CPSA+ Guidebook for Instrument Owners

Weights and Measures Office

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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.

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1.0   Preface

This guidebook serves to guide instrument owners/ users of weighing and measuring instruments that are used for trade, on the use of the Consumer Product Safety Accuracy Plus System (CPSA+).

The CPSA+ is an application website where Authorised Verifiers (AVs) can submit verification records, as well as where the public registry of pattern registered instruments, list of weighing and measuring instruments used for trade, list of designated AVs, etc. are hosted.

Instrument owners can also login to CPSA+ to view information related to the weighing and measuring instruments they use for trade e.g., the verification status of the instrument, its operating location, etc. The new CPSA+ also comes with useful features such as notifications to provide instrument owners and AVs with updates on the instruments.

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 send your feedback to: weights_and_measures@ccs.gov.sg

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## 2.0   General features of CPSA+ for instrument owners

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

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

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 and edit records/information in CPSA+.

- **Edit profile**

You may update your business or company's contact information through the 'Edit Profile' function.
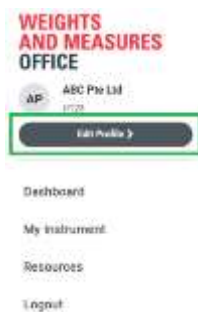
- **Dashboard**

The dashboard provides you with an overview or summary of your registered and verified weighing and measuring instruments.

User may click on the respective panels on the dashboard to view more specific information.

- **My Instrument**

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You may view the list of instruments registered and verified under your company profile as well as update contact information for the instrument(s) from 'My Instruments'

You may also apply filter(s) to your search and export information in Microsoft Excel (.xlsx) format.

- **Resources**

You may download and view the latest resources and information from the WMO under 'Resources'.

3.0 Introduction to the QR code label, instrument registration and notifications from CPSA+

The WMO has introduced a QR code label which bears a unique 7-digit identification number, also known as the 'Instrument ID', that will help stakeholders to easily identify and track weighing and measuring instruments in CPSA+.

The QR code label facilitates instrument registration by the AVs, which is necessary prior to their submission of the instrument's verification test results in CPSA+.

Unique Instrument ID
First 2 digits: year of registration
Last 5 digits: running number

Number must tally with instrument ID during registration in CPSA+

The WMO will provide the 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 'Instrument ID' found beneath the QR code.

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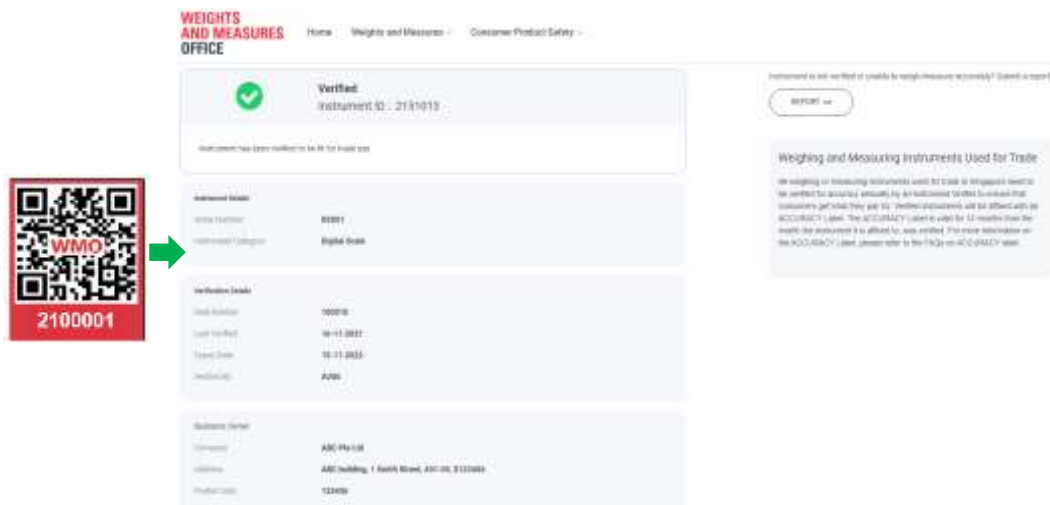

Unlike the ACCURACY Label which has a validity of 12 months and needs to be renewed prior to expiry, the QR code label is permanent and should only be changed by an AV if it is found damaged or missing from the registered instrument, or when there is a transfer of instrument ownership. Note that transfer 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.

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Functionality of the QR code label:

Aside from facilitating instrument registration in CPSA+ by your AV to conduct verification of your weighing or measuring instruments, scanning the QR code will allow you to view information about the instrument such as the validity of its ACCURACY Label, date of last verification, as well as it's operating location.

Consumers may also view similar information about the instrument upon scanning the QR code affixed on it.

Notifications from CPSA+:

CPSA+ also comes with useful features such as sending timely notifications to instrument owners to provide updates on their registered instruments. Instrument owners can expect to receive the following notifications from CPSA+:

- List of instruments successfully registered by the AV in CPSA+
- List of instruments verified by the AV after their records have been successfully submitted in CPSA+
- 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 are used for trade
- Replacement of instrument ID for any of your registered instruments

4.0   Setting up CorpPass for login to CPSA+

To login to CPSA+, you will need to setup access for the relevant personnel that requires access to CPSA+ via CorpPass. 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.
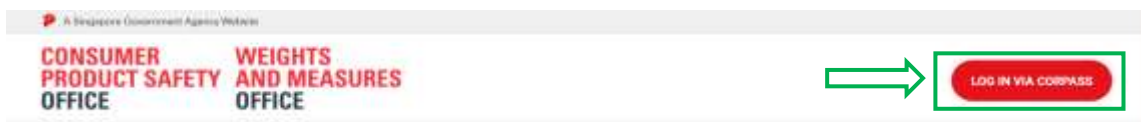
Step 2: Scan the QR code using your Singpass app or key in your password manually to log in.

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5.0 Business profile page

You may update your company profile through the 'Edit Profile' function.

For businesses <u>with UEN</u>, notifications on instrument updates will be sent via email based on the email address provided. If there is more than one contact person, notifications will be sent to each of the email addresses provided.

Note, for businesses <u>without UEN</u>, notifications will be sent via SMS. As CPSA+ can only be accessed via CorpPass, updating the contact information for businesses without UEN can only be done by an AV.

Also, note that edits made to the profile page will not port over to instruments registered under your business. For example, if you update your contact information via the profile page, it will not replace the contact information of the instruments registered by your AV in CPSA+. For changes to registered instruments, you will have to update via 'My Instruments'. See Chapter 6.0 – 'My Instruments' for more information.

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6.0 'My Instruments'

'My Instruments' allows you to view the list of instruments registered and verified under your company profile, as well as update contact information for the instrument(s).

Instrument status

In the screenshot example below, you may see there are instruments with various 'Instrument Status'.

‘Verified’:

Instruments with 'Verified' status means they have been verified for accuracy by your AV and the test results have been submitted by your AV in CPSA+. Your AV should have also affixed the ACCURACY Label as well as QR code label on your verified instrument.

‘Not Verified’:

Instruments with 'Not Verified' status means they have been registered, but your AV has yet to submit the verification test results in CPSA+.

‘Unfit’:

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'Unfit' means your AV has conducted verification on the instrument however, it did not pass the testing requirement. For example, the accuracy or error exceeds the legislated error limit (also known as 'Maximum Permissible Error')

'Disposed':

This means your AV noted the registered instrument has been either disposed or indicated as no longer used for trade and has updated the status accordingly in CPSA+.

'Expired':

Instruments with 'Expired' status means the 12 months validity of their ACCURACY Labels has lapsed. You should stop using the instruments for trade, and get your AV to re-verify the instrument to renew their ACCURACY Labels.

Note that except for instruments with 'Verified' status, instruments with other status shall not be used for trade purposes.

Filter and export

You may also apply filter(s) to search and export the information in Microsoft Excel (.xlsx) format.

6.1 View profile of instrument including the verification test result submitted by the Authorised Verifier

To view more information about a particular instrument registered by your AV, click on the Instrument ID of interest:

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Actions	Instrument ID ⇅	AV Code	Instrument Location	Postal Code ⇅	Seal Number	Instrument Status ⇅	Expiry Date
Update contact details	2151014		ABC building, 1 Smith Street, #01-05, S123456	123456		Not Verified	-
Update contact details	2151013	AV50	ABC building, 1 Smith Street, #01-05, S123456	123456	952	Verified	15 Nov 22

Click on the instrument ID to view profile of the instrument.

You will be able to view details such as brand and model of the instrument, verification test results of the instrument submitted in CPSA+ by your AV, as well as transaction history of the instrument.

Instrument Details - 2151013

General

Seal Number
180010

Expiry Date
15-11-2022

Date of Last Stamping
16-11-2021

Last Stamping Performed by
AV50 and #250.03

UEN

Instrument Detail

Instrument Accuracy Class
III

Serial Number
00001

Brand
Brand A

Model
Model A

Verification Record

Pre-Verification

Do you want to continue with the verification?
Yes

As-Found Result

Repeatability ⓘ
Applied load
5

MPE
1.5e

Reading	Test Result (kg)	Delta
1st Reading	5	0

Transaction History

Transaction Type	Submitted Date	Submitted By	Status
Registration of Instrument	23 November 2021	AV50	Registered
Verification of Instrument	23 November 2021	AV50	Verified

6.2 Update contact information details or location of the instrument

To update information of the registered instrument, click 'Update contact details' for the instrument of interest:

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Actions	Instrument ID ⇕	AV Code	Instrument Location	Postal Code ⇕	Seal Number	Instrument Status ⇕	Expiry Date
Update contact details	2151014		ABC building, 1 Smith Street, #01-05, S123456	123456		Not Verified	-
Update contact details	2151013	AV50	ABC building, 1 Smith Street, #01-05, S123456	123456	952	Verified	15 Nov 22

Click to update information of the instrument.

Note, the business details are based on your UEN and cannot be changed via CPSA+. You may refer to https://www.acra.gov.sg/how-to-guides on how to update the busines details.

Business Details

Is this application for registered business?
Individual | Company

UEN
U123

Business Name
ABC Pte Ltd

Postal Code
123456

Building Name
ABC building

Block
1

Street Name
Smith Street

Floor Number
01

Unit Number
05

Update the business main contact information:

Business Owner/ Business Main Contact ⓘ

Business Owner/ Business Main Contact Name *
Melody

Designation *
Senior Manager

Business Mobile or Office Number *
81234567

Main Contact Person Business Email *
melody@abc.com

Update the instrument's location:

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Instrument Location

Click 'No' if location of instrument is same as the registered address as per UEN.

Is instrument used in different location? *
[Yes] [No]

Click to auto populate address based on the postal code.
Edit the details if necessary.

Postal Code *
654321 [Retrieve Address]

Building Name
DEF building

Block *
1

Street Name *
Rock Street

Floor Number *
01

Unit Number *
09

Trade Type *
Trade Type 2

Note: If Floor and Unit number not applicable, you may enter '0'.

Update additional contact information if applicable:

Contact Person Details ⓘ

Contact Person Name *
Nate

Contact Person Business Email *
nate@abc.com

Contact Person Business Mobile Number
91234567

Alternative Contact Number

🗑 Delete Additional Contact

+ Add Additional Contact

Click to add or delete contact

Review the information and submit:

ABC Pte Ltd

Contact Information — Review Contact Information

Business Information ⓘ

Business Details

Is this application for registered business?
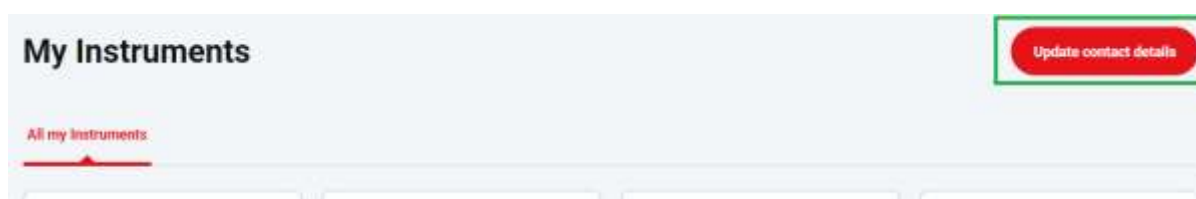Company

UEN
U123

Business Name
ABC Pte Ltd

Postal Code
123456

Building Name
ABC building

6.3 Update contact information details or location of instrument for multiple instruments

To update the information for multiple instruments, click on the red button 'Update contact details' located at the top right of My Instruments page.

My Instruments

Update contact details

All my Instruments

You may select the instruments of interest by checking the individual boxes on the left:

Update my Instrument Contact Details

	Instrument ID ⇕ ⇕	Category ⇕ ⇕	Serial Number ⇕ ⇕	Seal Number ⇕ ⇕	Company Name ⇕ ⇕	Operating Address ⇕ ⇕	Postal Code ⇕
☑	2151016	Digital Scale	DS004		ABC Pte Ltd	ABC building, 1 Smith Street, #01-05, S123456	123456
☑	2151015	Digital Scale	DS003		ABC Pte Ltd	ABC building, 1 Smith Street, #01-05, S123456	123456
☐	2151014	Digital Scale	DS002		ABC Pte Ltd	ABC building, 1 Smith Street, #01-05, S123456	123456

Or, you may select the checkbox at the top of the column to select all instruments:

Update my Instrument Contact Details

☑	Instrument ID ⇕ ⇕	Category ⇕ ⇕	Serial Number ⇕ ⇕	Seal Number ⇕ ⇕	Company Name ⇕ ⇕	Operating Address ⇕ ⇕	Postal Code ⇕
☑	2151016	Digital Scale	DS004		ABC Pte Ltd	ABC building, 1 Smith Street, #01-05, S123456	123456
☑	2151015	Digital Scale	DS003		ABC Pte Ltd	ABC building, 1 Smith Street, #01-05, S123456	123456
☑	2151014	Digital Scale	DS002		ABC Pte Ltd	ABC building, 1 Smith Street, #01-05, S123456	123456

Click 'Proceed to edit' located at the bottom of the page:

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Edit the Business Owner/ Main Contact, Instrument Location, and Contact Person details accordingly. Click 'Next' at the bottom of the page.

Review the information and submit:

7.0 'Resources'

You may download and view the latest resources and information from the WMO under 'Resources'.

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8.0 Frequently Asked Questions

CPSA+ and QR code label

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

The CPSA+ is an application website where AVs can submit verification records, as well as where the public registry of pattern registered instruments, list of weighing and measuring instrument used for trade, list of designated AVs, etc. are hosted.

Instrument owners can also login to CPSA+ to view information related to the weighing and measuring instruments they use for trade e.g., the verification status of the instrument, its operating location, as well as update information for the instrument.

CPSA+ also comes with useful features such as notifications to instrument owners and AVs to provide updates on the instrument.

To login CPSA+, instrument owners will need to setup access for the relevant personnel that requires access to CPSA+ via CorpPass. Please refer to the user guides in the Corppass - User Guides.

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, instrument registration and notifications from CPSA+' 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".

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4. 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 3.0 – 'Introduction to the QR code label, instrument registration and notifications from CPSA+' for the various type of notifications instrument owners can expect to receive from CPSA+. Note that instrument registration is a one-time process (unless the QR code label/ instrument ID if defaced/ missing, or if there is a change in instrument ownership).

5. With the new QR code label, is the ACCURACY Label still necessary after verification if 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.

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

If the QR code label on the instrument is found damaged or missing, you may approach an AV to replace with another QR code label and thereafter, ensure your AV update the new instrument ID in CPSA+ accordingly.

Instrument registration and verification

7. 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 in CPSA+ 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 the Public.

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

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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.

9. 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.

Notifications from CPSA+

10. 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 types 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

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

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