APIES3.0 FAQ - General

1. **How would APIES 3.0 be accessed?** Via URL using a web browser. The URL will be shared shortly before APIES 3.0 goes live.

2. **When will APIES 3.0 go live?** It is scheduled to go live on 25 April 2023.

3. **Why online applications?** As Changi Airport operates 24/7, an online platform allows round-the-clock permit application submissions, test bookings, payment, and permit issuance, without having to visit ADC during fixed operating hours. This provides convenience, time savings, and enhances operational efficiency. Online applications also reduce the use of paper, for a more sustainable airside.

4. **What if drivers are unsure of the application process?** We prioritized simplicity and clarity during the development process, including the use of system validations (to help drivers ensure they have provided the correct information), automatic personal data retrieval (via Singpass MyInfo) and on-screen prompts. We are also preparing a user guide for drivers' reference. If drivers still need help, we seek the corporate representatives' assistance to provide guidance, in the same way they have done so using the current process.

5. **What is the purpose of the 'corporate representative'?** They play a key role in facilitating a company/department's permit applications by endorsing driver applications and submitting vehicle applications – similar to existing processes. They do so via the corporate dashboard on the APIES 3.0 platform.

6. **What if corporate representatives are unsure of the driver endorsement/vehicle application processes?** You may refer to the user guide, which we will share in due course. If assistance is still required, please contact Tim/Ben.

7. **Why are digital permits used?** One is more likely to carry their mobile phone than a physical permit – this seeks to be a more convenient solution for our partners. Digital permits are also impervious to loss and defacement. Additional permit classes (internal classes, escort, CAT1, PLB, etc.) can also be added without having to issue and collect a new physical card at each instance. Finally, after a successful renewal application, drivers and vehicles can be issued their new permits without having to visit ADC.

8. **How would the digital permits (ADP/AVP/TEP) be issued?** After approval by ADC, they will be automatically issued after payment is made (This does not apply to companies with credit note arrangements/companies for whom fees are waived). The permits will be shown on driver/corporate dashboards. Any existing physical permits remain valid and recognized until they expire.

9. **How would the digital permits be checked upon entrance to airside?** Drivers should show security personnel their digital ADP on their mobile phone. For vehicles, security personnel can look up a driver/vehicle's permit validity using their own devices.

APIES3.0 FAQ - General

1. **How will personal data be stored/safekept?** Going forward, ADC requires only partial NIN (e.g. NRIC, FIN, work permit, etc.). ADC will also not collect photographs of drivers. This is a significant reduction in the extent of personal data collected. CAG's systems, including APIES 3.0, are subject to stringent cybersecurity and data protection requirements and regular tests/audits. Your data is safe.

2. **What other security features are available?** APIES 3.0 includes 2-factor authentication (2FA, via sms/email) for login for added account security.

3. **How would users get notifications?** APIES 3.0 features a notification system which uses SMS/email to update users on application status; provides reminders of upcoming appointments (e.g. tests), and provides reminders when permits are up for renewal.

4. **What if corporate representatives are also drivers?** Corporate representatives and drivers will have separate accounts – the system is configured to prevent corporate representatives from endorsing their own permit applications.

5. **What if I am still taking my driving tests (ART/ADSCT/PLB) and haven't passed yet?** Drivers who haven't passed their ART/ADSCT/PLB test as of 14 April 2023 will be able to sit for a re-test between 19-21 April 2023. During this time, they will be guided to set up their APIES 3.0 accounts at ADC. If they still don't manage to pass between 19-21 April 2023, they may book their next re-test via APIES 3.0.

6. **What if APIES 3.0 is unavailable?** APIES 3.0 is built using OutSystems, which is a leading high-performance, low code software development platform. We have an SLA with the vendor to attend and fix any disruptions within 24 hours.

7. **What if I encounter technical issues?** You may refer to the user guide. If assistance is still required, please contact Tim/Ben.

APIES3.0 FAQ – Account/Permit Management

1. **How would users access their accounts?** Drivers will be given driver accounts to manage their permits. Corporate representatives of each company will be given corporate accounts to access their corporate dashboard. Here, they can monitor drivers/vehicles; endorse driver permit applications, and submit vehicle permit applications.

2. **What if drivers have no access to a computer/mobile phone to manage their permits online?** A self-help station (laptop/desktop) will be provided at ADC.

3. **Why Singpass MyInfo?** We have introduced Singpass MyInfo integration to provide secure, seamless personal data retrieval for drivers. This provides convenience, reduces time taken to complete applications, and minimizes human error. Singpass users can retrieve their personal data via Singpass Myinfo, with consent, to conveniently pre-fill the application form.

4. **Can I log into my driver/corporate account using Singpass?** No, Singpass is used for personal data retrieval during applications only. Drivers/corporate representatives may login to their accounts via the APIES 3.0 URL using their login credentials.

5. **What if drivers don't have a Singpass account to use MyInfo?** All drivers are encouraged to sign up for Singpass (takes 5 minutes) to enjoy these benefits mentioned above: https://www.singpass.gov.sg/home/ui/register/instructions. For drivers who are unable to use Singpass, the application forms include a manual entry option.

6. **How would drivers show/view their digital ADP?** By using their mobile phone and logging into their driver account.

7. **What if drivers forget to bring their mobile phone?** For security checks, security personnel can look up a driver/vehicle's permit validity using their own devices.

8. **How do I update my name/NRIC?** For security purposes, one must visit ADC. Bring along your deed poll, NRIC or an official document containing your FIN, and other relevant documentation for verification.

APIES3.0 FAQ – Account/Permit Management

1. **How would drivers book/reschedule tests?** Drivers can manage them online via their driver account.

2. **What if I forget my username/password?** Users can simply follow the forgot username/password link on the APIES 3.0 page.

3. **Can companies appoint additional corporate representatives?** Yes, up to a maximum of 5 individuals per business unit/department.

4. **Can a corporate representative account be transferred to another person?** No. However, if an existing corporate representative should no longer hold an account, that account can be toggled from 'active' to 'inactive' by another corporate representative. This will also remove it from the maximum 5 account count.

APIES3.0 FAQ – Payment

1. **What payment modes are available?** eNETS (NETS QR code, payable with DBS PayLah!, OCBC Pay Anyone, UOB TMRW) and credit card via the MerchantSuite payments platform.

2. **What if drivers have no credit card to pay via MerchantSuite?** Payment modes include eNETS, which directly debits from a bank account.

3. **Will ADC explore more payment options?** We aim to make payments as convenient and seamless as possible for our users. Other payment modes can be explored in the future.

4. **How would drivers make NOO payments?** We are planning for NOO payments to be made online from Q3 2023. For now, they may still pay over the counter at ADC via NETS.