

CPSA+ Guidebook for Authorised Verifiers

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1.0 Preface

This guidebook serves to guide Authorised Verifiers (AVs) on the use of the Consumer Product Safety Accuracy System (CPSA+).

The CPSA+ replaces the previous CPSA used by AVs for various functions such as submission of verification records, and request for Weights and Measures seals.

Aside from key functions such as submission of verification records and payment, the new CPSA+ also comes with other useful features such as notifications to instrument owners and AVs to update on instrument ownership and verification status, as well as a user dashboard to provide an overview of key process information such as the number of instruments verified, outstanding payments, etc.

Chapters 2, 3 and 4 of this guidebook provides an overview of the CPSA+, about the new QR code label, and managing access to CPSA+ via CorpPass. Subsequent chapters explain how to use the other system functions such as registering an instrument and submission of verification records. Users are advised to refer to the relevant chapters listed under Table of Content.

The Weights and Measures Office (WMO) reserves the right to revise this guidebook. Users may obtain the latest version of the guidebook from the CPSA+ homepage at www.cpsaplus.gov.sg.

We appreciate any feedback for improvements to the guidebook. Please submit your feedback at: <https://go.gov.sg/contact-wmo>

2.0 General features of CPSA+

CPSA+ has various modules that allow users to view as well as submit information in the system. Below are brief descriptions of each module to provide you with an overview of its functionality.

Users should refer to the relevant chapters listed under the Table of Contents for step-by-step guidance on the use of each module's functions.

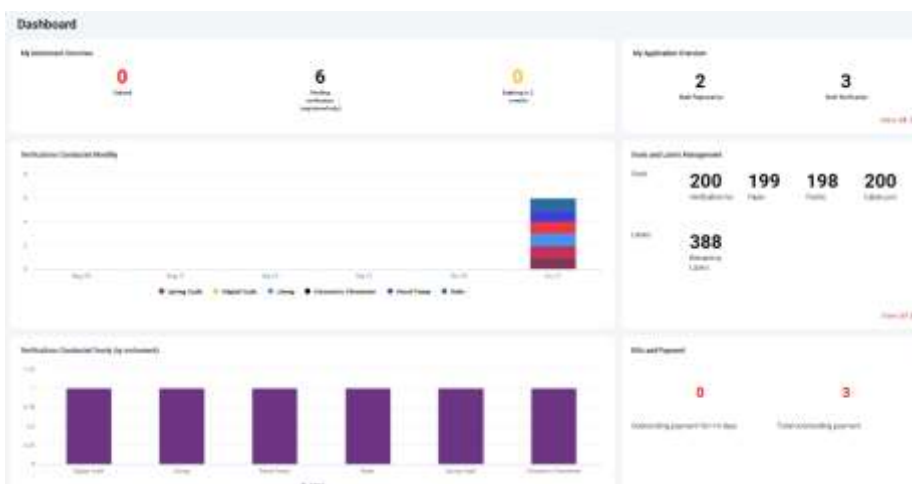
Note that there is no differentiation in user access level. Users who have been given access to CPSA+ via their Corppass Administrators have the same access to all functions and may read, edit, delete records/information where applicable.

- **Editing AV profile**



AVs may update their profile through the 'Edit Profile' function. **However, please keep the WMO informed via weights_and_measures@ccs.gov.sg if there are any changes to the operating address.**

- **Dashboard**



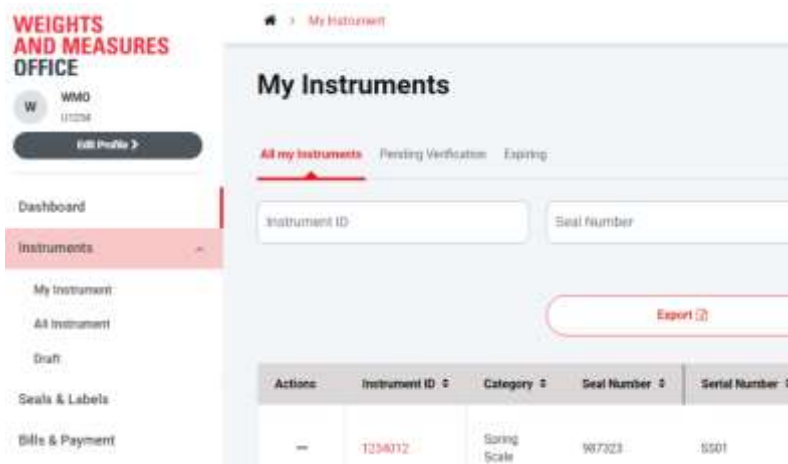
The dashboard provides users with an overview or summary of key processes such as progress on instrument registration and verification, Weights and Measures seals and labels inventory, as well as outstanding payments from the verifications conducted by the AV.

The Weights and Measures Office (WMO) safeguards the interests of consumers and businesses by ensuring a uniform and accurate system of weights and measures in Singapore. The WMO is an office of the Competition and Consumer Commission of Singapore ("CCS"), which is a statutory board of the Ministry of Trade and Industry.

Visit www.weightsandmeasures.gov.sg for more information.

Users may click on the respective panels on the dashboard for quick access to the individual modules to complete any pending processes.

- **Instruments**

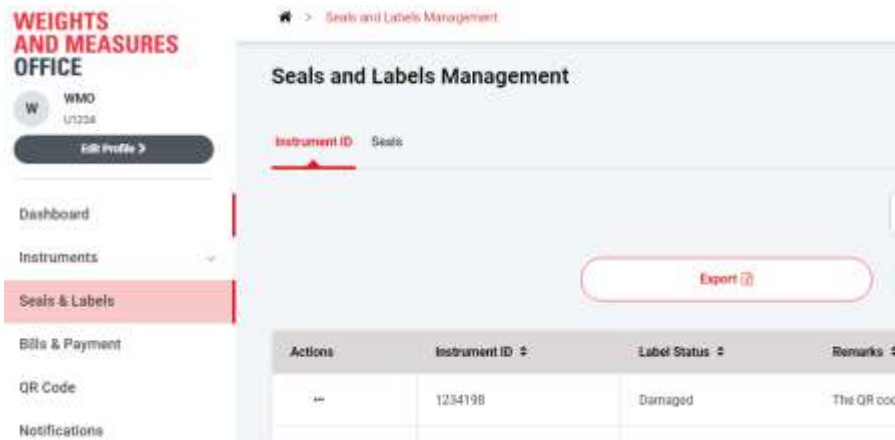


There are three modules under 'Instruments':

- 'My Instruments' – list of instruments registered and verified by the AV
- 'All Instruments' – list of instruments registered and/ or verified by all AVs
- 'Drafts' – drafts of the registration and verification forms saved by the AV

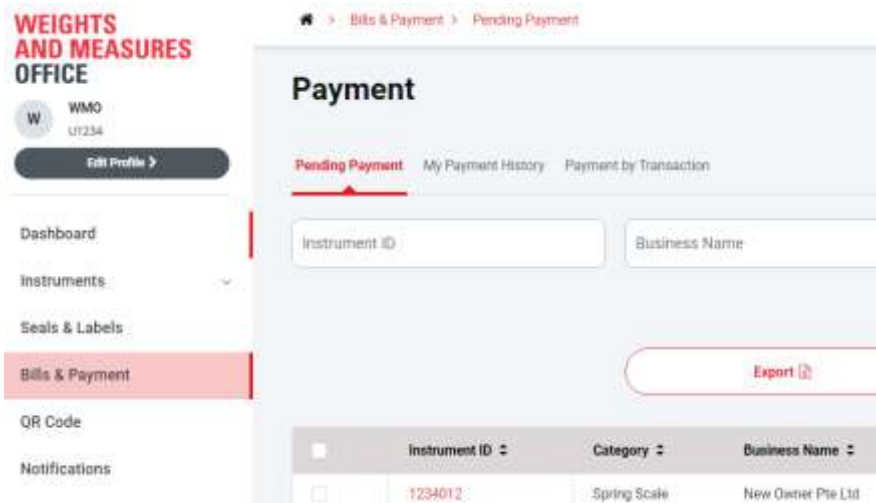
Users may access these modules to perform various actions such as instrument registration and verification, transfer of instrument ownership and replacement of instrument ID. Refer to [Chapter 6.0 - 'Instruments'](#) for detailed explanations of each module.

- **Seals & Labels**



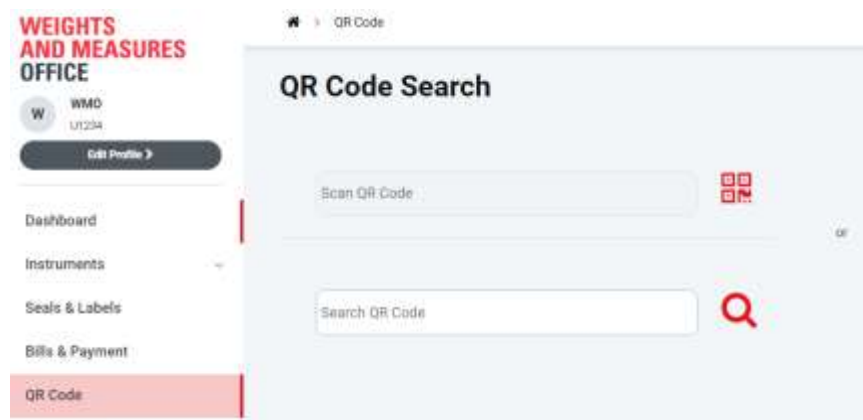
The Seals & Labels module allows users to monitor their seals and labels inventory, as well as update the status for lost or damaged seals and labels. Refer to [Chapter 11.0 – ‘Seals & Labels’](#) for further details.

- **Bills & Payment**



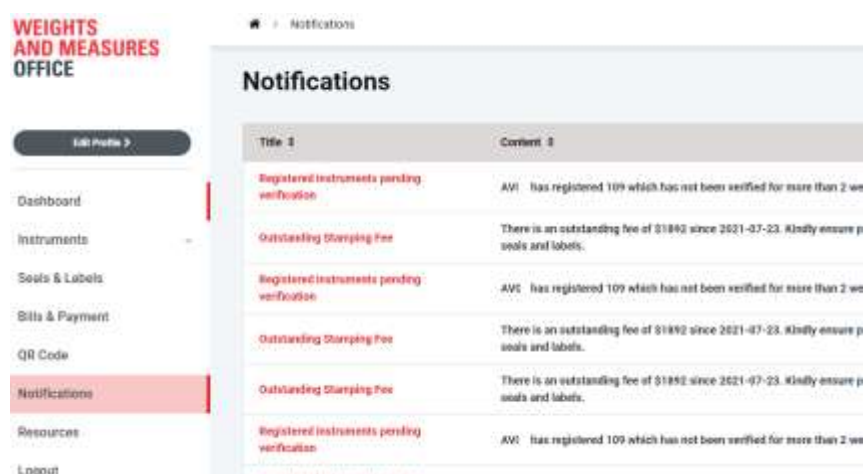
The Bills & Payment module allows users to make payments for verification records submitted, and view payment history. Refer to [Chapter 12.0 – ‘Bills & Payment’](#) for further details.

- **QR Code**



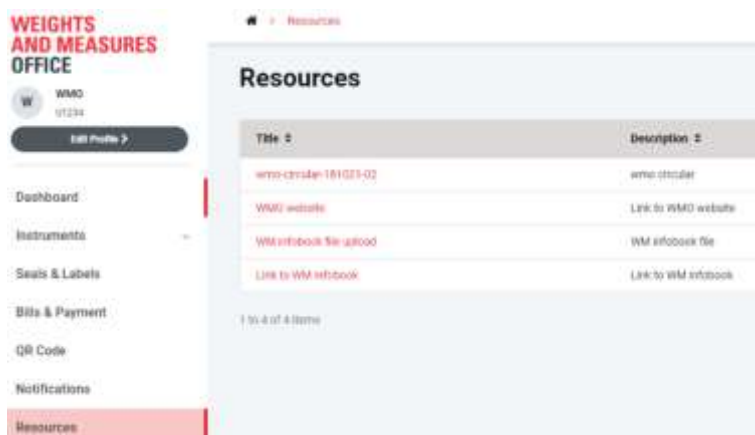
The QR code module allows users to search for a registered instrument within CPSC+ to perform further actions such as verification. Refer to [Chapter 13.0 – ‘QR Code’](#) for further details.

- **Notifications and Resources**



AVs will receive 'Notifications' for the following:

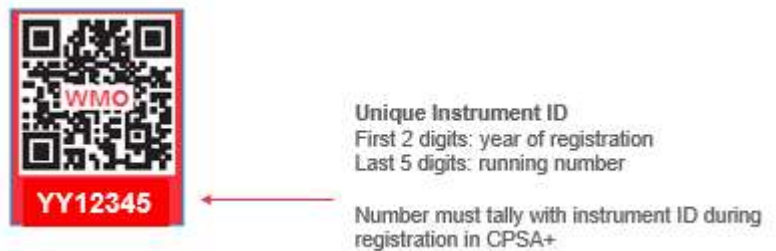
- Instrument registered but no verification test result input in CPSC+ after 2 weeks
- Fees outstanding for more than 2 weeks from date of verification
- A reminder for AV designation renewal 2 months before expiry date



The 'Resources' module is where users may look for the latest Weights and Measures information booklets or circulars from the WMO. Refer to [Chapter 14.0 – 'Notifications' and 'Resources'](#) for further details.

3.0 QR code label

The QR code label bears a unique 7-digit identification number (known as the instrument ID) that will help stakeholders to easily identify and track weighing and measuring instruments in CPSA+.



The WMO will provide AVs with these QR code labels, and AVs are to affix them on the weighing and measuring instruments when registering the instrument. AVs are to register the instrument in CPSA+ based on the unique identification number, also known as 'Instrument ID' found beneath the QR code. Refer to [Chapter 7.0](#) for step-by-step explanations on the instrument registration process.

Note: AVs shall ensure the first 2 digits of the instrument ID corresponds with the year of the registration e.g., if a weighing scale is registered on 1 Jan 2022, the AV shall register the instrument using IDs beginning with "22".

Should the instrument be deemed to be fit for trade use after verification, AVs should also affix the ACCURACY Label right beside the QR code label on the instrument.



Unlike the ACCURACY Label which has a validity of 12 months and needs to be renewed prior to expiry, the QR code label is permanent and should only be changed if it is found damaged or missing from the registered instrument, or when there is a transfer of instrument ownership. Note that transfer of ownership refers to a change in the business that owns and uses the instrument for trade. A change in contact person (where the contact is still an employee of the same operating business) does not constitute a change in ownership.

Functionality of the QR code label:

1. *Without logging in to CPISA+:* Scanning the QR code will allow users to view information about the instrument such as its owner, location, its last verified date, etc.



2. *After login to CPISA+:* AVs may go to the 'QR code' module to scan the QR code to perform other actions on the instrument for example, input verification test results.

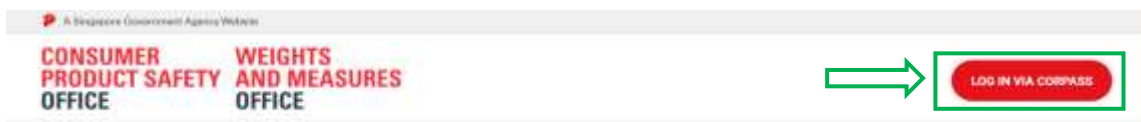
Similarly, after login to CPISA+, instrument owners may go to the 'QR code' module to scan the QR code to update information about the instrument such as contact person details and instrument's location.

4.0 Setting up CorpPass for login to CPSA+

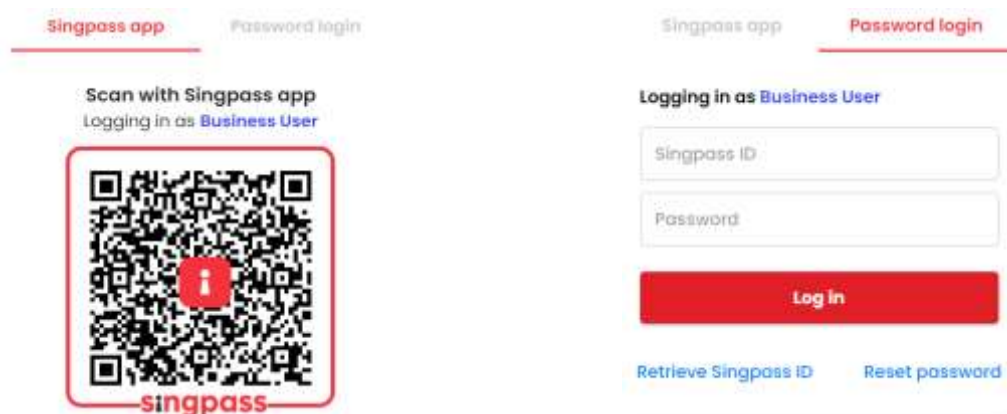
AVs will need to setup access to CPSA+ in CorpPass for AVOs and any other relevant employees, e.g., staff in charge of making payments for verification records. Please refer to the user guides in the [Corppass - User Guides](#).

Logging in to CPSA+

Step 1: After setting up CorpPass access, go to www.cpsaplus.gov.sg and click on the “LOG IN VIA CORPPASS” button.



Step 2: Scan the QR code using your Singpass app or key in your password manually to log in.



AVs may update their profile through the 'Edit Profile' function.



Key in the postal code and click 'Retrieve Address' to auto populate the address fields. Edit or make changes if necessary. Please keep the WMO informed for any changes to the operating address.

Updating Authorised Verification Officers

For any changes to the AVOs, e.g. personnel have left the company, inform the WMO via weights_and_measures@ccs.gov.sg.

AV Owned Instruments

AV Owned Instrument				
Instrument ID	Category	Serial Number	Instrument Status	Expiry Date
No items to show.				

This table shows a list of instruments owned by the AV if applicable. AVs will also have to register and verify these instruments, if they are loaned to businesses to be used for trade purposes.

On the left navigation panel under Instruments, you will see three secondary navigations: 'My Instruments', 'All Instruments' and 'Drafts'



6.0 Instruments

6.1 My Instruments

The 'My Instrument' page shows all the instruments which have been either newly registered or were last verified by the AV.

What can you do under My Instruments?

1. Verification of newly registered instruments





Refer to the following chapters for step-by-step guide:

- Chapter 8.0 – Instrument verification
- Chapter 9.0 – How to replace Instrument ID
- Chapter 10.0 – How to transfer instrument ownership

2. Re-verification of verified instruments



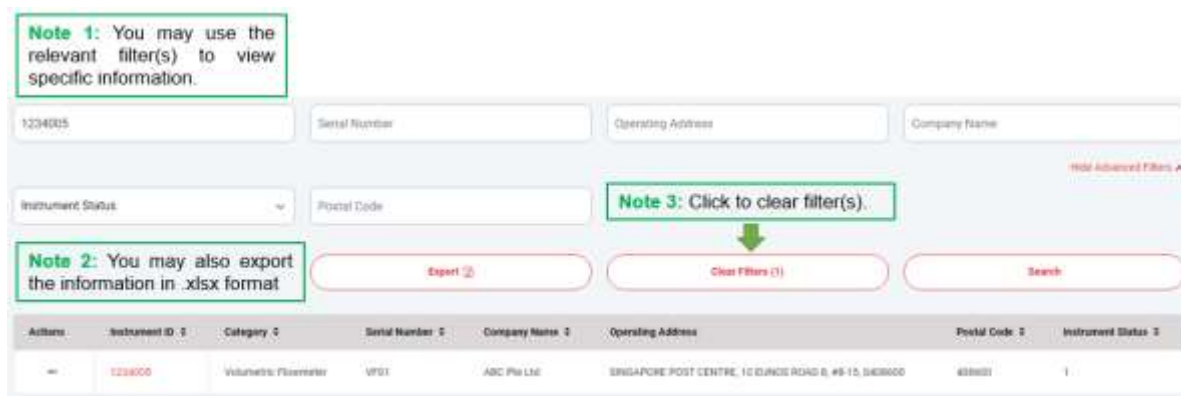
Similarly, you may click on the '...' under the Actions column to perform various actions on individual instruments.

3. View list of instruments which are due for re-verification:

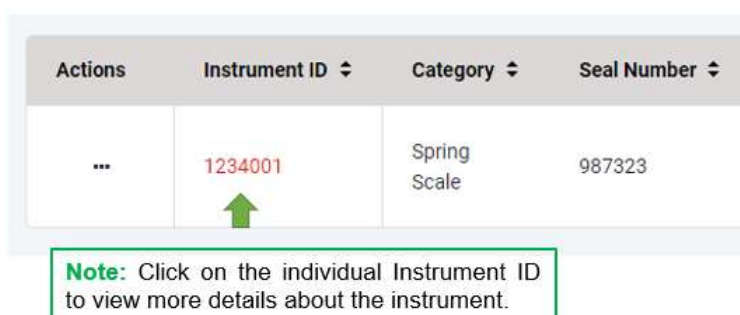


Similarly, you may click on the '...' under the Actions column to perform various actions on individual instruments.

4. View, filter and export information



5. Check details of individual instruments



6.2 All Instruments

The 'All Instrument' page shows the instruments that have been registered and verified by all AVs.

AVs may go to the 'All Instrument' page if the instrument you wish to verify cannot be found under the "My Instrument" page, i.e., the instrument was previously verified by another AV.

Note: The export table function is not available under All Instrument page.

What can you do under All Instruments?

1. Verification of newly registered instruments or re-verification of verified instruments not found under My Instrument.

Expired **All Instruments**

Note: This tab shows all the instruments which has either been registered or verified by all AVs.

Note: Click to perform specific actions on the instrument.

Actions	Instrument ID	Category	Seal Number
...	987123	Ruler	987123
...	987323	Spring Scale	987323

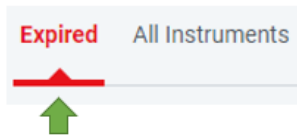
Note, the AV code will not be shown. This means the AV must search for the instrument you are verifying based on the instrument's information, e.g., instrument ID, seal number, etc.

Refer to the following chapters for step-by-step guide:

- [Chapter 8.0 – Instrument verification](#)
- [Chapter 9.0 – How to replace Instrument ID](#)
- [Chapter 10.0 – How to transfer instrument ownership](#)

2. Verification of instruments with expired ACCURACY Label.

All instruments with lapsed ACCURACY Label can be found under the 'Expired' tab.

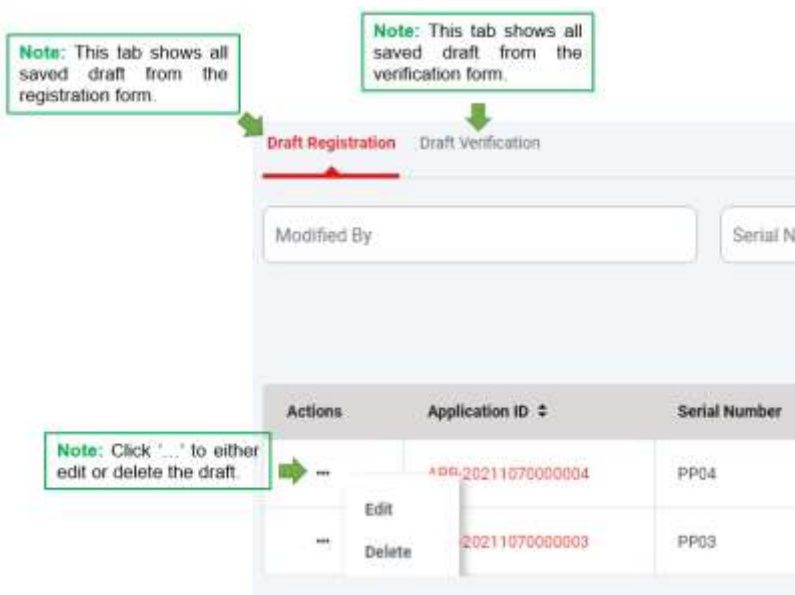


Note: This tab shows all the instruments verified by all AVs where the ACCURACY Label has expired.

Similarly, you may click on the '...' under the Actions column to perform various actions on individual instruments.

6.3 Draft

Users will be able to save drafts of their instrument registration or verification forms, and return to the drafts later to complete each application. The 'Save As Draft' button is located at the bottom screen of the registration (Chapter 7.0) and verification (Chapter 8.0) forms.



Note, instruments with a corresponding draft (either by the same or different AV) will continue to appear in the 'All Instruments' page.

7.0 Registering an instrument

All weighing and measuring instruments must be registered in CPSA+ by the AV prior to submission of verification results. Registration involves input of the instrument owner's information and the instrument's operating location. It is important to provide accurate contact information as notifications on instrument updates will be sent to instrument owners.

Instrument registration is a one-off process. Should there be any changes to the details after registration is completed, e.g., changes to the contact information or instrument location, either the instrument owner or the AV conducting the verification may log in to CPSA+ to update the changes.

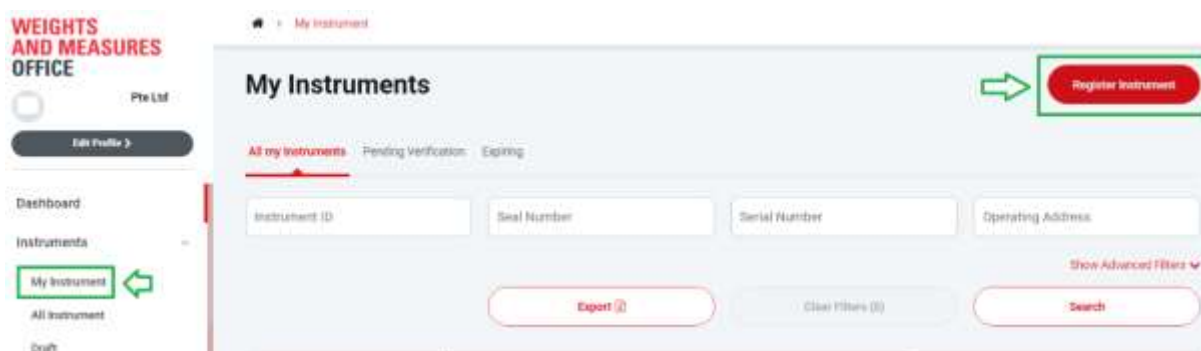
Note: only instrument owners with UEN may login CPSA+ to edit contact information or instrument location when there are changes.

Note: AVs who own instruments that may be loaned to businesses for trade use should register these instruments under the AV's own registered business information.

How to access the registration page

Step 1: Login to your AV account through the www.cpsaplus.gov.sg portal.

Step 2: Under 'Instruments' on the left navigation panel, click on 'My Instruments' then 'Register Instrument'.



You will need to complete 3 key sections in the registration form:

1. Contact Information
2. Instrument Details
3. Review your Application

7.1 Contact information for registration



Step 1: Fill in the Business Details section.

For registered business with a UEN

Select 'Company', key in instrument owner's UEN and then click 'Retrieve Company Information'. The company's information will be auto populated if a valid UEN is entered.

Verify the information is correct before proceeding to the next step.

For businesses without a UEN

Select the 'Individual' button and enter the business name.

If the business name is not available, e.g., wet market stalls, enter the name of the business owner as an alternative.

Step 2: Fill in the Business Owner/ Business Main Contact section.

The Business Owner/ Business Main Contact could be the instrument owner or staff who is overall in-charge of the instruments owned/ used by the business for trade purposes.

For businesses with UEN, notification on instrument updates will be sent via email based on the email address provided.

For businesses without UEN, please provide a valid mobile number as the notifications will be sent via SMS.

The screenshot shows a form titled "Business Owner/ Business Main Contact". It contains four input fields arranged in a 2x2 grid. The top-left field is labeled "Business Owner/ Business Main Contact Name" and contains the text "Jackson Tan". The top-right field is labeled "Designation" and contains the text "Director". The bottom-left field is labeled "Business Mobile or Office Number" and contains the text "91234567". The bottom-right field is labeled "Main Contact Person Business Email" and contains the text "jackson@company.com".

Note: avoid the use of office/residential number in the 'Business Mobile or Office Number' field for businesses without UEN as the SMS notifications may not reach the intended recipient.

Step 3: Fill in the Instrument Location section.

Select 'No' if the location of the instrument is the same address provided under Business Details.

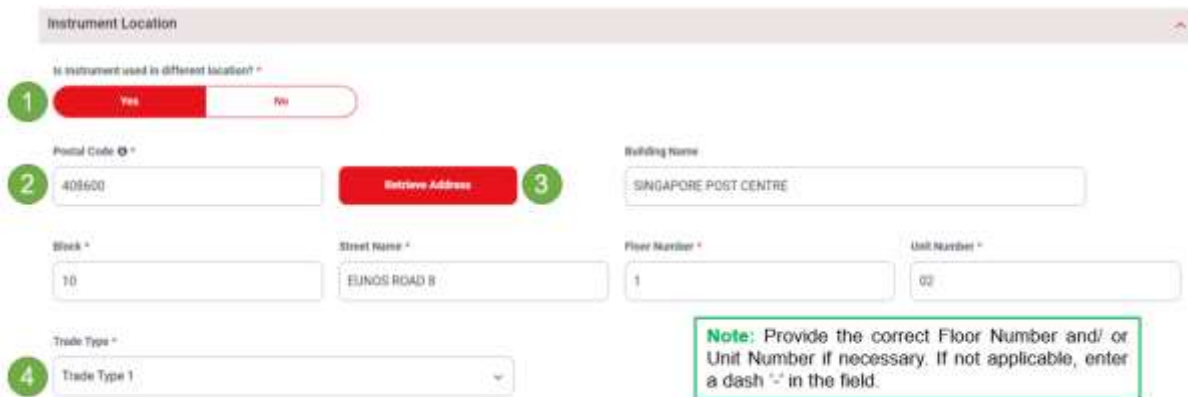
Select the closest description of the business under the Trade Type dropdown list.

The screenshot shows a form titled "Instrument Location". It contains two main sections. The first section is a radio button group labeled "Is instrument used in different location?". The "No" option is selected, and there is a green circle with the number "1" next to it. The second section is a dropdown menu labeled "Trade Type". The dropdown is open, showing "Select Trade Type" as the selected option, and there is a green circle with the number "2" next to it.

Select 'Yes' if location of the instrument is **NOT** the same as the address provided under Business Details, or if the instrument belongs to a business without a UEN.

Next, key in the postal code and click on 'Retrieve Address'. Some of the fields will be auto populated. Verify if the details are accurate and if not, make the necessary changes. Input the floor and unit number.

Finally, select the closest description of the business under the Trade Type dropdown list.



Important note for registration of flow meters

For flowmeters installed on road tankers or bunker tankers, AVs are to provide further details under the 'Building Name' field.

For flowmeters on bunker tankers

AVs are to indicate the name of the bunker tanker and craft license number in the Building Name field.



For flowmeters on road tankers

AVs are to indicate the vehicle license plate number in the Building Name field.

Instrument Location

Is instrument used in different location? *

☒ Yes ☐ No

Postal Code ⓘ *

408600

Retrieve Address

Building Name

XD 123Y

Step 4: Fill in the Contact Person Details section.

Aside from the Business owner/ Main Contact, instrument related notifications will also be sent to the Contact Person through either email or SMS depending if the business has a UEN.

If the Contact Person is the Business Owner/ Business Main Contact, and there are no other contact persons, you may click on 'Delete Additional Contact' at the bottom.

Contact Person Details ⓘ

Contact Person Name *

Contact Person Business Email *

Contact Person Business Mobile Number

Alternative Contact Number

 **Delete Additional Contact**

If the Contact Person is different from the Business Owner/ Business Main Contact, fill in the contact information accordingly. You may add more Contact Persons through the 'Add Additional Contact' button at the bottom.

Contact Person Details

Contact Person Name *
Pauline

Contact Person Business Email *
pauline@company.com

Contact Person Business Mobile Number
87654321

Alternative Contact Number

[+ Add Additional Contact](#)

Note, you may add up to 2 additional contact.

7.2 Instrument details for registration

Register Instrument



Step 1: Select the category of the instrument you are registering.

Instrument 1 [Delete](#)

Instrument Category *

Select Instrument Category

- Select Instrument Category
- Spring Scale
- Digital Scale
- Weighbridge
- Liteng
- Volumetric Flowmeter
- Mass Flowmeter
- Petrol Pump
- Ruler

[+ Add New Instrument](#)

You may also add more instruments for registration through the 'Add New Instrument' button if they share the same Contact Information profile and instrument location you have entered per [Chapter 7.1](#).

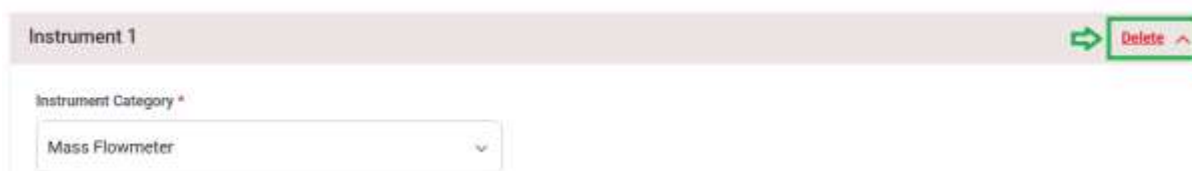
Instrument 1 [Delete](#)

Instrument Category *

Select Instrument Category

[+ Add New Instrument](#)

If you have selected the wrong category of instrument, click 'Delete' to remove the instrument, then add a new instrument.



The screenshot shows a web interface for instrument registration. At the top, there is a header bar with the text 'Instrument 1' on the left and a green arrow pointing right followed by a 'Delete' button on the right. Below this header, there is a form with a label 'Instrument Category *' and a dropdown menu. The dropdown menu is currently open, showing the selected option 'Mass Flowmeter'.

Step 2: Fill in the rest of the required details for the instrument.

Refer to the relevant section below depending on the category of instrument you are registering:

- [Chapter 7.2.1 Registering a Spring Scale, Digital Scale or Weighbridge](#)
- [Chapter 7.2.2 Registering a Liteng](#)
- [Chapter 7.2.3 Registering a Volumetric Flow Meter](#)
- [Chapter 7.2.4 Registering a Mass Flow Meter](#)
- [Chapter 7.2.5 Registering a Petrol Pump](#)
- [Chapter 7.2.6 Registering a Ruler](#)

7.2.1 Registering a Spring Scale, Digital Scale or Weighbridge

You will have to complete the steps in [Chapter 7.1](#) (*Contact Information*) and [Chapter 7.2](#) (*Instrument Details*) before you can fill up the rest of the instrument details described below.

Select the relevant Accuracy Class, Brand and Model for the instrument. Fill in the rest of the information on the instrument. Proceed to next stage by clicking 'Next' at the bottom.

The screenshot shows a registration form for a digital scale. It includes fields for Instrument Category, Instrument Accuracy Class, Brand, Model, Serial Number, Min Capacity, Max Capacity, Layout for Readability, and Instrument ID. Numbered callouts provide additional instructions:

- 1:** The Serial Number refers to the number imprinted on the marking plate of the instrument typically from the manufacturer. If there is no Serial Number, indicate "NIL".
- 2:** For multi-interval instrument i.e., more than one e values and maximum capacities, enter the details in each field accordingly.
- 3:** The units are in Kilograms (Kg). If your value is in Grams (g), please convert to Kilograms e.g., 1g = 0.001 Kg.
- 4:** Only indicate "Yes" if the instrument is brand new i.e., newly purchased.
- 5:** Select the instrument ID based on the ID on the QR code label affixed on the instrument.

7.2.2 Registering a Liteng

You will have to complete the steps in [Chapter 7.1 \(Contact Information\)](#) and [Chapter 7.2 \(Instrument Details\)](#) before you can fill up the rest of the instrument details described below.

Fill in the instrument details accordingly. Proceed to next stage by clicking 'Next' at the bottom.

The screenshot shows a registration form for a 'Liteng' instrument. It includes fields for Instrument Category, Instrument Accuracy Class (set to 'iv'), Brand (set to 'ABC'), Model (set to 'Model A'), Serial Number (set to '12345'), E-value (0.1), Min Capacity (0.4), and Max Capacity (1). There are also dropdown menus for units (Hoon, CH, TL) and a radio button for 'Is Instrument Brand New' (set to 'Yes'). A final dropdown for 'Instrument ID' is at the bottom. Five numbered callouts provide instructions: 1. Serial Number refers to the number tagged to the instrument typically from the manufacturer. If there is no Serial Number, indicate 'NIL'. 2. Indicate the Brand and Model if available. Otherwise indicate a 'NIL'. 3. Select the correct unit. 4. Only indicate 'Yes' if the instrument is brand new i.e., newly purchased. 5. Select the instrument ID based on the ID on the QR code label affixed on the instrument.

7.2.3 Registering a Volumetric Flow Meter

You will have to complete the steps in [Chapter 7.1](#) (*Contact Information*) and [Chapter 7.2](#) (*Instrument Details*) before you can fill up the rest of the instrument details described below.

Select the relevant Accuracy Class, Brand and Model for the instrument. Fill in the rest of the information on the instrument. Proceed to next stage by clicking 'Next' at the bottom.

The form contains the following fields and callouts:

- 1** The Serial Number refers to the number imprinted on the marking plate of the instrument typically from the manufacturer. If there is no Serial Number, indicate "Nil."
- 2** Indicate the product(s) measured by the instrument. Separate the products by a comma if there are more than one.
- 3** Indicate the Min and Max flow rates based on the flowmeter's specification. The unit is ~~litres~~ per minute (lpm).
- 4** Only indicate "Yes" if the instrument is brand new i.e., newly purchased.
- 5** Select the instrument ID based on the ID on the QR code label affixed on the instrument.

Fields include: Instrument Category (Volumetric Flowmeter), Serial Number (P123456ABC), Brand (Brand A), Instrument Accuracy Class (0.3), Min Flowrate (20 lpm), Max Flowrate (800 lpm), Product (Jet fuel), Is instrument brand new (Yes/No), and Instrument ID (Select Instrument ID).

7.2.4 Registering a Mass Flow Meter

You will have to complete the steps in [Chapter 7.1](#) (*Contact Information*) and [Chapter 7.2](#) (*Instrument Details*) before you can fill up the rest of the instrument details described below.

Select the relevant Accuracy Class, Brand and Model for the instrument. Fill in the rest of the information on the instrument. Proceed to next stage by clicking 'Next' at the bottom.

The screenshot shows a registration form for a Mass Flow Meter. It includes fields for Instrument Category, Brand, Model, Accuracy Class, Sensor and Transmitter Serial Numbers, Product, and Calibration Date. Numbered callouts provide additional instructions:

- 1:** The Sensor and Transmitter Serial Number refers to the number imprinted on the marking plate of the instrument typically from the manufacturer.
- 2:** Indicate the product(s) measured by the instrument. Separate the products by a comma if there are more than one.
- 3:** Fill in the details per the Accuracy Label stamping plate affixed on the Mass Flow Meter.
- 4:** Only indicate "Yes" if the instrument is brand new i.e., newly purchased.
- 5:** Select the instrument ID based on the ID on the QR code label affixed on the instrument.

Note: for MFMs used for bunkering, the accuracy class would be 0.5 as per OIML R117 Edition 2019 (E).

7.2.5 Registering a Petrol Pump

You will have to complete the steps in [Chapter 7.1](#) (*Contact Information*) and [Chapter 7.2](#) (*Instrument Details*) before you can fill up the rest of the instrument details described below.

Provide the required information of the instrument. Note, you will have to register each pump/ nozzle of the fuel dispenser. You may register multiple pumps within a single application. Proceed to next stage by clicking 'Next' at the bottom of the screen.

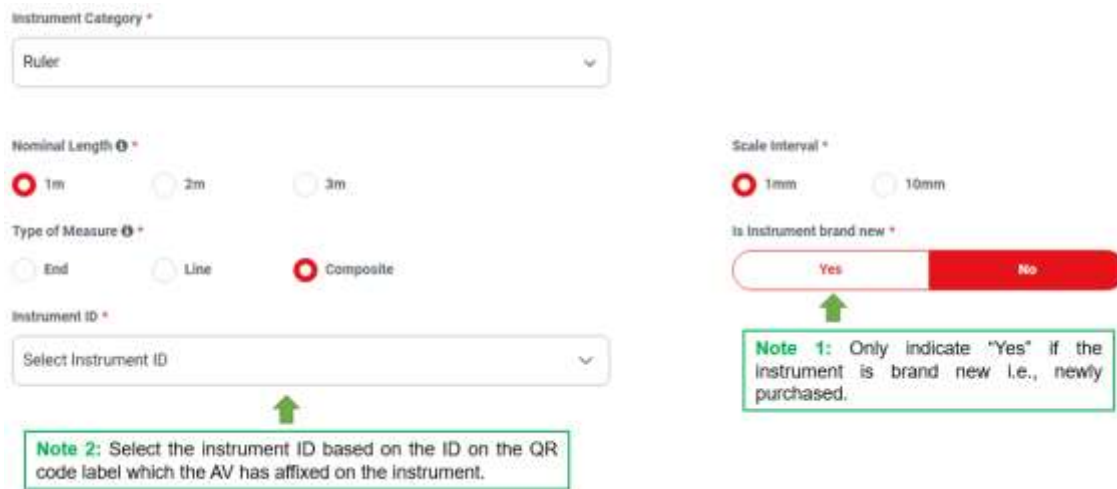
The screenshot shows a web form for registering a petrol pump. It includes the following fields and callouts:

- Callout 1:** Points to the 'Instrument Category' dropdown, which is set to 'Petrol Pump'. The text says: 'This refers to the Serial Number of the pump.'
- Field:** 'Serial Number' with the value '123450'.
- Field:** 'Model/Type' with the value 'Model A'.
- Field:** 'Instrument ID' with a dropdown menu showing 'Select Instrument ID'.
- Callout 2:** Points to the 'Is Instrument brand new?' radio buttons. The 'Yes' button is selected. The text says: 'Only indicate "Yes" if the instrument is brand new i.e., newly purchased.'
- Callout 3:** Points to the 'Instrument ID' dropdown. The text says: 'Select the instrument ID based on the ID on the QR code label which the AV has affixed on the instrument.'
- Callout 4:** Points to the 'Add New Instrument' link at the bottom. The text says: 'Click "Add New Instrument" to register more pumps within a single registration application.'

7.2.6 Registering a Ruler

You will have to complete the steps in [Chapter 7.1](#) (*Contact Information*) and [Chapter 7.2](#) (*Instrument Details*) before you can fill up the rest of the instrument details described below.

Provide the required information of the instrument. Proceed to next stage by clicking 'Next' at the bottom.



Instrument Category *

Ruler

Nominal Length *

☒ 1m ☐ 2m ☐ 3m

Type of Measure *

☐ End ☐ Line ☒ Composite

Instrument ID *

Select Instrument ID

Note 2: Select the instrument ID based on the ID on the QR code label which the AV has affixed on the instrument.

Scale Interval *

☒ 1mm ☐ 10mm

Is Instrument brand new *

☒ Yes ☐ No

Note 1: Only indicate "Yes" if the instrument is brand new i.e., newly purchased.

7.3 Review your application



Verify if the details under the various sections are correct. You may click the 'Back' button at the bottom to make any necessary changes.

Click 'Submit' at the bottom to complete the registration. Check to make sure you have registered the intended number of instruments in the acknowledgement page.

You may click on the 'Verify Instrument' button at the bottom, which will bring you to the 'Pending Verification' page.

Application Acknowledgement

The following instrument(s) have been registered successfully.

Instrument #	Serial Number #	Instrument Category #	Company Name
710033	PP1234	Petrol Pump	Q&Q Pte Ltd
710034	PP1234	Petrol Pump	Q&Q Pte Ltd
710035	PP0876	Petrol Pump	Q&Q Pte Ltd
710036	PP0876	Petrol Pump	Q&Q Pte Ltd
710037	PP4565	Petrol Pump	Q&Q Pte Ltd
710038	PP4565	Petrol Pump	Q&Q Pte Ltd
710039	PP2323	Petrol Pump	Q&Q Pte Ltd
710040	PP2323	Petrol Pump	Q&Q Pte Ltd

Date and Time
2021/10/06 02:26:38

Note that the instrument owner will receive notification of successful instrument registration.

Please ensure timely verification of the instrument(s).

Note 1: Instrument owner and/ or contact person will be notified that the above list of instruments have been registered with the WMO.

For businesses with UEN, it will be an email notification and for businesses without UEN, it will be a SMS notification.

Note 2: Click "Verify Instrument" to bring you to the Pending Verification page in CPSSA+.

Verify Instrument

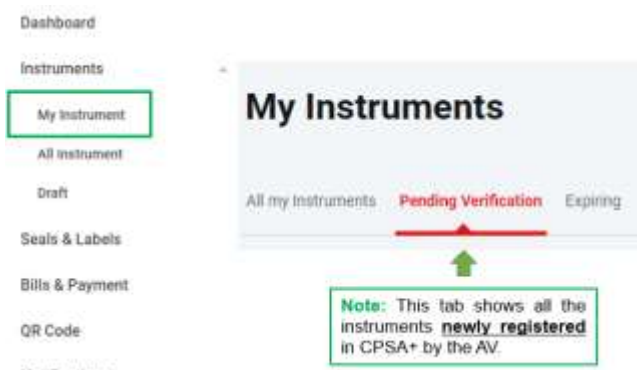
8.0 Instrument verification

Instruments need to be registered in CPSA+ first before they can be verified. Refer to [Chapter 7.0](#) (Registering an instrument) if the instrument has not been registered in CPSA+.

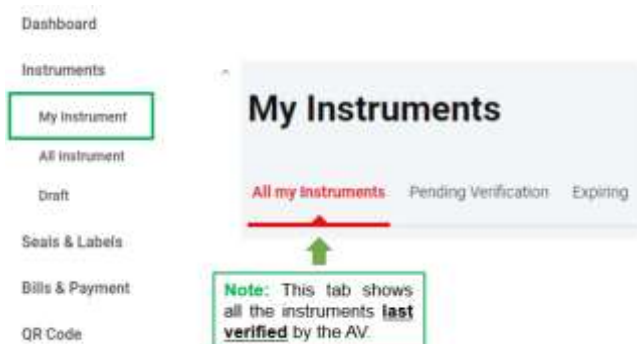
Note: AVs are to submit the verification record and make payment in CPSA+ within 14 days after the instrument has been verified i.e. actual stamping date.

The instrument's status will not be updated in the public registry and instrument owners will not receive the notifications until the verification record has been successfully submitted in CPSA+.

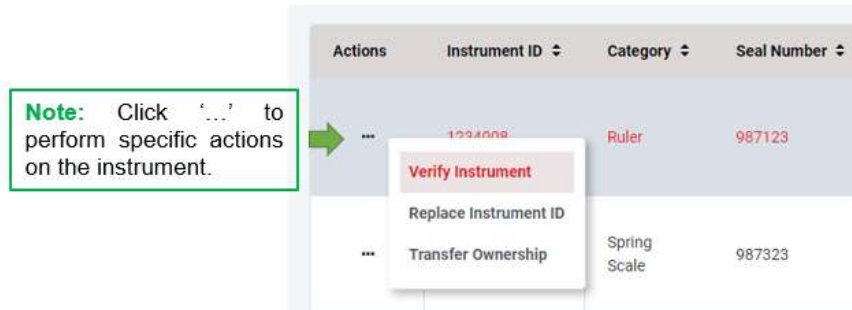
For verification of newly registered instruments in CPSA+, go to 'My Instrument' page on the left navigation panel, and then select the 'Pending Verification' tab.



For re-verification of verified instruments, go to 'My Instruments' page on the left navigation panel, and then select the 'All my Instruments' tab.



Search for the instrument you wish to verify, click ‘...’ and then select ‘Verify Instrument’.



Note, if you are verifying an instrument not found under ‘My Instruments’ page, this means you are verifying an instrument which was registered or previously verified by another AV.

In that case, you may search for the instrument under ‘All Instruments’ page. Refer to [Chapter 6.2](#) for more details.

You will need to complete 5 keys steps in the verification form:

1. Pre-Verification
2. Contact Information
3. Instrument Details
4. Verification Record
5. Review your Application

8.1 Pre-Verification

Verify Instrument



Pre-Verification

Do you want to continue with the verification?

☐ Yes ☒ No

Note 1: Select 'No' only if you are **not proceeding with the verification** after instrument registration.

If no why?

Faulty, unfit for trade, beyond repair

Note 2: Select the most appropriate reason.

Remarks *

No longer serviceable. Instrument owner was advised to get a new weighing scale.

Note 3: Provide a brief explanation.

If you are proceeding with the verification, click 'Yes' and then 'Next' at the bottom of the screen.

8.2 Contact information

Verify Instrument



Check if the details under the Contact Information page is correct and make any changes if necessary. You may refer to [Chapter 7.1 – 'Contact information for registration'](#) for detailed explanations of each field.

Note, if the company's UEN is incorrect, you will have to write to weights_and_measures@ccs.gov.sg to request for the change.

8.3 Instrument details

Verify Instrument



Check if the details under the Instrument Details page is correct and make any changes if necessary.

Note, if any of the instrument details is incorrect, you will have to write to weights_and_measures@ccs.gov.sg to request for the change.

8.4 Verification record

Verify Instrument



The verification form differs between different categories of instruments. Refer to the relevant sections below depending on the instrument category you are verifying for:

- [Chapter 8.4.1 Verification of a Spring Scale, Digital Scale or Weighbridge](#)
- [Chapter 8.4.2 Verification of a Liteng](#)
- [Chapter 8.4.3 Verification of a Volumetric Flow Meter](#)
- [Chapter 8.4.4 Verification of a Mass Flow Meter](#)
- [Chapter 8.4.5 Verification of a Petrol Pump](#)
- [Chapter 8.4.6 Verification of a Ruler](#)

8.4.1 Verification of a Spring Scale, Digital Scale or Weighbridge

You will need to refer to Chapters [8.1](#) (pre-verification), [8.2](#) (contact information) and [8.3](#) (instrument details) before you can proceed to this step.

Repeatability

Repeatability

1 Indicate the load used. The unit is in Kilogram (Kg).

Applied load: 10

2 Indicate the test result reading here.

Reading	Test Result (kg)	Delta
1st Reading *	10	0
2nd Reading *	10	0
3rd Reading *	10	0

+ Add More Reading

Note: Click 'Add More Reading' to add more test result reading if applicable.

Repeatability test result: Pass

Note: The MPE is auto calculated and based on OIML R76.

MPE: 1g

Note: Ignore the 'Delta' column and 'Repeatability test value result'. It is for the WMO's reference only.

Repeatability test value result: 0

Eccentricity

Eccentricity (1/3 Max)

1 Indicate the load used. The unit is in Kilogram (Kg).

Applied load: 5

2 Indicate the test result reading here.

Reading	Test Result (kg)	Delta	Result	Test Result Value
Corner 1 *	5	0	Pass	0.00
Corner 2 *	5.002	0.002	Pass	0.67
Corner 3 *	5	0	Pass	0.00
Corner 4 *	5.001	0.001	Pass	0.33

Note: The MPE is auto calculated and based on OIML R76.

MPE: 1.5g

Note: Ignore the 'Test Result Value'. It is for the WMO's reference only.

The Weights and Measures Office (WMO) safeguards the interests of consumers and businesses by ensuring a uniform and accurate system of weights and measures in Singapore. The WMO is an office of the Competition and Consumer Commission of Singapore ("CCS"), which is a statutory board of the Ministry of Trade and Industry.

Visit www.weightsandmeasures.gov.sg for more information.

Eccentricity (for Spring Scale only)

AVs may indicate if eccentricity is applicable for verification of spring scales. Eccentricity is applicable for most types of spring scales, but may not be practical for certain types such as hanging spring scales where the operating conditions are such that no eccentricity can occur. This is in line with OIML R76-1 Clause A.4.7.

Note: If the AV is not sure if eccentricity is applicable for a particular spring scale, please consult the WMO.

Eccentricity (1/3 Max)
Is Eccentricity Applicable

☐ Yes ☒ No

Select the relevant option and fill in the values where necessary

Weighing Performance

1 Increasing

1 Indicate the load used. The unit is in Kilogram (Kg).

2 Indicate the test result reading.

Reading	Applied Load	Test Result (kg)	Delta	MPE	Result	Test Value Result
Min *	0.4	0.4	0	0.5e	Pass	0.00
1st MPE change point *	1	1.001	0.001	0.5e	Pass	1.00
2nd MPE change point *	4	4	0	1e	Pass	0.00
3rd MPE change point *	10	10.003	0.003	1e	Pass	0.60
Max *	15	15	0	1.5e	Pass	0.00

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Note: The applied load is auto populated based on the *Increasing* table above.

1 Indicate the test result reading.

2

Decreasing

Reading	Applied Load	Test Result (kg)	Delta	MPE	Result	Test Value Result
Max *	<input type="text" value="15"/>	<input style="border: 1px solid green;" type="text" value="15"/>	0	1.5e	Pass	0.00
3rd MPE change point *	<input type="text" value="10"/>	<input type="text" value="10"/>	0	1e	Pass	0.00
2nd MPE change point *	<input type="text" value="4"/>	<input type="text" value="4.002"/>	0.002	1e	Pass	1.00
1st MPE change point *	<input type="text" value="1"/>	<input type="text" value="1"/>	0	0.5e	Pass	0.00
Min *	<input type="text" value="0.4"/>	<input type="text" value="0.4"/>	0	0.5e	Pass	0.00

Other tests

Indicate 'Pass', 'Fail' or 'NA' accordingly:

Other Tests

Over-range blanking

Pass

Fail

NA

Initial zero-setting

Pass

Fail

NA

Tare device

Pass

Fail

NA

Discrimination

Pass

Fail

NA

Scenario 1: Overall Result '**Pass**' and there were **NO** Adjustment made and **NO** instrument component replaced.

Overall Result

Pass

Adjustment to be made

Yes No

Instrument component to replace

Yes No

This means the **instrument is verified fit for trade use** and there was **no adjustment** or calibration done on the instrument and **no replacement** of instrument component(s) or part(s).

Select the seal number, stamping (verification) date and who did the verification.

1 Select the Seal type and Seal number

Seal type: Paper Seal number: 997124

2 Click 'Add Seal'. If more than one seals are used, select another seal and 'Add Seal' again.

+Add Seal

Seals added

Action	Seal	Seal Type
→	997124	Paper

3 Select the actual stamping date i.e., the date verification was conducted.

Date of actual stamping *: 2021-10-08

Stamping performed by (Name) *: ABC

Stamping performed by (AFO code):

4 Select the AVO who did the verification.

Click 'Next' at the bottom of the screen to go to the last step under [Chapter 8.5 - Review your Application](#).

Scenario 2: Overall Result '**Fail**' and there was **NO** Adjustment made, and **NO** instrument component replaced.

Overall Result
Fail

Adjustment to be made
Yes No

Instrument component to replace
Yes No

This means **instrument did not pass verification** and therefore not fit for trade use and cannot be sealed and affixed with the ACCURACY Label. In addition, there was **no adjustment** or calibration done on the instrument and **no replacement** of instrument component(s) or part(s).

Select the most appropriate remark, actual verification date and who did the verification.

Overall Result
Fail

Adjustment to be made
Yes No

Instrument component to replace
Yes No

Instrument is not fit for trade use. Remarks: *

Will be returned to instrument owner

1 Select the most appropriate Remarks from the drop down list.

Date of actual stamping *

2021-10-08

2 Select the actual date when verification was conducted.

Stamping performed by (Name) *

ABC

3 Select the AVO who did the verification.

Stamping performed by (AVO code)

AV00.05

Click 'Next' at the bottom of the screen to go to the last step under [Chapter 8.5 - Review your Application](#).

Note, there is no need to remove the QR code label from the instrument if it has been affixed.

Scenario 3: 'Yes' to Adjustment made and/ or instrument component replaced.

1 Select 'Yes' if any adjustment or calibration was done on the instrument.

Adjustment to be made

Yes No

2 Select 'Yes' if any parts or components of the instrument was replaced.

Instrument component to replace

Yes No

Remarks: For instrument component to replace

Replaced the spring component within the scale.

3 Provide a brief explanation for the component(s) replaced.

This means there was **an adjustment or calibration done** on the instrument or, there was **a replacement of instrument's component or part** in which case, an adjustment on the instrument is likely required.

Hence, AVs will have to input both the As-Found Result (before adjustment is made) as well as As-Left Result (after adjustment is made) in CPSA+ regardless if the verification passed or failed.

Under As-Left Result section, fill in the results for *Repeatability*, *Eccentricity*, *Weighing Performance*, and *Other Tests*.

If overall result *PASS*, select the seal number, actual stamping date and which AVO conducted the verification.

If overall result *FAIL*, select the most adequate follow-up action (under the remarks drop-down). Note, there is no need to remove the QR code label if it has been affixed.

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

8.4.2 Verification of a Liteng

You will need to refer to Chapters [8.1](#) (pre-verification), [8.2](#) (contact information) and [8.3](#) (instrument details) before you can proceed to this step.

Repeatability

The screenshot shows a web form for 'Repeatability' verification. It includes fields for 'Applied Load' and 'MPE', a table for 'Reading' and 'Test Result' with 'Delta' columns, and a 'Repeatability test result' section with 'Pass' and 'Fail' buttons. Numbered annotations 1-4 point to specific fields and instructions.

1 Indicate the load used and select the relevant unit.

2 Indicate the MPE.

3 Indicate the difference (Delta) between Applied Load and Test Result, if any.

4 Indicate if Repeatability Pass or Fail.

Note: Click 'Add More Reading' to add more test result reading if applicable.

Reading	Test Result	Delta
1st Reading *	5 Hoon	0 Hoon
2nd Reading *	5 Hoon	0 Hoon
3rd Reading *	5.05 Hoon	0.05 Hoon

Repeatability test result: **Pass** / Fail

Weighing Performance

1 Increasing

Weighting Performance

1 Indicate the load used, test result and select the relevant unit.

2 Indicate the difference (Delta) between Applied Load and Test Result, if any. Indicate the MPE.

3 Indicate 'Pass' **only** if Delta is less than MPE.

Reading	Applied Load	Test Result	Delta	MPE	Test Value Result		
Min *	<input type="text" value="0.1"/>	<div>Hook ▼</div>	<input type="text" value="0.1"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="0.1"/>	<div>Pass Fail</div>
1st MPE change point *	<input type="text" value="1"/>	<div>Hook ▼</div>	<input type="text" value="1"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="1"/>	<div>Pass Fail</div>
2nd MPE change point *	<input type="text" value="3"/>	<div>Hook ▼</div>	<input type="text" value="3"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="3"/>	<div>Pass Fail</div>
3rd MPE change point *	<input type="text" value="5"/>	<div>Hook ▼</div>	<input type="text" value="5"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="5"/>	<div>Pass Fail</div>
Max *	<input type="text" value="10"/>	<div>Hook ▼</div>	<input type="text" value="10"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="10"/>	<div>Pass Fail</div>

2 Decreasing

1 Indicate the load used, test result and select the relevant unit.

2 Indicate the difference (Delta) between Applied Load and Test Result, if any. Indicate the MPE.

3 Indicate 'Pass' **only** if Delta is less than MPE.

Reading	Applied Load	Test Result	Delta	MPE	Test Value Result		
Max *	<input type="text" value="10"/>	<div>Hook ▼</div>	<input type="text" value="10"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="10"/>	<div>Pass Fail</div>
3rd MPE change point *	<input type="text" value="5"/>	<div>Hook ▼</div>	<input type="text" value="5"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="5"/>	<div>Pass Fail</div>
2nd MPE change point *	<input type="text" value="3"/>	<div>Hook ▼</div>	<input type="text" value="3"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="3"/>	<div>Pass Fail</div>
1st MPE change point *	<input type="text" value="1"/>	<div>Hook ▼</div>	<input type="text" value="1"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="1"/>	<div>Pass Fail</div>
Min *	<input type="text" value="0.1"/>	<div>Hook ▼</div>	<input type="text" value="0.1"/>	<div>Hook ▼</div>	<input type="text" value="0"/>	<input type="text" value="0.1"/>	<div>Pass Fail</div>

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Visit www.weightsandmeasures.gov.sg for more information.

Scenario 1: Overall Result '**Pass**' and there was **NO** Adjustment made and instrument component replaced.

Overall Result

Pass

Adjustment to be made

Yes No

Instrument component to replace

Yes No

This means there was no adjustment or calibration done on the instrument and/ or no instrument component(s) or part(s) were replaced.

Select the seal number, stamping (verification) date and who did the verification.

1 Select the Seal type and Seal number

Seal type

Verification Number

Seal number

987723

2 Click 'Add Seal'. If more than one seals are used, select another seal and 'Add Seal' again.

+Add Seal

Seals added

Action	Seal	Seal Type
✕	987723	Verification Number

3 Select the actual stamping date i.e., the date verification was conducted.

Date of actual stamping *

2021-10-08

Stamping performed by (Name) *

ABC

Stamping performed by (AVO code)

AV06 05

4 Select the AVO who did the verification.

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

Scenario 2: Overall Result '**Fail**' and there was **NO** Adjustment made and instrument component replaced.

Overall Result
Fail

Adjustment to be made
Yes No

Instrument component to replace
Yes No

This means **instrument did not pass verification** and therefore not fit for trade use and cannot be sealed and affixed with the ACCURACY Label. In addition, there was **no adjustment** or calibration done on the instrument and/ or **no replacement** of instrument component(s) or part(s).

Select the most appropriate remark, actual verification date and who did the verification.

Overall Result
Fail

Adjustment to be made
Yes No

Instrument component to replace
Yes No

Instrument is not fit for trade use. Remarks: *

Will be returned to instrument owner

1 Select the most appropriate Remarks from the drop down list.

Date of actual stamping *

2021-10-08

2 Select the actual date when verification was conducted.

Stamping performed by (Name) *

ABC

3 Select the AVO who did the verification.

Stamping performed by (AVO code)

AV00.05

Click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

Note, there is no need to remove the QR code label from the instrument if it has been affixed.

Scenario 3: 'Yes' to Adjustment made and/ or instrument component replaced.

1 Select 'Yes' if any adjustment or calibration was done on the instrument.

Adjustment to be made

Yes No

2 Select 'Yes' if any parts or components of the instrument was replaced.

Instrument component to replace

Yes No

Remarks: For instrument component to replace

Replaced the spring component within the scale.

3 Provide a brief explanation for the component(s) replaced.

This means there was **an adjustment or calibration done** on the instrument or, there was **a replacement of instrument's component or part** in which case, an adjustment on the instrument is likely required.

Hence, AV will have to input both the As-Found Result (before adjustment is made) as well as As-Left Result (after adjustment is made) in CPSA+ regardless if the verification passed or failed.

If overall result PASS, select the seal number, actual stamping date and which AVO conducted the verification.

If overall result FAIL, select the most adequate follow-up action (under the remarks drop-down). Note, there is no need to remove the QR code label if it has been affixed.

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

8.4.3 Verification of a Volumetric Flow Meter

You will need to refer to Chapters [8.1](#) (pre-verification), [8.2](#) (contact information) and [8.3](#) (instrument details) before you can proceed to this step.

Any adjustment made to the flow meter?

1 Indicate if adjustment is made or not.

Adjustment to be made

Yes No

MPE : Average error (%) 0.2

Note: The MPE for average error and repeatability is auto populated based on the Accuracy Class of the flowmeter indicated from registration.

MPE : Repeatability (%) 0.13

Input the flow rate and test results (meter factor)

Note: You will only have to input result for As-Left if there was an adjustment made.

2 Indicate the meter factor.

	As-Found	1 Indicate the flow rate. The unit is in litres per minute (lpm)	As-Left
Flow Rate(Lpm) *	150		150
1st Run *	1.0100		1.00001
2nd Run *	1.0000		1.00001
3rd Run *	1.0009		1.00001

+ Add More Run

Note: Click 'Add More Run' to add more test result reading if applicable.

How to add more flow rates or delete a flow rate:

Note: Click 'Delete Flow Rate' to remove this flow rate and the associated test results.

	As Found	As Left	Delete Flow Rate
Flow Rate (g/s) *	<input type="text" value="input flow rate"/>	<input type="text" value="input flow rate"/>	
1st Run *	<input type="text" value="input meter factor"/>	<input type="text" value="input meter factor"/>	
2nd Run *	<input type="text" value="input meter factor"/>	<input type="text" value="input meter factor"/>	
3rd Run *	<input type="text" value="input meter factor"/>	<input type="text" value="input meter factor"/>	

+ Add More Run

Average Meter Factor

0

Error (%)

100 Fail 100 Fail

Repeatability (%)

0 Pass 0 Pass

+ Add More Flow Rate

Note: Click 'Add More Flow Rate' if flow meter is tested with **more than one flow rates**.

Reading the results:

Note: Average meter factor of all the runs → Average Meter Factor

1.0036333333333333 1.0001

Note: $|1 - \text{Avg. MF}| * 100\%$ → Error (%)

0.3633333333333333 Fail 0.01 Pass

Note: $(\text{Highest MF} - \text{Lowest MF}) * 100\%$ → Repeatability (%)

1 Fail 0 Pass

Note: Pass/ fail based on MPE for average error and repeatability of the Accuracy Class.

Overall result Pass:

Overall result

Pass

1 Select the Seal type and Seal number

Seal type: Plastic Seal number: 987324

2 Click 'Add Seal'. If more than one seals are used, select another seal and 'Add Seal' again.

+Add Seal

Seals added

Action	Seal	Seal Type
---	987324	Plastic

3 Select the actual stamping date i.e., the date verification was conducted.

Date of actual stamping *: 2021-10-06

Stamping performed by (Name) *: ABC

4 Select the AVO who did the verification.

Stamping performed by (AVO code): AVO0.05

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

Overall result Fail:

Overall result

Fail

1 Select the most appropriate Remarks from the drop down list.

Instrument is not fit for trade use. Remarks *: Will be returned to instrument owner

2 Select the actual date when verification was conducted.

Date of actual stamping *: 2021-10-06

Stamping performed by (Name) *: ABC

3 Select the AVO who did the verification.

Stamping performed by (AVO code): AVO0.05

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#). Note, there is no need to remove the QR code label from the instrument if it has been affixed.

8.4.4 Verification of a Mass Flow Meter

You will need to refer to Chapters [8.1](#) (pre-verification), [8.2](#) (contact information) and [8.3](#) (instrument details) before you can proceed to this step.

Pass verification/ Fit for trade – If ‘Yes’:

Pass verification/ Fit for trade?

Yes **No**

Note: If NO adjustment made i.e., As-Left is same as As-Found, there is no need to input As-Left.

Adjustment to be made

Yes **No**

As-Found *

Zero offset value *

25 NA

1 Indicate the ZV value for As-Found

2 Indicate the unit. E.g. 'NA' for E+H and 'Microsec' for Emerson.

As-Left *

Zero offset value *

25 NA 35 NA

3 Select the Seal type and Seal number

Seal type

Cable Lock

Seal number

987523

4 Click 'Add Seal'. If more than one seals are used, select another seal and 'Add Seal' again.

Seals added

Action	Seal	Seal Type
+	987523	Cable Lock

5 Select the actual stamping date i.e., the date verification was conducted.

Date of actual stamping *

2021-10-08

Stamping performed by (Name) *

ABC

6 Select the AVO who did the verification.

Stamping performed by (AVO code)

AV00.05

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

Pass verification/ Fit for trade – If ‘No’:

Pass verification/ Fit for trade?

Yes No

Reason for failed verification *

unable to pass ZV

1 Provide a brief explanation why the MFM cannot be verified.

Instrument is not fit for trade use. Remarks: *

Will be returned to instrument owner

2 Select the most appropriate Remarks from the drop down list.

Date of actual stamping *

2021-10-08

3 Select the actual date when verification was conducted.

Stamping performed by (Name) *

ABC

Stamping performed by (AVO code)

AV00.05

4 Select the AVO who did the verification.

Finally, click ‘Next’ at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

Note, there is no need to remove the QR code label from the instrument if it has been affixed.

8.4.5. Verification of a Petrol Pump

You will need to refer to Chapters [8.1](#) (pre-verification), [8.2](#) (contact information) and [8.3](#) (instrument details) before you can proceed to this step.

Provide the information:

Reference standard volume serial number *	Pump number *
<input type="text" value="enter the reference/equipment number of your prover tank"/>	<input type="text" value="1"/>
Product grade *	
<input type="text" value="95"/>	
Meter reading before verification *	Meter reading after verification *
<input type="text" value="10123456"/>	<input type="text" value="10654321"/>
<p>Note: This refers to the totalizer reading before and after verification.</p>	
Test volume (Litres) *	MPE
<input type="text" value="25"/>	<input type="text" value="0.075"/>
<p>Note: This refers to the volume of the prover tank e.g., 20L, 25L etc.</p>	<p>Note: The MPE is auto calculated based on the test volume.</p>

Was any adjustment made?

<p>Note: If NO adjustment made, provide the result for As-Found only.</p> <p>Adjustment to be made</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>As-Found</p> <table border="1"> <thead> <tr> <th>Reading</th> <th>Result</th> <th>Calculated Result</th> </tr> </thead> <tbody> <tr> <td>1st Reading *</td> <td>25.26</td> <td>Pass</td> </tr> <tr> <td>2nd Reading *</td> <td>25.51</td> <td>Pass</td> </tr> <tr> <td>3rd Reading *</td> <td>25.59</td> <td>Pass</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Test</th> <th>Test Result</th> </tr> </thead> <tbody> <tr> <td>Interlock</td> <td>Pass</td> </tr> <tr> <td>Zero setting</td> <td>Pass</td> </tr> <tr> <td>Nozzle Shut-off</td> <td>Pass</td> </tr> <tr> <td>Pre-set</td> <td>Pass</td> </tr> <tr> <td>Hose Station</td> <td>Pass</td> </tr> </tbody> </table>	Reading	Result	Calculated Result	1st Reading *	25.26	Pass	2nd Reading *	25.51	Pass	3rd Reading *	25.59	Pass	Test	Test Result	Interlock	Pass	Zero setting	Pass	Nozzle Shut-off	Pass	Pre-set	Pass	Hose Station	Pass	<p>Note: If YES, adjustment made, then there is a need to input result for both As-Found (before adjustment) and As-Left (after adjustment).</p> <p>Adjustment to be made</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <table border="1"> <thead> <tr> <th>Reading</th> <th>Result</th> <th>Calculated Result</th> </tr> </thead> <tbody> <tr> <td>1st Reading *</td> <td>25.26</td> <td>Pass</td> </tr> <tr> <td>2nd Reading *</td> <td>25.51</td> <td>Pass</td> </tr> <tr> <td>3rd Reading *</td> <td>25.59</td> <td>Pass</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Reading</th> <th>Result</th> <th>Calculated Result</th> </tr> </thead> <tbody> <tr> <td>1st Reading *</td> <td>25</td> <td>Pass</td> </tr> <tr> <td>2nd Reading *</td> <td>25</td> <td>Pass</td> </tr> <tr> <td>3rd Reading *</td> <td>25</td> <td>Pass</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Test</th> <th>Test Result</th> </tr> </thead> <tbody> <tr> <td>Interlock</td> <td>Pass</td> </tr> <tr> <td>Zero setting</td> <td>Pass</td> </tr> <tr> <td>Nozzle Shut-off</td> <td>Pass</td> </tr> <tr> <td>Pre-set</td> <td>Pass</td> </tr> <tr> <td>Hose Station</td> <td>Pass</td> </tr> </tbody> </table>	Reading	Result	Calculated Result	1st Reading *	25.26	Pass	2nd Reading *	25.51	Pass	3rd Reading *	25.59	Pass	Reading	Result	Calculated Result	1st Reading *	25	Pass	2nd Reading *	25	Pass	3rd Reading *	25	Pass	Test	Test Result	Interlock	Pass	Zero setting	Pass	Nozzle Shut-off	Pass	Pre-set	Pass	Hose Station	Pass
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Visit www.weightsandmeasures.gov.sg for more information.

Overall result Pass:

Overall result

Pass

1 Select the Seal type and Seal number.

Seal type

Plastic

Seal number

987324

2 Click 'Add Seal'. If more than one seals are used, select another seal and 'Add Seal' again.

+Add Seal

Seals added

Action	Seal	Seal Type
...	987324	Plastic

3 Select the actual stamping date i.e., the date verification was conducted.

Date of actual stamping *

2021-10-06

Stamping performed by (Name) *

ABC

Stamping performed by (AVO code)

AV00.05

4 Select the AVO who did the verification.

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

Overall result Fail:

Overall result

Fail

1 Select the most appropriate Remarks from the drop down list.

Instrument is not fit for trade use, Remarks: *

Will be returned to instrument owner

2 Select the actual date when verification was conducted.

Date of actual stamping *

2021-10-06

Stamping performed by (Name) *

ABC

Stamping performed by (AVO code)

AV00.05

3 Select the AVO who did the verification.

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#). Note, there is no need to remove the QR code label from the instrument if it has been affixed.

8.4.6 Verification of a Ruler

You will need to refer to Chapters [8.1](#) (pre-verification), [8.2](#) (contact information) and [8.3](#) (instrument details) before you can proceed to this step.

Input the verification result:

Scale interval accuracy

Nominal Value	Test Reading (cm)	MPE (cm)	Delta	Result
10cm *	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	Pass

1 Indicate the test reading for all the nominal values.

Note: The MPE is auto calculated. The Delta is difference between nominal value and test reading.

Overall result Pass:

Overall result

Pass

1 Select the Seal type and Seal number

Seal type:

Seal number:

2 Click 'Add Seal'. If more than one seals are used, select another seal and 'Add Seal' again.

+Add Seal

Seals added *

Action	Seal	Seal Type
---	987124	Paper

3 Select the actual stamping date i.e., the date verification was conducted.

Date of actual stamping *:

Stamping performed by (Name) *:

Stamping performed by (AVO code):

4 Select the AVO who did the verification.

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#).

Overall result Fail:

Overall result

Fail

Instrument is not fit for trade use. Remarks: *

Will be returned to instrument owner

1 Select the most appropriate Remarks from the drop down list.

Date of actual stamping *

2021-10-06

2 Select the actual date when verification was conducted.

Stamping performed by (Name) *

ABC

Stamping performed by (AVO code)

AV00.05

3 Select the AVO who did the verification.

Finally, click 'Next' at the bottom of the screen to go to the last step in [Chapter 8.5 - Review your Application](#). Note, there is no need to remove the QR code label from the instrument if it has been affixed.

8.5 Printing the verification form

You may print a copy of the verification form or save a pdf copy for any of the verification steps listed above (8.1 – 8.4), to facilitate your onsite verification activities (e.g. if it is not feasible to utilize electronic devices on site to key in verification results directly). The printed form will be populated with details from instrument registration. For example, business owner details, instrument ID, instrument's brand and model, and instrument's specifications such as e-value, maximum capacity etc.

Please note that for the initial verification, the applied load and verification results or data will not be reflected in the printed form even after user has populated the fields.

For subsequent verification or re-verification, the applied load will be reflected in the printed form for user's convenience during site verification.

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8.6 Review your application

Verify Instrument



Verify if the details under the various sections are correct. You may click the 'Back' button at the bottom to make any necessary changes. Click 'Submit' at the bottom to complete the verification.

Acknowledgement of Verification Results Submission

The submission for the below instrument has been received:

Instrument ID	Instrument Category	Serial Number	Company Name	Seal Number	Instrument Status	Validity till
1000001	Hand Pump	00001	ABC Pte Ltd	000001	Verified	31/03/2025

Date and Time
02/01/2025 10:00:00

Please insert stamp/signature to validate.

Note that the instrument owner will receive notification of successful verification.

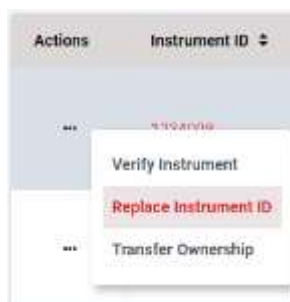
Note that only instrument with 'verified' status may be used for trade.

[My Instruments](#) [Back and payment](#)

9.0 How to replace instrument ID

In the event the QR code label/ ID affixed on the instrument has been defaced or damaged, you may replace it with another QR code label/ ID on the instrument and then update the new ID in CPSA+.

Step 1: Go to either 'My Instrument' or 'All Instrument' to search for the particular instrument based on various fields such as the instrument ID, seal number, serial number, etc., then click on the '...' button under Actions and go to 'Replace Instrument ID'.



Step 2: Select the new instrument ID based on the new QR code label that you affixed on the instrument. Click 'Next' at the bottom of the screen.

Step 3: Review your application and then click 'Submit'.

Replacement of Instrument ID successfully submitted

The following instrument(s) have been Updated successfully.

Please find your instrument(s) details below

Existing Instrument ID	New Instrument ID	Instrument Category	Serial Number	Company Name
1234007	1234010	Petrol Pump		ABC Pte Ltd

Date and Time: 2021/10/08 11:10:17
 Note that the new instrument owner will receive notification of the change

10.0 How to transfer instrument ownership

In the event there is a change in ownership of the instrument, you may also update this change in CPSA+.

Step 1: Go to either 'My Instrument' or 'All Instrument' to search for the particular instrument either based on various fields such as the instrument ID, seal number, serial number, etc., then click on the '...' button under Actions and go to 'Transfer Ownership'.



Step 2: Follow the steps in [Chapter 7.1](#) (Contact Information for instrument registration) and provide the details of the new instrument owner. Click 'Next' at the bottom of the screen.

Step 3: Select the new ID based on the QR code label affixed on the instrument. Click 'Next' at the bottom of the screen.

A screenshot of the CPSA+ interface showing the 'Transfer Ownership' form. The form has two sections: 'Existing instrument ID' and 'New instrument ID'. The 'Existing instrument ID' field contains the value '1234001'. The 'New instrument ID' field contains the value '1234012'. A green box highlights the 'New instrument ID' field with the text: 'Note: This is the current ID of the instrument.' and 'Select the new ID based on the QR code label you have newly affixed on the instrument.'

Note, for transfer of instrument ownership, you will need to replace the existing QR code label with a new label, i.e., a change in instrument ID.

Step 4: Review your application and then click 'Submit'.

Transfer Of Ownership Successfully Submitted

The following instrument(s) have been Updated successfully.

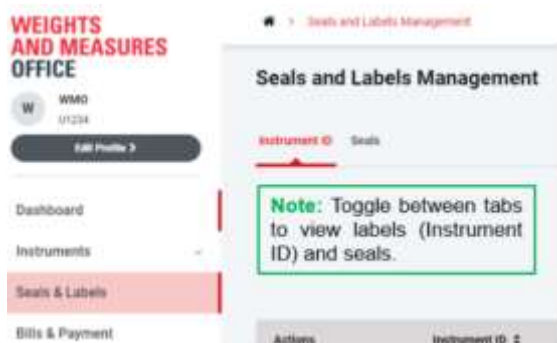
Please find your instrument(s) details below

Existing instrument ID	New instrument ID	Instrument Category	Serial Number	Company Name
1234001	1234012	Spring Scale	8801	New Owner Pte Ltd

11.0 'Seals & Labels'

11.1 About the 'Seals & Labels' function

The Seals & Labels module allows AVs to monitor their seals and labels inventory, as well as update the status for lost or damaged seals and labels.



You may apply filter(s) to view the table and export the table in .xlsx (excel) format.



You may also update the status of the seal or label. To do so, click the '...' button under Actions and then select 'Change Status'.



Select the status, provide a brief explanation in the "Remarks" field, and then choose 'Save'.



The status will be updated accordingly.

Actions	Instrument ID	Label Status	Remarks
...	1234198	Damaged	The QR code defaced and cannot be scanned

Note 1: Once the status has been updated, no further changes may be made. Users will have to write to weights_and_measures@ccs.gov.sg if any changes needed.

Note 2: If the AV loses any Weights and Measures seals, a police report must be lodged, and the report is to be submitted to the WMO via email weights_and_measures@ccs.gov.sg. This is also stated under the [AV Scheme Information booklet](#) section 6.2.

11.2 Allocation of seals and labels to AVs

The CPSA+ system will auto assign seals and labels to AVs. AVs with insufficient seals and labels may also write to the WMO to request for more if necessary.

To note, CPSA+ will also check if the AV owes any outstanding payments to WMO prior to allocating the seals and labels to them. AVs with outstanding payments of more than 14 days will not be allocated with additional seals and labels until the outstanding payments are cleared.

AVs allocated with seals and labels will receive a notification email from CPSA+ on the allocated number(s). An example of the notification email is as follow:

**WEIGHTS
AND MEASURES
OFFICE**

Dear AV96,
The following QR code labels have been assigned to you in CPSA+:
2300001 to 2300005

Please login to CPSA+ to accept the assigned QR code labels.

The Weights and Measures Office
This is a computer-generated notification and no signature is required.

The AV may then arrange with the WMO through email for a date to collect the assigned seals and labels.

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Visit www.weightsandmeasures.gov.sg for more information.

Note, for Verification Numbers (for petrol pumps only), there is no collection required and the AV may proceed to step 11.3.

11.3 Acknowledging assignment of seals and labels in CPSA+

After collecting the physical seals and labels from the WMO, AVs must login CPSA+ to acknowledge the assigned seals and labels. Otherwise, the seals and labels numbers will not be reflected as 'Available' under the AV.

You may refer to the following steps on how to acknowledge the assigned seals or labels:

Seals and Labels Management

1. Select 'Pending Acknowledgement'

2. You may select multiple checkboxes. Make sure the labels and/or seals number tallies with what you have on hand.

3. Click 'Acknowledge'

AV Code	Label	Seal Type	Seal	Date Distributed
AV10	800401 - 800475	-	-	28-09-2022
AV10	-	Cable Lock	300000 - 300000 (0)	28-09-2022
AV10	-	Paper	200740 - 200740 (0)	28-09-2022
AV10	-	Paper	801000 - 801000 (0)	28-09-2022
AV10	-	Verification Number	100000 - 100000 (0)	28-09-2022

Actions	Seal Number	Seal Type	Seal Status	Remarks
...	202162-02	Paper	Distributed	

The label or seal must be acknowledged by the AV before the status becomes 'Available'.

Actions	Seal Number	Seal Type	Seal Status	Remarks
...	202162-02	Paper	Available	

After acknowledgement by the AV, the label or seal status will become 'Available' and the AV may use it for submission of registration or verification.

11.4 Batch number for Weights and Measures seals

From Jan 2023 onwards, some of the Weights and Measures seals may also reflect their batch number aside from the 6-digit seal number for example, '200001-01'. The latter '-01' reflects the batch number of the seals. This is to assist the WMO to keep track of different batches of the Weights and Measures seals.

12.0 'Bills & Payment'

The Bills & Payment module allows users to make payments (to WMO) and track payment history.

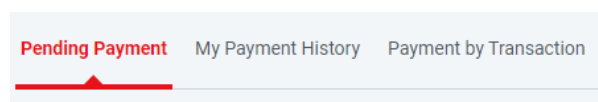


12.1 Payment for verified instruments

Note 1: AVs are to submit the verification record and make payment in CPSA+ within 14 days of the instrument verification.

Note 2: The WMO will withhold issuing of additional Weights and Measures seals to AVs with outstanding payments of more than 14 days.

Step 1: Click on 'Bills & Payment' on the left navigation panel and go to the 'Pending Payment' tab.



Step 2: Select the verification records you wish to make payment for. You may also click on the checkbox at the top row which will select all 10 records within the page only. Note that you may select only up to 80 records per payment transaction. Click on 'Make Payment' at the bottom of the screen.

Select individual instruments

	Instrument ID	Category	Business Name	WTR	Submission Date	Stamping Date	Amount
<input checked="" type="checkbox"/>	12345678	Petrol Pump	ABC Pte Ltd	123456	08 October 2021	08 October 2021	\$20.00
<input type="checkbox"/>	12345679	Spring Scale	New Ocean Pte Ltd	123456	08 October 2021	08 October 2021	\$3.00
<input checked="" type="checkbox"/>	12345680	Ruler	ABC Pte Ltd	123456	08 October 2021	08 October 2021	\$2.00

1 to 3 of 3 items

Total Amount to be Paid: \$25.000
3 out of 3 items are selected

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Visit www.weightsandmeasures.gov.sg for more information.

Select all 10 instruments

Instrument ID	Category	Business Name	UEN	Submission Date	Stamping Date	Amount
010000	Lining	Test		06 January 2021	06 January 2021	\$0.00
010001	Digital Scale	K&L Pte Ltd	1912	23 November 2021	19 November 2021	\$0.00
010002	Pencil Pump	Fruit Shop	FruitShop	01 November 2021	01 October 2021	\$0.00
010003	Weightbridge	Fruit Shop	FruitShop	19 October 2021	01 July 2021	\$000.00
010004	Mass Flowmeter	Fruit Shop	FruitShop	19 October 2021	07 September 2021	\$00.00
010005	Rotameter Flowmeter	Fruit Shop	FruitShop	19 October 2021	01 October 2021	\$00.00
010007	Builer	Flowbridge		07 September 2021	01 September 2021	\$0.00
010008	Spring Scale	Test notification		01 September 2021	01 September 2021	\$0.00
010009	Lining	Chinese Medical Hall		08 August 2021	08 August 2021	\$0.00
010010	Spring Scale	Service for B1	18000705400	19 August 2021	08 July 2021	\$0.00

10 of 10 items

Total Amount to be Paid: \$733.040
10 out of 10 items are selected

Note: Toggle pages to select more records (up to 80 records per payment)

Note: Total payment amount will be reflected based on the selected instrument records.

Step 3: Provide the credit card details for the payment. Verify if the payment amount is correct and click pay.

Note: Only payments through credit cards are accepted in CPSA+ at this point.

Note: Click the back arrow to return back to pending payment screen.

Enterprise Singapore

SGD 32.00

Check if the selected list of instrument IDs for payment are correct.

Verification : 1234001 SGD 30.00
Verification : 1234008 SGD 2.00

Optional - save your credit card information for future payments.
Click on the tool tip icon to learn more.

Pay with card

Email: abc@company.com.sg

Card information

4342 4342 4342 4342

08 / 28 123

Name on card

John

Country or region

Singapore

Save my info for secure 1-click checkout

Pay SGD 32.00

Click to pay

Payment Successful

Thank you for your payment

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Visit www.weightsandmeasures.gov.sg for more information.

12.2 View payment history (by verification record)

Step 1: Click on 'Bills & Payment' on the left navigation panel and go to the 'My Payment History' tab.



Note: this tab allows users to view payment records by verification record.

Step 2: Use the various filters to search and view specific payment record. You may also export the table information in .xlsx (excel) format.

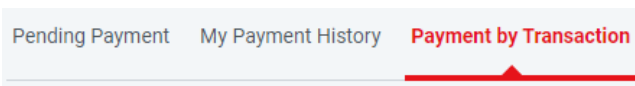
Step 3: Under Receipt No. column, click on the link to view payment receipt.

The screenshot shows the 'My Payment History' page. At the top, there are filter fields for 'Instrument ID', 'Business Name', 'Receipt Number', 'Payment Date From', and 'Payment Date To'. Below these are buttons for 'Export' and 'Search'. A table of payment records is displayed below the filters. The table has columns: Instrument ID, Category, Business Name, UEN, Receipt No., Payment ID, Submission Date, Stamping Date, Payment Date, Amount, and Status. Two records are shown. A green arrow points to the 'Receipt No.' column, and a green box with the text 'Click to view payment receipt' is positioned below it.

Instrument ID	Category	Business Name	UEN	Receipt No.	Payment ID	Submission Date	Stamping Date	Payment Date	Amount	Status
1234011	Petrol Pump	ABC Pte Ltd	U0076	-	gJL6W04CHE1M2KV284LJW6	08 October 2021	08 October 2021	09 October 2021	\$10.00	Paid
1234008	Ride	ABC Pte Ltd	U0076	-	gJL6W04CHE1M2KV284LJW6	06 October 2021	06 October 2021	09 October 2021	\$3.00	Paid

12.3 View payment history (by transaction)

Step 1: Click on 'Bills & Payment' on the left navigation panel and go to the 'Payment by Transaction' tab.



Note: this tab allows users to view payment record without breakdown by verification record.

Step 2: Use the various filters to search and view specific payment records. You may also export the table information in .xlsx (excel) format.

Under 'Payment ID' column, click on the link to view further details of the transaction reference number.

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Under 'Receipt No' column, click on the link to view payment receipt.

Receipt Number

First Payment Date From

First Payment Date To

Export

Clear Filters (0)

Search

Payment ID	Receipt No	Date of First Payment	AV Code	Date of Last Transaction	Amount	Refunded Amount
pt33umG4C7H8T8QV2H0JwS		09 Oct 2021	AV00	-	\$12.00	\$0.00

Click to view further details of this transaction.

Click to view payment receipt

13.0 'QR Code'

The QR Code module allows users to either scan the QR code affixed on the instrument or search the ID of the instrument to perform further actions.

The screenshot shows the 'QR Code Search' interface within the WMO system. On the left is a sidebar with the WMO logo and navigation links: Dashboard, Instruments, Seals & Labels, Bills & Payment, QR Code (highlighted), and Notifications. The main content area is titled 'QR Code Search' and contains two input fields: 'Scan QR Code' with a QR icon and 'Search QR Code' with a magnifying glass icon. Annotations with green boxes and arrows point to these fields: 'Click to scan QR code of the instrument.' points to the 'Scan QR Code' field, and 'Alternative, search for the instrument based on its ID printed on the QR code label.' points to the 'Search QR Code' field. Below the search area, a box labeled 'Click to perform further action for the instrument.' points to three red buttons: 'Verify Instrument', 'Transfer Ownership', and 'Replace Instrument Id'. Below these buttons is the 'Instrument Details - 1234012' section, which includes a 'General' tab and a table of instrument information.

General	
Seal Number	887333
Expiry Date	08-10-2022
Date of Last Stamping	08-10-2021
Last Stamping Performed By	AV03 and AV05-01

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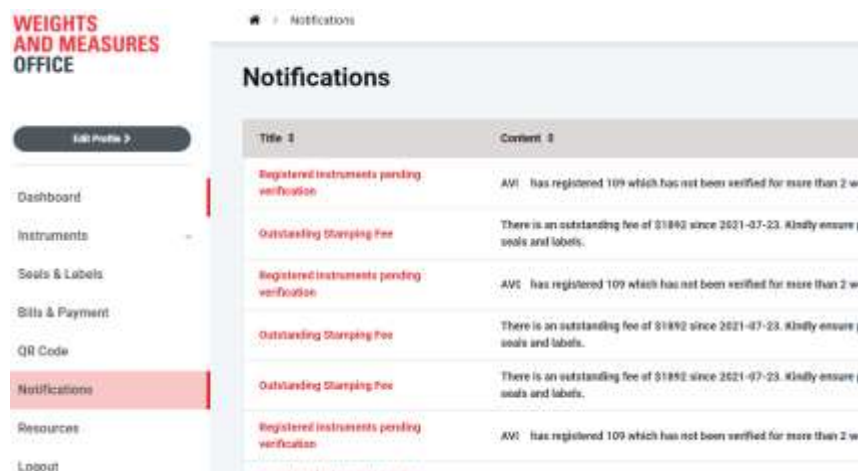
14.0 'Notifications' and 'Resources'

Notifications

Upon login (i.e. dashboard view), you will see the bell icon on the top right corner. Click for the list of notifications sent to the AV.



Alternatively, you may access all notification from the side navigation, under "Notifications".



CPSA+ will send notifications to AVs for the following:

- Instrument registered by the AV, but verification test result has yet to be submitted in CPSA+ after 2 weeks
- Fees outstanding for more than 2 weeks from date of verification
- Reminder for AV designation renewal 2 months before expiry date

Resources

WEIGHTS AND MEASURES OFFICE

WMO
U1234

[Edit Profile](#)

- Dashboard
- Instruments
- Seals & Labels
- Bills & Payment
- QR Code
- Notifications
- Resources**

Resources

Title	Description
Test image file	test image file
Test video	Video demo
WMO website	Link to WMO website
WM infobook file upload	WM infobook file
Link to WM infobook	Link to WM infobook

1 to 5 of 5 items

The 'Resources' module is where users may look for the latest Weights and Measures information booklets, circulars or other resource materials from the WMO.

15.0 Frequently Asked Questions

CPSA+ and QR code label

1. What is CPSA+ and how do I set up an account?

CPSA+ replaces the previous CPSA used by AVs for various functions such as submission of verification records and request for Weights and Measures seals.

CPSA+ comes with additional features such as dashboard for a quick overview of inventory and processes, as well as reminder notifications to provide users with more value-added services.

AVs will need to set up access to CPSA+ in CorpPass for AVOs and any other relevant employees, e.g., staff responsible for making payments for verification records. Refer to [Chapter 4.0 – ‘Setting up CorpPass for login to CPSA+’](#) for more details.

2. What is the QR code label for?

The QR code label which comes with a unique 7-digit identification number is to help stakeholders identify and track weighing or measuring instruments in CPSA+.

AVs are to register a weighing or measuring instrument in CPSA+ based on the unique identification number also known as ‘instrument ID’, before its verification test results can be submitted in CPSA+.

More information about the QR code label is available in [Chapter 3.0 – ‘Introduction to the QR code label’](#) of this guidebook.

3. I noticed the QR code label has a 7-digit number. Does the number mean anything?

The first 2 digits represent the year of registration, and the last 5 digits are running numbers.

For instrument registration, AVs shall ensure the first 2 digits of the instrument ID corresponds with the year of the registration e.g., if a weighing scale is registered on 1 Jan 2022, the AV shall register the instrument using IDs beginning with “22”.

4. What happens if I were to affix the QR code label on the instrument on 31 Dec 2021 and register the instrument in CPSA+ on 1 Jan 2022?

As far as possible, AVs should affix a QR code label beginning with “22” if the instrument is registered in 2022. However, we understand that AVs may face certain logistics and practical constraints which may make this difficult. If you had already affixed a “21XXXXX” QR code label on the instrument for registration, you would have up to 15 Jan of the following year e.g., 15 Jan 2022 to submit the registration in CPSA+. After 15 Jan, the previous years’ instrument IDs will be removed from CPSA+, and AVs will not be able to register instruments based on previous years’ instrument IDs. The AV would then have to affix a new QR code label beginning with “22” on the instrument for registration.

5. Do I need to verify the instrument within a certain time frame after instrument has been registered in CPSA+?

No, there is no specified time frame to verify the instrument after it is registered in CPSA+. However, AVs will receive notifications from CPSA+ that there are instruments that are yet to be verified two weeks after their registration.

AVs may be requested to provide explanations to the WMO on why they have instruments that remain unverified for long-time frames, i.e. more than 2 weeks, from instrument registration to its verification.

6. Why is there a need to register the weighing or measuring in CPSA+?

Registration of the weighing or measuring instrument in CPSA+ by an AV is required prior to submission of its verification test results.

The information from instrument registration will help the WMO better track instruments used for trade purposes, ensuring better traceability and accountability of instrument owners.

Notifications on the instrument’s status will also be sent to instrument owners as well as AVs. Refer to [Chapter 14.0 – ‘Notifications’ and ‘Resources’](#) for the various type of notifications stakeholders can expect to receive from CPSA+. Note that instrument registration is a one-time process (unless the QR code label/ instrument ID is defaced/ missing, or if there is a change in instrument ownership).

7. What should I do if the instrument owner does not allow me to affix the QR code label on the instrument?

If the instrument owner’s concern is due to scanning of the QR code in areas where electronic devices such as mobile phone are not allowed to be used, AVs are to inform the WMO via weights_and_measures@ccs.gov.sg explaining the reason(s) in detail.

Depending on the outcome of the assessment, the WMO may issue non-QR code labels to the AV for the purpose of registering the instrument.

8. Do I still need to affix the ACCURACY Label after verification and the instrument is deemed fit for trade use?

Yes, AVs will have to continue to affix the ACCURACY Label as well as the Weights and Measures seal(s) if the instrument passed verification. Refer to [Chapter 3.0 – ‘Introduction to the QR code label’](#) on affixing both the ACCURACY Label and QR code label after verification.

9. What if I am unable to affix the QR code label beside the ACCURACY Label due to space constraints?

Ideally, the QR code label should be placed side by side with the ACCURACY Label on the instrument.

In the event of space constraint, AVs are advised to inform the WMO with photos where possible to illustrate the space constraint of the instrument, so that the WMO can advise accordingly.

10. What should I do if the QR code label is damaged or found missing?

AVs may go to the ‘Seals & Labels’ module to update status of the damaged or missing QR code label. Refer to [Chapter 11.0 – ‘Seals & Labels’](#) for more details.

Note that for missing Weights and Measures seals, AVs are to make a police report and submit it to the WMO before updating in CPSA+.

Instrument registration and verification

11. The registration form requires me to input contact information such as mobile number and email address. Will such information be kept confidential?

Contact information of instrument owners entered in CPSA+ by AVs can only be viewed by the instrument owner, the WMO and the AV who input the information in CPSA+. The contact information will not be made known to Members of Public.

As an example, AV98 initially registers an instrument and inputs the verification test results in CPSA+. Subsequently, if AV99 were to verify the same instrument, AV99 will not be able to view the instrument owner’s contact information previously input by

The Weights and Measures Office (WMO) safeguards the interests of consumers and businesses by ensuring a uniform and accurate system of weights and measures in Singapore. The WMO is an office of the Competition and Consumer Commission of Singapore ("CCS"), which is a statutory board of the Ministry of Trade and Industry.

Visit www.weightsandmeasures.gov.sg for more information.

AV98. AV99 will have to obtain the contact information for filling up the verification form.

12. Under the registration form, there is 'Business Owner/ Business Main Contact' and 'Contact Person Details'. What is the difference between the two?

The Business Owner/ Business Main Contact refers to either the instrument owner or the overall in-charge of the instrument(s).

The Contact Person refers to the person(s) that AV or the WMO can promptly approach for any questions concerning the instrument.

13. Under the registration form, the postal code of the instrument's location is mandatory. However, some instruments are in areas without postal code. What shall I input for such cases?

For cases where instruments are located in areas without postal code, e.g. weighbridges installed in industrial locations, the AVs and instrument owners may indicate the postal code as '0'.

For the rest of the address e.g., block, street name, etc., the AV is to indicate the exact location of the instrument where possible.

14. The verification form requires me to input the test results. Who are the parties that can view the test results?

Only the instrument owner and the AV that performed the verification can view the verification test result information. The WMO will also be able to view the verification test results.

15. Would other AVs be able to view the list of instruments that are registered and/or verified under my AV code?

AVs will not be able to identify the instruments that are registered or verified by the AV code. AVs may view all the instruments registered or verified under their own AV code under the 'My Instruments' tab.

AVs may view the full list of instruments registered and/or verified by all AVs under the 'All Instruments' tab. However, the AV code is not shown in the table and the export table function is disabled. Refer to [Chapter 6.0 – 'Instruments'](#) for more details.

16. What if I submitted the wrong details for instrument registration or verification?

If the AV has registered the instrument under a wrong company's UEN, you may replace the QR code label with a new label and use the 'Transfer Ownership' function to re-register the instrument with the correct UEN. Refer to [Chapter 10.0 – 'How to transfer instrument ownership'](#) for a step-by-step guide.

If the AV has submitted incorrect instrument's information such as brand, accuracy class or verification test results, please inform the WMO via weights_and_measures@ccs.gov.sg.

17. What if I registered the instrument in CPSA+ prior to on-site verification and the instrument cannot be found on-site later for verification or instrument owner informed instrument no longer used for trade?

If the instrument is no longer used for trade or already disposed, AV may indicate so in CPSA+ (see [Chapter 8.1 – 'Pre-Verification'](#)).

If the instrument has been registered in CPSA+ and could not be found on-site later for verification e.g., owner moved it to another site, AV may leave the registration record of the instrument as it is in CPSA+. Subsequently when the AV conducts the verification on-site, the AV is to update the instrument's location accordingly and submit the test result in CPSA+.

Do take note that once the instrument ID on the QR code label has been used to register the instrument in CPSA+, it also means the instrument ID has been assigned to that instrument and it is expected that QR code label will be affixed on the instrument.

For example, prior to on-site verification, AV99 assigned instrument ID '2112345' to the instrument and registered it in CPSA+. Later, when AV99 conducts on-site

verification, AV99 is to affix QR code label '2112345' on the instrument, conduct the verification, and submit test results in CPSA+ accordingly.

If for whatever reason, the AV has lost the QR code label '2112345' or QR code has been defaced and not suitable for use, or AV brought the wrong QR code label to site for the verification, the AV may affix a different QR code label on the instrument and continue to submit the test results in CPSA+ accordingly. Thereafter, the AV is to update the new instrument ID in CPSA+ via the 'Replacement of ID' function (see [Chapter 9.0 – 'How to replacement instrument ID'](#))

Note, AVs will keep receiving notifications from CPSA+ on registered instruments but with no verification test result submitted. Hence, AVs are encouraged to ensure all registered instruments are duly accounted for or followed up in CPSA+.

18. What if some of the verification test steps cannot be completed? For example, one of the corners of the digital scale has some issue and the reading is off, requiring some adjustment before I can complete the rest of the verification steps. How shall I fill up the verification form?

We have recently updated the CPSA+ verification form to allow AVs to input a value for the Applied Load that is lower than the minimum capacity of the registered instrument.

With this update, the AV may fill in '0' for Applied Load in instances where the test steps were not conducted because the instrument needed to be adjusted or repaired before it may be verified.

For example, in the scenario where the weighing instrument cannot be verified until some parts are replaced or repaired, the AV may indicate '0' for both Applied Load and Test Result for all the test steps under As-Found.

Repeatability

Applied load

Reading	Test Result (kg)	Delta
1st Reading *	<input type="text" value="0"/>	0
2nd Reading *	<input type="text" value="0"/>	0
3rd Reading *	<input type="text" value="0"/>	0

+ Add More Reading

Repeatability test result

Eccentricity (1/3 Max)

Applied load

Reading	Test Result (kg)	Delta	Result
Corner 1 *	<input type="text" value="0"/>	0	Fail
Corner 2 *	<input type="text" value="0"/>	0	Fail
Corner 3 *	<input type="text" value="0"/>	0	Fail
Corner 4 *	<input type="text" value="0"/>	0	Fail

Then, indicate 'Yes' for either 'Adjustment to be made' and/ or 'Instrument component to replace' and fill up the As-Left test results accordingly.

In another scenario where some of the test steps can be carried out and some cannot be completed, the AV may also indicate the results accordingly under As-Found. For example:

Repeatability

Applied load:

MPE:

Reading	Test Result (kg)	Delta
1st Reading *	<input type="text" value="1"/>	0
2nd Reading *	<input type="text" value="1"/>	0
3rd Reading *	<input type="text" value="1"/>	0

✚ Add More Reading

Repeatability test result:

Repeatability test value result:

Eccentricity (1/2 Max)

Applied load:

MPE:

Reading	Test Result (kg)	Delta	Result	Test Result Value
Corner 1 *	<input type="text" value="0"/>	0	Fail	NA
Corner 2 *	<input type="text" value="0"/>	0	Fail	NA
Corner 3 *	<input type="text" value="0"/>	0	Fail	NA
Corner 4 *	<input type="text" value="0"/>	0	Fail	NA

Then, indicate 'Yes' for either 'Adjustment to be made' and/ or 'Instrument component to replace' and fill up the As-Left test results accordingly.

Weights and Measures seals and QR code labels

19. How do I request for more seals and QR code labels?

CPSA+ will auto assign seals and labels to the AV once the AV's inventory has reached a certain threshold level in the system as set by the WMO. The AV may email the WMO at weights_and_measures@ccs.gov.sg if there is a need for more seals

and/ or labels aside from what have been allocated in the system. Refer to [section 11.2](#) for more information about auto allocation of seals and labels to AVs.

Making payments in CPSA+

20. What is the timeline to make payment for verification record in CPSA+?

As per current policy, AVs are to submit the verification record for a particular instrument and make the corresponding payment in CPSA+ within 2 weeks from the date of verification.

It is important to submit the verification record and make timely payment in CPSA+ to ensure the system captures the latest information about the instrument.

Do note that instruments will only be reflected as 'Verified' in the WMO's public registry after the verification test result is submitted in CPSA+.

The WMO will withhold Weights and Measures seals from AVs with fees outstanding for more than 14 days.

21. Do I have to make payment in CPSA+ if the instrument is registered but did not pass verification?

No, AVs do not have to make payments for instruments that did not pass the verification, i.e., no assigned seal number.

Notifications from CPSA+

22. Why am I receiving email notifications from CPSA+? Can I turn off the notification function?

The CPSA+ is able to send notifications to either inform on instrument updates or remind users that they have pending task(s) in CPSA+. Registered businesses, i.e. businesses with valid UEN, will receive these notifications via email. Businesses with no UEN will receive the notifications via SMS.

Instrument owners will receive the following type of notifications:

- List of instruments successfully registered by the AV in CPSA+
- List of instruments verified by the AV as fit for trade
- A reminder that there are instruments due for re-verification in 2 months' time

- A reminder that there are instruments with lapsed ACCURACY Labels and to contact an AV for re-verification before they can be used for trade
- Instrument ID of the registered instrument has been replaced

AVs will receive the following notifications in the form of email as well as through the 'Notification' function in CPSA+: Contact information indicated as the 'Main' contact in the AV's profile on CPSA+ will receive email notifications on top of the 'Notification' function within CPSA+. By default, the first contact is the main contact.

- Instrument registered under the AV, but verification test results have yet to be submitted in CPSA+ after 2 weeks
- Fees outstanding for more than 2 weeks after the verification results are submitted
- Reminder for AV designation renewal 2 months before expiry

The notification function serves to inform users on instrument updates as well as their pending task(s) in CPSA+ and cannot be turned off.

Pattern registration and AV renewal

23. I noticed there is no module for pattern registration and AV renewal in CPSA+. Where do I put up application for these?

Pattern registration and AV renewal will not be processed through the CPSA+. The WMO will provide a separate update to AVs to inform on the new process for pattern registration and AV renewal at a later date.