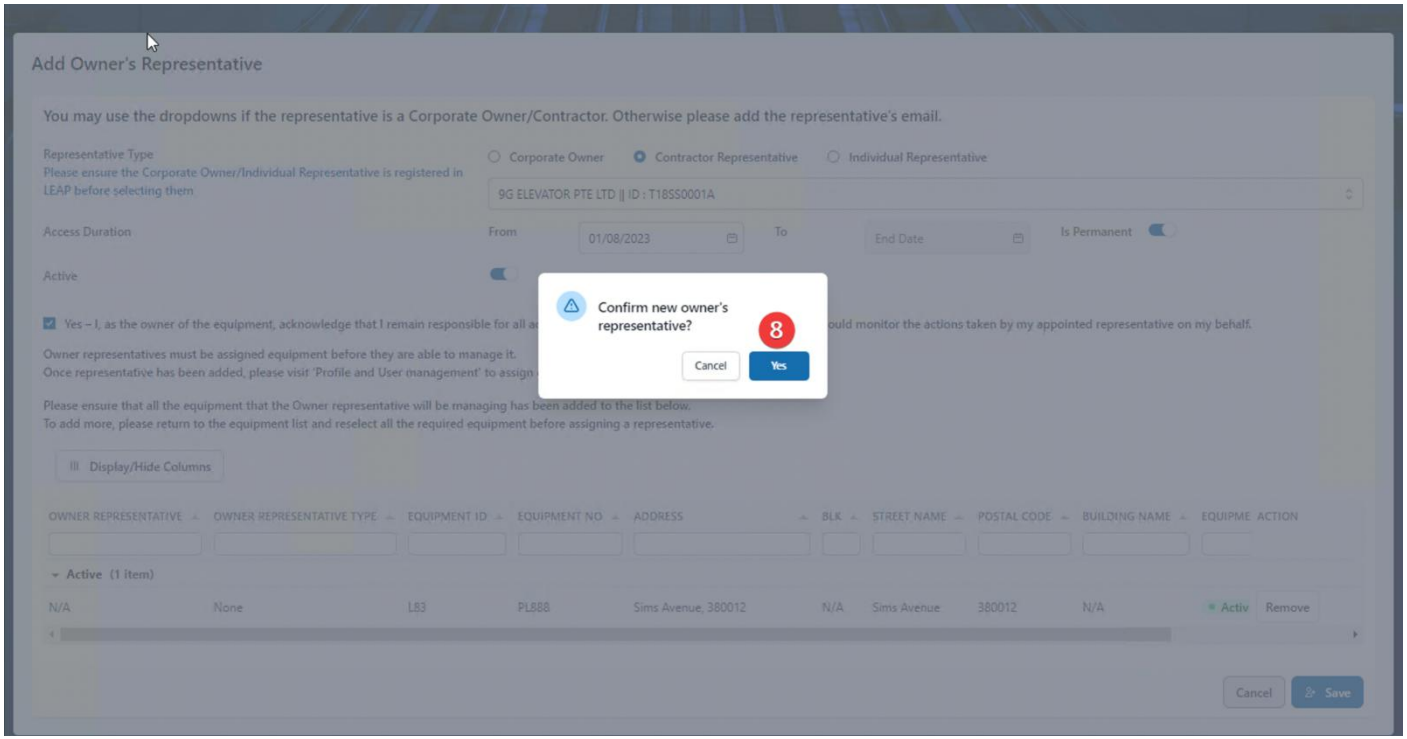
1. Begin by selecting the equipment list from sidebar
2. Then select the desired equipment(s) from the equipment list
3. Select other actions
4. Select assign representative



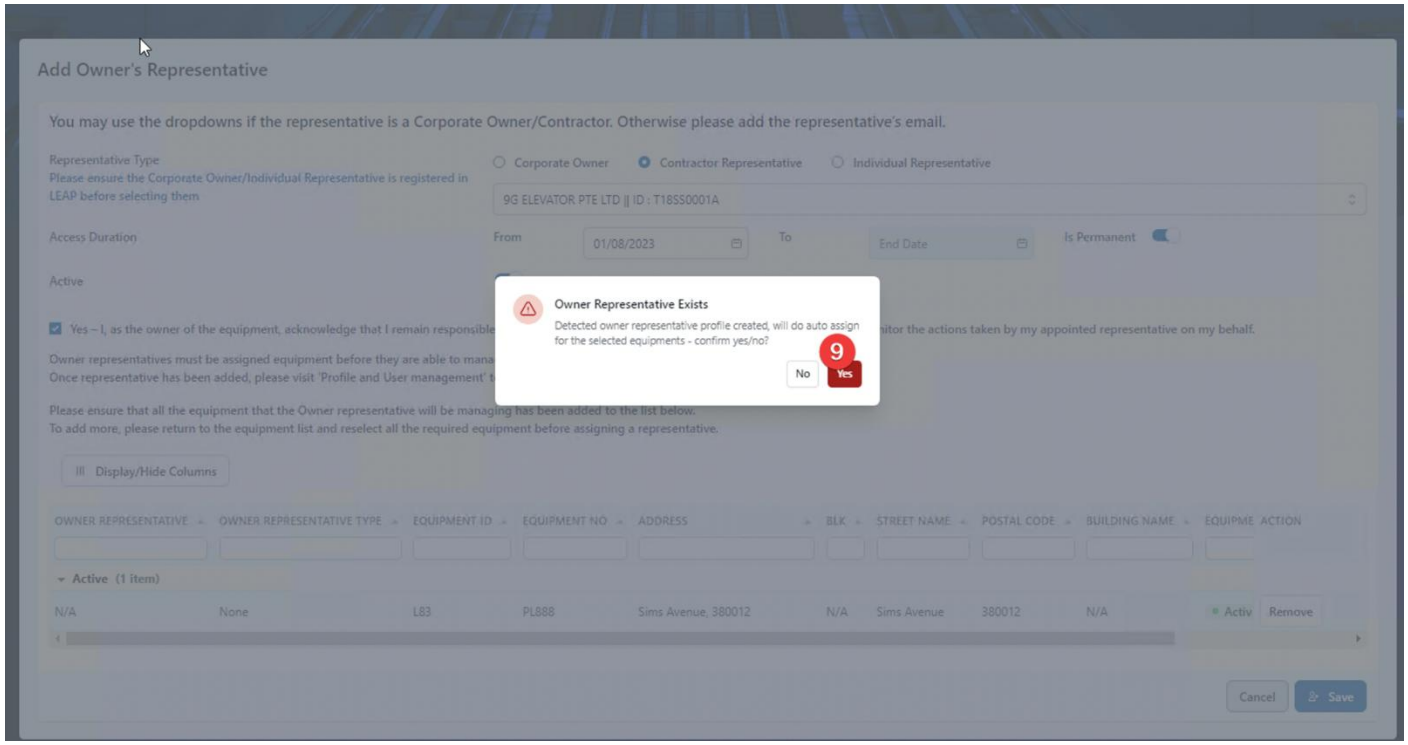
5. Add owner representative details
   a. Select representative type
   b. Select access duration
   c. Select "Is Permanent" if you wish to assign the representative permanently (end date with be automatically disabled)
   d. Select "Is active" toggle if you want to activate this assignment from the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

6. Check declaration

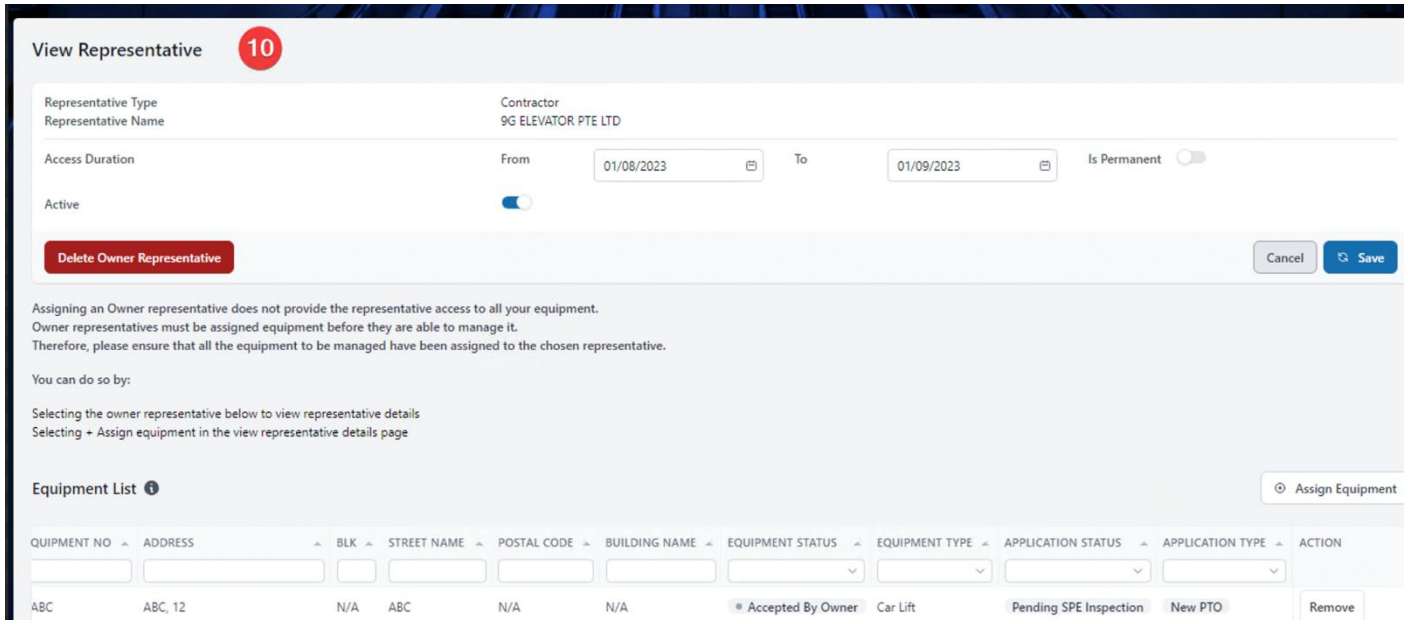
7. Save



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

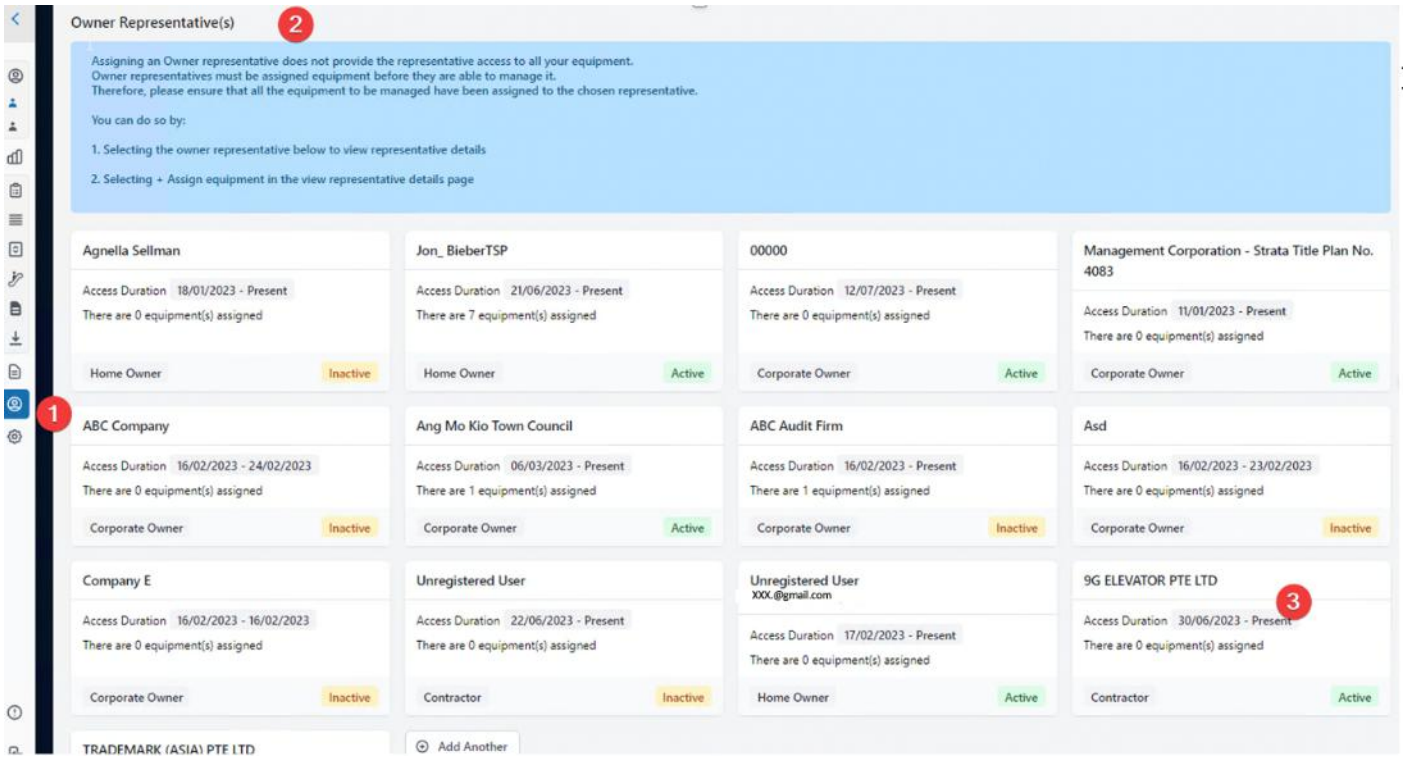


10. You will be redirected to the view representative page of the owner representative you have selected. The equipment assigned will be displayed at the table at the bottom.

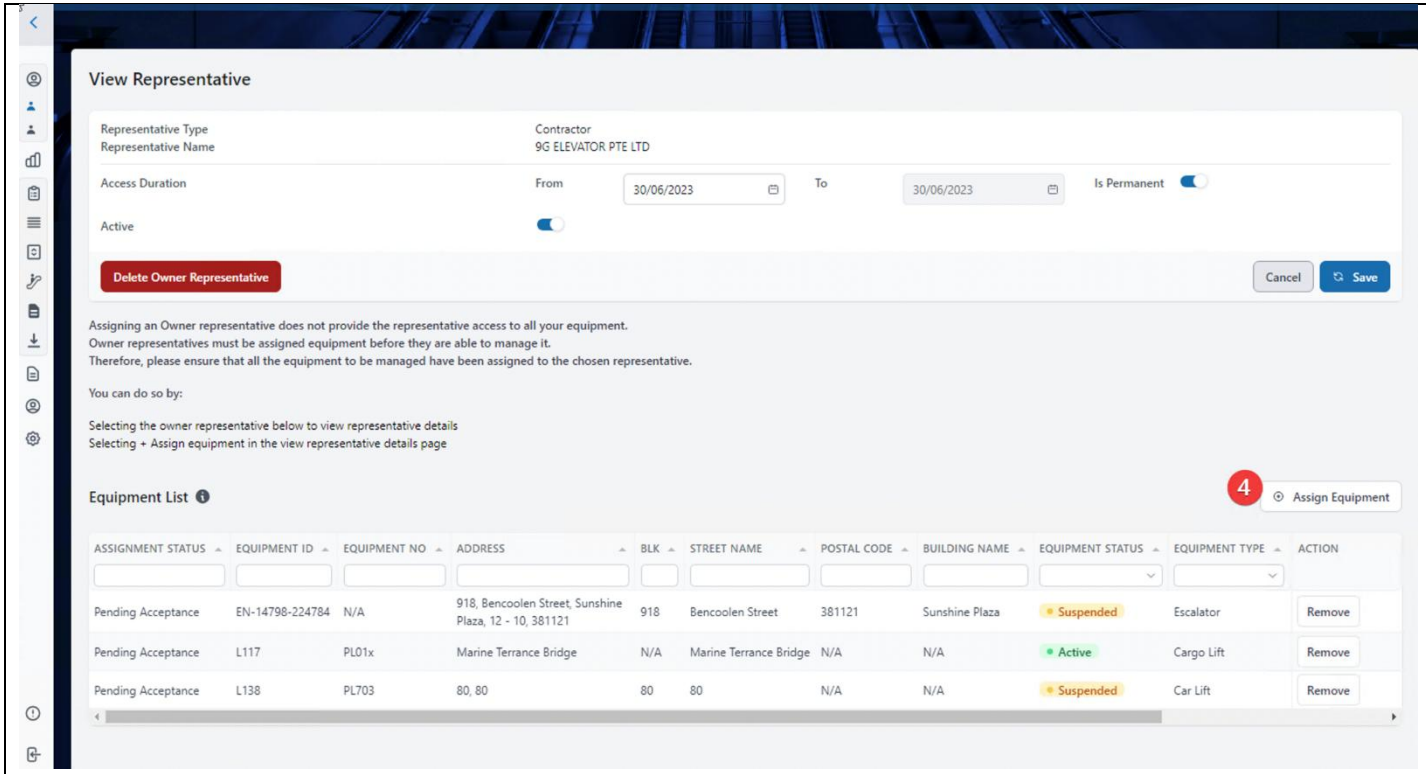
Note:
If you are not redirected to the view representative page in step 10, please ensure that the equipment you have selected is not pending acceptance or accepted by the owner representative.

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.

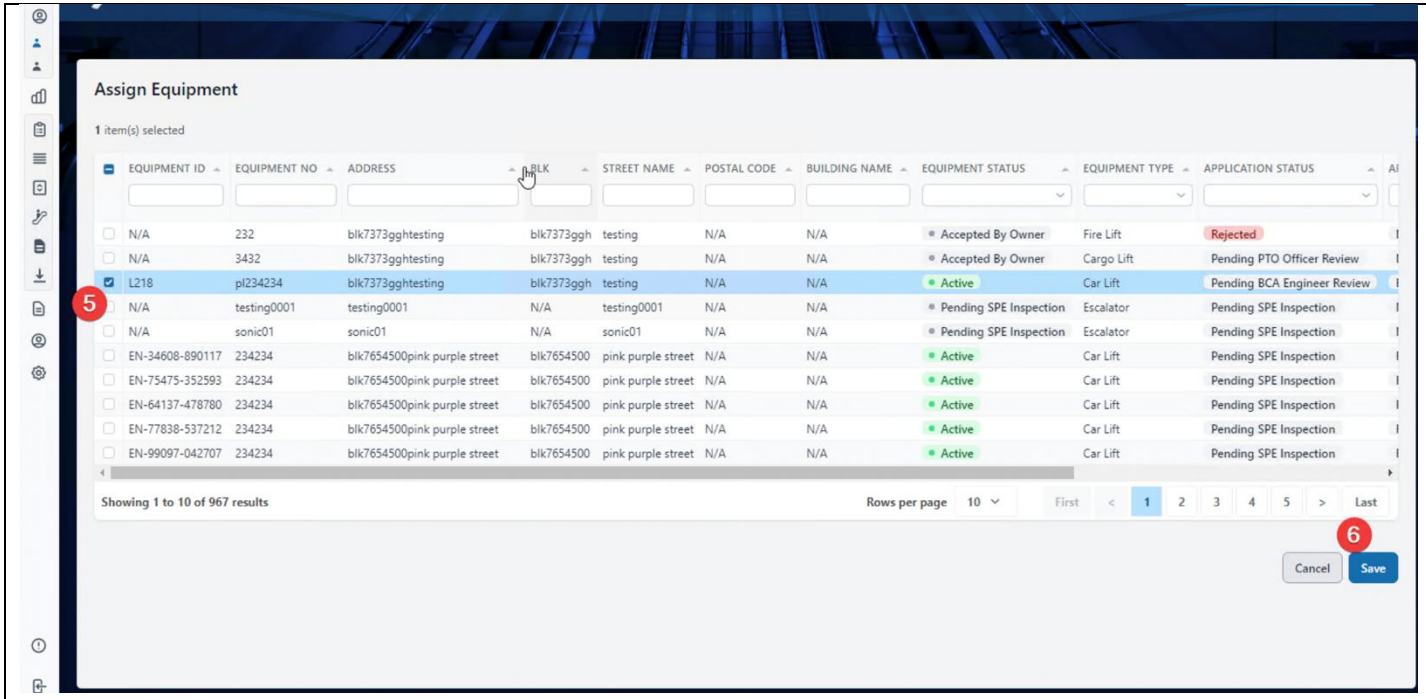


1. Begin by selecting profile and user management from side bar
2. Scroll down to view list of Owner representatives
3. Click on the name of desired Owner representative to view details



4. Select Assign equipment

Note:
For the Owner Rep assignment to be active, the “Active” toggle need to be enabled (the button will be highlighted in blue).



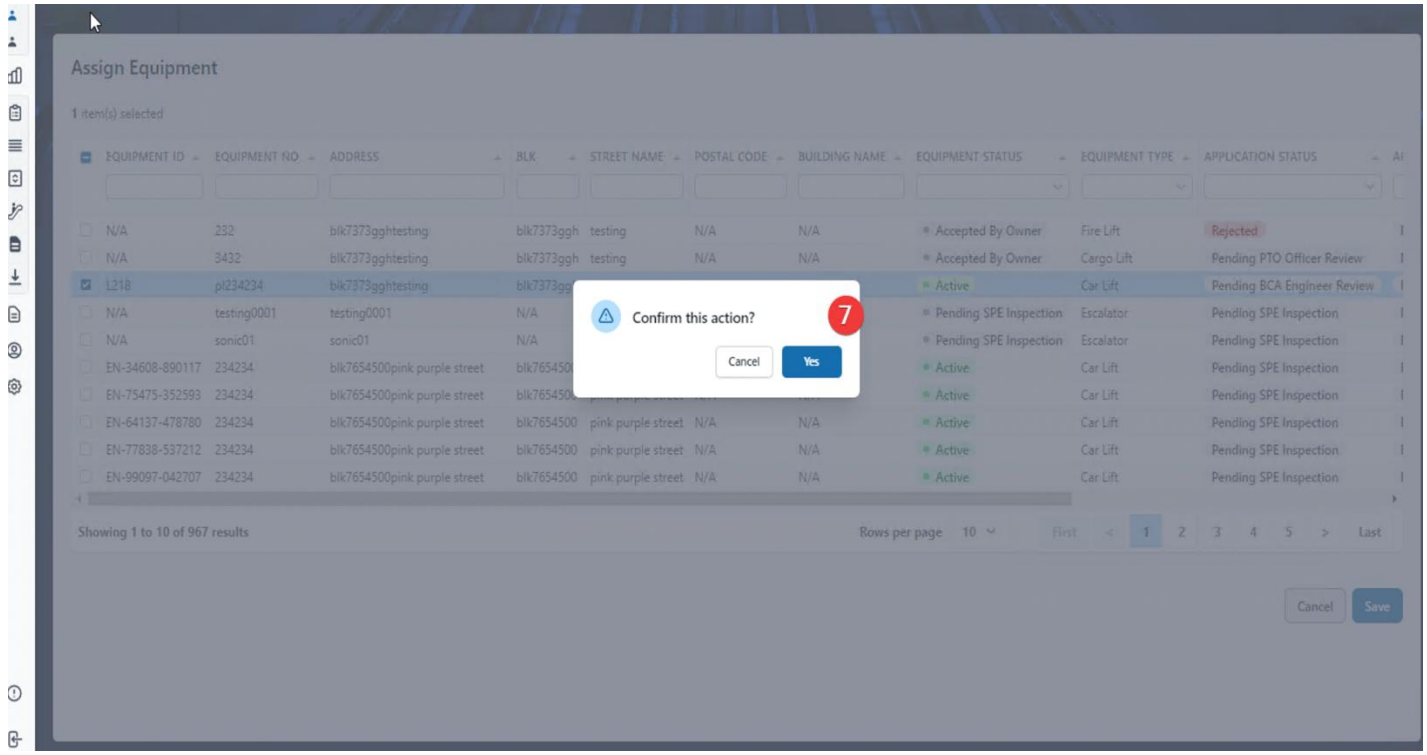
5. Select equipment to assign

6. Save

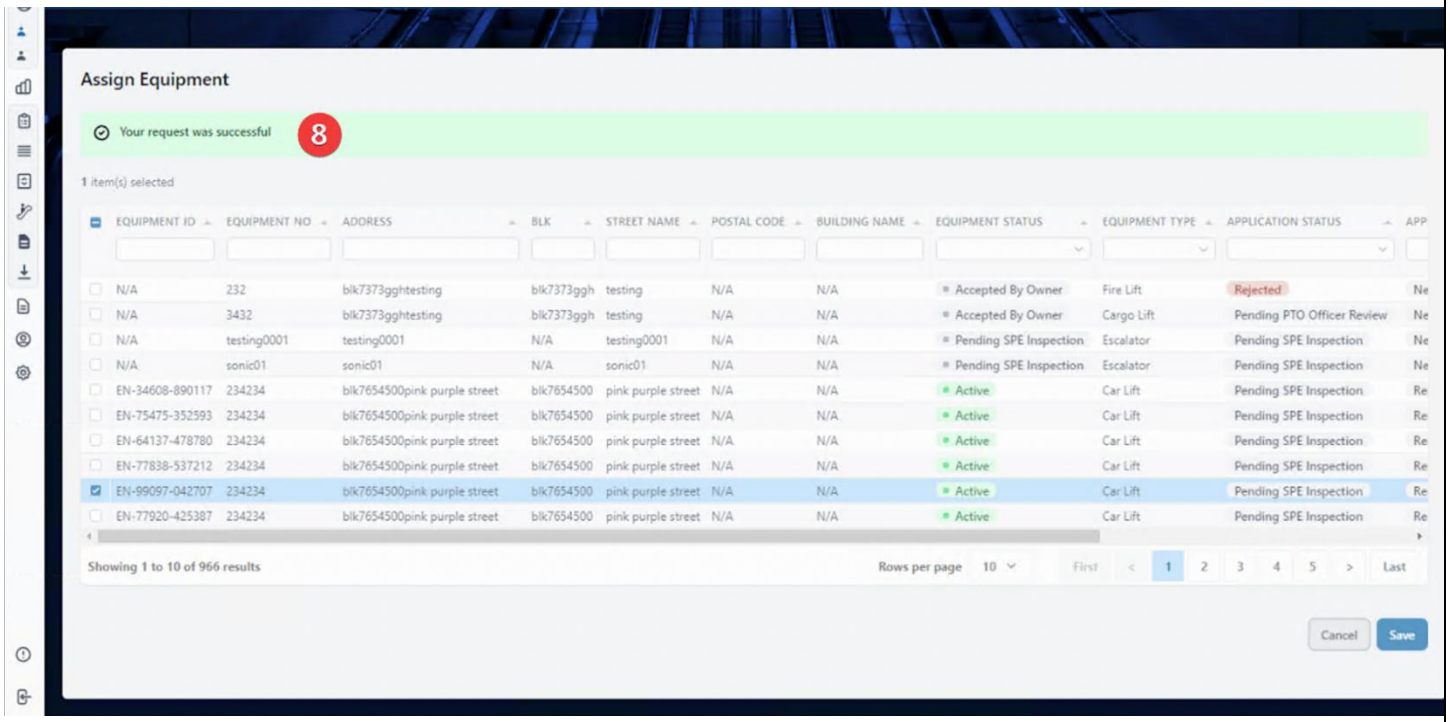
Note:
As 1 equipment can only be assigned to 1 Owner Representative, only clean and unassigned equipment will appear here.

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 Section 9.7 if you wish to remove equipment assigned to an Owner Rep.



7. Confirm equipment assignment

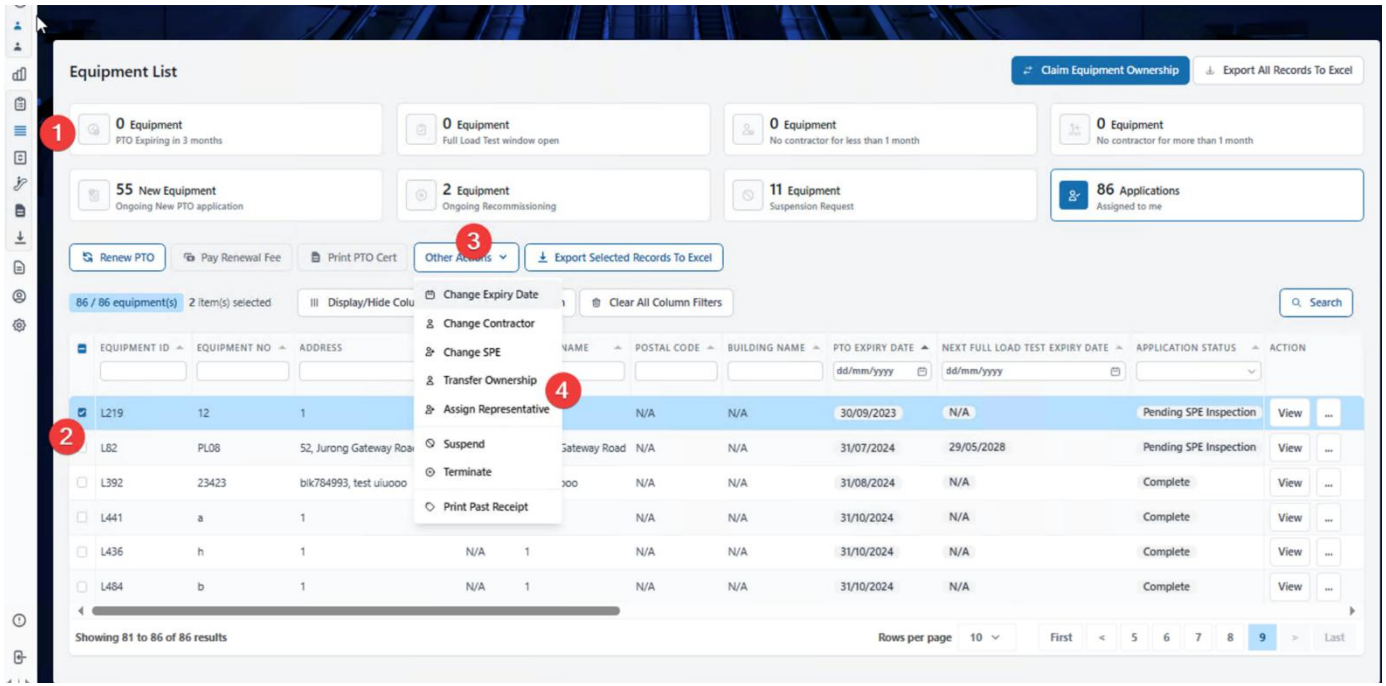


8. Alert will show that equipment assignment to owner representative is successful

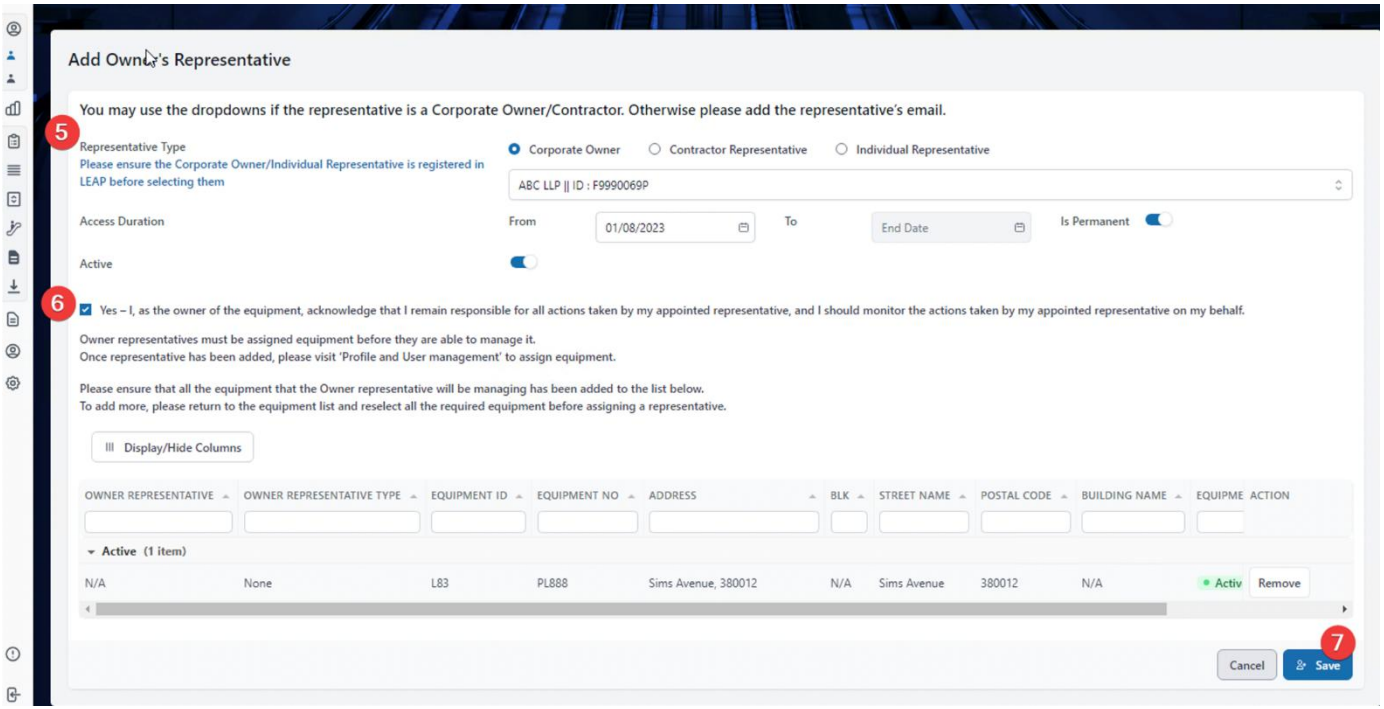
9.2 Owner representative profile not created

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 action
4. Select assign representative



5. Add owner representative details

   a. Select representative type

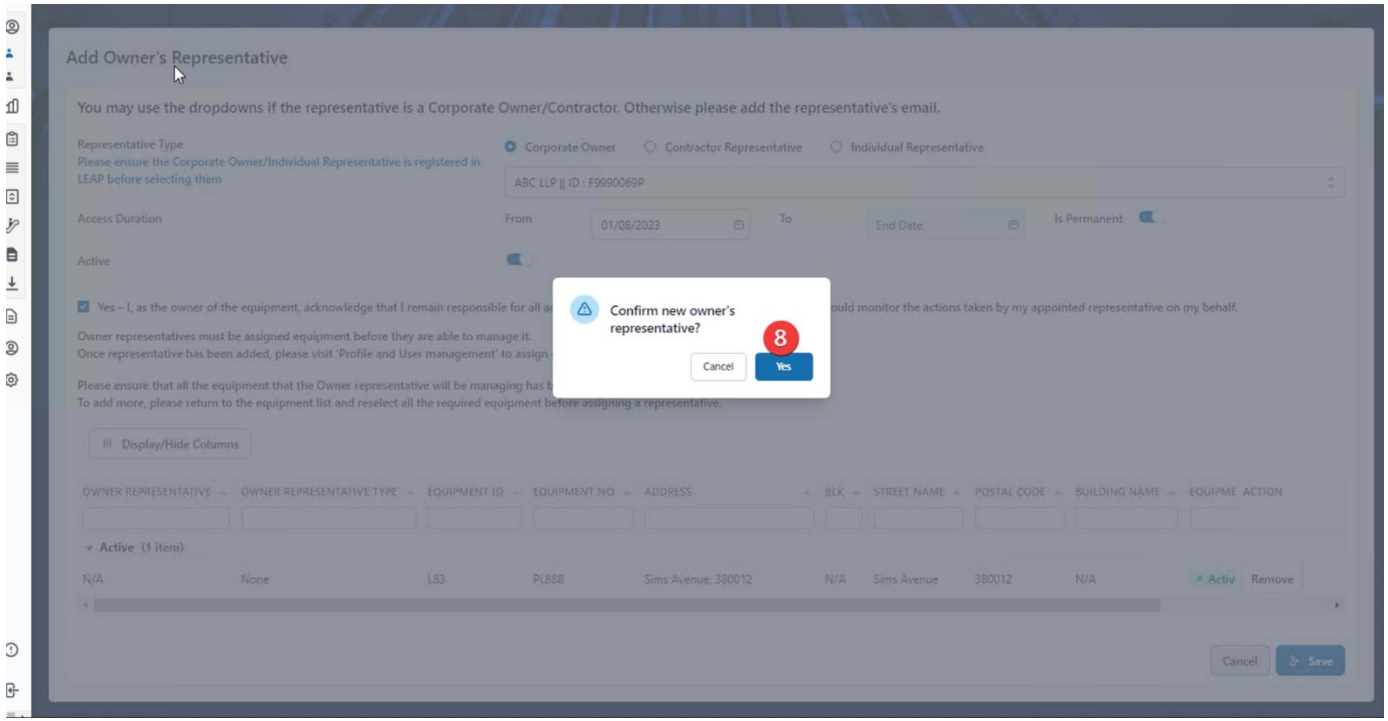
   b. Select access duration

   c. Select "Is Permanent" if you wish to assign the representative permanently (end date with be automatically disabled)

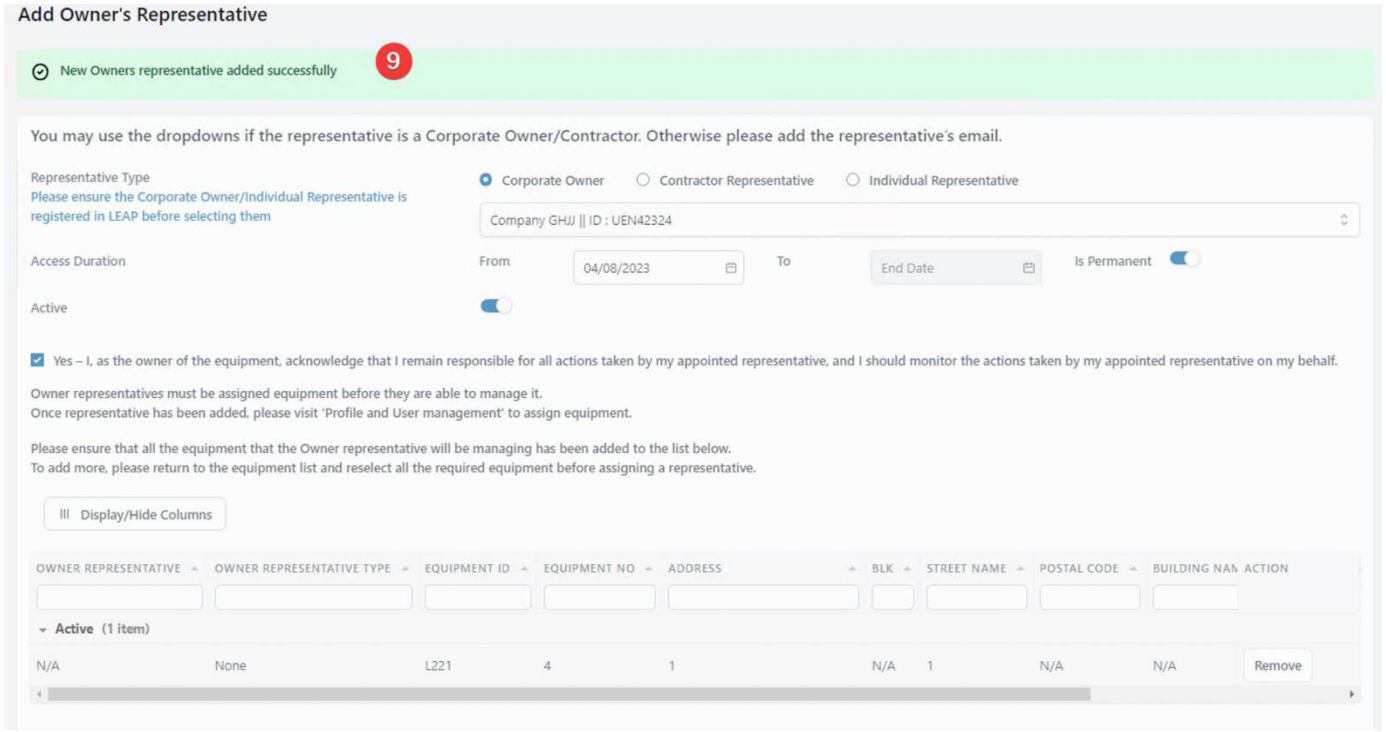
   d. Select "Is active" toggle if you want to activate this assignment from the date you put in the access duration

6. Check declaration

7. Save



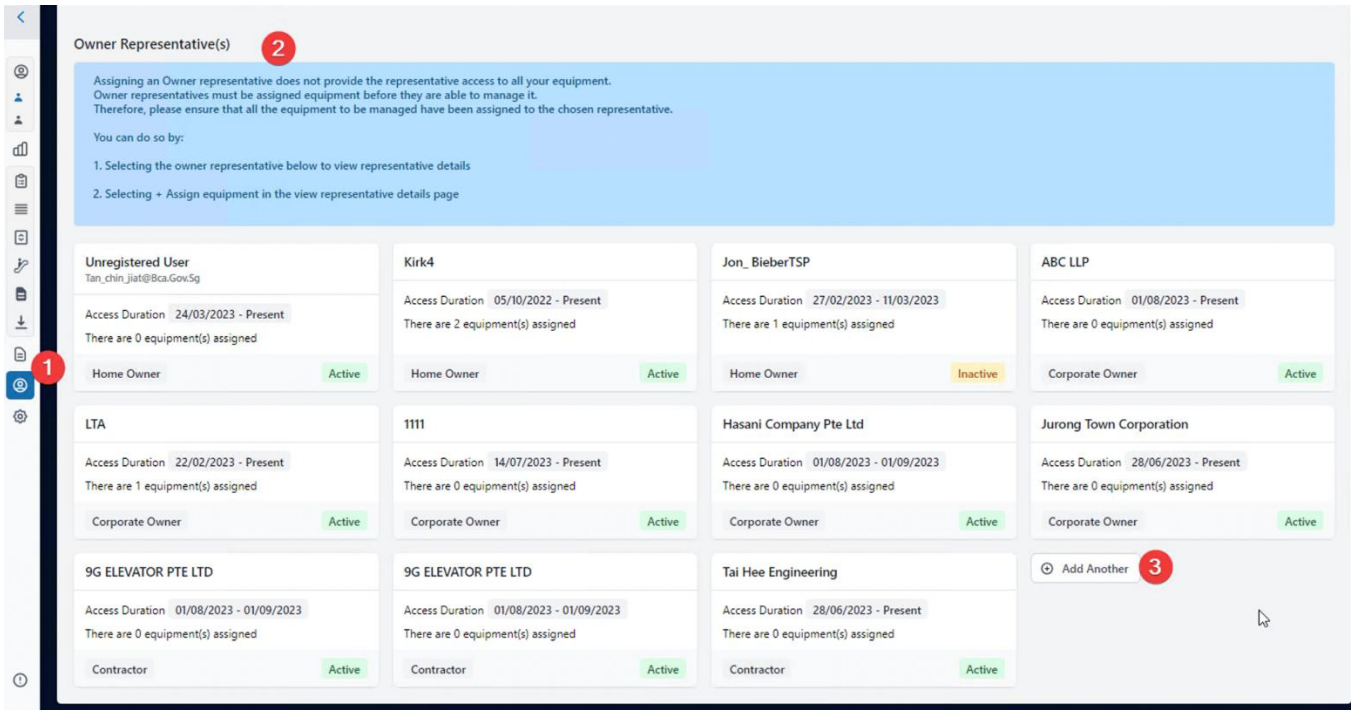
8. Confirm equipment assignment



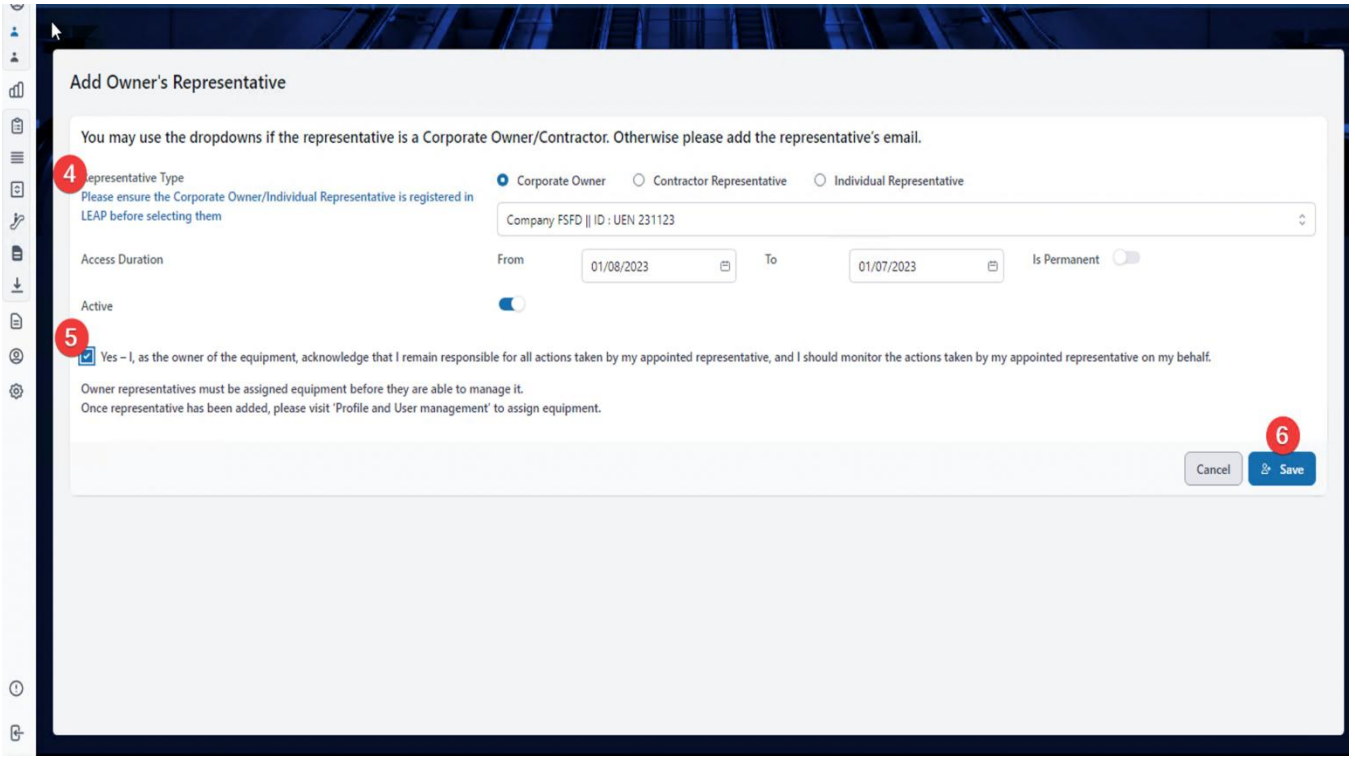
9. Alert shows that new owner representative added successfully.

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.



1. Begin by selecting profile and user management from side bar
2. Scroll down to view list of Owner representatives
3. Click add another



4. Add owner representative details

   a. Select representative type

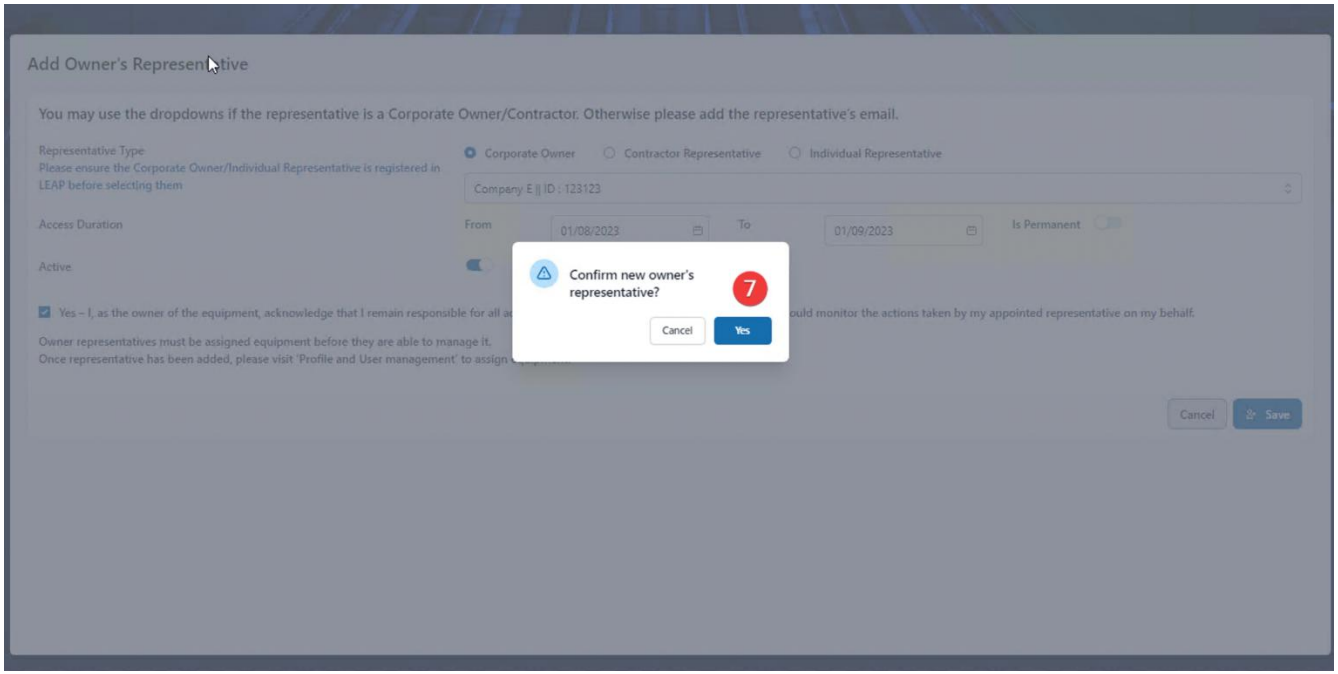
   b. Select access duration

   c. Select “Is Permanent” if you wish to assign the representative permanently (end date with be automatically disabled)

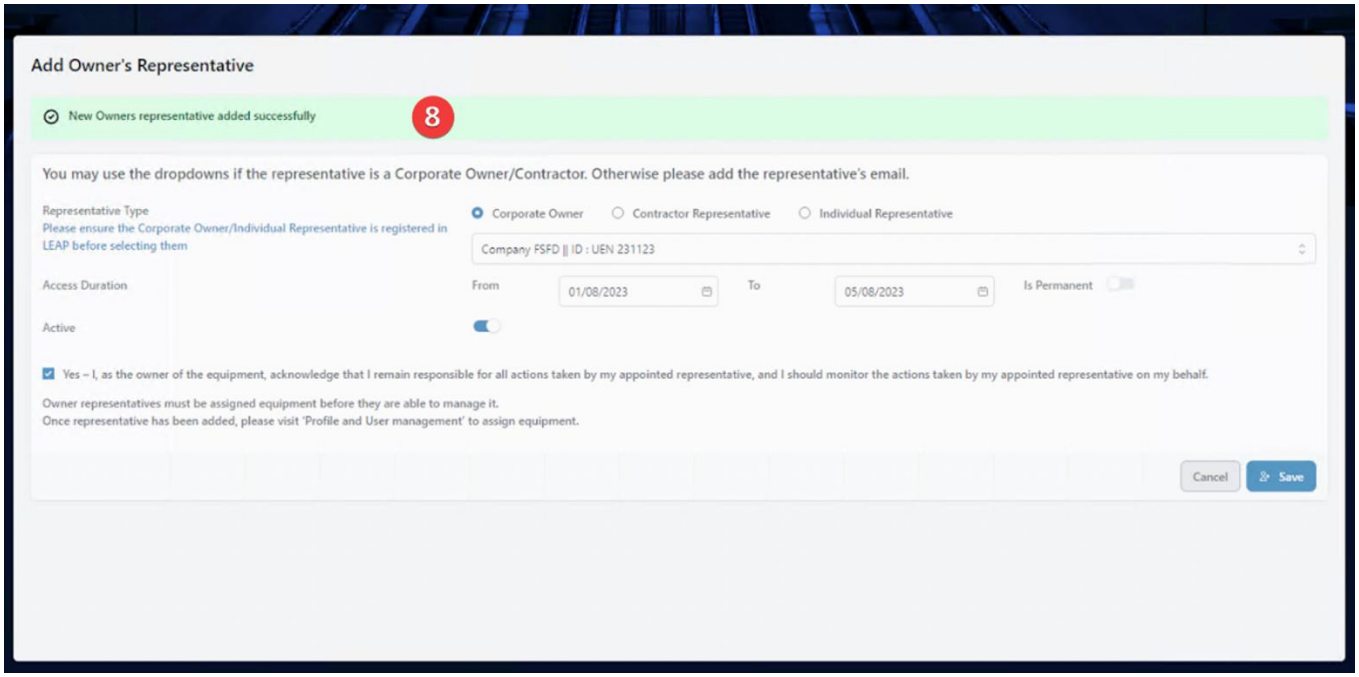
   d. Select “Is active” toggle if you want to activate this assignment from the date you put in the access duration

5. Check declaration

6. Save



7. Confirm new owner's representative

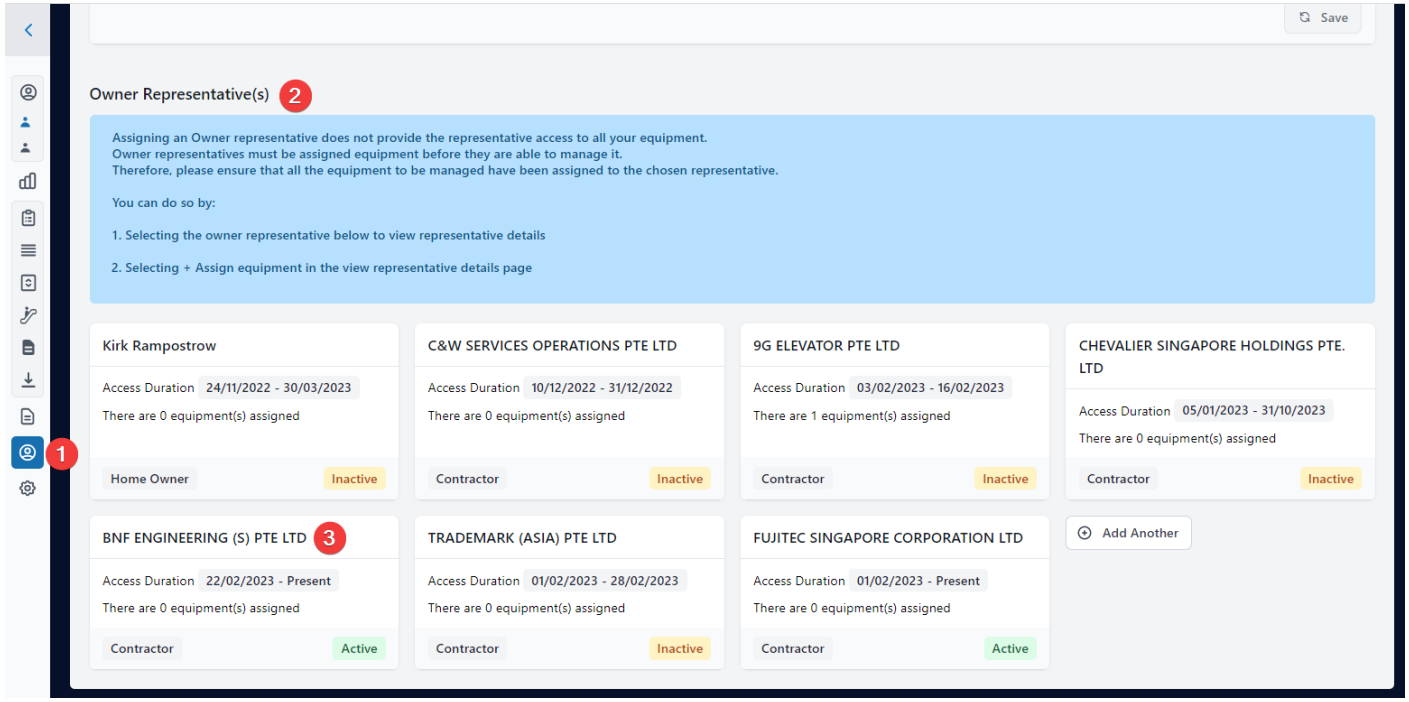


8. Alert will show that new owner representative added successfully

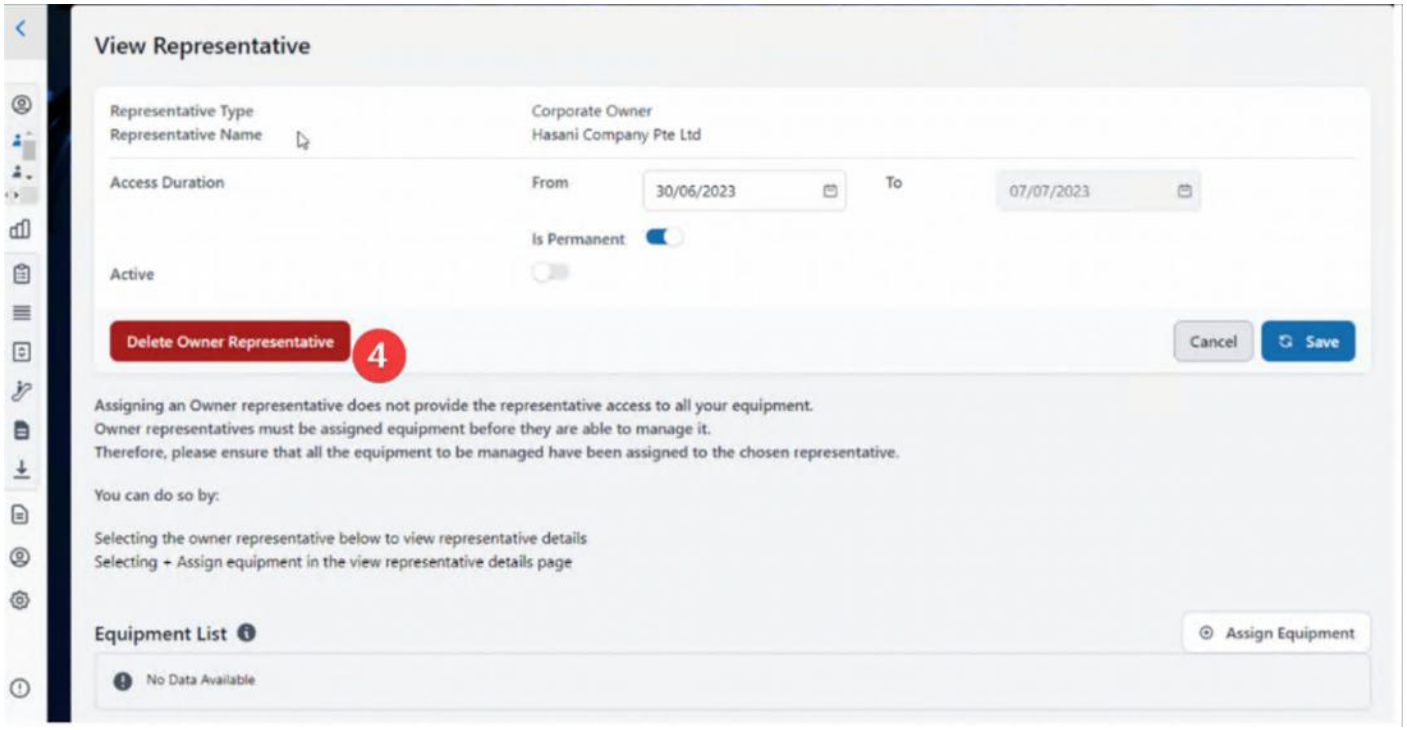
Note:
To assign equipment, please refer to Section 9.1.2

9.3 Deleting owner representative

Owner can delete Owner representatives by following the steps outlined below

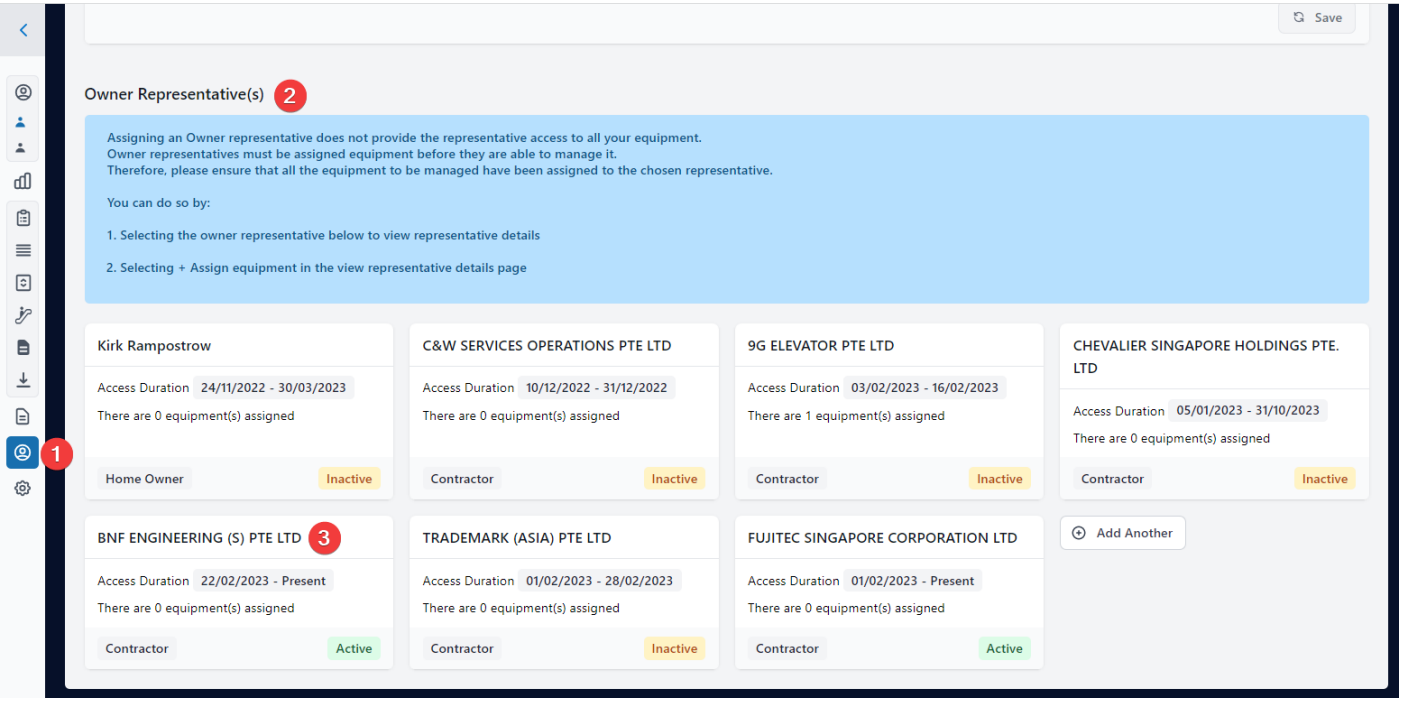


1. Select profile and user management from side bar
2. Scroll down to view list of Owner representatives
3. Click on the name of desired Owner representative to view individual Owner representative's details

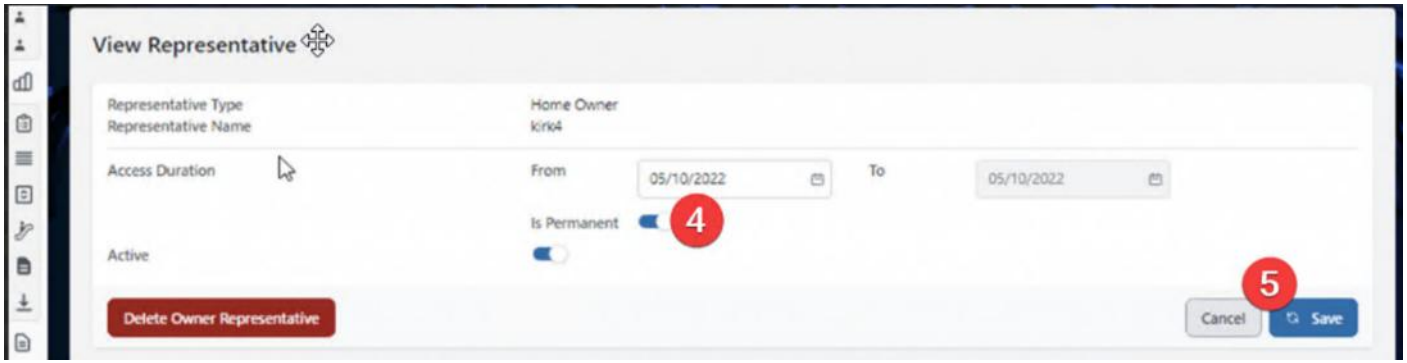


4. Select delete Owner Representative and Confirm deletion

9.4 Changing the status of Owner representative



1. Select profile and user management from side bar
2. Scroll down to view list of owner representatives
3. Click on the name of desired Owner representative to view individual owner representatives



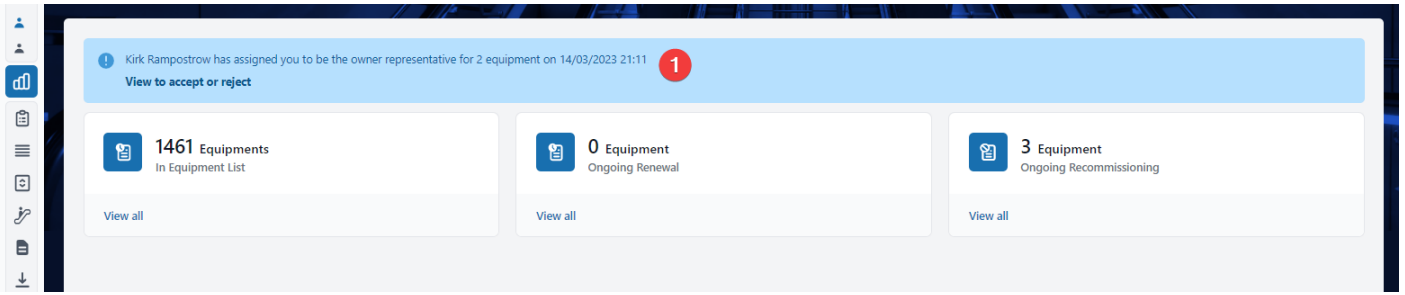
4. Toggle the “Is Permanent” status of individual owner representative (the button will be highlighted in blue)

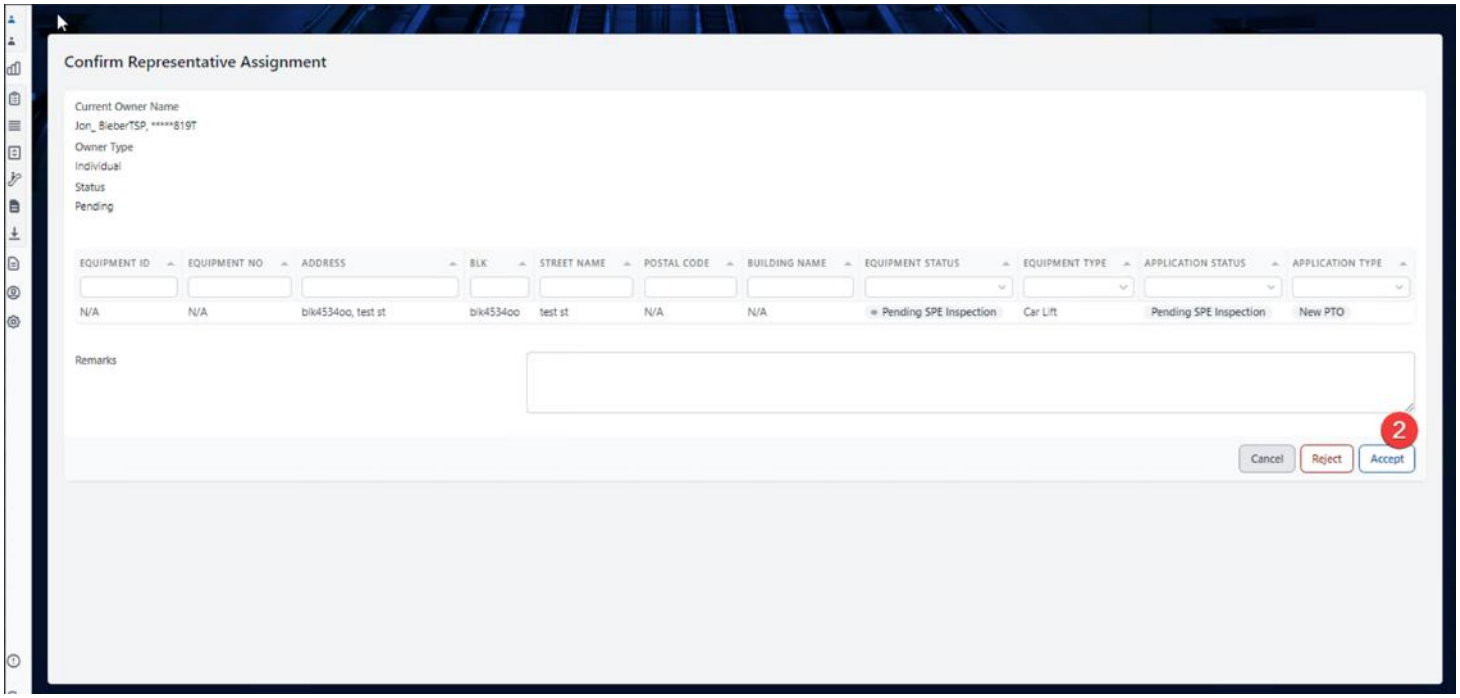
5. Save

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.

	1. Click on the dashboard notification.

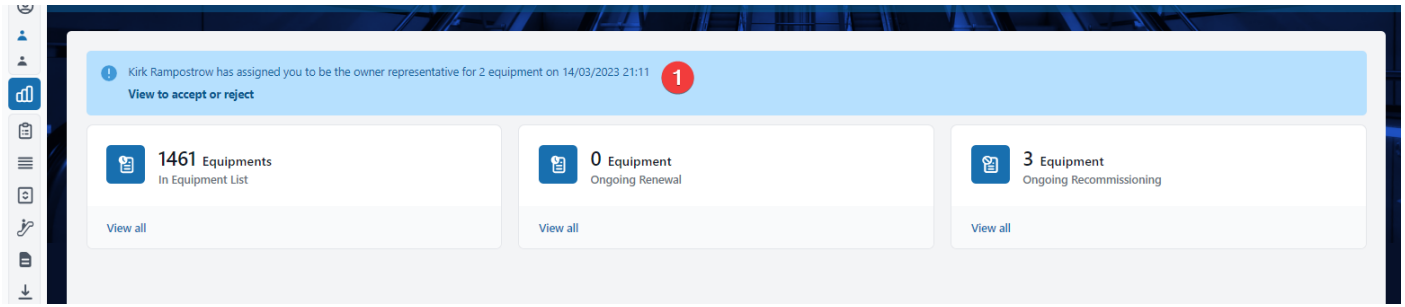


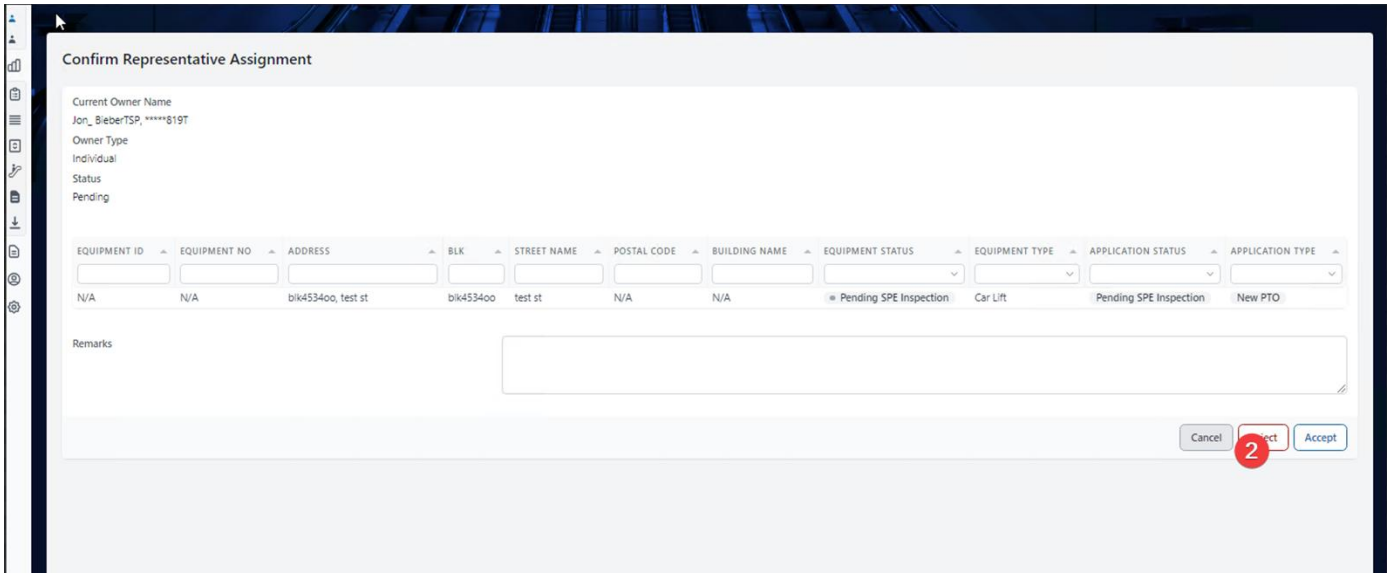
Check all the details and if necessary, can give remarks.

2. Select accept

9.6 Owner rep view: Rejecting an owner representative request

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

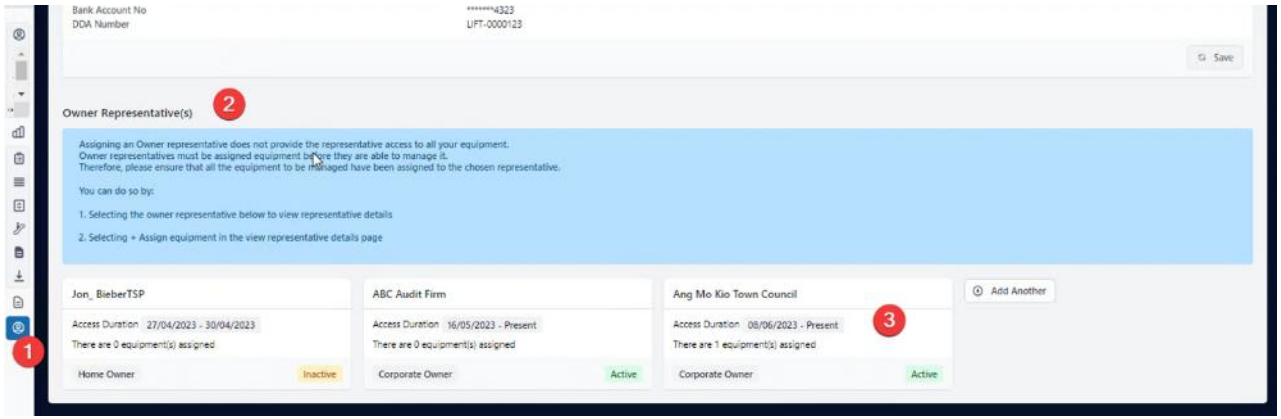


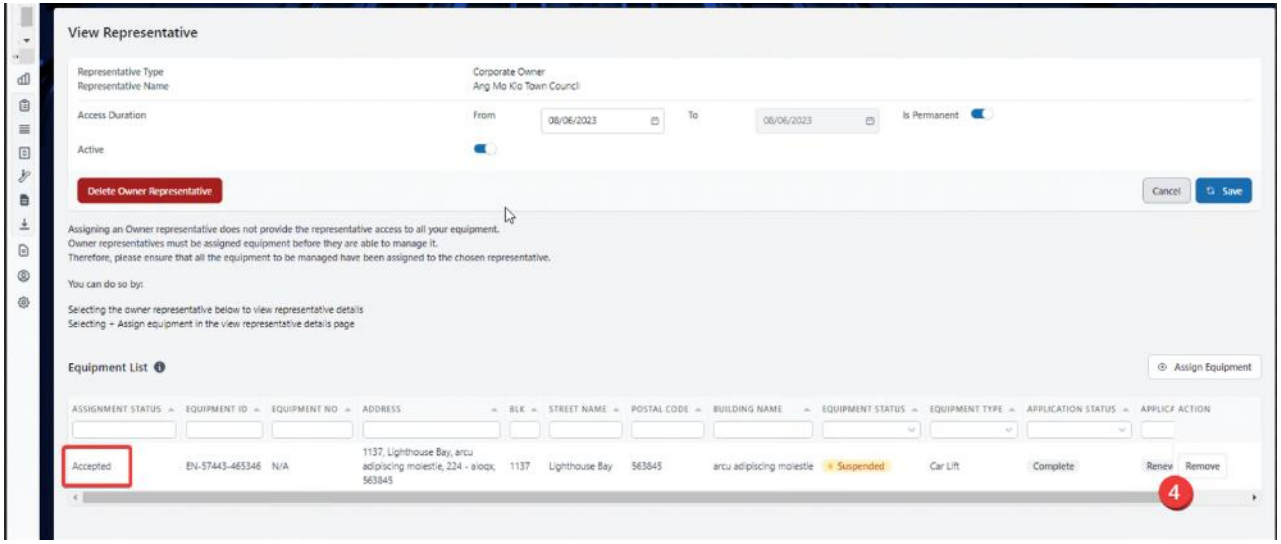


1. Click on the dashboard notification.
2. Select reject button

9.7 Remove equipment assigned to an owner representative

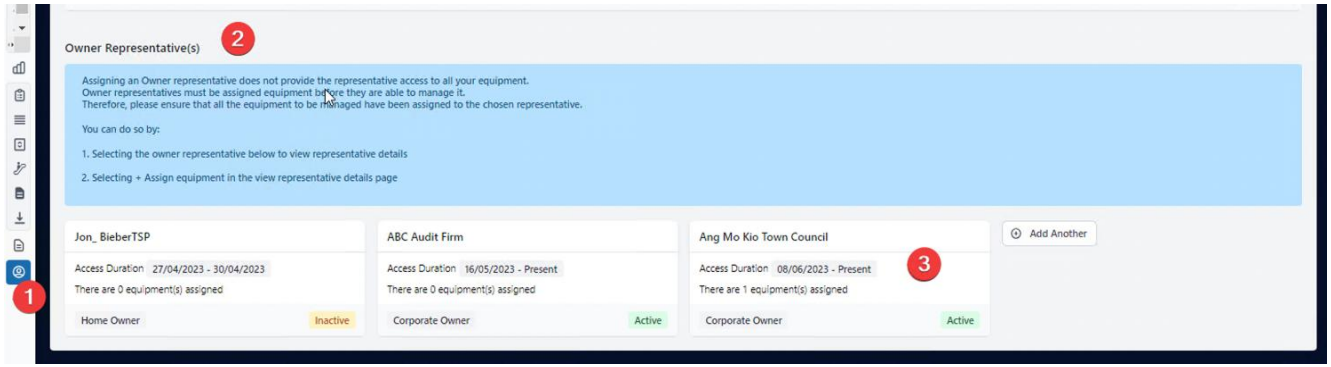
9.7.1 Remove accepted equipment

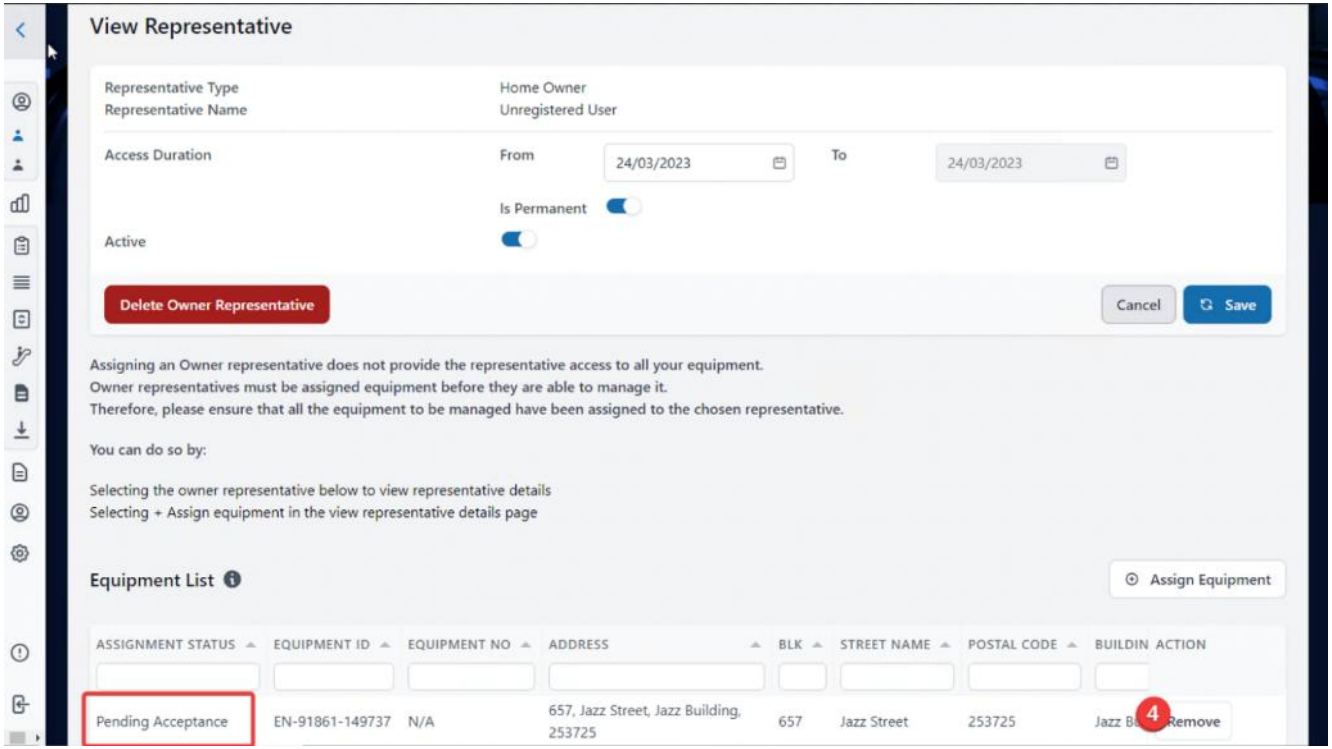




1. Select profile and user management from sidebar
2. Scroll down to view list of owner representatives
3. Click on the name of desired Owner representative to view the equipment assigned to the representative
4. Click remove button to remove equipment

9.7.2 Remove pending acceptance equipment

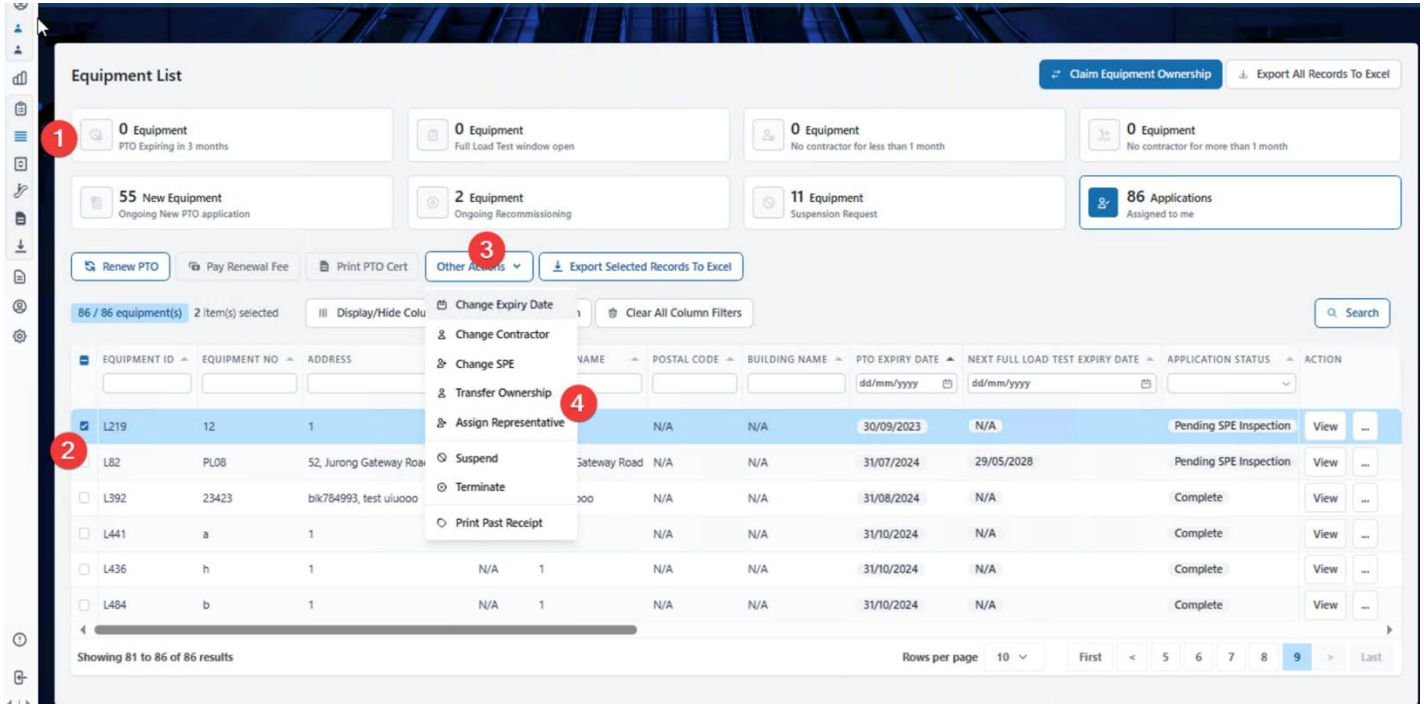




1. Select profile and user management from sidebar
2. Scroll down to view list of owner representatives
3. Click on the name of desired Owner representative to view equipment assigned to the representative
4. Click remove button to remove equipment

10 Transferring Ownership

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



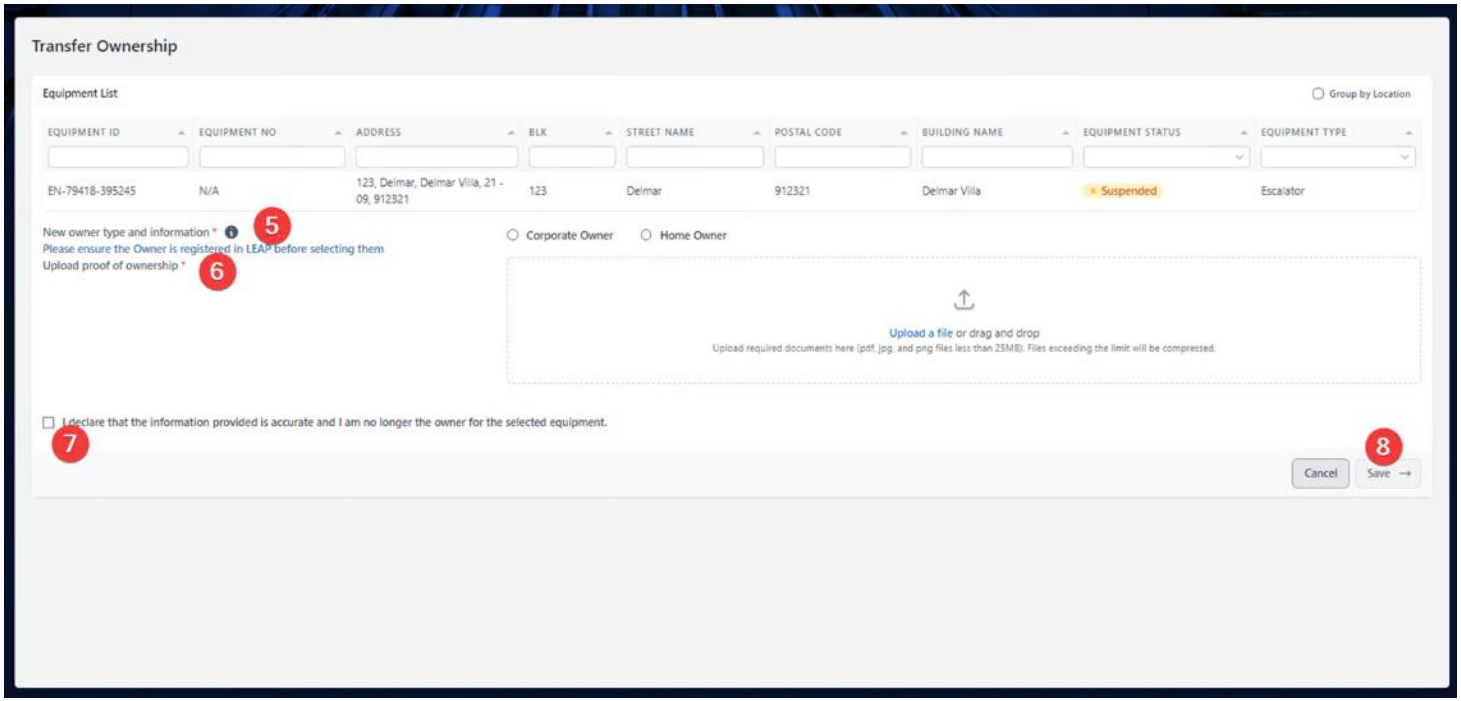
1. Begin by selecting the equipment list from the sidebar

2. Then select the desired equipment(s) from the equipment list

Note:
The number of equipment allowed for transfer of ownership is limited to 30 per request.

3. Select other actions

4. Select transfer ownership



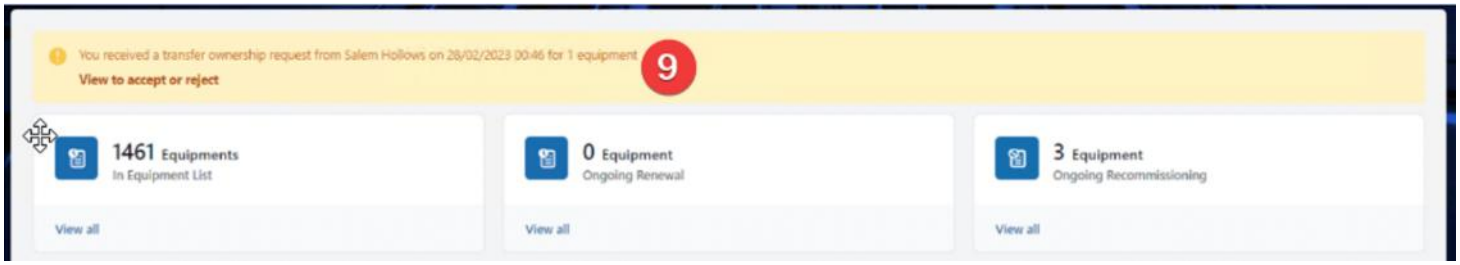
5. Select owner type

6. Upload proof of ownership

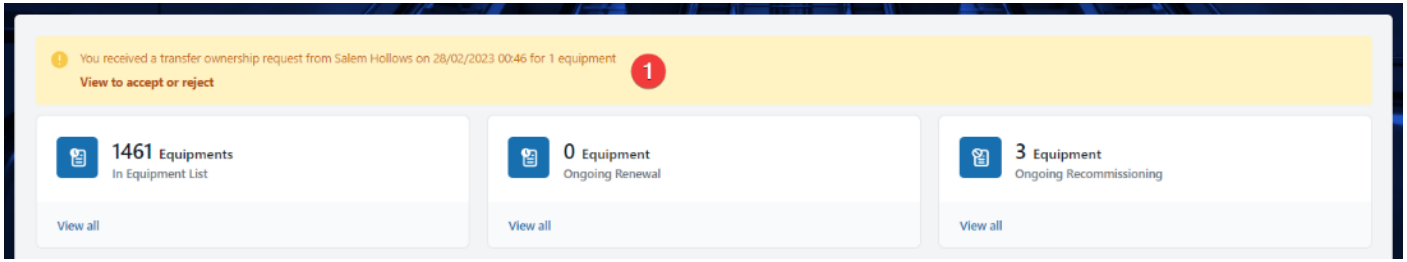
7. Check Declaration

8. Save

A success message will appear

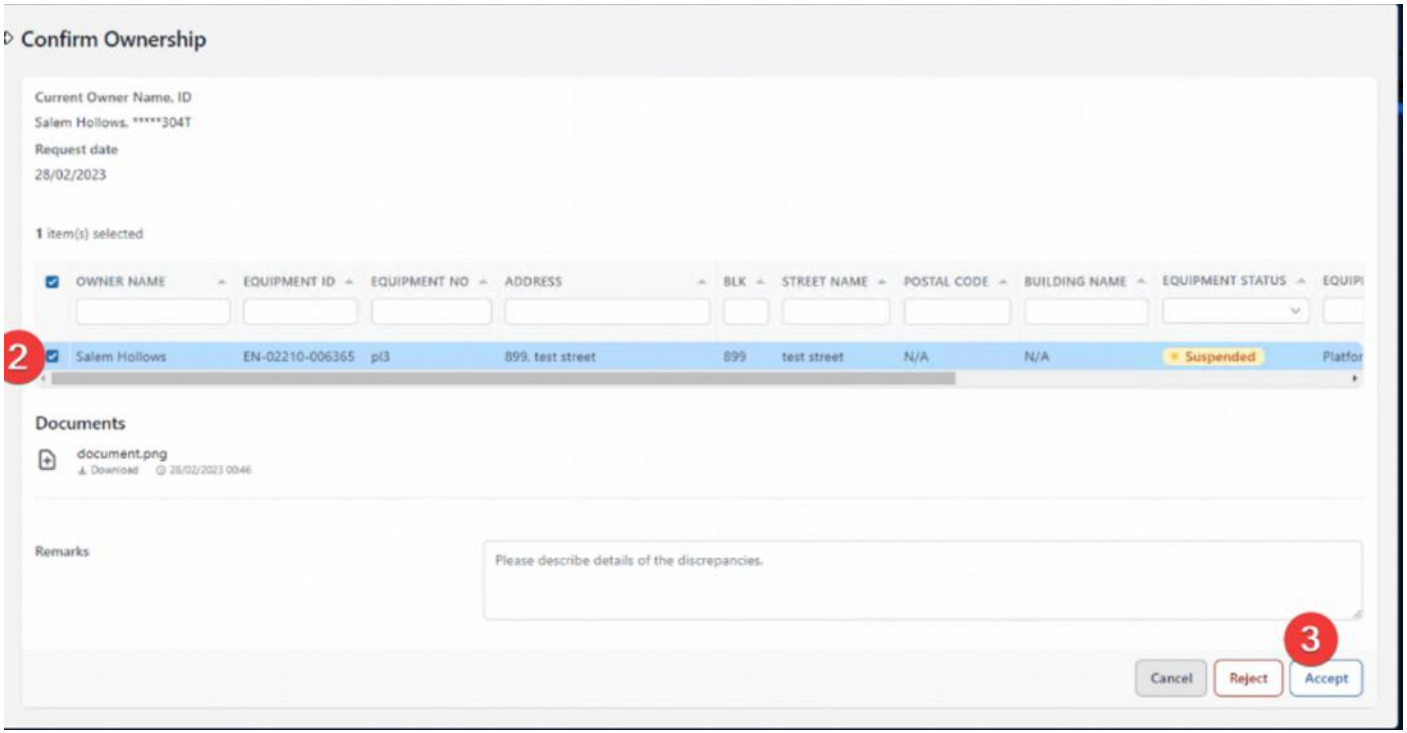
	9. A notification will be shown in the transferred owner`s dashboard. Owner can accept or reject the transfer ownership request

10.1 Accept transfer ownership request



1. A notification will be shown in the transferred owner`s dashboard.

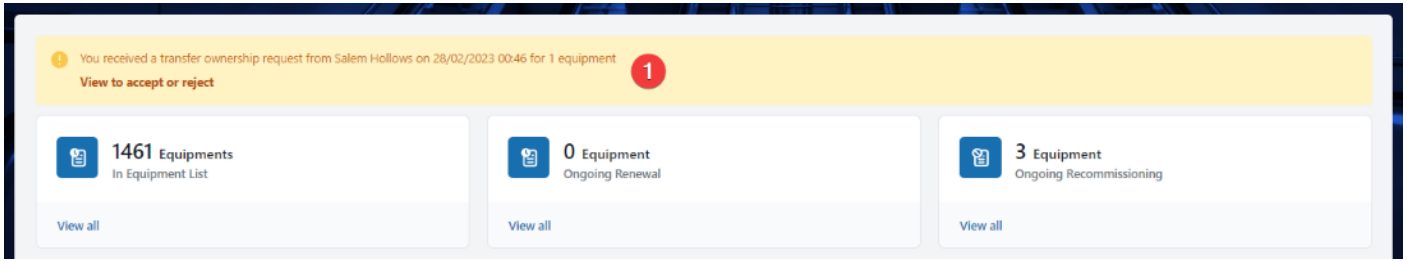
Owner can accept or reject the transfer ownership request



2. Select the equipment.

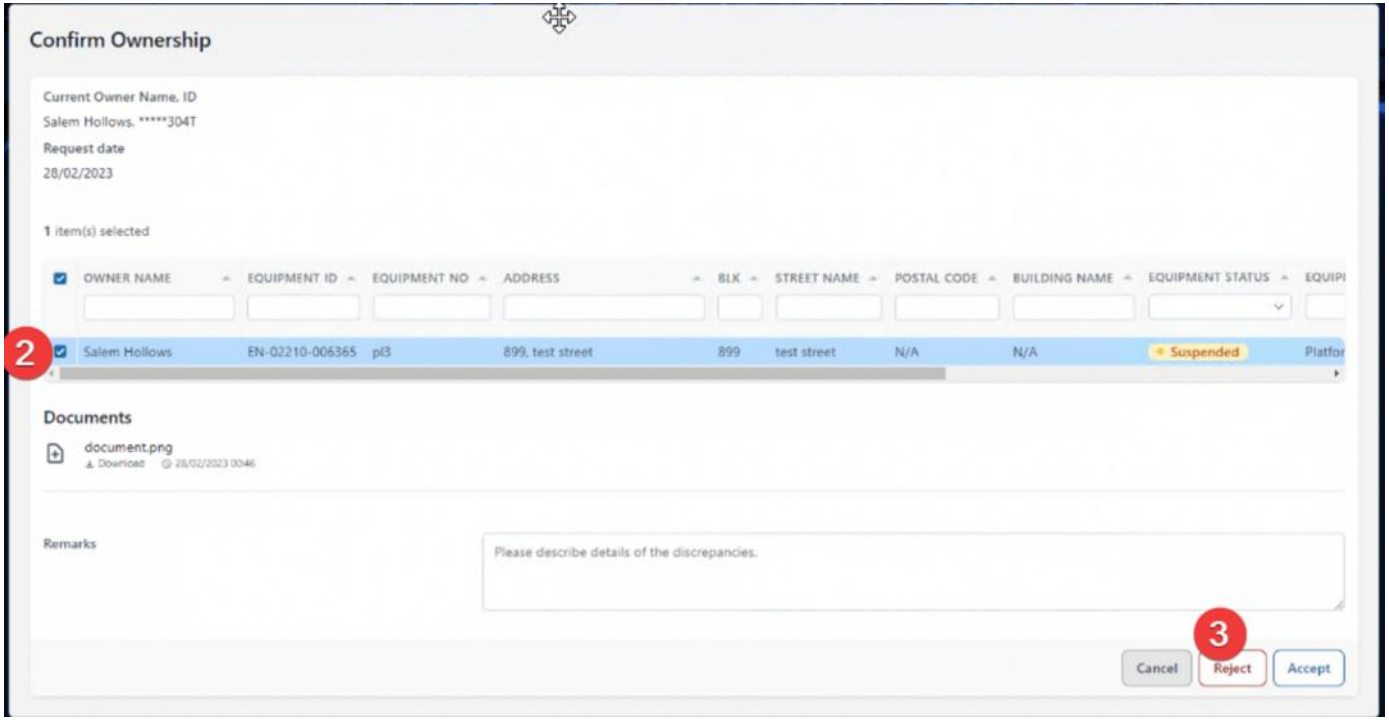
3. Select Accept.

10.2 Reject transfer ownership request



1. A notification will be shown in the transferred owner`s dashboard.

   Owner can accept or reject the transfer ownership request

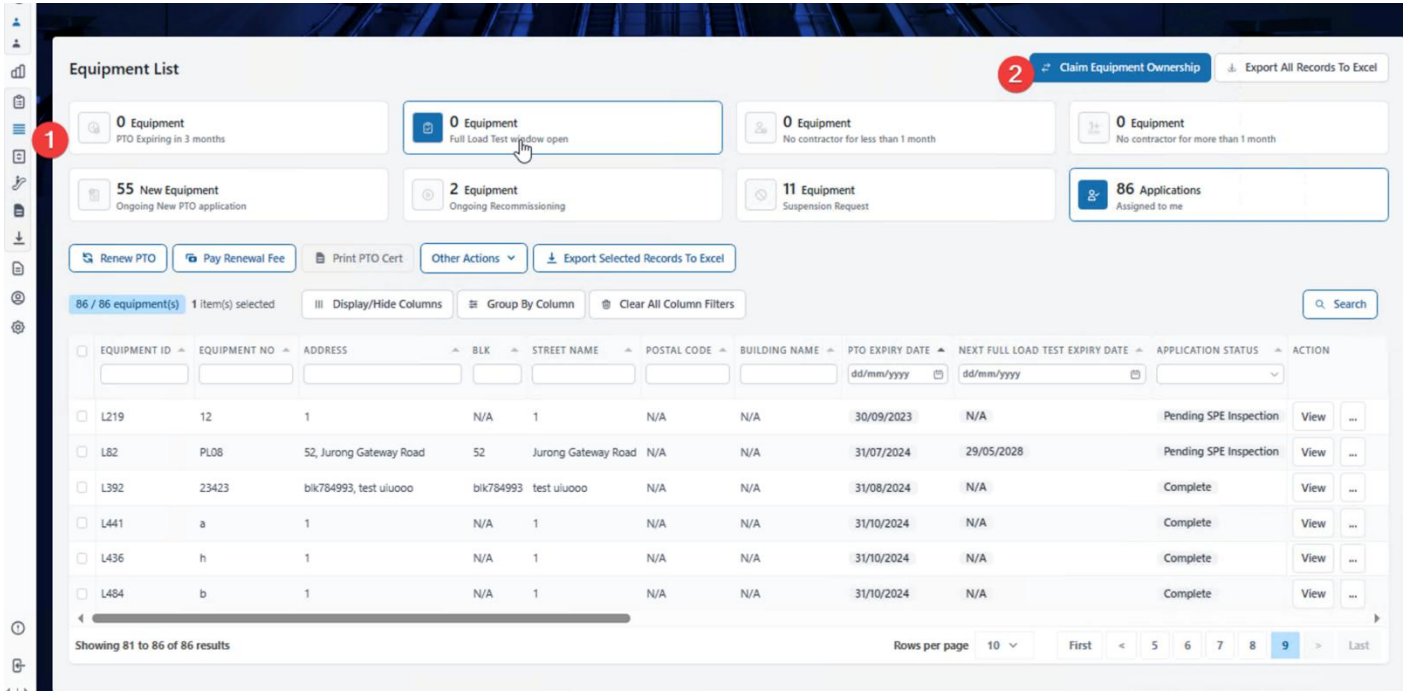


2. Select the equipment.

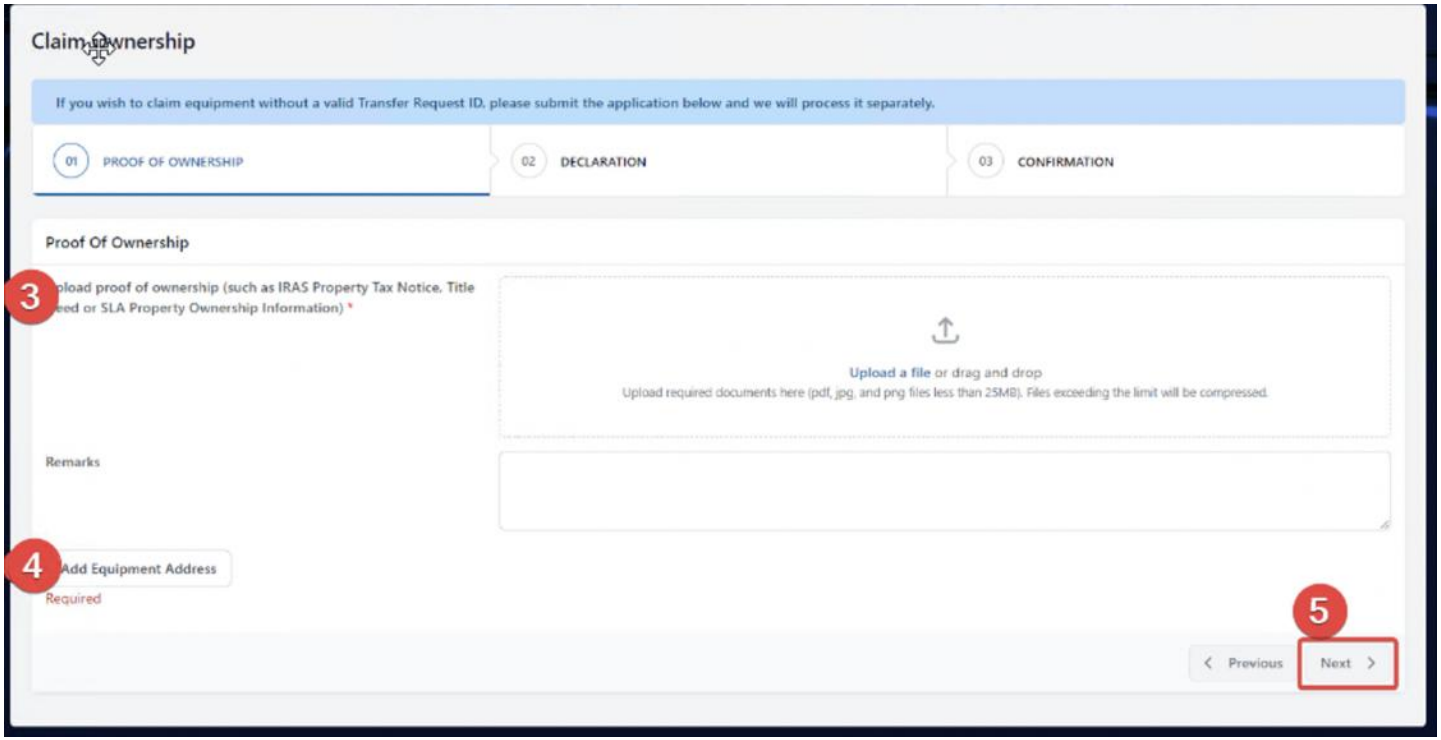
3. Select Reject

10.3 Claiming ownership of 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.



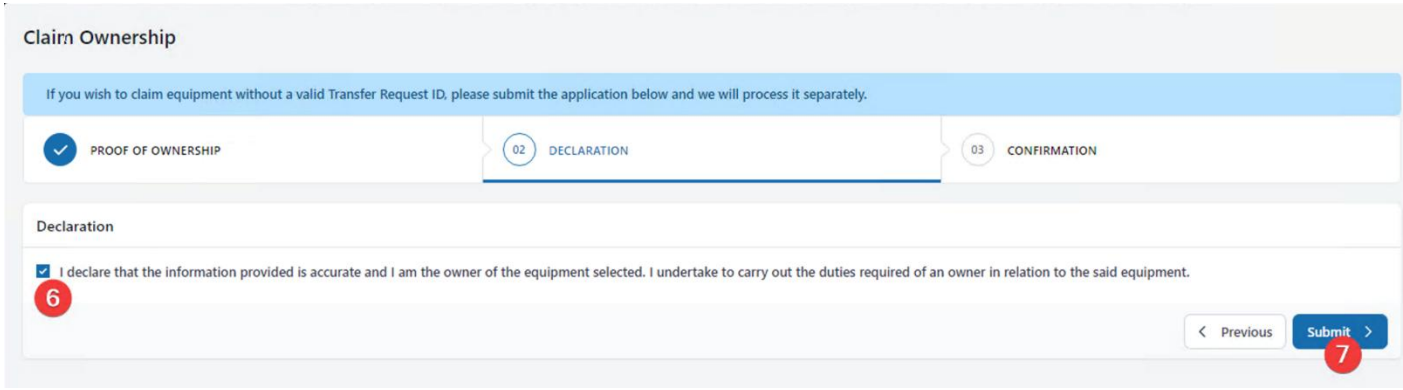
1. Begin by selecting the equipment list from the sidebar
2. Claim Equipment Ownership

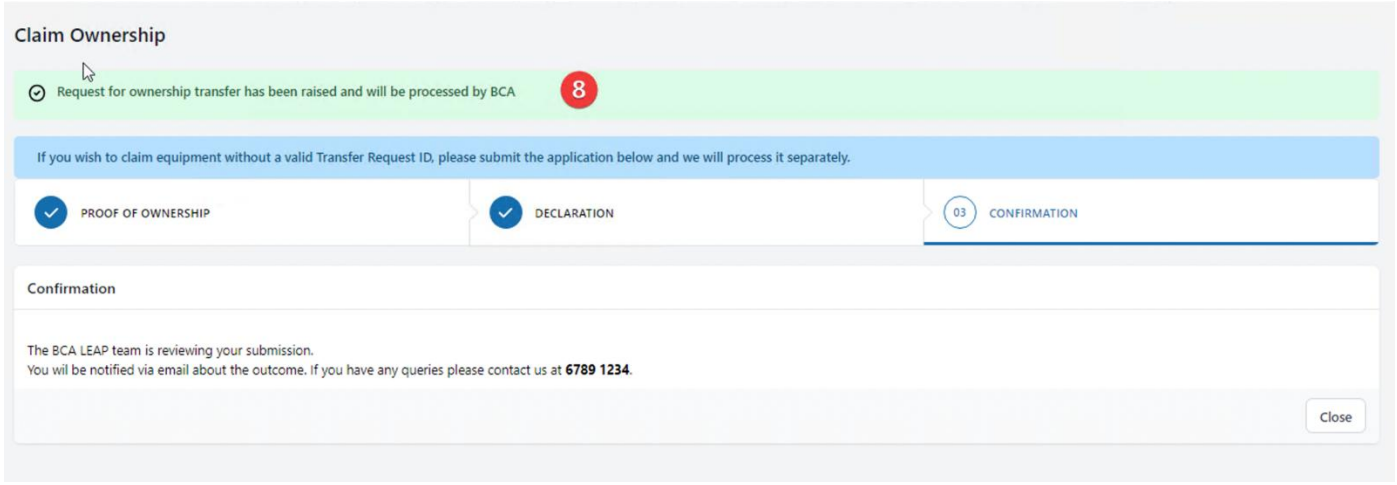


3. Owners may submit proof of ownership.

4. Add equipment address

5. Select Next





6. Check declaration as rightful owner

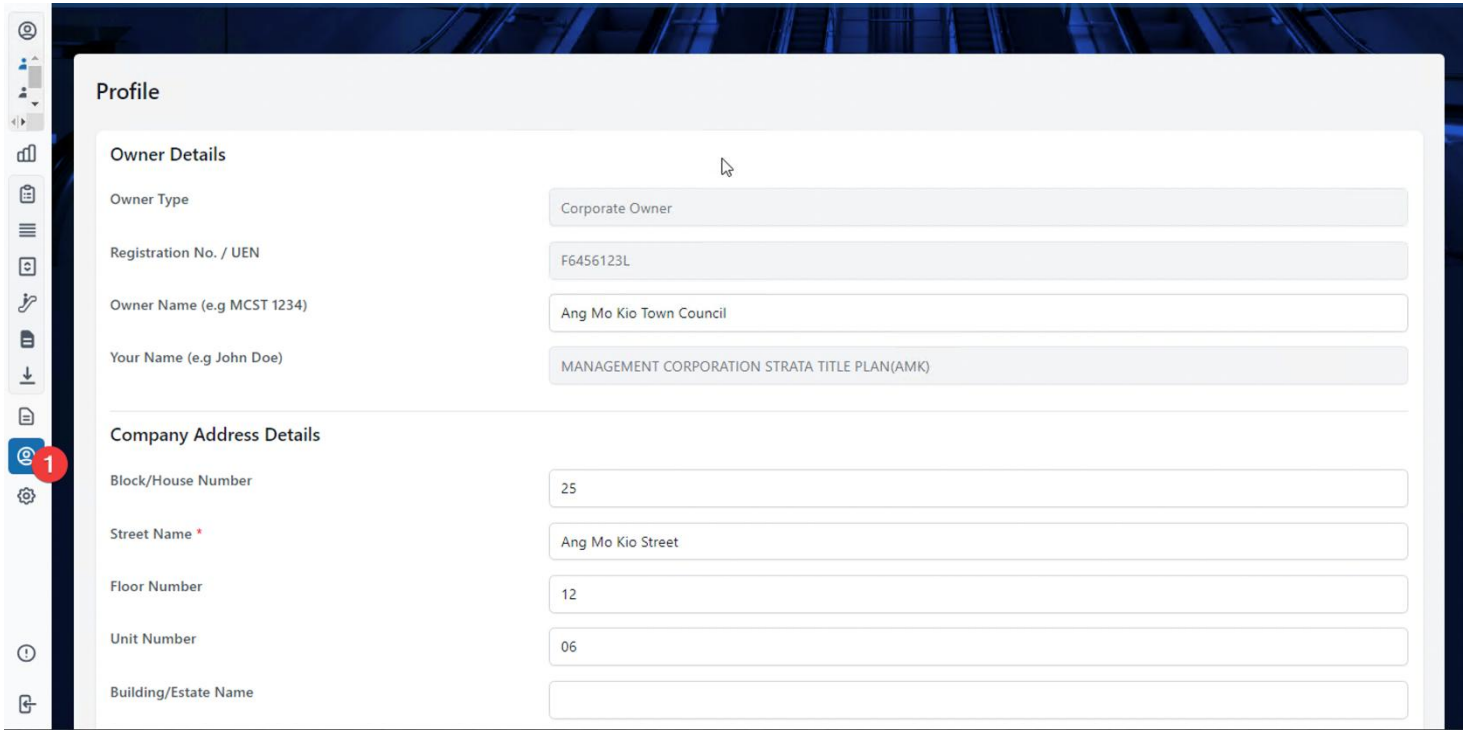
7. Submit

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

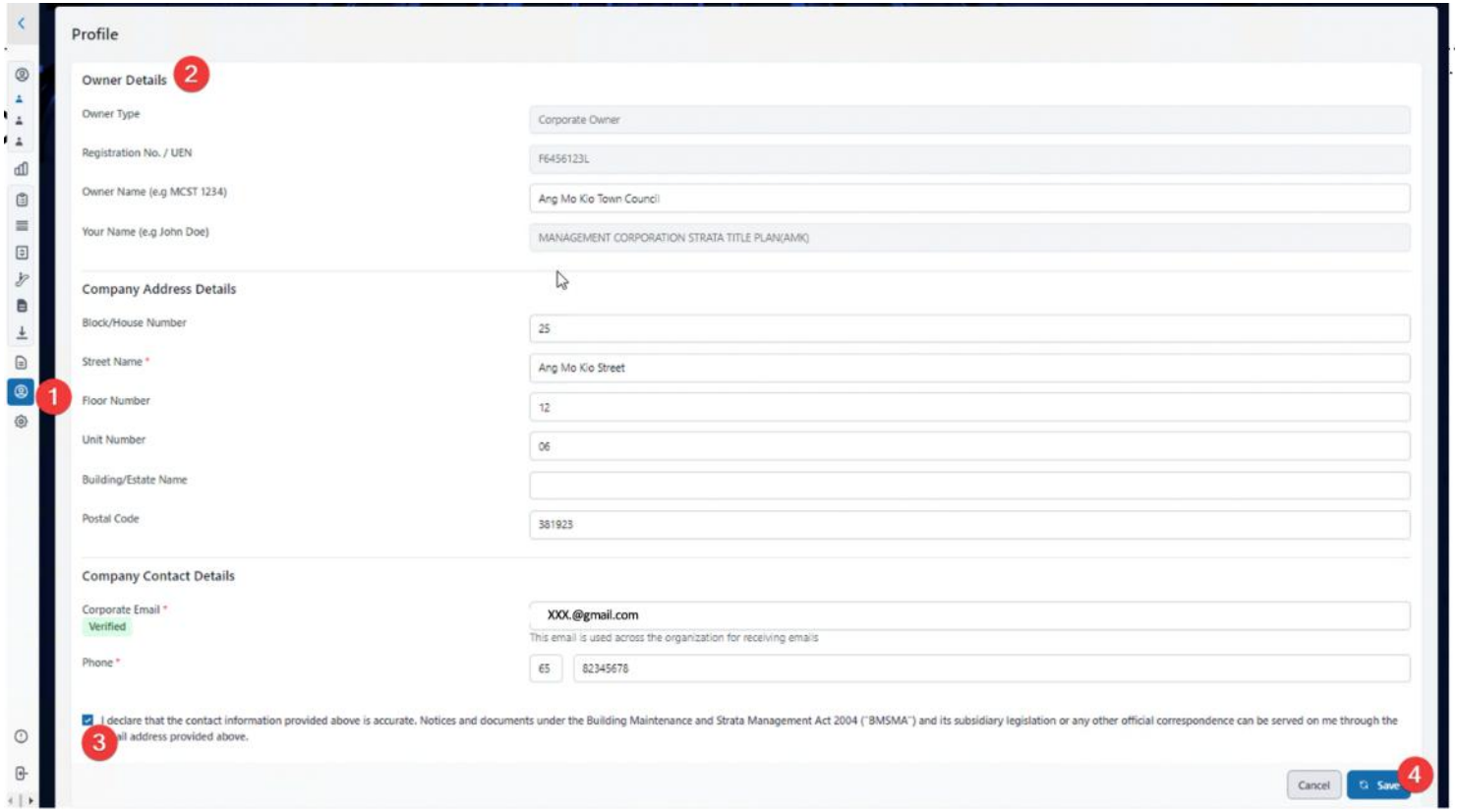
Owners can view and update all the details related to the owner profile. Such as Contact details, Address details etc.



1. Select Profile & User Management from the sidebar.

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.

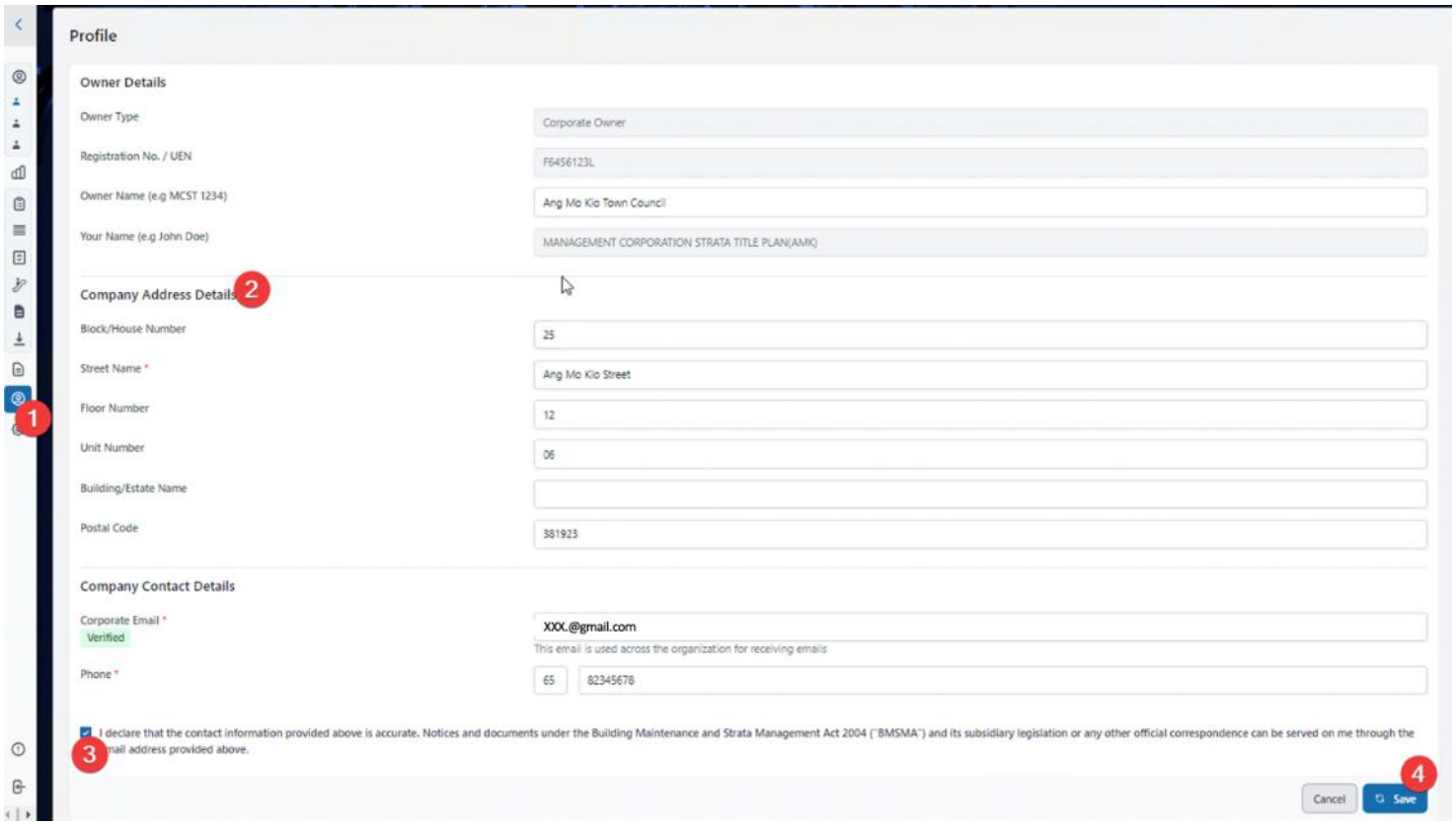


1. Begin by selecting Profile & User Management
2. Key in changes to profile
3. Check declaration
4. Select save

Note:
Owner Name will appear in the PTO certificate.

11.2 Changing address details

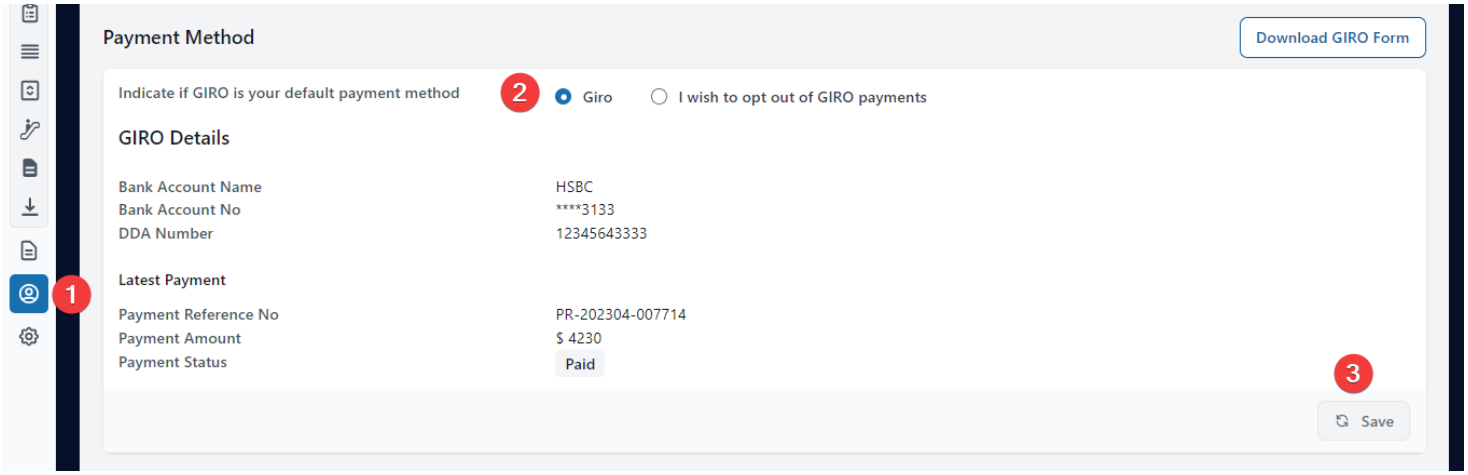
Owner can change profile address details by following the steps outlined below



1. Begin by selecting Profile & User Management
2. Key in changes to address
3. Check declaration
4. Select save

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.



1. Begin by selecting Profile & User Management

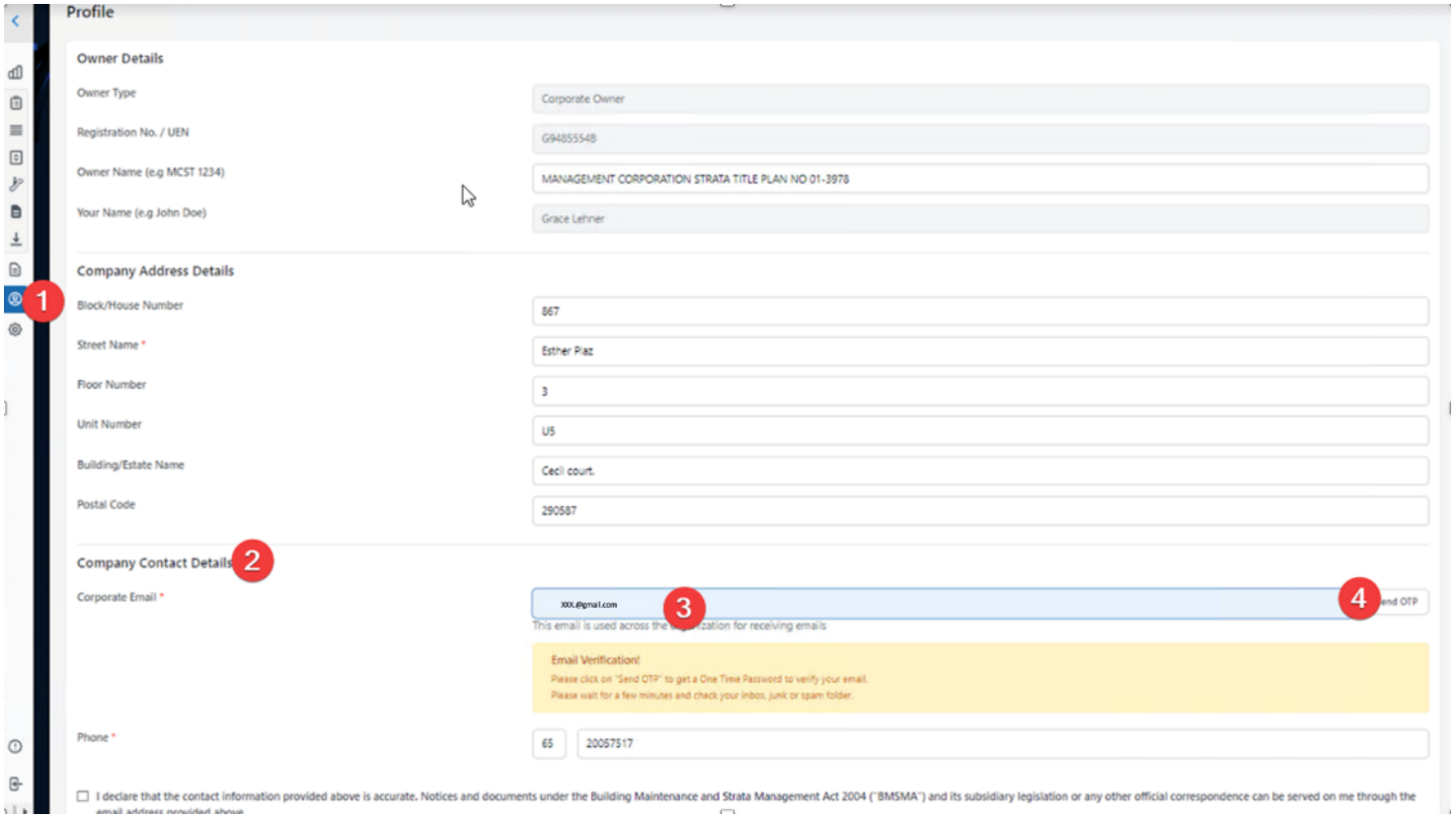
2. Choose payment method

3. Select save

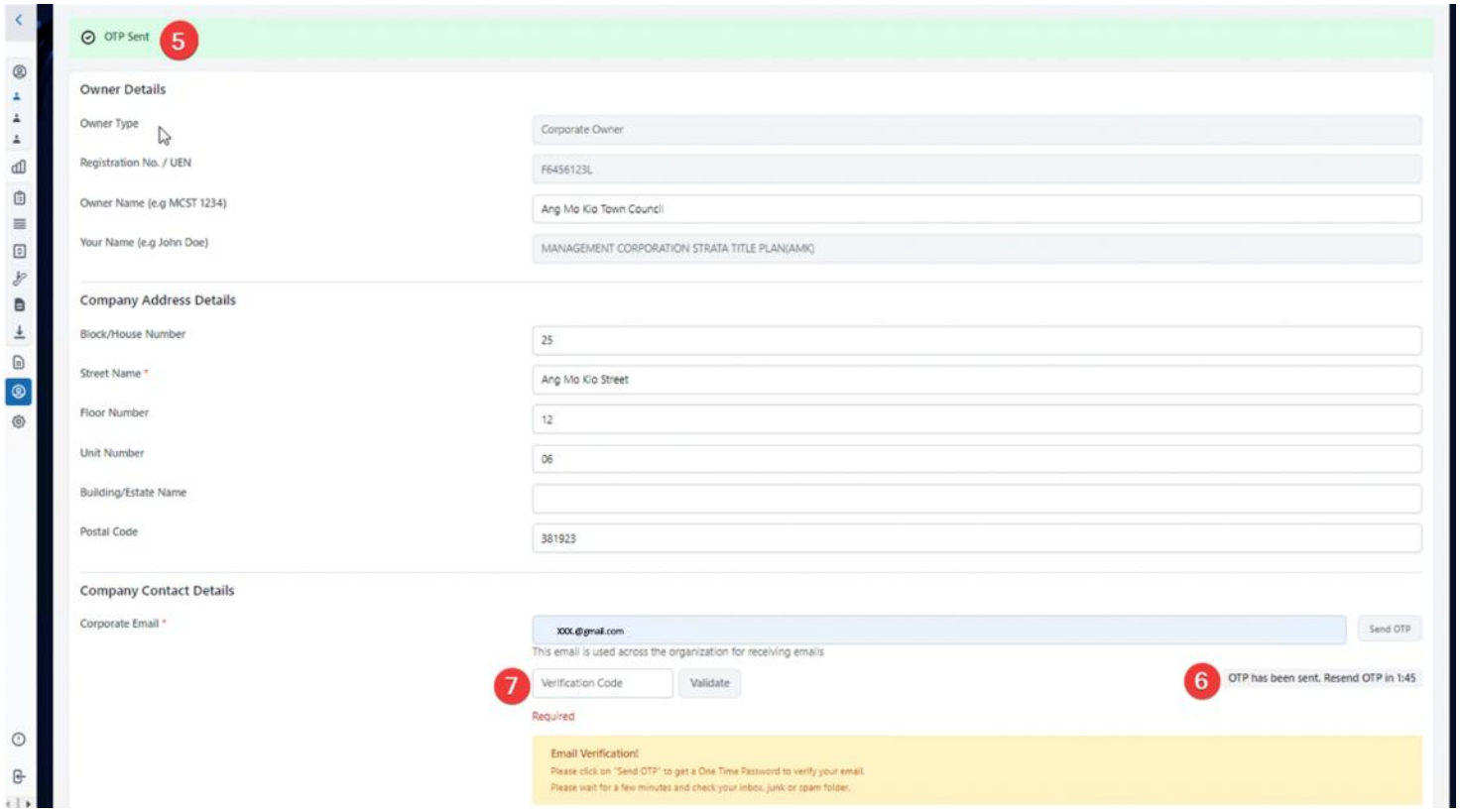
Note:
After your GIRO account has been registered, you will see the GIRO details.

After opt-in by selecting "Giro" radio button and click "Save", you will see GIRO payment option for renewal applications.

11.4 Changing contact details (email)



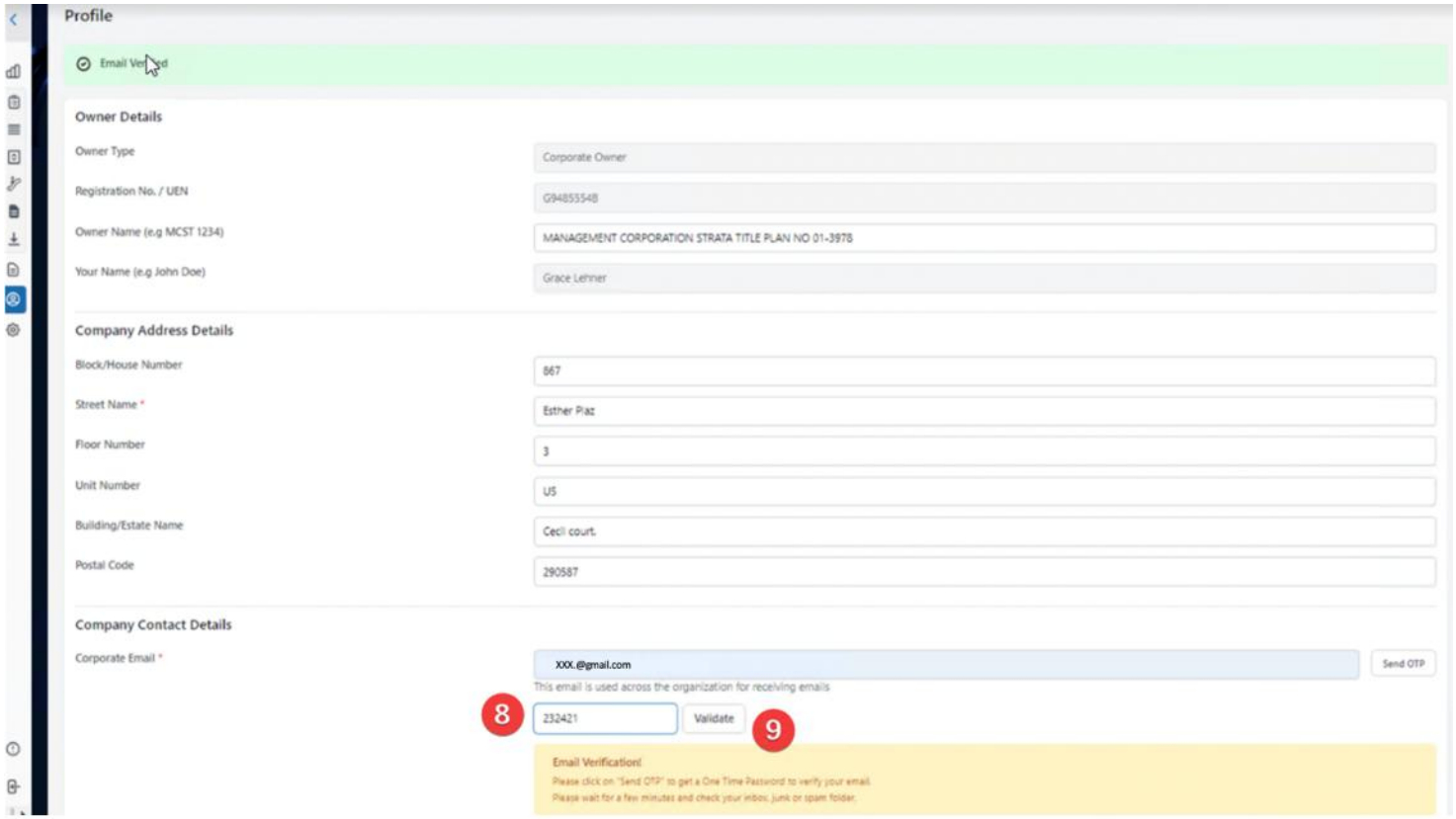
1. Select Profile & User Management
2. Go to Contact Details
3. Click on the textbox and a blue border will be shown to ensure the textbox is clicked and in active state. Fill in your email address.
4. Click on Send OTP



5. A green successful message “OTP Sent” will be displayed

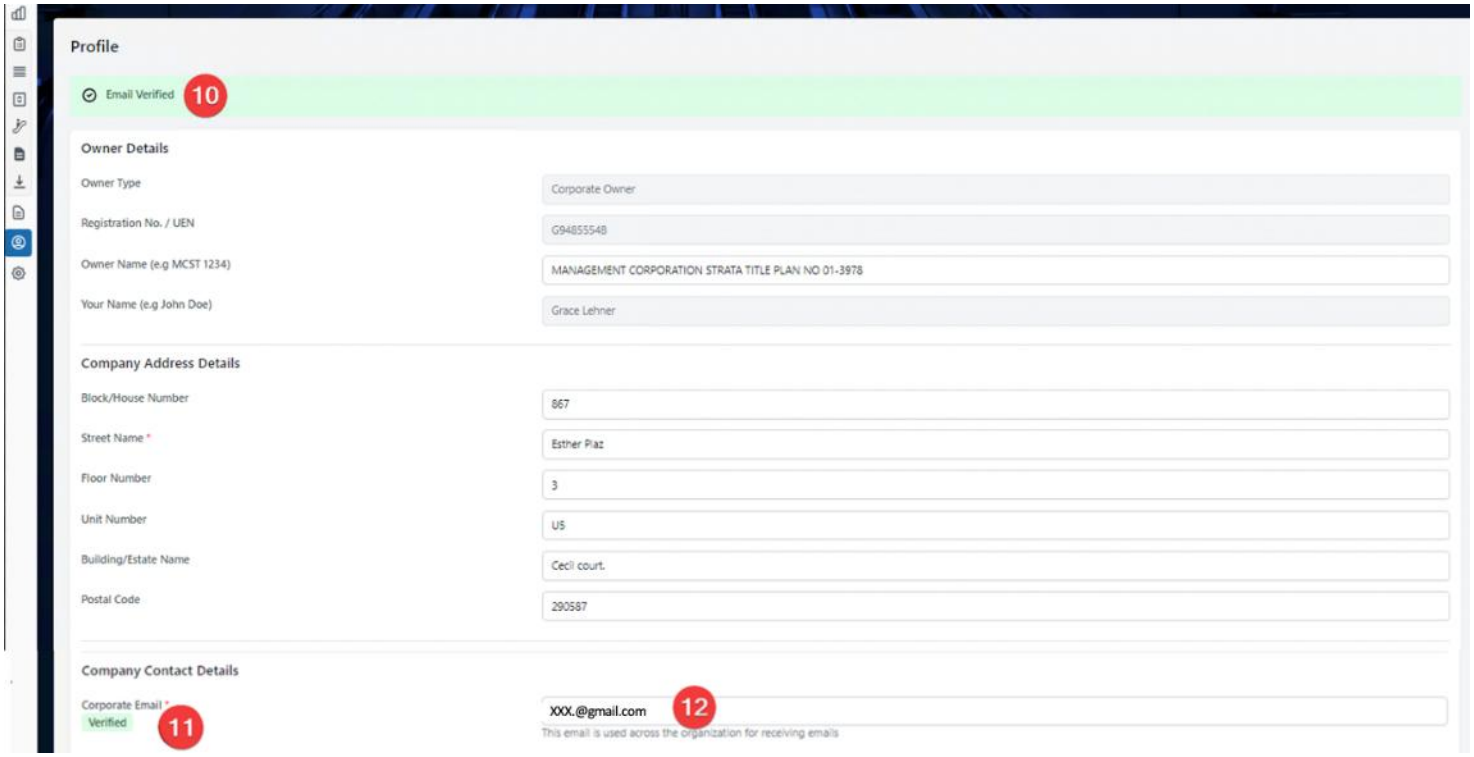
6. A message to inform OTP has been sent, with a countdown timer of 2 minutes to request resend OTP. After 2 minutes, the “Resend OTP” button will be enabled.

7. A textbox will be displayed with a “Validate” button



8. Click on the textbox and a blue border will be shown to ensure the textbox is clicked and in active state. Fill the OTP sent to your email.

9. Click Validate



10. A message to inform Email verified

11. A green “Verified” tag will be shown

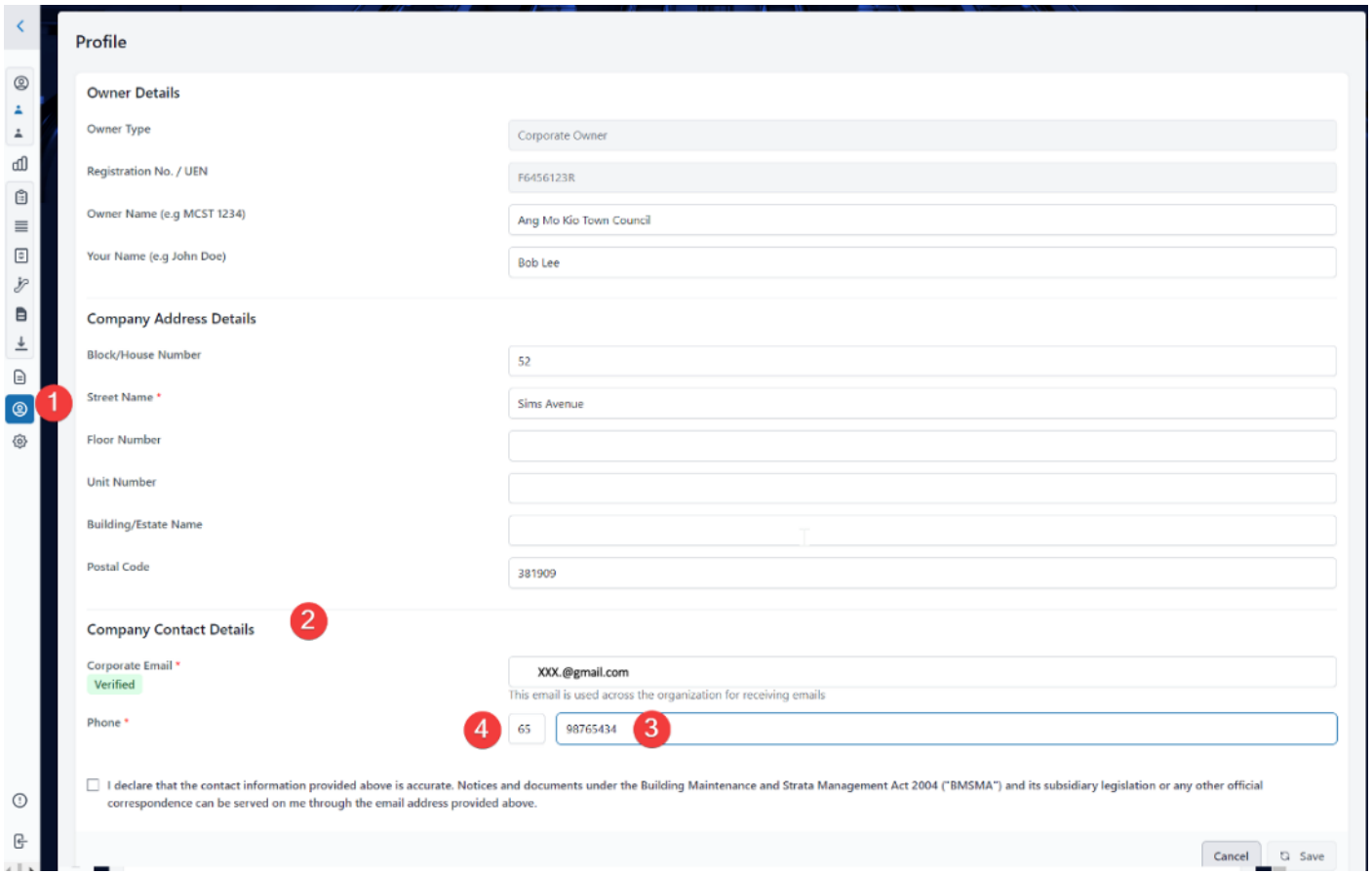
12. “Send OTP” will be hidden as the email has been verified. Should there be any changes to the email, repeat Step 3

Note:
You would be required to validate your email with OTP.

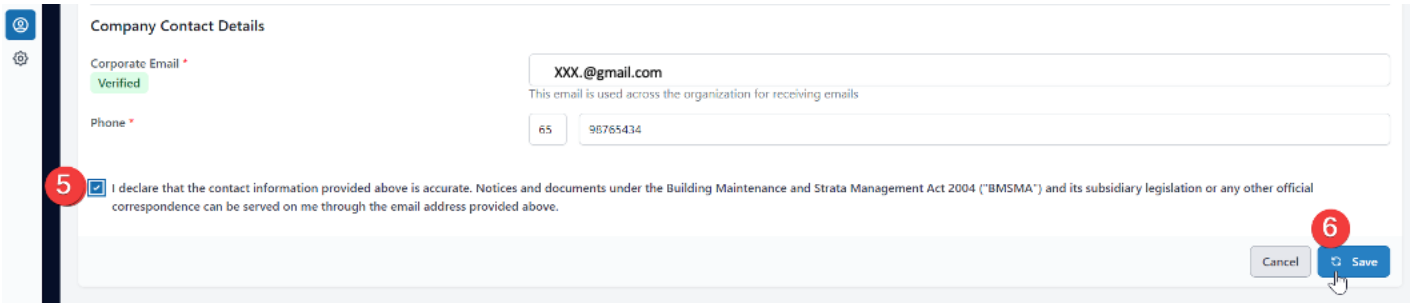
The OTP may arrive in a few minutes time, and will expire in 3 hours.

There is no need to select declaration to apply changes to the email address.

11.5 Changing contact details (phone number)



1. Select profile and user management
2. Go to Contact Details
3. Click on the textbox and a blue border will be shown to ensure the textbox is clicked and in active state. Fill your phone number
4. Ensure country code (in digit) is entered



5. Select declaration

6. Save

Note:
You would not be required to validate your phone number with OTP at the moment.

You would need to select declaration before “Save” is enabled

12 Notifications

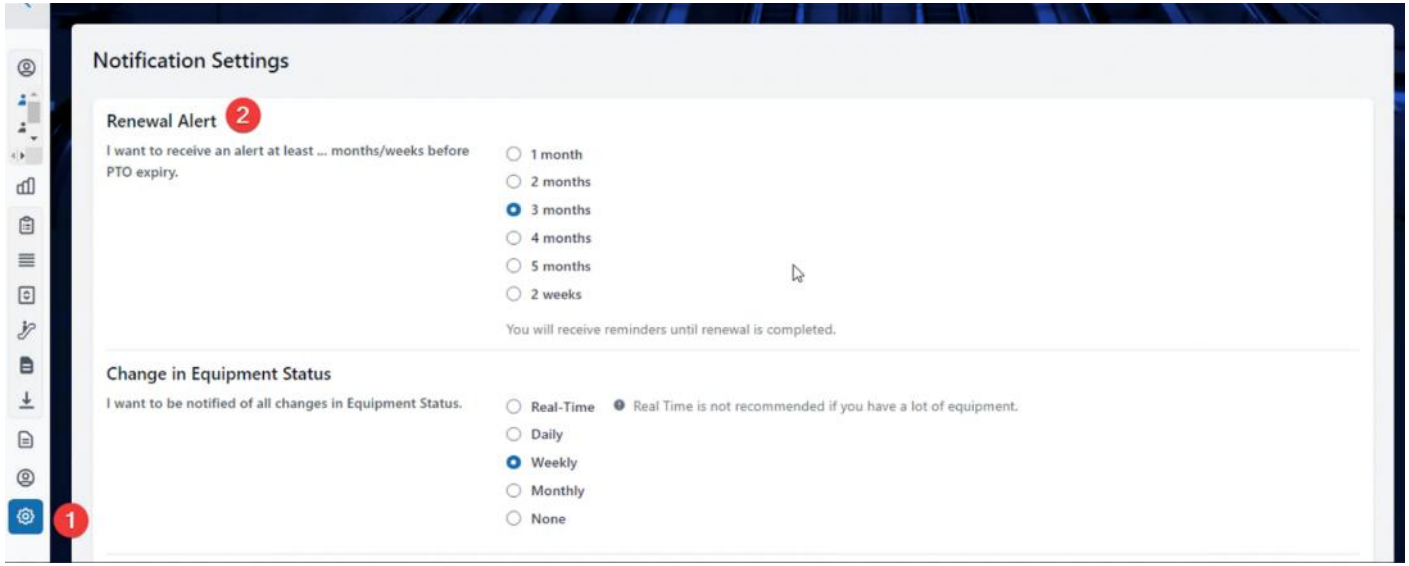
In the notifications screen, Owners can change the frequency in which they receive the notifications via email. The email address has to be verified in order to receive emails. Refer to Section 11.4 Changing contact details (email). Some emails would not be sent if the equipment is terminated/suspended.

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

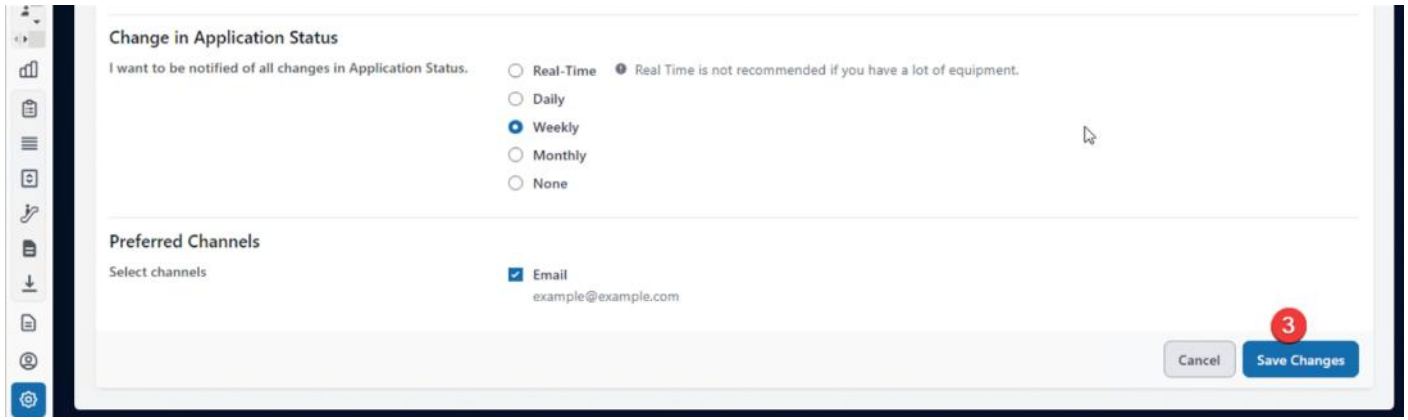
For Preferred Channel – Email, it will be checked if the email verification is successful.

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.



1. Select settings from sidebar

2. Change frequency for – Renewal Alert / Equipment status / Application status / Preferred channels



3. If there are differences in the selection, Save Changes will be enabled

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

Note:
The channel must be ticked so that all email notifications will be sent.