
Industrial Allocation System (IAS – Internet Application) *User Guide*

National Environment Agency
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1 OVERVIEW

1.1 About IAS

The **Industrial Allocation System (IAS)** is an e-service for submitting application, on the use of industrial premises, to the Central Building Plan Department of NEA. The applicant is advised to seek the owner's approval on the proposed use of the industrial premises prior to submitting an application. Developers are required to apply for IA clearance for new industrial developments.

1.2 About This Document

This document provides you a step by step guide on how to use the features of IAS.

1.3 Using This Manual

This manual has been designed to be read in print or in MS Word format. When viewing the user guide in MS Word, you can do the following to navigate easier within the document.

- In the **Table of Contents** screen, use **[Ctrl + Click]** on your keyboard and mouse to follow the link of the section or topic you want to view. You will then be directed to the corresponding document page.
- You can use the **Document Map** feature of MS Word to navigate from one section to another. To enable this feature, navigate **View>>Document Map** from the Navigation bar of MS Word. You will see all the sections within the document listed on the left side of the page. Use the vertical scroll down to view all the list. You can then click on the topic you want to view and you will be automatically directed to the corresponding page of your selection.
- Whenever you see [hyperlinks](#) within the document, this means that you use **[Ctrl + Click]** on your keyboard and mouse to follow the link of the reference page you want to view.

When viewing the user guide in PDF format, the hyperlinks will not work but you can use the Screen navigation function on the toolbar to navigate to the screen you want to view. You can also use the Search function to search for specific sections of the manual.

1.4 Disclaimer

Any similarity to names, individuals, places or information presented in the screen samples of this manual are solely for illustration purposes and do not represent actual data.

1.5 User Profile

This guide is intended for New and Existing Applicants (public users) who want to apply online for the allocation of industrial units.

2 HOW TO ACCESS IAS

To access IAS on the internet,




Open internet browser, and on the address bar, enter the below IAS URL:

<http://e-services.nea.gov.sg/ias/>

Recommended browsers are Internet Explorer 6.0+ and Mozilla Firefox 2.0+.

Note: If you are having problems submitting your IA application when using Internet Explorer 10, please follow the 2 steps below:

To turn on Compatibility View

1. See if the Compatibility View button  appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Tap or click the Compatibility View button  to display the site in Compatibility View. Once you turn on Compatibility View, Internet Explorer will automatically show IAS in Compatibility View each time you visit. You can turn it off by tapping or clicking the button  again.

You will see the **Industrial Allocation System** Homepage with a brief overview on what the e-service is for and details of what information you need to complete the application form.

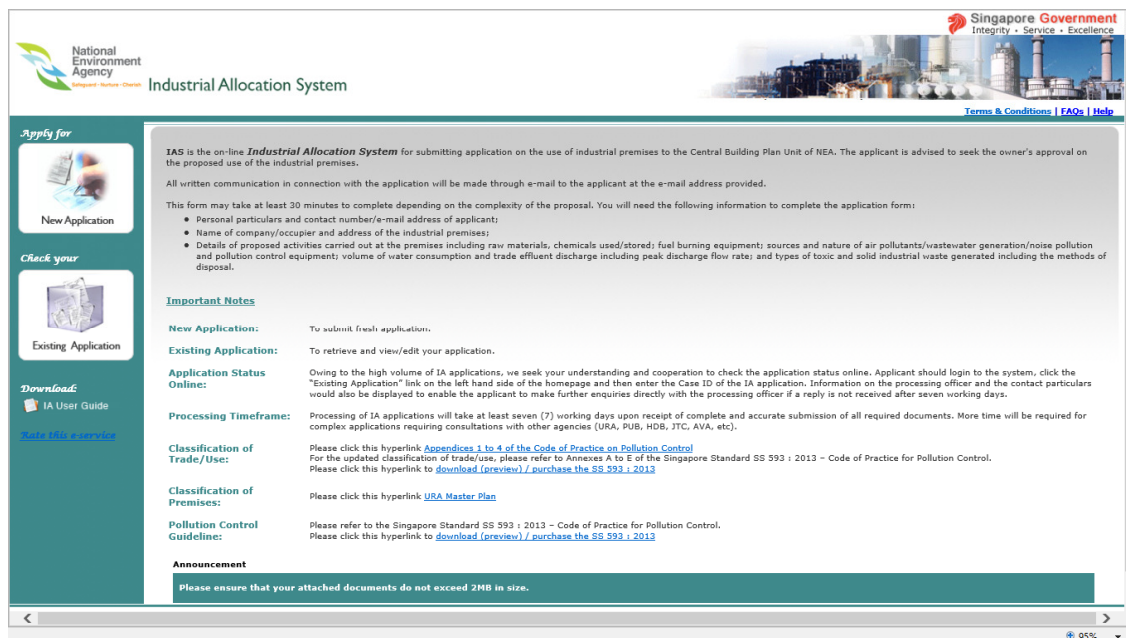


Figure 2-1: Industrial Allocation System Homepage

Various hyperlinks are also available on the page to provide you link to valuable information related to IAS. Refer to [SECTION 3, HOW TO NAVIGATE ON THE HOMEPAGE](#) for details.

3 HOW TO NAVIGATE ON THE HOMEPAGE

3.1 To View Homepage Links

IAS Homepage provides useful links that you can click on to view specific details.

Hyperlink	Description
Terms & Conditions Terms of Use	Shows the Terms of Use page containing the terms and conditions for using the site.
FAQs	Shows the Frequently Asked Questions page with the most common question and answers on the application.
Privacy Statement	Shows the Privacy Statement page for details on privacy policy.
Home	This link will be available on the IAS Login Verification page and on pages of the IAS once you have logged into the application. This brings you back to the IAS Homepage .

Table 3-1 Description of Homepage Links


3.2 To View Announcement

You can check the announcement details on the bottom part of the IAS Homepage. This contains relevant information regarding the system (i.e., system maintenance schedule).

Announcement

The system will be down for maintenance on November 10, 2008 from 10:00 AM to 3:00 PM. Please refrain from trying to use the system during this time.

3.3 To Download User Guide

To download this Industrial Allocation User Guide for Internet Application, click  **IA User Guide** under **Download** from the left navigation panel of the IAS Homepage.

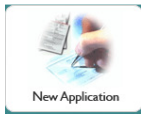
3.4 To Rate the IAS E-Service

Click on [Rate this e-service](#) from the left navigation panel of the IAS Homepage to participate in the online survey and provide feedback in using the e-service.

4 HOW TO SUBMIT NEW IA APPLICATION

As new or existing Applicant, you can submit a new **Industrial Allocation (IA)** application (*proposed activities are classified as Light, General and Special Industries*) by filling out the corresponding form with basic details to create your own profile and submit IA application online.

4.1 To Submit IA Application Form

1. Click  from the left navigation panel of the IAS Homepage as shown in Figure 4-1.

New IA Application page will open with a pop up window on special notes. The special notes contain information about Frequently Asked Questions for IA Applications. The special notes pop can be minimized or closed as shown in Figure 4-2.

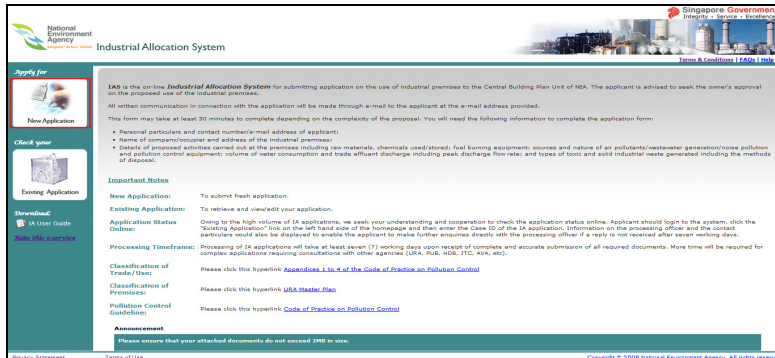


Figure 4-1: IAS Homepage showing Create New Application

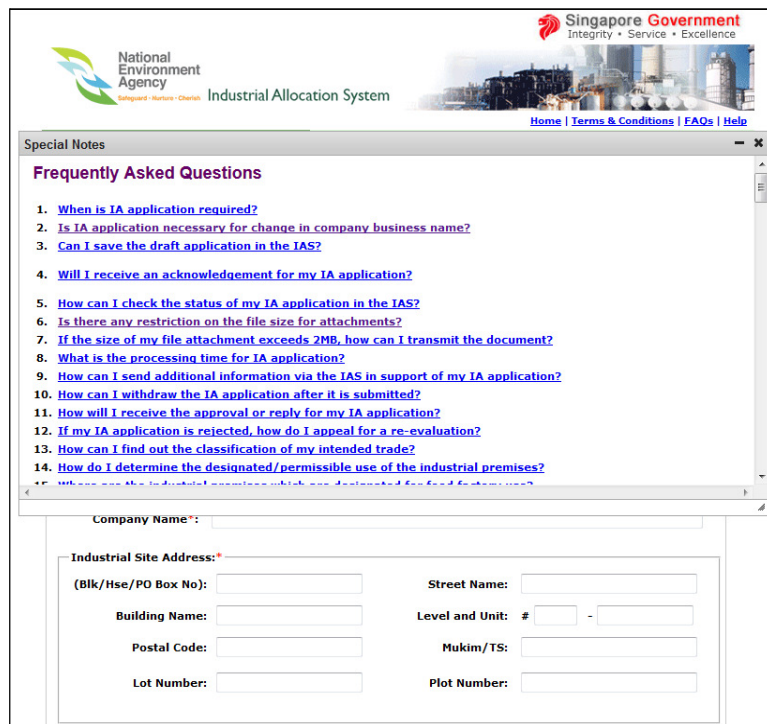
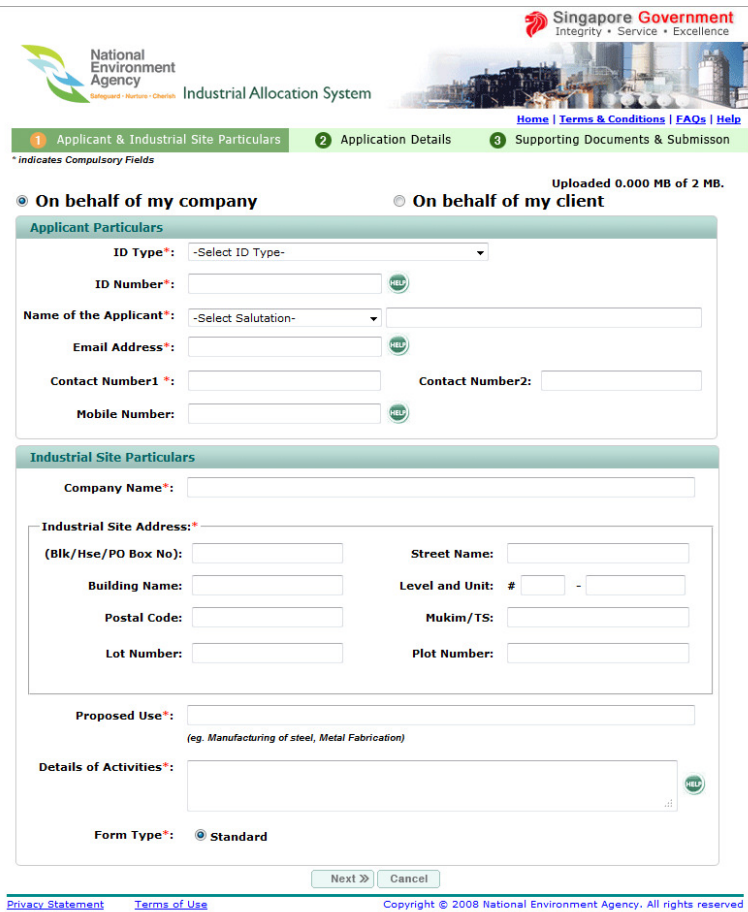


Figure 4-2: New Application – Frequently Asked Questions pop up window

2. New Application page allows property agent or authorized personnel to submit IA application on behalf of company or on behalf of client as shown in Figure 4-3.



3. If the application is being submitted on behalf of company, applicant is required to select “On behalf of my company” and enter all mandatory fields in the Applicant & Industrial Site Particulars section.

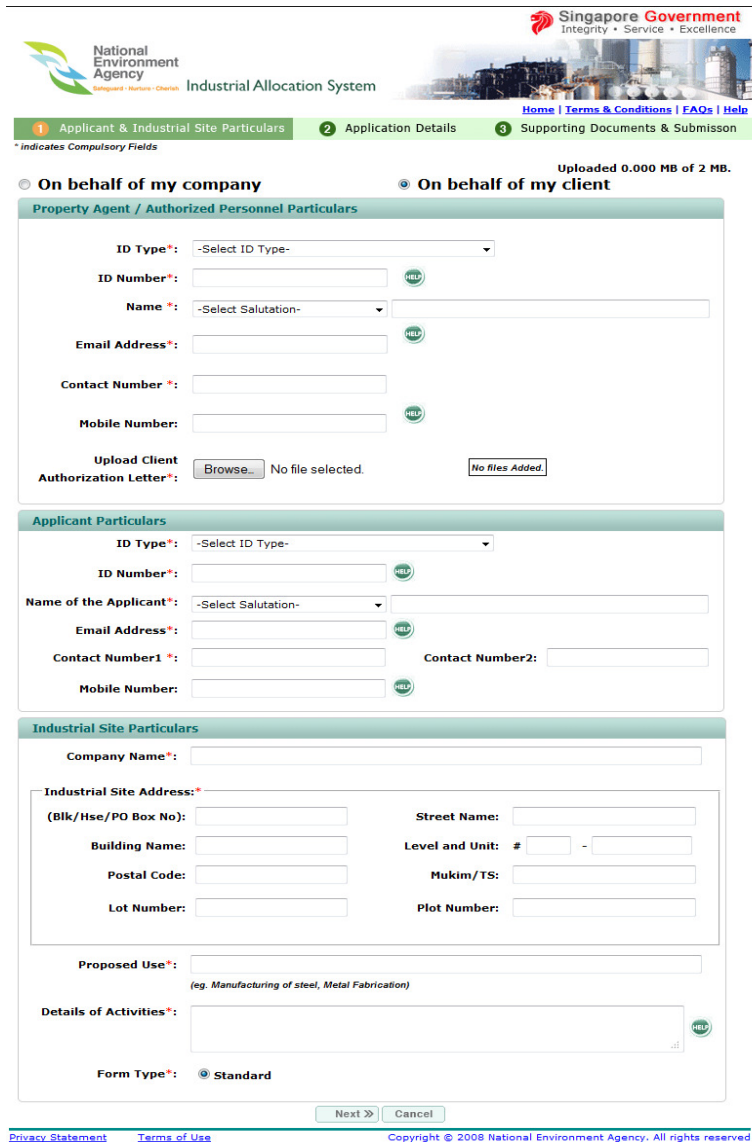


The screenshot displays the 'Industrial Allocation System' interface. At the top, it features the National Environment Agency logo and the Singapore Government logo. The main navigation bar includes three steps: 1. Applicant & Industrial Site Particulars (active), 2. Application Details, and 3. Supporting Documents & Submission. Below the navigation bar, there are two radio buttons for selection: 'On behalf of my company' (selected) and 'On behalf of my client'. The 'Applicant Particulars' section contains fields for ID Type, ID Number, Name of the Applicant, Email Address, Contact Number1, Contact Number2, and Mobile Number. The 'Industrial Site Particulars' section includes fields for Company Name, Industrial Site Address (with sub-fields for Blk/Hse/PO Box No, Building Name, Postal Code, Lot Number, Street Name, Level and Unit, Mukim/TS, and Plot Number), Proposed Use, Details of Activities, and Form Type (set to Standard). A 'Next' button is visible at the bottom right of the form. The footer contains links for Privacy Statement and Terms of Use, and a copyright notice for 2008 National Environment Agency.

Figure 4-3: New Application – On behalf of my company - Applicant & Industrial Site Particulars page

4. If the application is being submitted on behalf of client, applicant is required to select “On behalf of my client” and enter all mandatory fields in the Applicant & Industrial Site Particulars section as shown in Figure 4-4.

 Mouse-over  to see a sample on how to enter the field details.



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Industrial Allocation System

[Home](#) | [Terms & Conditions](#) | [FAQs](#) | [Help](#)


1 Applicant & Industrial Site Particulars 2 Application Details 3 Supporting Documents & Submission


* Indicates Compulsory Fields


Uploaded 0.000 MB of 2 MB.


☐ On behalf of my company ☒ On behalf of my client


Property Agent / Authorized Personnel Particulars


ID Type*: -Select ID Type- 

ID Number*: 

Name*: -Select Salutation- 


Email Address*: 


Contact Number*: 


Mobile Number: 


Upload Client Authorization Letter*: No file selected.


Applicant Particulars

ID Type*: -Select ID Type- 


ID Number*: 

Name of the Applicant*: -Select Salutation- 

Email Address*: 


Contact Number1*: 

Contact Number2:

Mobile Number: 

Industrial Site Particulars

Company Name*:

Industrial Site Address*: 


(Blk/Hse/PO Box No): Street Name:

Building Name: Level and Unit: # -

Postal Code: Mukim/TS:

Lot Number: Plot Number:

Proposed Use*:
(eg. Manufacturing of steel, Metal Fabrication)

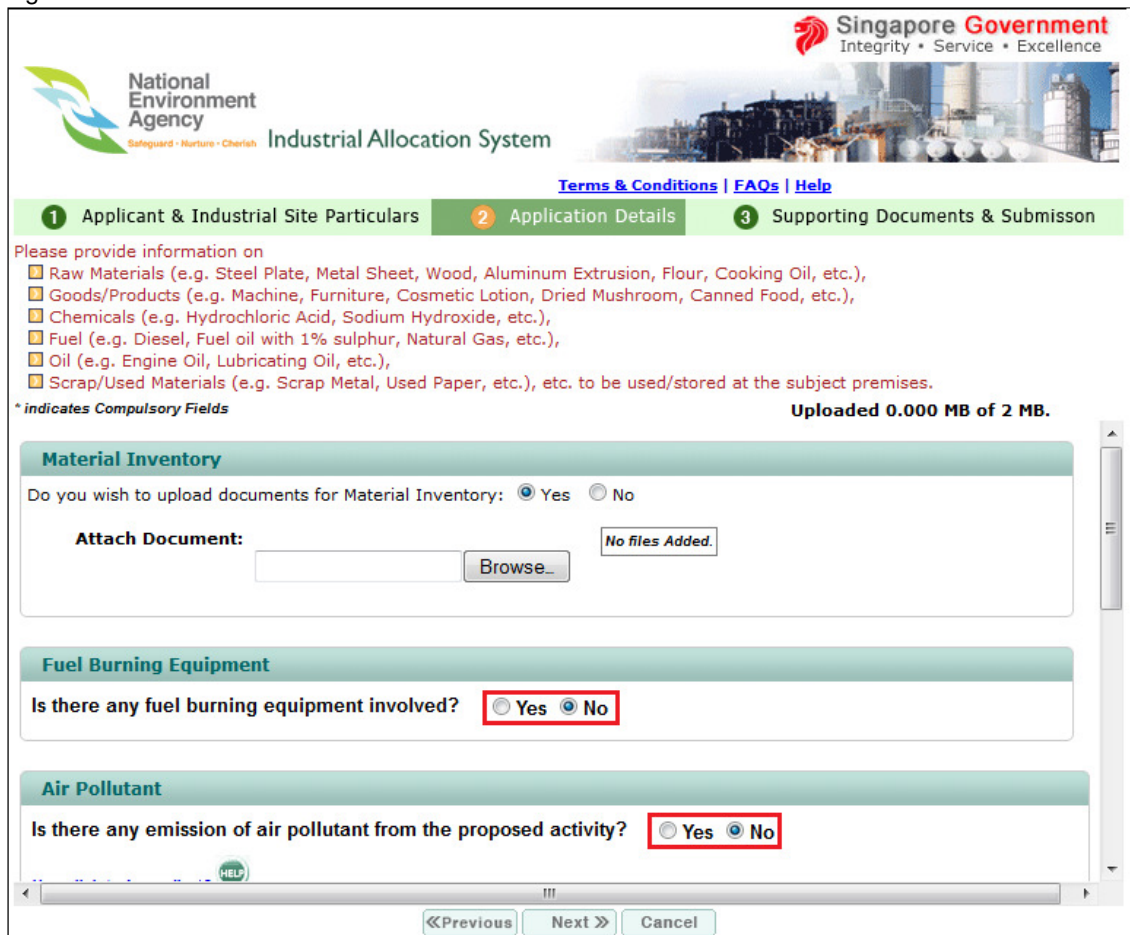
Details of Activities*: 

Form Type*: ☒ Standard

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Figure 4-4: New Application – On behalf of my Client – Property Agent, Applicant & Industrial Site Particulars

5. Click **Next >>** or **2 Application Details**. You will see the Application Details page as shown in Figure 4-5.



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Industrial Allocation System

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1 Applicant & Industrial Site Particulars **2 Application Details** **3 Supporting Documents & Submission**

Please provide information on

- Raw Materials (e.g. Steel Plate, Metal Sheet, Wood, Aluminum Extrusion, Flour, Cooking Oil, etc.),
- Goods/Products (e.g. Machine, Furniture, Cosmetic Lotion, Dried Mushroom, Canned Food, etc.),
- Chemicals (e.g. Hydrochloric Acid, Sodium Hydroxide, etc.),
- Fuel (e.g. Diesel, Fuel oil with 1% sulphur, Natural Gas, etc.),
- Oil (e.g. Engine Oil, Lubricating Oil, etc.),
- Scrap/Used Materials (e.g. Scrap Metal, Used Paper, etc.), etc. to be used/stored at the subject premises.

* indicates Compulsory Fields Uploaded 0.000 MB of 2 MB.

Material Inventory

Do you wish to upload documents for Material Inventory: ☒ Yes ☐ No

Attach Document: No files Added.

Fuel Burning Equipment

Is there any fuel burning equipment involved? ☐ Yes ☒ No

Air Pollutant

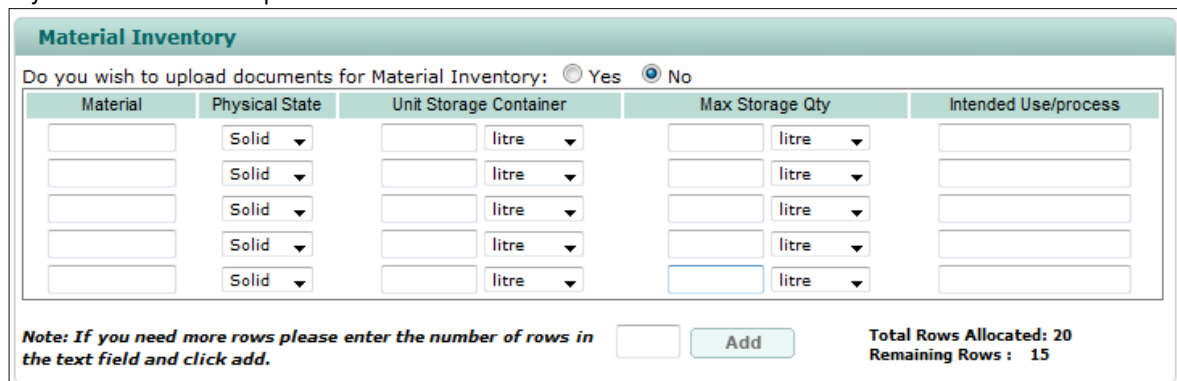
Is there any emission of air pollutant from the proposed activity? ☐ Yes ☒ No

[HELP](#)

Figure 4-5: Application Details page showing Material Inventory, Fuel Burning Equipment Involved, Air Pollutant, Trade Generation, Toxic Industrial Waste, and Allowable Noise Level sections, Yes and No radio buttons and Hyperlink to Appendix

6. By default, **Yes** radio button is selected to upload documents for Material Inventory or Click 'No' radio button to enter details on the row fields as shown in Figure 4-6.

If you need more rows please enter the number of rows in the text field and click **Add**.



Material Inventory

Do you wish to upload documents for Material Inventory: ☐ Yes ☒ No

Material	Physical State	Unit	Storage Container	Max Storage Qty	Intended Use/process
<input type="text"/>	Solid ▼	<input type="text"/>	litre ▼	<input type="text"/> litre ▼	<input type="text"/>
<input type="text"/>	Solid ▼	<input type="text"/>	litre ▼	<input type="text"/> litre ▼	<input type="text"/>
<input type="text"/>	Solid ▼	<input type="text"/>	litre ▼	<input type="text"/> litre ▼	<input type="text"/>
<input type="text"/>	Solid ▼	<input type="text"/>	litre ▼	<input type="text"/> litre ▼	<input type="text"/>
<input type="text"/>	Solid ▼	<input type="text"/>	litre ▼	<input type="text"/> litre ▼	<input type="text"/>

Note: If you need more rows please enter the number of rows in the text field and click add.

Total Rows Allocated: 20
Remaining Rows : 15

Figure 4-6: Application Details page showing Material Inventory row fields details

7. By default, **No** radio button is selected on **Fuel Burning Equipment Involved**, **Air Pollutant**, **Trade Generation**, **Toxic Industrial Waste**, and **Allowable Noise Level** sections. Click **Yes** radio button if you want to specify otherwise as shown in Figure 4-7.

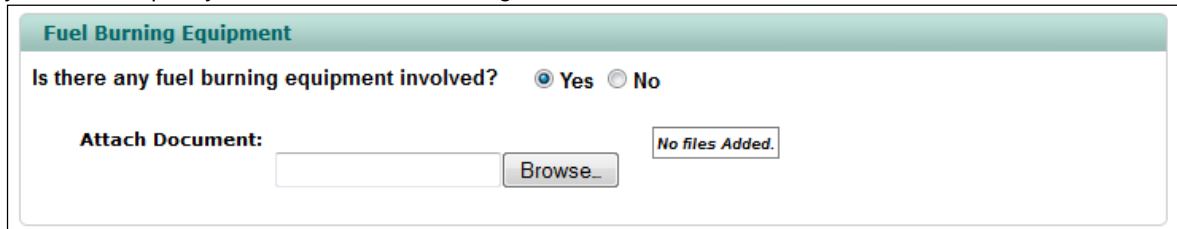


Figure 4-7: Application Details page showing Fuel Burning Equipment

If you selected **Yes** on any of the sections mentioned above, you will see the related attach document fields where you must upload the record.

Click on [Hyperlink to Appendix](#) to see corresponding code practice details in PDF file.

Click [Previous](#) to go back to the previous page.

8. Click [Next >>](#) or

3 Supporting Documents & Submission

You will see the **Supporting Documents & Submission** page as shown in Figure 4-8.

9. You can enter remarks or attach file(s).

Refer to [Section 4.1.1. To Attach File\(s\)](#) for details.

10. You must click on the declaration checkbox before you can click [Submit](#).

Upon submitting, you will see the **Confirm on New Application – Webpage Dialog** window showing details of the application created.

Click [Print](#) to print the application details.

Click [Back](#) to return to the form and update details.

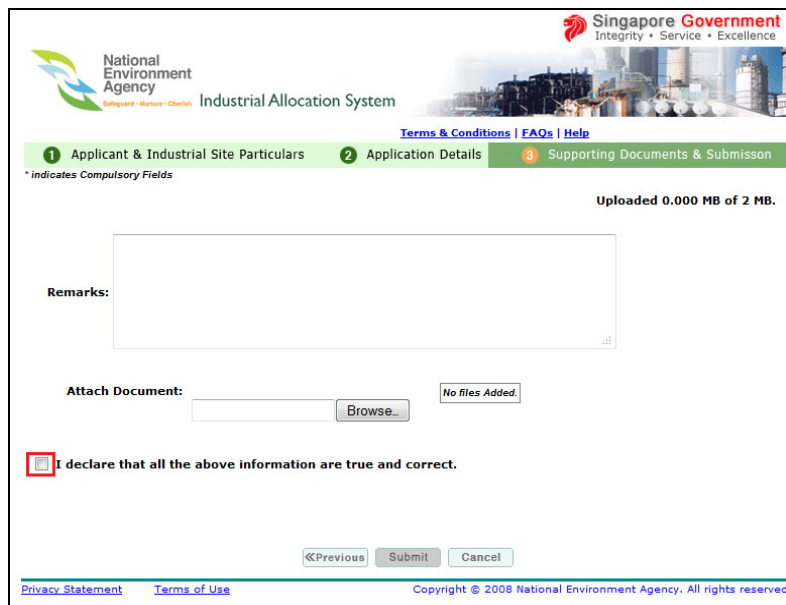


Figure 4-8: Supporting Documents & Submission page

11. Click **Confirm** as shown in Figure 4-9

You will see the **Application Accepted** message as shown in Figure 4-10.

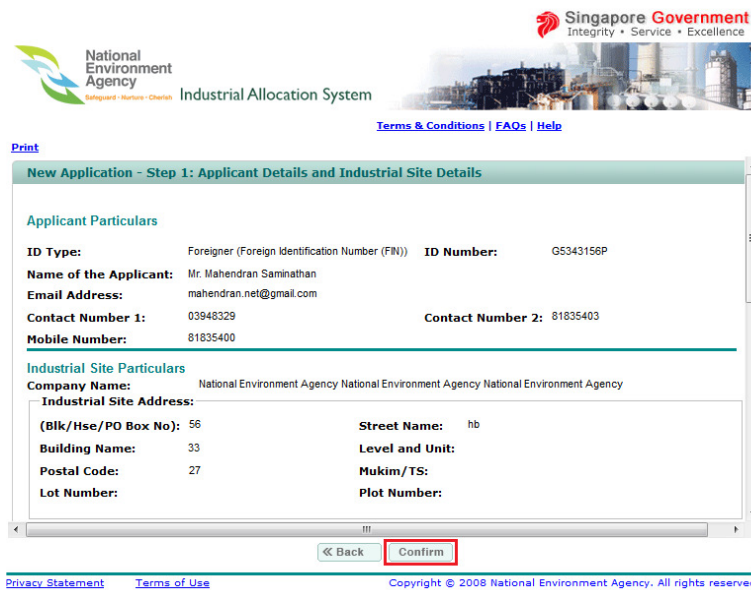
You will receive an email on the successful submission of the Application form.

Your case will be routed to the **Supporting Officer**.

Click [Print](#) to print a copy of the notification message.

Click [Applicant Details](#) to open or save details of **Applicant Particulars**.

Click [Case Details](#) to open or save Case details.



Print

New Application - Step 1: Applicant Details and Industrial Site Details

Applicant Particulars

ID Type: Foreigner (Foreign Identification Number (FIN)) ID Number: G5343156P

Name of the Applicant: Mr. Mahendran Saminathan

Email Address: mahendran.net@gmail.com

Contact Number 1: 03948329 Contact Number 2: 81835403

Mobile Number: 81835400

Industrial Site Particulars

Company Name: National Environment Agency National Environment Agency National Environment Agency

Industrial Site Address:

(Blk/Hse/PO Box No): 56 Street Name: hb

Building Name: 33 Level and Unit:

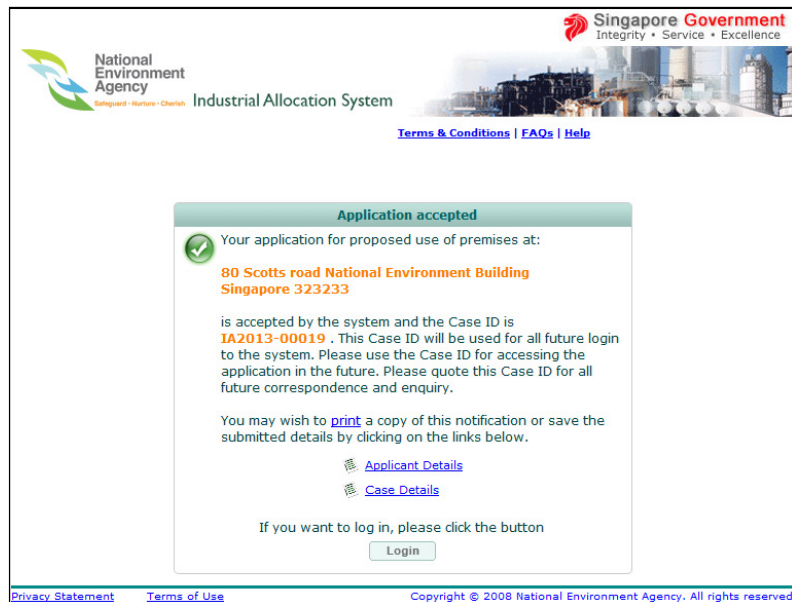
Postal Code: 27 Mukim/TS:

Lot Number: Plot Number:

[Back](#) [Confirm](#)

[Privacy Statement](#) [Terms of Use](#) Copyright © 2008 National Environment Agency. All rights reserved

Figure 4-9: Confirm on New Application – Webpage Dialog window showing Print link and Back/Confirm buttons



Application accepted

✓ Your application for proposed use of premises at:
80 Scotts road National Environment Building
Singapore 323233

is accepted by the system and the Case ID is **IA2013-00019**. This Case ID will be used for all future login to the system. Please use the Case ID for accessing the application in the future. Please quote this Case ID for all future correspondence and enquiry.

You may wish to [print](#) a copy of this notification or save the submitted details by clicking on the links below.

[Applicant Details](#)
[Case Details](#)

If you want to log in, please click the button


[Login](#)

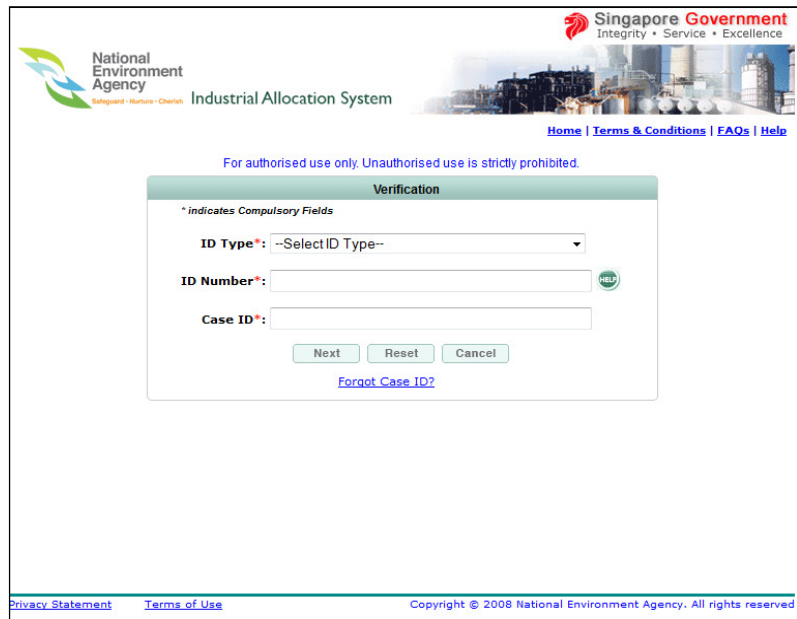
[Privacy Statement](#) [Terms of Use](#) Copyright © 2008 National Environment Agency. All rights reserved

Figure 4-10: Application Accepted message

12. Click [Login](#).

You will see the **IAS Login - Verification** page as shown in Figure 4-11.

 Refer to **steps 2 to 3** of [Section 5.1, To Login](#) for details.



The screenshot shows the 'IAS Login - Verification' page. At the top, there is a header with the National Environment Agency logo on the left and the Singapore Government logo on the right. The main title 'Industrial Allocation System' is centered. Below the title, there is a navigation bar with links: Home, Terms & Conditions, FAQs, and Help. A warning message states: 'For authorised use only. Unauthorised use is strictly prohibited.' The main content area is titled 'Verification' and contains a form with the following fields: 'ID Type*' (a dropdown menu with '--Select ID Type--'), 'ID Number*' (a text input field), and 'Case ID*' (a text input field). Below the input fields are three buttons: 'Next', 'Reset', and 'Cancel'. A link 'Forgot Case ID?' is located below the 'Case ID*' field. At the bottom of the page, there are links for 'Privacy Statement' and 'Terms of Use', and a copyright notice: 'Copyright © 2008 National Environment Agency. All rights reserved.'

Figure 4-11: IAS Login - Verification Page

4.1.1 To Attach File(s)

1. Click **Browse...** next to **Attach Document** field as shown in Figure 4-12.

You will see the **Choose File** window as shown in Figure 4-13.


2. Select the File you want to upload then click **Open**.

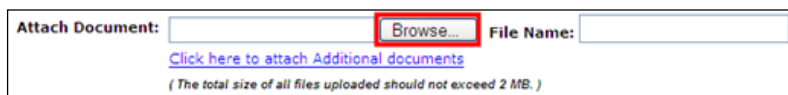
You will see the name of the attached file on the **File Name** field as shown in Figure 4-14.

3. Click [Click here to attach Additional documents](#) to attach another file.

You will see another line where you can browse for another file.

4. Repeat **steps 1 to 2** of this section.

 Total size of all files uploaded should not exceed 2MB.



Attach Document: **Browse...** File Name:
[Click here to attach Additional documents](#)
 (The total size of all files uploaded should not exceed 2 MB.)

Figure 4-12: Browse icon

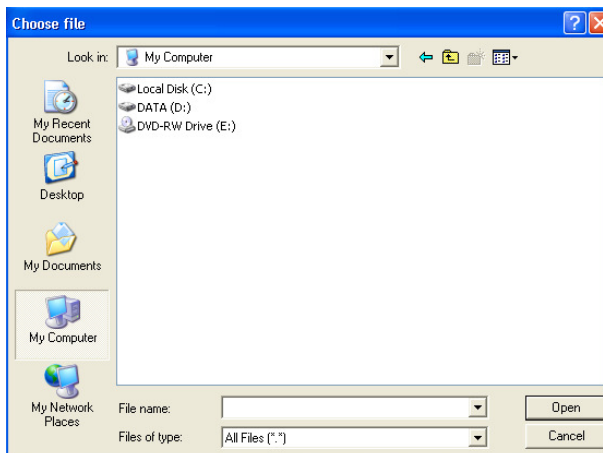
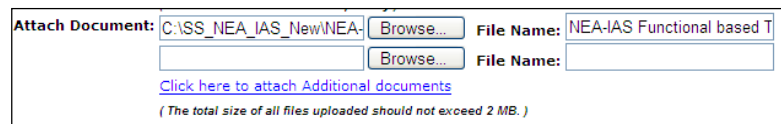


Figure 4-13: Choose File window



Attach Document: C:\SS_NEA_IAS_New\NEA- **Browse...** File Name: NEA-IAS Functional based T
 Browse... File Name:
[Click here to attach Additional documents](#)
 (The total size of all files uploaded should not exceed 2 MB.)

Figure 4-14: Attached file displayed on the File Name field and additional line for browsing additional document.

4.2 To Submit New IA Application as Existing Applicant

If you are an existing applicant (had successfully submitted IA application), you can submit a new application when logged into IAS. Doing this will automatically tag your particulars to the new application, thus saving you time in entering your profile details.

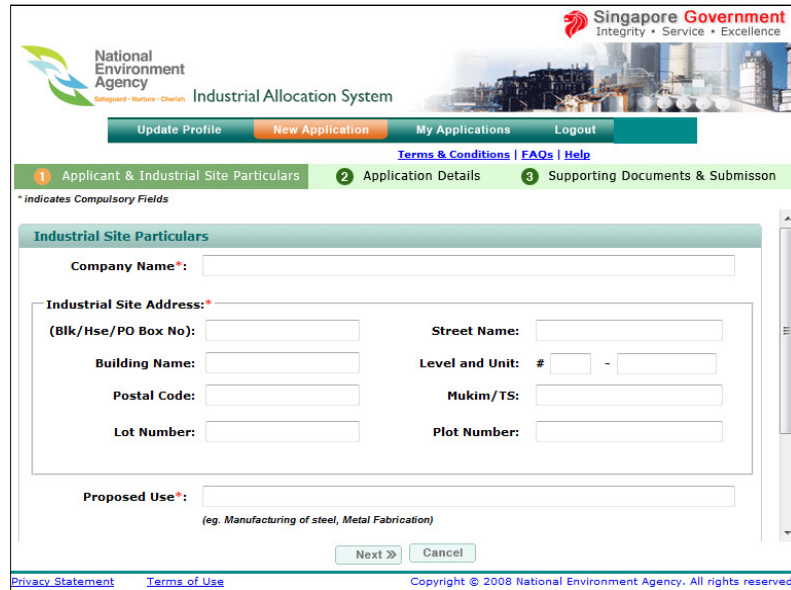
1. Log into IAS.

Refer to [Section 5.1, To Login](#) for details.

2. From anywhere on the page, click **New Application** from the menu bar as shown in Figure 4-15.

You will see the **Applicant & Industrial Site Particulars** page but only the **Industrial Site Particulars** section will be available since you will no longer be required to enter your particulars.

3. Perform **step 2** onwards of application procedures to submit a new application.



The screenshot shows the 'New Application' page of the Industrial Allocation System (IAS). The page header includes the Singapore Government logo and the National Environment Agency logo. The main navigation bar has buttons for 'Update Profile', 'New Application', 'My Applications', and 'Logout'. Below the navigation bar, there are three tabs: '1 Applicant & Industrial Site Particulars', '2 Application Details', and '3 Supporting Documents & Submission'. The '1 Applicant & Industrial Site Particulars' tab is active, and it contains the 'Industrial Site Particulars' section. This section has a form with the following fields: 'Company Name*', 'Industrial Site Address*' (which includes sub-fields for '(Blk/Hse/PO Box No)', 'Building Name', 'Postal Code', 'Lot Number', 'Street Name', 'Level and Unit', 'Mukim/TS', and 'Plot Number'), and 'Proposed Use*'. The 'Proposed Use*' field has a hint '(eg. Manufacturing of steel, Metal Fabrication)'. At the bottom of the form, there are 'Next >>' and 'Cancel' buttons. The footer of the page includes links for 'Privacy Statement' and 'Terms of Use', and a copyright notice: 'Copyright © 2008 National Environment Agency. All rights reserved'.

Figure 4-15: New Application Page showing Industrial Site Particulars section

5 HOW TO MANAGE YOUR IA APPLICATION

You will be allowed to log into IAS if you had successfully submitted an Application Form. You can login to update your email/personal particulars, check application status, and resubmit/withdraw your application.


5.1 To Login







1. Click **Existing Application** from the left navigation panel of the **IAS Homepage** as shown in Figure 5-1.

You will see the **IAS Login – Verification** page as shown in Figure 5-2.

2. Enter all required field (marked with *) details.

 Details entered must be the same information submitted during application.

 Mouse-over  to see how to enter the field details.

 Click  to clear the fields and enter new details.

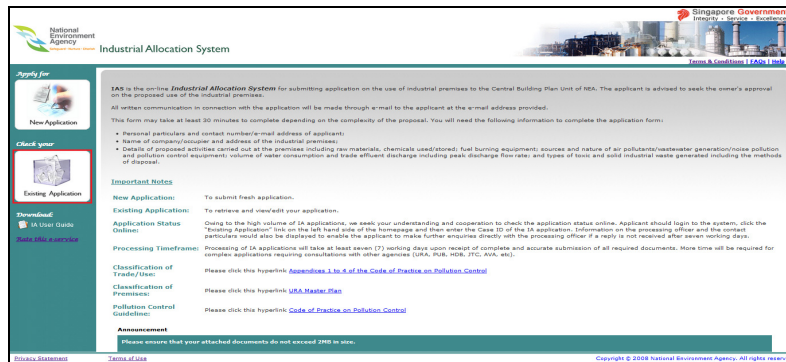
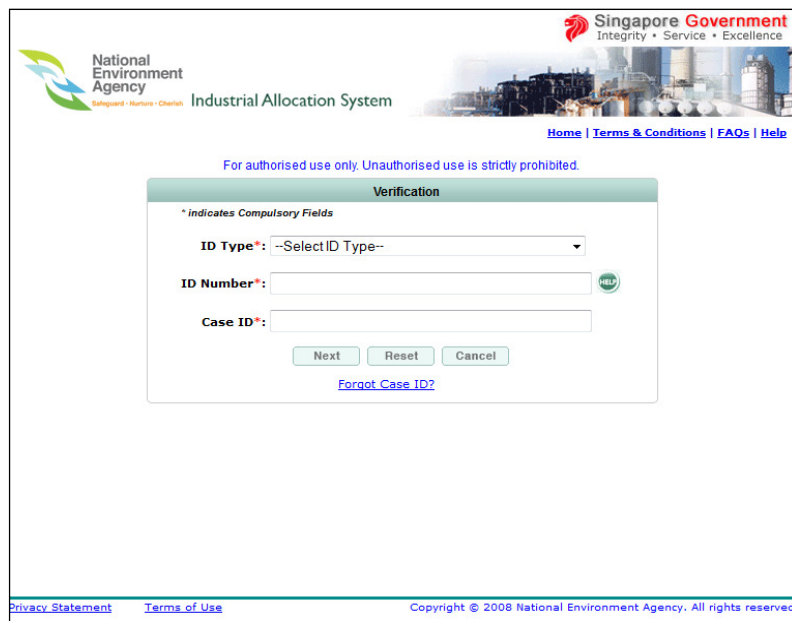


Figure 5-1: IAS Homepage showing Check Your Existing Application icon



Industrial Allocation System

For authorised use only. Unauthorised use is strictly prohibited.

Verification

* indicates Compulsory Fields

ID Type*: --Select ID Type--

ID Number*:

Case ID*:

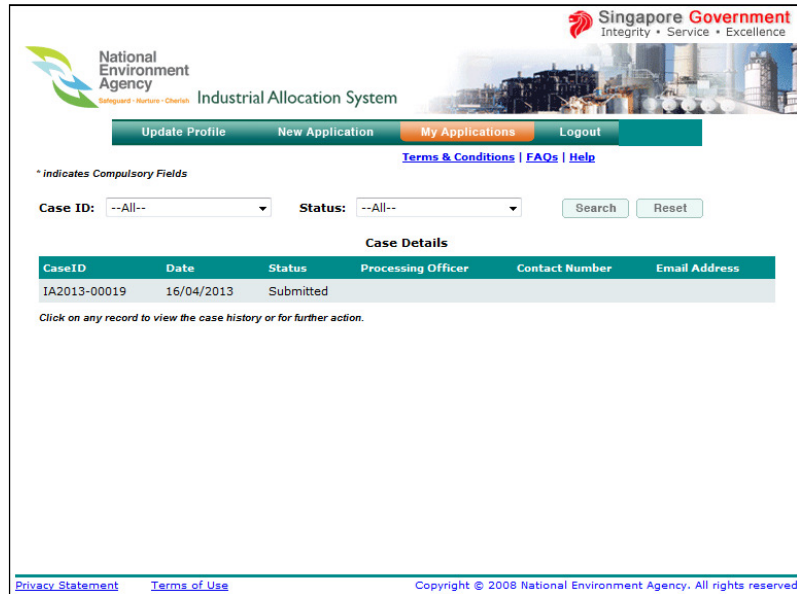
[Forgot Case ID?](#)

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Figure 5-2: IAS Login – Verification page

3. Click [Next >>](#).

You will see **My Applications** page showing the list of all your submitted applications as shown in Figure 5-3.



Industrial Allocation System

Update Profile | New Application | **My Applications** | Logout

[Terms & Conditions](#) | [FAQs](#) | [Help](#)

* Indicates Compulsory Fields

Case ID: --All-- Status: --All-- Search Reset


CaseID	Date	Status	Processing Officer	Contact Number	Email Address
IA2013-00019	16/04/2013	Submitted			

Click on any record to view the case history or for further action.

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Figure 5-3: My Applications page

5.2 To Logout

To logout of IAS, click [Logout](#) from the menu bar. You will be returned to the IAS Homepage. Click  if you want to close the IE Browser.



5.3 To Retrieve Case ID


IAS allows you to retrieve a list of Case IDs you had submitted in the system by entering the required information for you to receive the Case ID on your registered email.

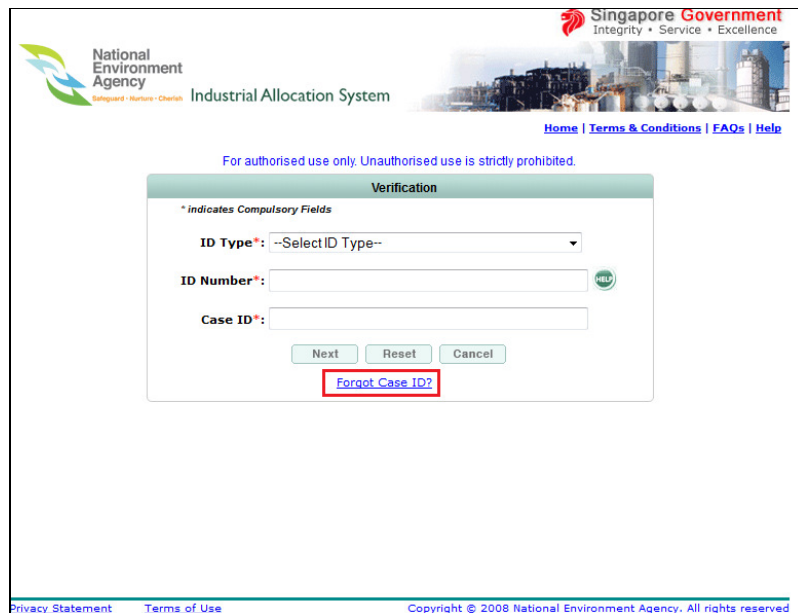
1. Click [Forgot Case ID?](#) on the **IAS Login-Verification** page.

You will see **Forgot Case ID** page as shown in Figure 5-4.

2. Enter all required field (marked with *****) details.

 Mouse-over  to see how to enter the field details.

 Click [Reset](#) to clear the fields and enter new details.



Industrial Allocation System

[Home](#) | [Terms & Conditions](#) | [FAQs](#) | [Help](#)

For authorised use only. Unauthorised use is strictly prohibited.

Verification

* indicates Compulsory Fields

ID Type*: --Select ID Type--

ID Number*:

Case ID*:

Next Reset Cancel

[Forgot Case ID?](#)

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Figure 5-4: IAS Login – Verification page showing Forgot Case ID?

3. Click **Submit** as shown in Figure 5-5.

You will see a message regarding the notification sent on your registered email address as shown in Figure 5-6.

You can refer to the email for the Case ID that you can use to log into IAS.

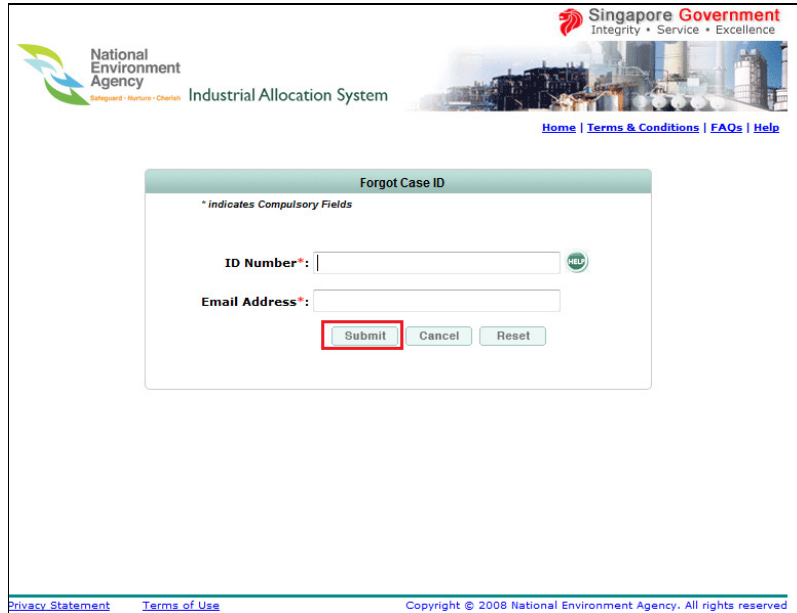


Figure 5-5: Forgot Case ID page

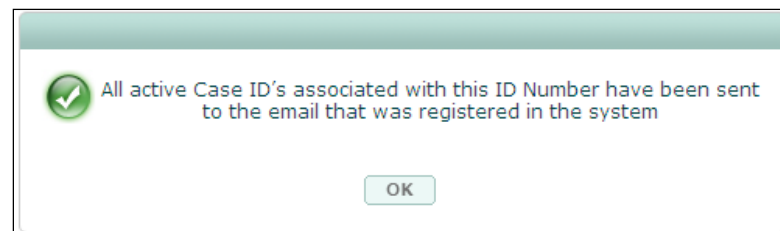



Figure 5-6: Forgot Case ID message

5.4 To Search for IA Application

1. Log into IAS.


You will see by default all your submitted applications on the **Case Details** list of **My Applications** page as shown in Figure 5-7.

2. You can specify the **Case ID/ Status** from the dropdown fields

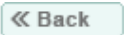
then click  if you want to filter the records displayed on the **Case Details** list.

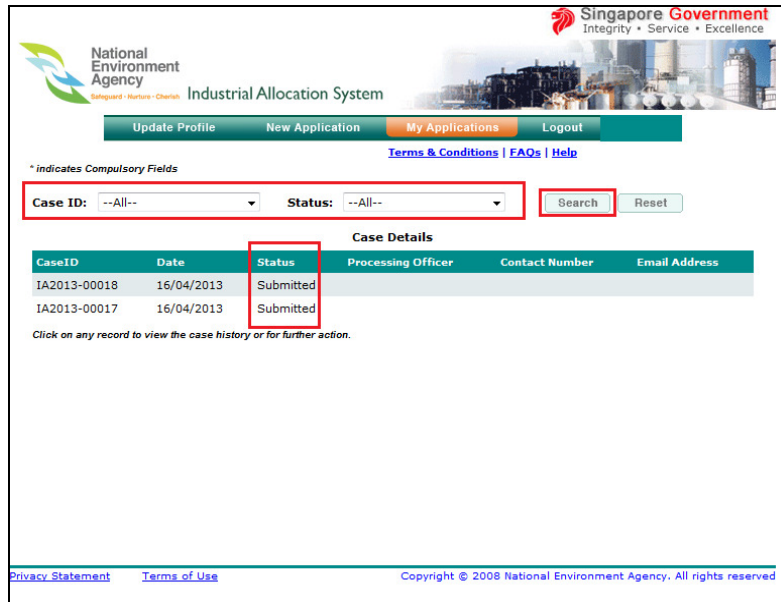
3. Check the status of your application on the **Case Details** list.

4. Click on any record on the list to view the case history.

 Click on the page number on the lower right corner of the list to navigate the page.

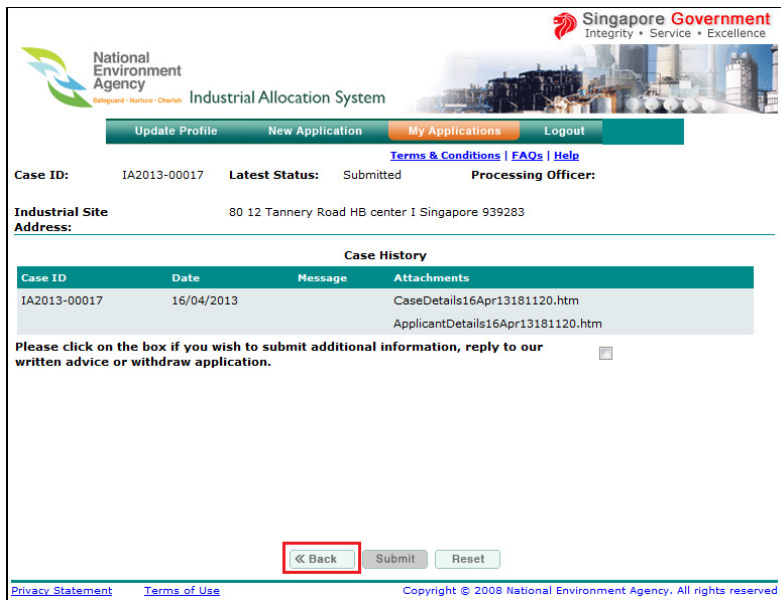
You will see **Case History** page showing details of the application.

5. Click  to return to **My Applications - Case Details** list page as shown in Figure 5-8.



The screenshot shows the 'My Applications' page of the Industrial Allocation System. At the top, there are navigation tabs: 'Update Profile', 'New Application', 'My Applications' (selected), and 'Logout'. Below these are links for 'Terms & Conditions', 'FAQs', and 'Help'. A search section contains two dropdown menus for 'Case ID' and 'Status', both set to '--All--'. A red box highlights the 'Search' button and a 'Reset' button. Below the search section is a table titled 'Case Details' with columns: 'CaseID', 'Date', 'Status', 'Processing Officer', 'Contact Number', and 'Email Address'. The table lists two records, both with a status of 'Submitted'. A red box highlights the 'Status' column. At the bottom, there is a footer with 'Privacy Statement', 'Terms of Use', and 'Copyright © 2008 National Environment Agency. All rights reserved'.

Figure 5-7: My Applications page showing Search Criteria fields, Search button and Status column



The screenshot shows the 'Case History' page for Case ID IA2013-00017. It displays the 'Latest Status' as 'Submitted' and the 'Processing Officer'. Below this is the 'Industrial Site Address' and a table titled 'Case History' with columns: 'Case ID', 'Date', 'Message', and 'Attachments'. The table shows two entries for the same case ID and date, with attachments 'CaseDetails16Apr13181120.htm' and 'ApplicantDetails16Apr13181120.htm'. A red box highlights the 'Back' button at the bottom. The footer includes 'Privacy Statement', 'Terms of Use', and 'Copyright © 2008 National Environment Agency. All rights reserved'.

Figure 5-8: My Applications - Case History page showing case details and Back button


5.5 To Update Email/Personal Particulars



1. Log into IAS.

2. Click **Update Profile** from menu bar as shown in Figure 5-9.

You will see the **Update Profile** page.

3. Modify the details you want to change.


 Required fields are marked with *.

 Mouse-over  to see how to enter the field details.

4. You must click on the declaration checkbox.

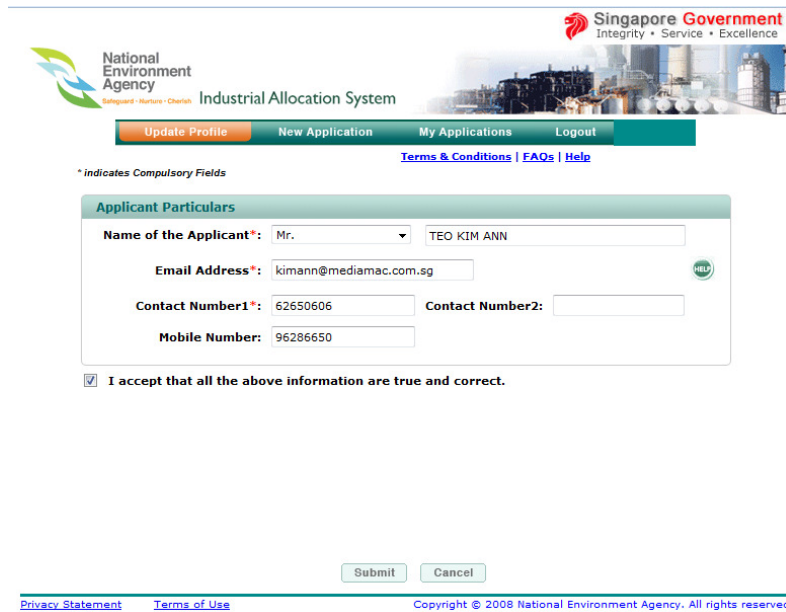
5. Click **Submit**.

You will see the **Confirm Application Webpage Dialog** window as shown in Figure 5-10.

 Click **Back** to return to the Update Profile page and update details.

6. Click **Confirm**.

You will receive an email notification on successful update of your profile.



Update Profile | New Application | My Applications | Logout

* Indicates Compulsory Fields

Applicant Particulars

Name of the Applicant*: Mr. TEO KIM ANN

Email Address*: kimann@mediamac.com.sg

Contact Number1*: 62650606 | Contact Number2:

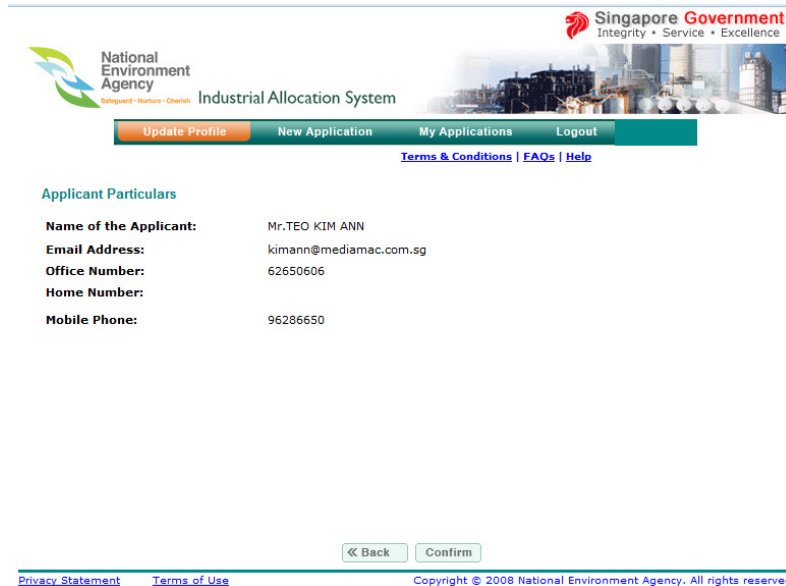
Mobile Number: 96286650

☒ I accept that all the above information are true and correct.

Submit | Cancel

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Figure 5-9: Update Profile page showing Particular field details and declaration checkbox



Confirm Application Webpage Dialog

Applicant Particulars

Name of the Applicant:	Mr. TEO KIM ANN
Email Address:	kimann@mediamac.com.sg
Office Number:	62650606
Home Number:	
Mobile Phone:	96286650

Back | Confirm

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Figure 5-10: Confirm Applicant Particulars – Webpage Dialog

5.6 To Resubmit IA Application

You can resubmit an application if your application case has an “**Advised**” status or if you want to update its details/attach new file(s).

1. Log into IAS.

2. Search for the Application you want to resubmit.

Refer to [Section 5.4. To Search for an Application](#) for details.

3. On the **Case History** page, click on the checkbox if you wish to submit additional information as shown in Figure 5-11.

You will see the **Resubmit** and **Withdraw** radio buttons appear below.

4. Click on **Resubmit** radio button.

5. You can enter remarks or attach additional file(s).

Refer to [Section 4.1.1. To Attach File\(s\)](#) for details.

6. Click **Submit**. You will see a successful resubmission message for the case.

7. Click **OK** as shown in Figure 5-12.

You will be returned to **My Applications** page as shown in Figure 5-13. The application will show “**Submitted**” status on the **Case Details** list.

You can click on the record to view details of the changes on the **Case History** page.

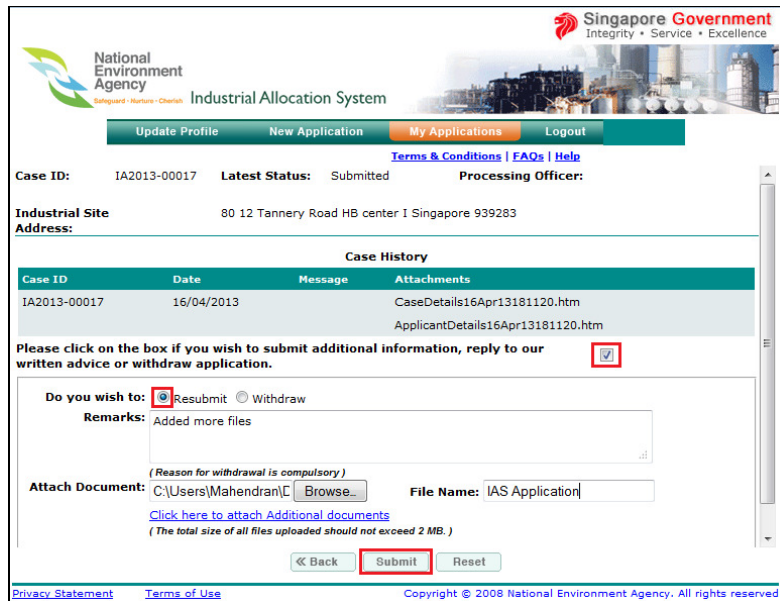


Figure 5-11: Case History page showing checkbox, Resubmit radio button and Submit button

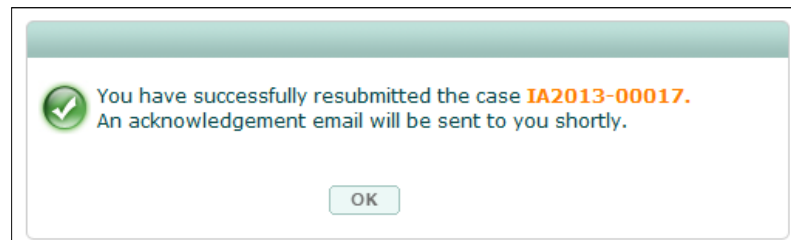


Figure 5-12: Successful resubmission message



Figure 5-13: Submission status of resubmitted application

5.7 To Withdraw IA Application

You can withdraw submitted IA Application with “**Submitted**”, “**Processing**”, or “**Advised**” status.

1. Log into IAS.

Search for the Application you want to resubmit.

Refer to [Section 5.4, To Search for an Application](#) for details.

2. On the **Case History** page, click on the checkbox if you wish to withdraw application as shown in Figure 5-14.

You will see the **Resubmit** and **Withdraw** radio buttons appear below.

3. Click on **Withdraw** radio button.

4. You can enter remarks or attach additional file(s).

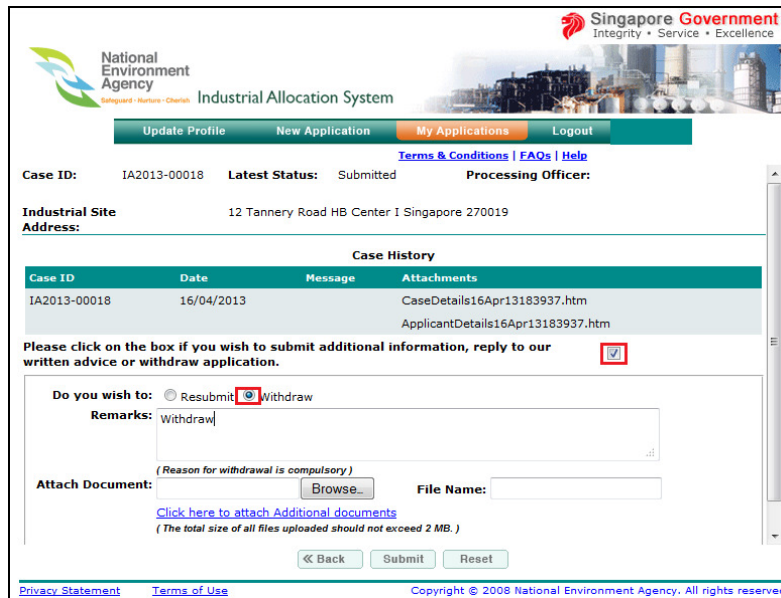
Refer to [Section 4.1.1, To Attach File\(s\)](#) for details.

5. Click **Submit**.

You will see a successful withdrawn message for the case.

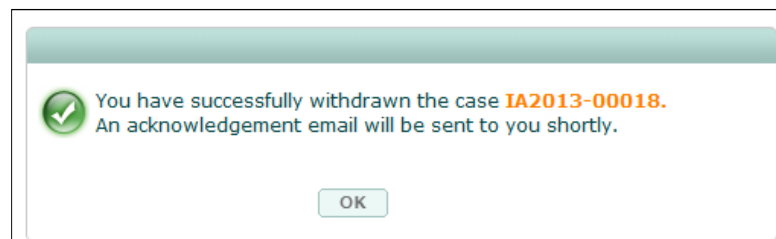
6. Click **OK** as shown in Figure 5-15.

You will be returned to **My Applications** page. The application will show “**Withdrawn**” status on the **Case Details** list as shown in Figure 5-16.



The screenshot shows the 'Case History' page for Case ID IA2013-00018. The status is 'Submitted'. The industrial site address is '12 Tannery Road HB Center I Singapore 270019'. The case history table shows a single entry for 16/04/2013 with attachments 'CaseDetails16Apr13183937.htm' and 'ApplicantDetails16Apr13183937.htm'. Below the table, there is a checkbox for 'Please click on the box if you wish to submit additional information, reply to our written advice or withdraw application.' which is checked. Under 'Do you wish to:', the 'Withdraw' radio button is selected. The 'Remarks' field contains 'Withdraw'. There is a 'Resubmit' radio button and a 'Withdraw' radio button. Below the remarks, there is a section for 'Attach Document' with a 'Browse...' button and a 'File Name' field. A link 'Click here to attach Additional documents' is provided with a note '(The total size of all files uploaded should not exceed 2 MB.)'. At the bottom, there are 'Back', 'Submit', and 'Reset' buttons.

Figure 5-14: Case History page showing checkbox, Withdraw radio button and Submit button



The screenshot shows a success message: 'You have successfully withdrawn the case IA2013-00018. An acknowledgement email will be sent to you shortly.' There is a green checkmark icon and an 'OK' button.

Figure 5-15: Successful withdrawn message



The screenshot shows the 'My Applications' page. The case details table shows two entries. The first entry, IA2013-00018, has a status of 'Withdrawn' (highlighted with a red box). The second entry, IA2013-00017, has a status of 'Submitted'. The table columns are CaseID, Date, Status, Processing Officer, Contact Number, and Email Address. Below the table, there is a note: 'Click on any record to view the case history or for further action.'

Figure 5-16: Withdrawn status of the Application

No further action can be performed on a **Withdrawn** application.

You can still login using the Case ID within **30 days**, after which you have to contact NEA for assistance.