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To: All Registered Surveyors

**Commencement of Trial Submission Phase for Registered Surveyor Portal**

We are pleased to announce the launch of the Trial Submissions Phase (TSP) for CSMS Registered Surveyor Portal (RS Portal) on 1 March, 2018. The URL to access the RS Portal is "<https://www.sla.gov.sg/rsp>". This moves us one step closer to the actual implementation in the 3rd quarter of this year.

- 2) The objective of this TSP is to allow all practising Registered Surveyors (RS) to get familiarised with the new submission system in a safe and secure testing environment and for SLA to carry out final adjustment to the system.
- 3) The trial submission will start on 1 Mar 2018 and ends on 30 June 2018. During this period, you are encouraged to submit as many jobs as you wish to familiarise with the new submission system.
- 4) You should also make use of this time to submit existing jobs and attend to jobs under queries using CORENET so that outstanding job can be cleared in the existing system. We will not be able to process any jobs in old format after CSMS is launched in 3rd quarter this year.
- 5) To help you transit, we will be holding weekly clinics in SLA to provide hands-on trial submission of your jobs. For more details, please check with Ms Ng Mitsy ([mitsy\\_ng@sla.gov.sg](mailto:mitsy_ng@sla.gov.sg)) to make a prior appointment at least 1 week before your preferred slot. All appointments are on first-come, first-served basis.
- 6) In exceptional circumstances, we can arrange to visit your office to assist you on this trial submission of your job. Please note that this will be strictly on a case-by-case basis. For more details, please check with Ms Ng Mitsy ([mitsy\\_ng@sla.gov.sg](mailto:mitsy_ng@sla.gov.sg)).
- 7) To access and use the full functionalities of the RS Portal, you are required to have the following in place:

- New Netrust token
- Ensure your (as well as your staff who are going to be your Authorised Users in the system) SingPass is working
- Download the NSign Software

For any enquiries on Netrust, you can contact them directly at [www.netrust.net/contact-us/](http://www.netrust.net/contact-us/)

We understand that a minority of you might not be ready for this by 1 Mar 2018. As such, in the first month of the TSP, we will disable the requirements for the signing of files in the RS Portal. During this grace period, everyone should be able to get the above done in time.

- 8) Please be aware of the following important information during the TSP:
- All data and information in the RS Portal is simulated for testing only. Do not use the information for your actual works.
  - You still need to go through CORENET to request for SVY 21 Co-ordinate Information or INLIS as the official source of survey data from SLA, as per current practice.
  - All results coming from the RS Portal, including new lot numbers allocated to you in the RS Portal are for testing only and not to be used for actual works.
  - All cadastral submission coming in during the TSP must start from Get Lot Number stage and ends at the final CP or CPST stage.
  - No survey fees is required for submissions coming through CSMS RS Portal during the TSP.
  - We are opening a service desk contact for any enquiries or issues faced in the new system:
    - Email: [CSMSHelpdesk@ncs.com.sg](mailto:CSMSHelpdesk@ncs.com.sg)
    - Phone: 6478 3961 (8:30am to 5:30pm Monday to Friday, excluding Weekends and Public Holidays)
- 9) We have also put together a Frequently Asked Questions (FAQ) that should be able to address most of your concerns. Refer to Annex A.
- 10) As this system is under trial, you might experience unexpected user interface behaviour and occasional system maintenance downtime. We seek your kind understanding during this Trial Submission Phase.

Thank you

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## **Annex A: Frequently Asked Questions (in 5 parts)**

### **Part A: General**

### **Part B: Application and Uploading of documents**

### **Part C: Plan Generation in RS Portal**

### **Part D: After Submission**

### **Part E: Troubleshooting**

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### **Part A: General**

#### **A1: What are the features in this launch?**

All submission types which are ready can be tested in this TSP. As we continue to improve the system, new features could be implemented when we finally launch the system.

#### **A2: Will there be any changes to the service level of my cadastral job?**

SLA's service levels for submissions through CORENET will remain unchanged i.e. we will approve all "Allocation of Lot Numbers" within 2 days, "RT" within 7 days and "Cadastral Land and Strata Lot jobs" within 8 days.

#### **A3: Do I still submit the same job via CORENET?**

The trial submission is meant for Registered Surveyors and their Authorised Assistants ("AA") to try and get used to the new system before the cut over in 3<sup>rd</sup> quarter 2018. As such, you will still need to submit your jobs via CORENET until then. For the avoidance of any doubts, submissions coming through CORENET is the official source.

#### **A4: Since, more work is required, can I not submit any job during this TSP and wait till the "Live" by SLA before submitting my cadastral jobs?**

The new online RS Portal will be easy to use and you will be prompted at every step the next action. It will not take long to adjust to the new system. However, all RS are strongly encouraged to use the system during the trial period so you will be ready before actual launch.

#### **A5: Where can I buy the software that supports SG LandXML?**

At the moment, the following local companies sell and support SG LandXML software:

1. A-Geo Survey Consultants
2. GPSLands
3. Leica GeoSystems (Singapore)

SLA is not endorsing any of the software vendors above. This is for sharing based on our understanding. Please contact the software vendors directly if you are interested.

#### **A6: Where can I get the resources on SG LandXML?**

The materials for the recent SG LandXML training and the SG LandXML specification are available at the SLA website.

## **Part B: Application and Uploading of documents**

### **B1: What type of documents do I need to submit? E.g. Allocation of land/strata lots numbers, CP/CPST jobs?**

You will be prompted on the different type of documents to upload at the “Supporting Doc” tab of every page.

### **B2: What Operating System (OS) do I need to submit the job via RS portal?**

We recommend the following OS:

- Window 7 and above

### **B3: What browser should I use?**

We recommend the following:

Windows OS:

- Internet Explorer version 11 and above
- Google Chrome version 50-60

### **B4: What is the requirements for Netrust nSign?**

Please see the minimum requirement specifications for nSign Desktop:

- Min. 1GB RAM
- Windows 7 SP1, Windows 8.1 and Windows 10 (32/64 bit editions)
- Min. 300MB hard disk space
- Token Supported: SafeNet eToken 5110

You can download the nSign desktop at the following website. (<https://www.netrust.net/download>)

### **B5: Where can I get landxml editor software?**

For “Windows “users, you can download Notepad++ from the web. For “Mac” users, you can use XMLMind. Both software are available on the web for free.

## **Part C: Plan Generation in RS Portal**

### **C1: Why is it that I cannot generate CP plans for Airspace/Subterranean lot in the RS Portal from SG LandXML directly?**

Currently SG LandXML represents information in 2-dimensional plane only. Certified Plans for Airspace and Subterranean contain cross-section which will require 3D SG LandXML.

### **C2: Why is it that the system only generate one plan number for land lot jobs, but multiple plan numbers for strata lots jobs?**

Land lot plans usually contain fewer pages than strata certified plans. Multiple plan numbers for CPST plans will allow the public to purchase a specific page of a strata certified plan without purchasing the complete set, which can be costly.

### **C3: Why do we need to generate the plans directly from SG LandXML?**

This is to ensure data integrity, i.e. what is submitted, validated and approved has to be the same as what is presented as a legal document.

### **Part D: After Submission**

#### **D1: How will I be notified of my submission?**

At the end of a successful submission, the system will send an email to your email address to alert you. You can also view the approved jobs when you login to the system.

#### **D2: Will I be able to retrieve and view my submission after I submit?**

Yes. Under “My Job” tab, you can key in the “Survey No” or “Submission No” to retrieve and view your submission.

#### **D3: What happens if I need to retrieve and amend my submission?**

Please contact the Inspection Officer (“IO”) assigned to you at the end of a successful submission.

### **Part E: Troubleshooting**

#### **E1: I am shown error message(s) when I upload my landxml file. What should I do?**

You should try to look at the specific error message to find out the cause of it. If you have difficulty understanding the error message, you can contact the Inspection Officer whom the system assigned the job to.

#### **E2: I do not understand the error message. Is there anyone whom I can call/email?**

You can contact the Inspection Officer whom the system assigned the job to.

#### **E3: Why is the system doing something which I know is not right?**

The system is still evolving and there will be instances where the program has to be updated later on e.g. Each CPST number generated as 1 file.

We seek your kind understanding and patience on the above. In the meantime, you should still be able to submit your jobs in the RS Portal during the TSP.

#### **E4: I am submitting a CP job. Why didn't the Certificate in Relation to Encroachment allow me to enter the data in the form?**

Please check the data in your SG LandXML file. If you have any encroachment to declare, it needs to be in the SG LandXML file. This form will be populated from the encroachment details in the submitted SG LandXML file. Please note that the coordinate portion (<CoordGeom>) is optional.

#### **E5: Current system works fine. Why is SLA spending so much effort to come up with a new system?**

SLA has always been pro-enterprise. We are sincere in working with the Survey fraternity to move into the next phase of Land Survey Modernization in Singapore. The development of the RS Portal is just the first step.