

User Guide on Submission of Water Quality Laboratory Results for Licensed Aquatic Facility

For submitting monthly or quarterly or both water quality lab results for
your Licensed Aquatic Facility


Glossary

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GoBusiness Dashboard Link


<https://dashboard.gobusiness.gov.sg/login>

Welcome to GoBusiness




Log in to GoBusiness Dashboard

You can apply for and manage licences, and register your business (for Individual Users).



Users with no registered Unique Entity Number (UEN)

[Log In for Individual Users](#)



Users with a registered UEN

[Log In for Business Users](#)

Need Help? [Read our FAQ](#)

Click on 'Log in for Business Users'

GRANTS

Business Grants Portal

Apply for and manage grants, previously found on Business Grants Portal.

GEBIZ ALERTS

GeBIZ Alerts

Subscribe to GeBIZ alerts via email or RSS feed.

LICENCES

Food Service Guided Journey

Apply for licences for new F&B businesses

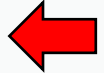
GoBusiness Licensing (Legacy)

Starting from April 2022, licences will be moved in stages from GoBusiness Licensing

After logging in, you should see a dashboard similar to this.

Search by Government Agency, Licence or Submission name/number

Company
UEN



Ensure that the **Company Name** and **UEN** are reflected correctly.

New Feature

Find out which event licences and permits to apply for

Answer questions about the event you're organising and get recommendations for relevant licences to apply for, with our e-Adviser for Events.

[Go to e-Adviser for Events](#)

Looking for a specific licence?
Search for it and apply.

[+ Find Licence](#)

My Submissions [View All](#)

0 Action Required	2 Draft	20 Processing	99+ Completed
----------------------	------------	------------------	------------------

My Licences [View All](#)



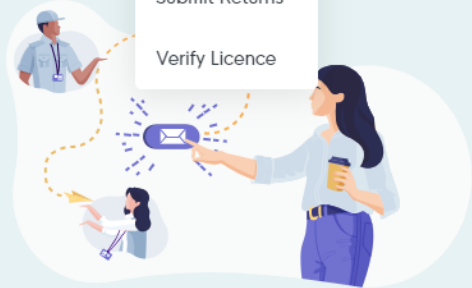
Submitting Lab Results for Licensed Aquatic Facility

The same steps apply if you are submitting results for your own aquatic facility or submitting on behalf of your client's aquatic facility.

Search by Government Agency, Licence or



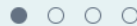
Welcome



Welcome to the GoBusiness dashboard

We're adding new features to GoBusiness soon. Check out what's coming to your dashboard, and give us your feedback!

[Submit your feedback](#)



Looking for a specific licence?

Search for it and apply.

[+ Find Licence](#)

My Submissions (previously My Tasks)

[View All](#)

Unable to retrieve the total number of your submissions. You may still view your applications within [My Submissions](#).

1 Click on 'Licences'

2 Click on 'Apply Licences'

Type in 'Aquatic Facility'
or your licence number

aqua|



2

Click 'Search'

Find licence

Browse the full list of licences, sorted by government agency.

A

Animal & Veterinary Service (AVS)

B

Building and Construction Authority (BCA)

Board of Architects (BOA)

aqua



Search Results for "aqua"

All Results (9) [My Licences \(1\)](#) [My Submissions \(5\)](#) [Available Services \(3\)](#)

My Licences

Some search results from My Licences failed to load. Please try again or [contact us](#) if the issue persists.

LICENCE NAME AND NUMBER	STATUS	EXPIRY DATE	ACTION
Aquatic Facility Licence AFD1121K000	Active	31 Jul 2024	Select Action

[View All My Licences Results](#)

My Submissions

Aquatic Facility Licence Licences (New) - NEA - FC235038156	Approved	1 Aug 2023	Select Action
Aquatic Facility Lab Result Submission Licences (New) - NEA - FC235038349	Draft	1 Aug 2023	Select Action
Aquatic Facility Lab Result Submission Licences (New) - NEA - FC235038346	Draft	1 Aug 2023	Select Action

[View All My Submissions Results](#)

Available Services

Apply for Aquatic Facility Licence
National Environment Agency (NEA)
[View Details](#)

Apply for Aquatic Facility Licence
National Environment Agency (NEA)
[Apply](#)

Submit Aquatic Facility Lab Result
National Environment Agency (NEA)
[Apply](#)



Click on 'Apply' under
Submit Aquatic
Facility Lab Result

Ministry of Social and Family Development (MSF) ∨

Majlis Ugama Islam Singapura (MUIS) ∨

N



1

An alternative to page 8:
scroll down to 'N'.

National Council of Social Service (NCSS) ∨

National Environment Agency (NEA) ∨



National Parks Board (NParks) ∨

2

Click '**National
Environment Agency**'

NTUC LEARNINGHUB PTE. LTD. ∨

P

Professional Engineers Board (PEB) ∨

Public Transport Council (PTC) ∨

N

National Council of Social Service (NCSS) ∨

National Environment Agency (NEA) ∧

The tab will expand to show various licence types.

Application for Registration of Public Health Pesticide & Repellents Against Vectors

[View Details](#)

Apply for Aquatic Facility Licence

[Apply](#)


Apply for Cleaning Business Licence

[Apply](#)

Apply for Enhanced Clean Mark Accreditation Scheme


[View Details](#)

Apply for Environmental Control Coordinator Certificate of Registration

 For Individual Users


[Apply](#)

Apply for Vector Control Technician Licence

 For Individual Users

Apply

Apply for Vector Control Worker Certificate

 For Individual Users

Apply

Apply for Written Permission to Discharge Trade Effluent into a Watercourse

View Details

Submit Aquatic Facility Lab Result

1

Scroll down to find
**'Submit Aquatic Facility
Lab Result'**


Apply

Submit Notification of Event to NEA

2

Click **'Apply'**

View Details

National Parks Board (NParks) 

NTUC LEARNINGHUB PTE. LTD. 



Submit Aquatic Facility Lab Result

Licences (New) • NEA

1 Read through the information under 'Details'

Details

Instructions on submitting laboratory test results for aquatic facilities.

You Will Need:

- Licence no(s) of the aquatic facility which lab result(s) is submitted for
- Lab test results for the required parameters
- Bulk upload submission excel template (available for download on NEA's webpage, [link](#))

2 You may download a copy of the standard Excel template used to submit results here. Click 'link'.

You Should Know:

1. Please **do not amend** the column headers of the bulk upload submission excel template
2. Please **do not hide** rows in the bulk upload submission excel template
3. You are **not required to submit lab results if the AF is closed** for repair or renovation works. Please notify NEA by filling up [Form - Notifying the Closure of Licensed Aquatic Facility \(AF\) for Repair or Renovation Works](#) [PDF, 110 KB] and send it to NEA via <https://www.nea.gov.sg/feedback>
4. If you have an AF with aerosol generating features, in addition to monthly parameters, you need to conduct and submit test results for quarterly parameters. Please see below for the water quality parameters required to be tested at the stipulated frequency for the respective AF types.

Swimming Pool without Aerosol Generating (AG) features

- [Monthly](#)
Turbidity (NTU)

3 Click 'Apply'

Apply



3 Click 'Apply'



Apply

Fees and additional information

Submission Fees:
No fee required.

- 1 General Info
- 2 Application Details
- 3 Review Form
- 4 Declaration

You are applying for Aquatic Facility Lab Result Submission (NEA)

All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted.

🕒 Estimated 15 minutes to complete

You should arrive at this page.

STEP 1

General Information

Review and fill the following details for application.

Profile

I am applying

- As an applicant
- On behalf of applicant

Applicant Detail

Salutation

Select ▼

Name

Applicant Detail

Fill in all the required information and scroll down.

Salutation

Select

Name

Information will be pre-filled based on CorpPass Login Account

ID Type

Information will be pre-filled based on CorpPass Login Account

ID No.

Information will be pre-filled based on CorpPass Login Account

Email

Please fill in required field.

Contact Number

+65 8123 4567

Please fill in required field.

Please check and ensure that the mobile number and email addresses are valid

Company Detail

Company Name

Information will be pre-filled based on CorpPass Login Account

UEN

Information will be pre-filled based on CorpPass Login Account

Entity Type

Information will be pre-filled based on CorpPass Login Account

Registered Address

Postal Code

Information will be pre-filled based on CorpPass Login Account

 Retrieve Address

These are pre-filled details.

Block/House No.

Information will be pre-filled based on CorpPass Login Account

Street Name

Information will be pre-filled based on CorpPass Login Account

Floor/Level  (Optional)

Eg: 01, B1, 01M

Unit (Optional)

Eg: #05-01, use 01

Building Name

Information will be pre-filled based on CorpPass Login Account

 Reset Address

Click 'Application Details'



Save Draft

Application Details →

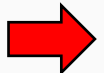
- 1 General Info
- 2 Application Details
- 3 Review Form
- 4 Declaration

STEP 2
Application Details for Aquatic Facility Lab Result Submission (NEA)
Fill in the following details.

1 Fill in **all** the required information and scroll down.

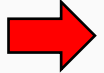
Additional Applicant Details Required

Alternate email
Please ensure that the email address is still valid as we may contact you.



Please fill in required field.

Office number
Please ensure that the contact number is still valid as we may contact you.



Please fill in required field.

Return Information

Please click on the validation button to verify that you are authorized to do the submission.



! Please ensure that you click on the above button in order to proceed.

2 Click **'Validate'**
You must be either the licensee or an SAC accredited laboratory to pass the validation

Return Information

Please click on the validation button to verify that you are authorized to do the submission.

Validate

Upon successful validation,
a message will pop up.



✓ **Validation Successful** ×
Validation successful, please continue filling the form.

Manage Returns - Aquatic Facility Lab Results

Reporting Returns For

Start Date

DD/MM/YYYY

End Date

DD/MM/YYYY



From: Date (the first day of the month the first test was done)

To: Date (the last day of the month the last test was done)

Example: I am submitting results for two tests done on 21 May 2023 and 15 September 2023.

I should key in:

From: 1 May 2023

To: 30 September 2023

If you are submitting only 1 result, simply select the first day and last day of the result month.

Supporting Document

Instruction:

1. Select the document you want to submit from the file type
2. Click on file and attach the file
3. Click on add button to add it to the application for submission

File Type

1 Click dropdown button



Aquatic Facility Lab Result [Bulk upload submission]



2 Select 'Aquatic Facility Lab Result [Bulk upload submission]'

File
Only 1 file at 5 MB or less.
Drop a file here or click to upload

+ Add

! A minimum of 1 entry is required for Supporting Document.

File Type	File	Actions
No data available in table		

Supporting Document

Instruction:

1. Select the document you want to submit from the file type
2. Click on file and attach the file
3. Click on add button to add it to the application for submission

1 Click 'here' to download result submission template

[Bulk upload submission] ✕ ∨

Aquatic Facility Lab Result (Required)

Please click [here](#) to download the template for your AF Type

Acceptable File Format: xlsx

Acceptable File Size: 5MB

Note: Please do not embed files and/or images inside the excel template.

2 Please note when filling up the Excel template

File 📁
Only 1 file at 5 MB or less.
Drop a file here or click to upload

3 Drop a file in this space or click on this space to upload a file.
***Please remove all spaces in the file name.**

+ Add

4 Click 'Add'

File Type	File	Actions
No data available in table		

5 Click 'Review Form'

Review the information you have keyed in.

2 Application Details

3 Review Form

4 Declaration

STEP 3

Review Form

Please review the following details carefully. You will not be able to edit these details when you proceed to the next step.

General Information

Profile

I am applying
As an applicant

Applicant Detail

Salutation
Mr

Name

[REDACTED]

ID Type & ID Number

[REDACTED]

Email

[REDACTED]

✓ Saved
Your form has been saved.

- 1 General Info
- 2 Application Details
- 3 Review Form
- 4 Declaration

STEP 4

Declaration

Please scroll to read and acknowledge the following clauses.

General Declaration

I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

I hereby declare that all of the above is true.

1 Read the '**General Declaration**' and click the check box.

[← Review Form](#) [Submit →](#)

2 Click '**Submit**'

✓ **Successfully submitted**
You have successfully submitted.

We have received your application

A confirmation email has been sent to you.

If you have any queries on your submission, please quote this application number when you write in to us.

Once you have submitted the application, the status should indicate **Submitted**.

Application Status

APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS
Aquatic Facility Lab Result Submission	FC235038432	N/A	Submitted

Next Steps

Your application is being processed. We will send you an email when your application status changes. You can also log in below to check its status on your dashboard.

For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@crimsonlogic.com.sg.

[Return to Dashboard](#) →

Search by Government Agency, Licences, Submission name/number



1

To view your submissions, click 'My Submissions'

My Submissions (previously My Tasks)

Last updated at 11:17am Sync

All Submissions (232) Action Required (0) Draft (4) Processing (10) Completed (218)



Looking to download your approved licences?

[Download via My Licences](#)



2

To view the details you keyed in, click 'Select Action' and then 'View Form'.

Hazardous Substances (HS) Permit
Licences (Renew) • NEA • R2320054032

Completed

Manage via
GoBusiness Licensing

Aquatic Facility Lab Result Submission
Licences (New) • NEA • FC235038349

Submitted

Updated on 2 Aug 2023, 11:17am

Select Action ▾

View Form

Aquatic Facility Lab Result Submission
Licences (New) • NEA • FC235038432

Submitted

Updated on 2 Aug 2023, 10:41am

Select Action ▾



Aquatic Facility Lab Result Submission

National Environment Agency

[Submitted](#)

Application ID

FC235038349

Application Details for Aquatic Facility Lab Result Submission (NEA)

Additional Applicant Details Required

Alternate email
Please ensure that the email address is still valid as we may contact you.

[Redacted]

Office number
Please ensure that the contact number is still valid as we may contact you.

[Redacted]

Return Information

Please click on the validation button to verify that you are authorized to do the submission.

Manage Returns - Aquatic Facility Lab Results

Reporting Returns For
01/07/2023 - 31/07/2023

Supporting Document

File Type	File
Aquatic Facility Lab Result [Bulk upload submission]	Returned [Redacted]

You may click on the file to check what you have submitted.



Pointers on Filling in the Excel Template

Pointers on how to fill in fields in Excel template

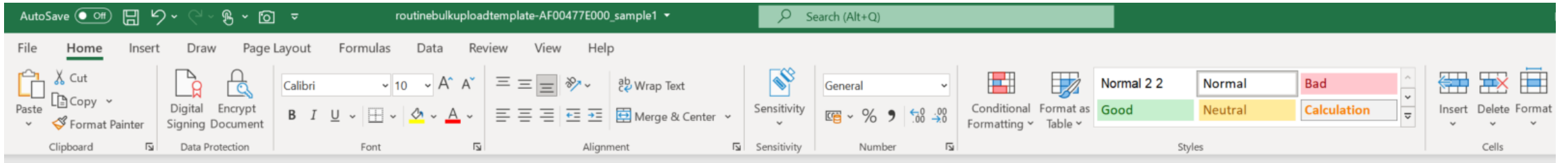
The screenshot shows the Microsoft Excel interface with the 'Home' ribbon selected. The spreadsheet contains the following data:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	S/N *	Licence No. *	Sample Reference No./Lab report ID	Date of sampling (yyyyMMdd)*	Time of sampling (hh:mm)*	Date of Analysis (yyyyMMdd)*	Testing Lab UEN	Submission Type	Type of AF	Disinfectant use	Test Method	Turbidity (<= 0.5 NTU)	Test Method	pH - for Chlorine use (7.2 - 7.8)	Test M
1															
2	1	AF00477E000	AF00477E000-monthly-sample1	20210602	10:00:00 AM	20210602									
3	2	AF00477E000	AF00477E000-quarterly-sample1	20210602	10:00:00 AM	20210602									
4															
5															
6															
7															
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9															
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16															
17															
18															
19															
20															
21															
22															
23															
24															
25															

Note for Columns D E F:
Date and time of sampling should be **earlier** than the date of analysis.

If the date of sampling was on 2 Sep 2022, this result **will be counted for the month of Sep 2022 ONLY.**

Pointers on how to fill in fields in Excel template



G2 198403076R

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	
	S/N *	Licence No. *	Sample Reference No./Lab report ID	Date of sampling (yyyyMMdd)*	Time of sampling (hh:mm)*	Date of Analysis (yyyyMMdd)*	Testing Lab UEN	Submission Type	Type of AF	Disinfectant use	Test Method	Turbidity (<= 0.5 NTU)	Test Method	pH - for Chlorine use (7.2 - 7.8)	Test I
1															
2	1	AF00477E000	AF00477E000-monthly-sample1	20210602	10:00:00 AM	20210602	1 6R								
3	2	AF00477E000	AF00477E000-quarterly-sample1	20210602	10:00:00 AM	20210602	1 6R								
4															
5															
6															
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28															
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32															
33															
34															
35															

Note for Columns B & G
Please ensure there is **no spacing** before and after the licence no. and testing lab UEN

Pointers on how to fill in fields in Excel template

S/N *	Licence No. *	Sample Reference No./Lab report ID	Date of sampling (yyyyMMdd) *	Time of sampling (hh:mm) *	Date of Analysis (yyyyMMdd) *	Testing Lab UEN	Submission Type	Type of AF	Disinfectant use	Test Method	Turbidity (<= 0.5 NTU)	Test Method	pH - for Chlorine use (7.2 - 7.8)	Test Method	Free
1	AF00477E000	AF00477E000-monthly-sample1	20210602	10:00:00 AM	20210602	[REDACTED]	Monthly								
2	AF00477E000	AF00477E000-quarterly-sample1	20210602	10:00:00 AM	20210602	[REDACTED]	Monthly								
3							Monthly Quarterly All								

Note for Column H
"Monthly": Submit monthly result only

"Quarterly": Submit quarterly result only

"All": Submit both monthly & quarterly result

Pointers on how to fill in fields in Excel template

The screenshot shows the Microsoft Excel interface with the following data table:

S/N *	Licence No. *	Sample Reference No./Lab report ID	Date of sampling (yyyyMMdd) *	Time of sampling (hh:mm) *	Date of Analysis (yyyyMMdd) *	Testing Lab UEN	Submission Type	Type of AF	Disinfectant use	Test Method	Turbidity (<= 0.5 NTU)	Test
1	AF00477E000	AF00477E000-monthly-sample1	20210602	10:00:00 AM	20210602	[REDACTED]	Monthly	Swimming Pool with AG features				
2	AF00477E000	AF00477E000-quarterly-sample1	20210602	10:00:00 AM	20210602	[REDACTED]	Quarterly	Spa Pool				

Note for Column I
Please refer to the table on page 3 of the [FAQ for Aquatic Facilities \(AF\)](#) if you are unsure which type of AF you have.

You may also refer to the table to check that you have all the needed test parameters for the selected submission type.

Example (highlighted): Submission type is 'Quarterly' for 'Spa Pool' → Need to fill in results for 'Legionella' and 'Pseudomonas aeruginosa'.

Pointers on how to fill in fields in Excel template

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	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	Date of sampling (yyyyMMdd) *	Time of sampling (hh:mm) *	Date of Analysis (yyyyMMdd)*	Testing Lab UEN	Submission Type	Type of AF	Disinfectant use	Test Method	Turbidity (<= 0.5 NTU)	Test Method	pH - for Chlorine use (7.2 - 7.8)	Test Method	Free Residual Chlorine (1 - 5mg/L)	Test Method
1														
2	20210602	10:00:00 AM	20210602 1	██████████	Monthly	Swimming Pool with AG featur	Chlorine-Based	APHA:2130-B	0.15	APHA:4500-H+ -B		7.2	APHA:4500-CI-G	2
3	20210602	10:00:00 AM	20210602 1	██████████	Quarterly	Spa Pool								
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														
14														
15														

Note for Column J to AB
If you have nothing to key in for any of the columns, please **leave the cell blank**.
An example is shown in next page.

Pointers on how to fill in fields in Excel template

The screenshot shows the Microsoft Excel interface with the Home ribbon selected. The ribbon includes tabs for Clipboard, Data Protection, Font, Alignment, Sensitivity, Number, Styles, Cells, and Editing. The data table below has the following structure:

	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC
	Date of sampling (yyyyMMdd)	Time of sampling (hh:mm)	Date of Analysis (yyyyMMdd)	Testing Lab UEN	Submission Type	Type of AF	Disinfectant use	Test Method	Turbidity (<= 0.5 NTU)	Test Method	pH - for Chlorine use (7.2 - 7.8)	Test Method	Free Residual Chlorine (1 - 5mg/L)	Test Method	pH - for Bromine use indoor only (7.2 - 8.0)	Test Method	Total Bromine for indoor AF (2 - 6mg/L)	Test Method	Heterotrophic Plate Count at 35°C, 48±3 hr (<= 200 CFU/ml)	Test Method	E.coli Count (< 1 CFU/100ml)	Test Method	Legionella (< 1 CFU/100ml)	Test Method	Pseudomonas aeruginosa (< 10 CFU/100ml)	Remarks
1																										
2	20210602	10:00:00 AM	20210602		Monthly	Swimming Pool with AG test Chlorine-Base APHA:2130-B			0.15 APHA:4500-H+ -B		7.2 APHA:4500-Cl-G			2												
3	20210602	10:00:00 AM	20210602		Quarterly	Spa Pool															ISO 11731:2017	<1		APHA:9213-E	<1	
4																										
5																										
6																										
7																										
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23																										

Example in Row 3 (highlighted)

Only the quarterly parameters were tested for a spa pool (*Legionella* and *Pseudomonas aeruginosa*).

When submitting, only need to key in *Legionella* (Column Y, Z) and *Pseudomonas aeruginosa* (Column AA, AB).

Cells from Column J to X are left blank.

Email Notifications that You may
Receive after Submitting Results

Aquatic Facility Lab Result Submission (FC235039771): Your application has been SUBMITTED



noreply@gobusiness.gov.sg

To [Redacted]

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Thu 10/08/2023 18:33

This is an Internet email. If you are unsure of the content, please check the source before you respond.

[Follow up](#). Completed on 10 August 2023.
If there are problems with how this message is displayed, [click here to view it in a web browser](#).

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51



Dear [Redacted]

Your application has been **SUBMITTED** on 10 August 2023.

Here are the application details:

Aquatic Facility Lab Result Submission

Licence (New) • National Environment Agency (NEA)

Application Details

Application Status	SUBMITTED
Application No.	FC235039771
Applied By	[Redacted]
Submission Date	10 August 2023
Estimated Processing	N/A

This is to inform you that your result submission application in GoBusiness has been *submitted*.

It does **NOT** mean that the submitted test results were accepted by the system. You may receive errors such as the ones in pages 35 - 39.

Next Steps

We will send you an email notification when there are changes to your application status. Alternatively, you may log in to track your status via the dashboard below.

For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@crimsonlogic.com.sg

[Log in to GoBusiness](#)

Track your application status on your GoBusiness dashboard.

[Log In](#)

From: Do Not Reply OneILS <DoNotReply_OneILS@nea.gov.sg>

Sent: Monday, 8 March 2021 2:19 pm

To: [REDACTED]

Subject: [EXTERNAL] - [EHSPLR210313] - Managed Returns Error Notification

CAUTION: This email originated from outside of ALS. Do not click links or open attachments unless you recognize the sender and are sure content is relevant to you.

Dear [REDACTED],

Application Number : D2120005031

We have encountered the following errors while parsing the Managed Returns file. Please correct the errors and submit again.

S No.	Row	Errors
1	Row 58	License Number is not valid

Thank you.

You received this error because there was an error in the license number in the excel sheet submitted. In this example case, the incorrect error is in Row 58.

Please checked that the license number(s) in the excel sheet is correct.

In addition, do check for hidden characters or spaces at the start or end of the license number.

Example: A001234X000

Please remove these hidden characters and spaces if any.

[EHAFLR220615] - Managed Returns Error Notification



Do Not Reply Onells <DoNotReply_Onells@nea.gov.sg>

To [Redacted]

Like Reply Reply All Forward ...

Mon 06/06/2022 17:48

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34

Dear The [Redacted]

Application Number : D2220008268

We have encountered the following errors while parsing the Managed Returns file. Please correct the errors and submit again.

S No.	Row	Errors
1	Row	AFL Sampling Date is not in YYYYMMDD format

Thank you.



You received this error because the sample date, Column D, is not in the Year-Month-Date format.

An example of a correct date format:
20220216
(16 February 2022)

From: Do Not Reply OneILS <DoNotReply_OneILS@nea.gov.sg>

Sent: Monday, 9 November, 2020 5:35 PM

To: [REDACTED]

Subject: [EXTERNAL] - [EHSPLR2011118] - Managed Returns Error Notification

CAUTION: This email originated from outside of ALS. Do not click links or open attachments unless you recognize the sender and are sure content is relevant to you.

Dear [REDACTED]

Application Number : D2020017790

We have encountered the following errors while parsing the Managed Returns file. Please correct the errors and submit again.

S No.	Errors
1	Ecoli values are missing

Thank you.

You received this error because you did not key in the E.coli values in columns W, X.

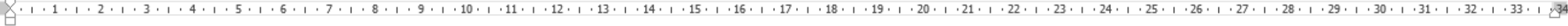
Please select the testing method in column W and key in the value in column X.

[EHAFLR220858] - Managed Returns Error Notification

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To [Redacted]

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Mon 15/08/2022 17:20



Dear [Redacted]

Application Number : D2220012751

We have encountered the following errors while parsing the Managed Returns file. Please correct the errors and submit again.

S No.	Row	Errors
1	Row 1	Group 2 Values are not empty

Thank you.



You received this error because you selected 'Quarterly' for [Submission Type] in column H.

If you are submitting the quarterly results only, please leave column J to X empty.

If you have results for Chlorine/ Turbidity/ Free Residual Chlorine/ Bromine/ Heterotrophic Plate Count/ *E.coli*, as well as results for *Legionella/ Pseudomonas aeruginosa*, please select 'All' for [Submission Type] in column H, and then key in all the relevant fields.

[EHAFLR220941] - Managed Returns Error Notification



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To [redacted].com

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Fri 09/09/2022 10:33



Dear [redacted] TE. LTD.,

Application Number : D2220013151

We have encountered the following errors while parsing the Managed Returns file. Please correct the errors and submit again.

S No.	Row	Errors
1	Row 1	Analysis date should always greater than or equal to Sample date.



You received this error because the analysis date (column F) is earlier than the sample date (column D).

Analysis cannot be done with a sample. Hence, analysis date should be later than the sample date.

Please check and ensure that the dates were not mixed up.