USER MANUAL FOR

SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY

(SAVE)

FOR

IMMIGRATION & CHECKPOINTS AUTHORITY

(AUTHORISED VISA AGENT/STRATEGIC PARTNER - INDIVIDUAL)

Table of Contents

1.   INTRODUCTION

1.1   Overview

The Authorised Visa Agent/Strategic Partner – Individual module is a web-based application to allow Authorised Visa Agent/Strategic Partners to apply Entry Visa into Singapore. There is a hyperlink from the existing ICA web site (URL: http://www.ica.gov.sg/) or the Government's eCitizen Portal (URL : http://www.ecitizen.gov.sg), to this front-end Internet application.

1.2   About This Manual

The objective of this document is to explain the step-by-step guidelines on how to use the Authorised Visa Agent/Strategic Partner-Individual module for Authorised Visa Agent/Strategic Partners.

The users of Authorised Visa Agent/Strategic Partner – Individual module should have basic knowledge of using a web browser such as Internet Explorer (IE), navigating from one page to another.

The chapters in this manual are organized in a logical functional manner, and not necessary in the order that the users would normally use the system.

A reader can go through this User Manual in any order according to the specific function that he/she encountered or is interested in.

The functionality for the Authorised Visa Agent/Strategic Partner – Individual module includes application of individual Visa, printing Form 14A, enquiry of Visa application and allows users to change password.

1.3 Installation/Setup

The user will require the following:

- Basic PC setup with Modem or Broadband
- Supported Browsers:
  Internet Explorer (IE) version 10.0, 11.0, Firefox 27.0, 28.0, and Safari 6.1, 7.0, Chrome 34.0, 35.0, Opera 19, 20

The user needs to configure the settings of his Internet browser before he launches SAVE website by following the steps in the link
https://save.ica.gov.sg/save/xhtml/common/Settings.xhtml

If you are using a pop-up blocker, please add the following as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be complete.

- www.enets.com.sg
- www.enets.sg
- www.psi.gov.sg

1.4 Convention

This manual uses the following conventions:

- '*****' next to a field to show that the field is a mandatory field.
- **[BUTTON NAME]** to show it is a button.
- **[Proceed]** button indicates that the system will be displaying another application page after the current page.
- **[Save]** or **[Submit]** button indicates that the system will update or insert records in the database and display the acknowledgment page
- **[Print]** button displays the print dialog box on the browser
- **[Back]** button will return to the previous page where the user came from.
- **[Clear]** button will clear all fields and reset all drop down lists.

The following format is used by the SAVE system:

- DD/MM/YYYY as a Date Format
- HH24:MI:SS as a Time Format

1.5 Supported Payment Modes

This manual uses the following payment modes:

- VISA Credit/Debit Card
- MasterCard Credit/Debit Card

2   FUNCTIONS

2.1   Login

Go to the Authorised Visa Agent / Strategic Partner - Individual module at https://save.ica.gov.sg/save-public . The SAVE main page will be displayed as follows:

Submission of Application for Visa Electronically (SAVE)

Welcome to SAVE

This facility allows you to submit a visa application online through the authorised visa agents of the overseas missions, strategic partners in Singapore or your local contact.

Submission through Authorised Visa Agent/Strategic Partner

You may submit your application through the authorised visa agents and strategic partners.

Please consult the respective overseas missions and ICA for more information about the authorised visa agents/strategic partners.

Submission through your Local Contact

You can also submit your application through your local contact if he/she is a Singapore Citizen/Singapore Permanent Resident who is at least 21 years old and has a SingPass account. **Please submit the visa application within 30 days prior to arrival in Singapore.** Your local contact is required to furnish his/her passport details in SAVE.

For Authorised Visa Agent/Strategic Partner:

Please click here to download the user manual for submission of application for Collective Gratis Visa (English).

Please click here to download the user manual for submission of application for Individual Visa (English).

For Local Contact:

Please click here to download the user manual for submission of application for Individual Visa (English).

Status Enquiry

You can check the status of your visa application online using the "Status Enquiry" function in SAVE at http://www.ica.gov.sg.

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

Important Notes

- To apply for Visa online as a local contact, you will need a SingPass account. To apply for a SingPass, please visit http://www.singpass.gov.sg.
- For payment online, you will need a VISA or Mastercard Credit/Debit Card. For eNETS payment, **Java Version 6 Update 2** is required for your browser. Please verify your Java installation here.
- You will require Adobe Acrobat Reader to view the supplementary forms. You can download the Acrobat Reader at http://www.adobe.com.
- If you are using a pop-up blocker, please add the following as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be complete. Please refer to Help for more details.
    - www.psi.gov.sg
    - www.enets.com.sg
- You are advised to add the following to enable cookies. Please refer to Help for more details.
    - www.psi.gov.sg

Main Menu

Submission of Application
Local Contact
Authorised Visa Agent/Strategic Partner

Enquiry on Application
Status Enquiry

To proceed to login into the Authorised Visa Agent/Strategic Partner module
- Enter User ID
- Enter Password
- Click on the **[LOGIN]** button

Note:

- All fields are mandatory

Authorised Visa Agent/Strategic Partner Login Page

Please read the Terms and Conditions carefully before clicking on the 'Login' button. By accessing or using this site, you shall be deemed to have accepted to the Terms of Use, conditions and all applicable laws.

User ID :

Password :

Login   Return to Homepage

For first time users or when the password expires, they will be prompted to change their password. Otherwise, the Authorised Visa Agent/Strategic Partner Main Menu Page will be displayed if they have entered their User ID and Password correctly.

Caution:
Click on the buttons or links once only.
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If the user account is revoked,

- Enter a valid User ID
- Click on the **[HERE]** hyperlink
- An acknowledgement page will be displayed.

- The new password will be sent to the Authorised Visa Agent/Strategic Partner's registered email address.
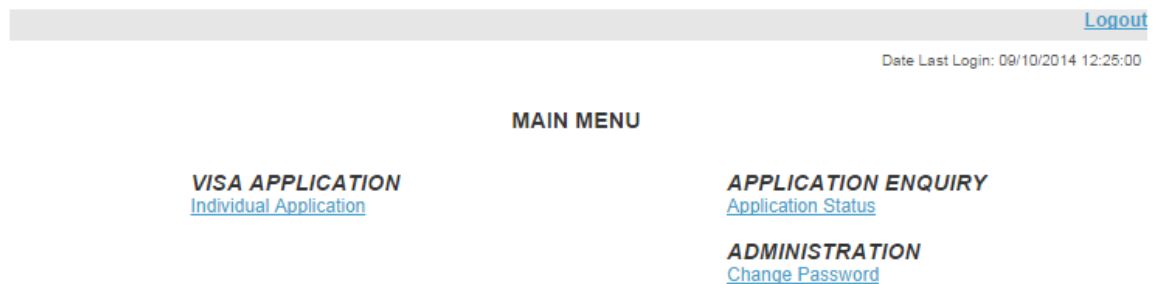

Caution:
Click on the Buttons or links once only.
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2.2 Authorised Visa Agent/Strategic Partner Main Menu

Logout

Date Last Login: 09/10/2014 12:25:00

MAIN MENU

VISA APPLICATION
Individual Application

APPLICATION ENQUIRY
Application Status

ADMINISTRATION
Change Password

Upon successful login, the main menu page will be displayed as shown above

To submit individual application

- Click on the **[INDIVIDUAL APPLICATION]** hyperlink

To enquire the application status of an existing visa individual application

- Click on the **[APPLICATION STATUS]** hyperlink

2.3 Change Password

Step 1 of 2: Change Password

Note:

- All fields are mandatory.
- This service may take 1 minute to complete.

Current password :

New password :

Re-enter new password :

Save   Back

This function allows Authorised Visa Agent / Strategic Partner user to change the password. This screen will be displayed automatically if the user's password has expired or if it is the first time the user logs in to the system. This screen will also be displayed when the user's password has been reset.

The user can also change his password at any time before it expires. To do that:

- Click on the **[CHANGE PASSWORD]** hyperlink at the Main Menu
- The screen above will be displayed.

To change password

- Enter the Old Password and New Password
- Re-enter the New Password
- Click on the **[SAVE]** button

To reset the fields which have been filled, click on the **[CLEAR]** button.

To return to main menu, click on the **[BACK]** button.

The users are reminded that new passwords are valid for a period of 90 days. It must be eight characters and should be different from existing (Old) password and the two previous ones.

Note: The password is case sensitive and must be alphanumeric.

Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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2.4   Logout

To logout from Authorised Visa Agent/Strategic Partner module, click on the
[LOGOUT] hyperlink.

3   Visa Application – Individual Visa Application (Form 14A)

This function allows the Authorised Visa Agent/Strategic Partner to apply for an Individual Visa.

Note:

If Authorised Visa Agent/ is from China, the fields mention below will be defaulted:

- Country of Birth: CHINA
- Race: CHINESE
- Nationality: CHINESE
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: CHINA
- Type of visa: MULTIPLE JOURNEY

<p align="center">OR</p>

If Authorised Visa Agent is from Bangladesh, the fields mention below will be defaulted:

- Country of Birth: BANGLADESH
- Race: BANGLADESHI
- Nationality: BANGLADESHI
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: BANGLADESH
- Type of visa: SINGLE JOURNEY

<p align="center">OR</p>

If Authorised Visa Agent is from INDIA, the fields mention below will be defaulted:

- Country of Birth: INDIA
- Race: INDIAN
- Nationality: INDIAN
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: INDIA
- Type of visa: MULTIPLE JOURNEY

Caution:
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3.1   Submission of Application – Particulars of Applicant

Visa Application   Application Enquiry   Administration   Logout

Step 1 of 6: Form Entry

Note:

- Field(s) with * is/are mandatory field(s).
- All entries must be in English and only the following Basic Latin characters will be accepted.
- The application should be submitted within 15 minutes. Otherwise, the session will timeout.

PARTICULARS OF APPLICANT

*Name	:	

(Full name as appeared in the passport/travel document, and in the same sequence of appearance) (Please click here for Name FAQs)

Alias   :
(Leave blank if not applicable)

*Date Of Birth   :   *Sex   :   Select Here ▾
(DDMMYYYY)
Substitute DDMM with "0000"
if there is no day or month

*Marital Status   :   Select Here ▾

Nationality of Spouse   :   ○ Singapore Citizen   ○ Singapore Permanent Resident
○ Others (Please Specify)
Select Here ▾

Spouse's NRIC No   :

*Country of Birth   :   Select Here ▾

*State / Province of Birth   :   Select Here ▾   *Nationality   :   Select Here ▾

*Race   :   Select Here ▾   PRC ID No   :
(For PRC Nationals only)

*Religion   :   Select Here ▾   If others, please specify   :

Religious Denomination   :

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

To save the current Individual Visa application

- Click on the **[SAVE]** button
- A confirmation message "The application has been saved" will be displayed

To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation dialog box will be displayed

To reset the values entered for the current Individual Visa application

- Click on the **[Clear]** button
- Fields which have been filled will be cleared

To proceed with the Individual Visa application

- Enter the mandatory fields
- Click on the **[Proceed]** button

Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

3.2   Submission of Application – Other Details of Applicant

Visa Application   Application Enquiry   Administration   Logout

Step 2 of 6: Form Entry

Note:

- Field(s) with * is/are mandatory field(s).
- All entries must be in English and only the following Basic Latin characters will be accepted.
- The application should be submitted within 15 minutes. Otherwise, the session will timeout.
- Please submit the visa application 30 days prior to arrival in Singapore.
- Some email services may filter out the acknowledgement email or send it to the bulk/junk mail folder due to their spam policy. Please ensure that the setting of your email account will not delete any email instantly from your junk folder. Please check your bulk/junk mail folder if you do not receive the acknowledgement email.

OTHER DETAILS OF APPLICANT

*Occupation   : Select Here ▼

*Highest Academic / Professional   : Select Here ▼
Qualifications Attained

*Type Group   : ○ Social ○ Business

*Type Of Visa   : Select Here ▼

*Date of Intended Arrival in Singapore   : [   ]
                                                      (DDMMYYYY)

*How long do you intend to stay in   : ○ Less than 30 days ○ More than 30 days
Singapore?

*Purpose Of Visit   : [   ]

Address in Singapore

*Where will you be staying in   : Select Here ▼   If others, : [   ]
Singapore?   please
                                                            specify

Block/House No   : [   ]   Floor No   : [   ]   Unit No   : [   ]

Street Name   : [   ]   Postal   : [   ]
                                                                Code

Building Name   : [   ]   Tel No   : [   ]

*Did you reside in other countries, other than your country of origin, for one year or more during the last 5   : ○ Yes ○ No
years?
(if yes, please furnish details)

ANTECEDENT OF APPLICANT

Please choose in the box where appropriate against the following:

*Have you ever been refused entry into or deported from any country, including Singapore?   : ○ Yes ○ No

*Have you ever been convicted in a court of law in any country, including Singapore?   : ○ Yes ○ No

*Have you ever been prohibited from entering Singapore?   : ○ Yes ○ No

*Have you ever entered Singapore using a different passport or name?   : ○ Yes ○ No

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Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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If any of the answer is 'YES', please furnish details below:

MISCELLANEOUS

Remarks :

Save   Proceed   Clear   Cancel

To add row for the details of the countries that the applicant has resided in before

- Click on the **[ADD ROW]** button
- You can add up to a maximum of 3 rows

To delete row for the details of the countries that the applicant has resided in before

- Click on the **[DELETE ROW]** button

To save the current Individual Visa application

- Click on the **[SAVE]** button
- A confirmation message "The application has been saved" will be displayed

To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation dialog box will be displayed

To reset the values entered for the current Individual Visa application

- Click on the **[Clear]** button
- Fields which have been filled will be cleared

To proceed with the Individual Visa application

- Enter the mandatory fields
- Click on the **[Proceed]** button

Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

3.3 Local Contact Details

Note: You are required to fill in the local contact detail for the applicant as shown below if you meet ALL the conditions as below:
- You are an Authorised Visa Agent
- Your applicant is an Assessment Level 2 national
- Your applicant Visa Type Group is '**SOCIAL**'

PARTICULARS OF LOCAL CONTACT

If your local contact is an Individual

Relationship of Applicant to Local Contact	Select Here ▾	If others, please specify	
Name	
NRIC Number	
Address	
Contact No	

If your local contact is a Company

Relationship of Applicant to Local Contact	Select Here ▾	If others, please specify	
Name of Company/Firm	
Unique Entity Number (UEN) of Company/Firm	
	(Please click here for more information on UEN)
Address	
Contact No	

Person acting on behalf of the Company/Firm

Name   :

NRIC Number/FIN   :

Designation/Capacity   :

For LOI issued by applicant's Embassy/MFA or if applicant is unable to furnish a LOI, please provide details of the TPN, confirmed airline/hotel reservations etc

[Save]   [Proceed]   [Clear]   [Cancel]

Please take note: You are required to fill in the local contact detail for the applicant as shown below if you meet ALL the conditions as below:
- You are not an Authorised Visa Agent/Strategic Partner from Singapore
- Your applicant is an Assessment Level 2 national
- Your applicant Visa Type Group is '**BUSINESS**'

To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation box will appear. Click on the **[OK]** button**.**
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

To apply for Individual Visa

- Enter the mandatory fields
- Click on the **[PROCEED]** button
- The Individual Visa Applicant's Details Preview page will be displayed

Please take note: If local contact is filled in, it will be shown in the preview page

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Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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3.4   Upload Applicant Photo

To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation dialog box will be displayed

To proceed with the Individual Visa application

- Enter the mandatory fields
- Click on the **[Proceed]** button

Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.
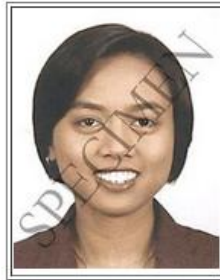
Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

3.5   Application Preview

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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OTHER DETAILS OF APPLICANT

Occupation	: AGRICULTURAL OR FISHERY WORKER
Highest Academic / Professional Qualifications Attained	: DIPLOMA
Type Group	: SOCIAL
Type Of Visa	: DOUBLE JOURNEY
Date of Intended Arrival in Singapore	: 30/09/2014
How long do you intend to stay in Singapore?	: LESS THAN 30 DAYS
Purpose Of Visit	: LESS THAN 30 DAYS

Address in Singapore

Where will you be staying in Singapore?	: HOTEL				
Block/House No	:	Floor No	:	Unit No	:
Street Name	:			Postal Code	:
Building Name	:			Tel No	:

Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years?   : NO

ANTECEDENT OF APPLICANT

Please choose in the box where appropriate against the following:

Have you ever been refused entry into or deported from any country, including Singapore?	: NO
Have you ever been convicted in a court of law in any country, including Singapore?	: NO
Have you ever been prohibited from entering Singapore?	: NO
Have you ever entered Singapore using a different passport or name?	: NO

MISCELLANEOUS

Remarks   :

☐ I declare that the information furnished in respect of this application is true and correct. I understand that if there is any discrepancy in the information declared, a resubmission with a new processing fee of $30/- is required.

Please confirm this submission by clicking on the 'Submit' button.

[Submit]   [Amend]   [Cancel]

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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To cancel the current Individual Visa application

- Click on the **[CANCEL]** button
- A confirmation dialog box will be displayed

To amend the Individual Visa application

- Click on the **[AMEND]** button
- Make the necessary amendments and click on **[Proceed]** button
- The Application Preview page will be displayed

To submit the Individual Visa application

- Select the checkbox to declare that the information furnished are true and correct
- Click on the **[Submit]** button to confirm the application
- The Make Payment page will be displayed

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

3.6 Payment for Application

IF YOU ARE USING A POP-UP BLOCKER, please add "https://www.psi.gov.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed.

🔒 You are now on a secure site.

Total Amount Payable: S$30.00

Please make payment by selecting the preferred payment mode then click the 'Proceed' button:

Payment Mode	Description
MasterCard VISA	For VISA/MasterCard Credit and Debit cards

<< Cancel Payment   Proceed >>

IMPORTANT:

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- **DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.
- **DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- For **eNETS Credit (or AMEX if available)**, please add "www.enets.sg" to your list of allowed sites in the pop-up blocker settings as well.
- For **eNETS Debit**, please include "www.enets.sg", "dbsd2pay.dbs.com" (for DBS/POSB Account holders), "www.citibank.com.sg" (for Citibank Account holders), "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus! Account Holders), "uniservices1.uobgroup.com" (for UOB Account holders) to your list of allowed sites in the pop-up blocker settings as well.

- Check on **[Mastercard / Visa]** and click on the **[Proceed]** button to proceed to the next step.
  (This system supports VISA Credit/Debit Card and MasterCard Credit/Debit Card only)
- To cancel the transaction, click on the **[CANCEL PAYMENT]** button

To submit the credit/debit card payment
- Enter the credit/debit card details
- Click on the **[Submit]** button to confirm the payment
- The Tax invoice/receipt will be displayed

Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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Immigration & Checkpoints Authority
Tel : 6391 6100
Fax : 6298 0837
Internet : http://www.ica.gov.sg
GST Registration No : MG-8400000-5

TAX INVOICE / RECEIPT

Receipt No	: MHA-ICA-SA0001000087196	Date/Time :	19/11/2014 12:39
Agency	: MHA-ICA-SA - MHA-ICA-SA		
Application	: Public Application for SAVE		
Paid via	: eNETSCredit		
EP Ref No	: CC14111912394865		

Sno	Code/Description	Unit Price(S$)	Qty	Amount(S$)
1.	Visa Application Processing Fees Name of Applicant : IRENE TAN JIAJIA Date of Birth : 01/10/1988	30.00	1	30.00
		Total (S$) :		30.00

This is a computer-generated receipt. No signature is required.

PSi Ref No : d72e9c839bbaad54-19112014-123948-1863505978

Please print a copy of the receipt for your reference.

Click on the [CTRL-P] to print the Tax Invoice/Receipt

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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3.7 Print Acknowledgement for Visa Application

Upon successful application and payment of Individual Visa, the acknowledgement page will be displayed.

- To print the acknowledgement page, click on the **[PRINT ACKNOWLEDGEMENT]** button. You will need the visa reference number for future references or for application enquiry.
- To print the Form 14A, click on the **[CLICK HERE TO PRINT ELECTRONIC FORM 14A]** hyperlink

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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3.8   Printing of Visa Application Form 14A

Visa Application	Application Enquiry	Administration	Logout

Print Form 14A   Back

Visa application reference number: VSC000302SA10092014

FORM 14A
IMMIGRATION ACT [CHAPTER 133, SECTION - 55(1)]
PASSPORTS ACT [NO.33 of 2007]

Notes:
**Delete where appropriate

Affix a recent
Passport-sized
photograph here

APPLICATION FOR ENTRY VISA

PART I - PARTICULARS OF APPLICANT

Name:	TAN XIAO WEI
Full name as it appears in passport/travel document	
Alias:	

Date Of Birth:	03/03/2011 (DD/MM/YYYY)	Sex:	FEMALE

Marital Status:	SINGLE
Nationality of Spouse:	
Spouse's NRIC No:	

Country of Birth:	ANDORRA
State / Province of Birth:	
Race:	INDIAN
Nationality:	ALGERIAN

Type of Travel Document Held:	INTERNATIONAL PASSPORT		
Travel Document No:	E321ADF		
Travel Document Issue Date:	03/03/2011 (DD/MM/YYYY)	Expiry Date:	03/03/2020 (DD/MM/YYYY)
Country of Issue:	AFGHANISTAN		
Place of Issue:	ASDF		

Address in Country of Origin	
Country of Origin:	AFGHANISTAN
Division/Province/State of Origin:	
Prefecture of Origin:	
County/District of Origin:	
Address:	ASDF

- 1 -

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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Visa application reference number: VSC000302SA10092014

PART II - OTHER DETAILS	
Occupation:	BUSINESSMAN
Highest Academic / Professional Qualifications Attained:	NO FORMAL EDUCATION
Religion/Denomination:	FREE THINKER
Date of Intended Arrival in Singapore:	30/10/2014
How long do you intend to stay in Singapore?	Less than 30 days
Purpose Of Visit	ASDF

Address in Singapore

Where will you be staying in Singapore?	NEXT-OF-KIN'S PLACE		
Block/House No:	Floor No:	Unit No:	
Street Name:		Postal Code:	
Building Name:		Tel No:	

Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years? NO

- 2 -

Visa application reference number: VSC000302SA10092014

PART III - ANTECEDENT OF APPLICANT	
Have you ever been refused entry into or deported from any country, including Singapore?	NO
Have you ever been convicted in a court of law in any country, including Singapore?	NO
Have you ever been prohibited from entering Singapore?	NO
Have you ever entered Singapore using a different passport or name?	NO

PART IV - DECLARATION BY APPLICANT

I declare that the particulars and documents furnished in respect of this application are true and correct.

I undertake not to misuse controlled drugs or to take part in any political or other activities during my stay in Singapore which would make me an undesirable or prohibited immigrant under the Immigration Act.

I undertake to comply with the provisions of the Immigration Act and any regulations made thereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.

I undertake not to involve in any criminal offences in Singapore.

I undertake not to indulge in any activities which are inconsistent with the purpose for which the immigration passes have been issued.

I further undertake not to be engaged in any form of employment, business or occupation whilst in Singapore without the written consent of the Controller of Immigration.

I am aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.

I understand that if the Controller of Immigration is satisfied that I or any member of my family breaches this undertaking or becomes an undesirable or prohibited immigrant, he will cancel my immigration pass and the passes of the members of my family, and we may be required to leave Singapore within 24 hours of such cancellation.

I understand that this application for and possession of a visa does not guarantee entry into Singapore and permission to enter is entirely discretionary at the point of entry.

I give my consent for your department to obtain and verify information from or with any source as you deem appropriate for the assessment of my application for immigration facilities.

_____   _____
         Date   Signature of Applicant

- 3 -

[Print Form 14A]   [Back]

- To print Form 14A, click on the **[PRINT FORM 14A]** button
- To go back to Acknowledgement page, click on the **[BACK]** button

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Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

4 Application Enquiry – Application Status

4.1 Application Enquiry – Enquiry by Application Reference No

This function allows the Authorised Visa Agent/Strategic Partner user to enquire on an Individual Visa application submitted by its Authorised Visa Agent/Strategic Partner by Visa reference number or by applicant's particulars.

To enquire on **Approved**, **Pending, Rejected** or **Withdrawn** the Individual Visa application details by Application:

- Enter the Visa application reference number

To reset the values, click on the **[CLEAR]** button.

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If the Individual Visa application is "**Approved** with e-Visa", the enquiry result page is as follows:

- To download and print the paper e-Visa, click on the **[HERE]** hyperlink.

Click on the **PDF DOCUMENT** to open the PDF document in your computer.

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

The format of the paper e-Visa will appear as shown below:

e-Visa for Republic of Singapore

You are required to bring this paper e-Visa with you as the airline requires you to produce it for verification when you check-in.

e-Visa Number:	AA0000296
Name:	LAM LILI
Date of Birth:	12/12/2000
Sex:	FEMALE
Nationality:	CHN
Travel Document Number:	E4561236
Visa issue date:	29-MAY-2014
Visa valid till:	03-JUL-2014
Type of Visa:	MULTIPLE JOURNEY
Remarks:	Not Valid for Employment
Visa Issuing Authority:	IMMIGRATION & CHECKPOINTS AUTHORITY
Visa Processing Fee:	30 SINGAPORE DOLLARS

The visa is valid provided this passport is valid. Please transfer the visa to your new passport prior to your arrival in Singapore.

Please verify the information contained in this e-Visa using the "Status Enquiry" function in SAVE via our website at http://www.ica.gov.sg.

Important Note

This e-Visa is issued to you based on the information provided in the application VSC000944SA01322014 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.

A Singapore visa is not an immigration pass. It is a pre-entry permission for you to travel to, and seek entry, into Singapore. A holder of a valid Singapore visa who is found suitable for entry into Singapore will be issued with an immigration pass to enter and remain in Singapore.

Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the following entry requirements:
(i) Hold a passport with at least 6 months validity;
(ii) Have sufficient funds for the period of stay in Singapore; and
(iii) Have confirmed onward/return air ticket(s).

The grant of an immigration pass to you will be determined by the Immigration & Checkpoints Authority (ICA) officers at the point of entry. The period of stay granted is shown on the visit pass endorsement given on your passport and it is not tied to the validity of this visa. Please check your passport for the arrival endorsement and take note of the period of stay granted before leaving the checkpoint.

Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

If the Individual Visa application is '**Approved** without e-Visa", the enquiry result page is as follows:

Visa Application	Application Enquiry	Administration	Logout

Step 2 of 2: Enquiry Result

Visa Application is Approved.

Summary of Application Details

Visa Reference Number	: VSC001289SA12262014
Name of Applicant	: HARRY POH
Travel Document Type and Number	: INTERNATIONAL PASSPORT no G1111111G
Sex	: FEMALE
Date of Birth	: 03/05/1987
Nationality	: EGYPTIAN
Submitted by	: LEX TRAVEL PTE LTD , VSCV5305
Submitted on	: 14/08/2014 17:09:36

Please click here to download and print the approval letter.

[Print Form 14A]   [Back]

To view Form 14A
- Click on the **[VIEW FORM 14A]** button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the **[PRINT]** button
- To go back to the applicant result page, click on the **[BACK]** button

To print the paper Approval Letter, click on the **[HERE]** hyperlink.
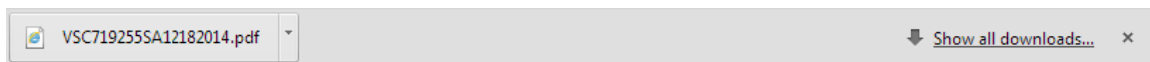
VSC719255SA12182014.pdf	Show all downloads... ×

- Click on the **PDF DOCUMENT** to open the PDF document in your computer.

Caution:
Click on the Buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

The format of the paper Approval Letter will appear as shown below:

Visa application is approved

Visa Reference Number: VSC001289SA12262014

This Visa application is submitted by:

Name:	XXX Strategic Partner
Mission:	SINGAPORE
Submitted on:	14/08/2014 17:09:36

Visa summary:

Name of Applicant:	HARRY POH
Travel Document Type and Number:	INTERNATIONAL PASSPORT/G67656547
Sex:	FEMALE
Date of Birth:	03/05/1987
Nationality:	EGYPTIAN
Purpose of Visit:	TEST
Type of Visa approved:	DOUBLE JOURNEY
Duration of Visa approved:	9 WEEKS

SPECIMEN

If the Individual Visa application is "**Pending**", the enquiry result page is as follows:

| Visa Application | Application Enquiry | Administration | Logout |

Step 2 of 2: Enquiry Result

Visa Application is Pending.

Summary of Application Details

This visa application has been submitted by:
Name : TIANJIN CHINA YOUTH TRAVEL SERVICE , BEJTJ302
Mission : BEIJING
Submitted on : 07/08/2014 12:12:44

Visa Summary
Visa Reference Number : BEJ875920SA12192014
Name of Applicant : CHEN HUANJIA
Travel Document Type and Number : INTERNATIONAL PASSPORT no G1111111G
Sex : FEMALE
Date of Birth : 12/08/1982
Nationality : CHINESE
Purpose of visit : SOCIAL
Type of visa applied for : MULTIPLE JOURNEY
Date of intended arrival in Singapore : 24/08/2014

Print Notification Slip   Print Form 14A   Back

To view Form 14A

- Click on the [VIEW FORM 14] button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the [PRINT] button
- To go back to the applicant result page, click on the [BACK] button

If the Individual Visa application is "**Rejected**", the enquiry result page is as follows:

Visa Application	Application Enquiry	Administration	Logout

Step 2 of 2: Enquiry Result

After careful consideration, we regret to inform you that the visa application is not successful.

Summary of Application Details

This visa application has been submitted by:
Name   : TIANJIN CHINA YOUTH TRAVEL SERVICE , BEJTJ302
Mission   : BEIJING
Submitted on   : 25/04/2014 11:17:15

Visa Summary
Visa Reference Number   : BEJ490427SA11152014
Name of Applicant   : XIAO YAQI
Travel Document Type and Number : INTERNATIONAL PASSPORT no G1111111G
Sex   : FEMALE
Date of Birth   : 29/05/1990
Nationality   : CHINESE
Purpose of visit   : SOCIAL
Type of visa applied for   : MULTIPLE JOURNEY
Date of intended arrival in Singapore : 01/05/2014

[Print Form 14A]   [Back]

To view Form 14A

- Click on the **[VIEW FORM 14A]** button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the **[PRINT]** button
- To go back to the applicant result page, click on the **[BACK]** button

If the Individual Visa application is "**Withdrawn"**, the enquiry result page is as follows:

To view Form 14A
- Click on the **[VIEW FORM 14A]** button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the **[PRINT]** button
- To go back to the applicant result page, click on the **[BACK]** button

4.2   Application Enquiry – Enquiry by Applicant

To enquire on **Approved**, **Pending, Rejected or Withdrawn** the Individual Visa application details by Applicant Detail:

- Enter the Name, or
- Enter the Date of Birth, or
- Enter Travel Document No., or
- Period of submission of Visa application with any of the above three
- Click on the **[SUBMIT]** button
- Upon successful enquiry of Individual Visa, the enquiry result page will be displayed. Note that the result page will differ, depending on the application status and enquiry inputs.

To reset the values, click on the **[CLEAR]** button.

If enquiry is based on the **Applicant Details**, the applicant enquiry result page is as follows:

Visa Application	Application Enquiry	Administration				Logout

Step 2 of 2: Enquiry Results

Enquired By:

User Identification : VSCHAR01
Name : MING MING

S/No	Name	Application Reference No.	Sex	Date Of Birth	Travel Doc No.	Applicant Status
1	TAN MING MING	VSC000079SA10072014	F	03/03/2011	1234567	PENDING

Back

To go back to the Visa Application Enquiry page, click on the **[BACK]** button.

To view Form 14A
1. Click on the hyperlinked Name
2. The Form 14A will be displayed
3. To print the Form 14A, click on the **[PRINT]** button
4. To go back to the applicant result page, click on the **[BACK]** button

To enquire on the Individual Visa Application Details
5. Click on the hyperlinked Visa Reference No.
6. To view the Form 14A, click on the **[VIEW FORM 14A]** button
7. To go back to the applicant result page, click on the **[BACK]** button

5. Frequently Asked Questions

1) Why I cannot log on to the system?

You may check that the user id and password that you have keyed in is correct. Please note that password is Case Sensitive. Please confirm with ICA System Administrator that the account for Authorised Visa Agent/Strategic Partner Programme has been approved and created.

2) Why my account was revoked? How do I reset my password?

Your account is being revoked as you have exceeded the number of 3 tries for your login. Please follow the steps below and the email containing the password will be sent to your Authorised Visa Agent/Strategic Partner's registered email address shortly:

1) If you have received several password emails, please delete all password emails you have receive earlier to avoid confusion.
2) Go to the link at https://save.ica.gov.sg/save-public
3) Click on the button that says 'Authorised Visa Agent/Strategic Partner'
4) Enter your user id at the login page
5) Click on the link "here", near the bottom of the page to reset your password
6) Check your registered email address for the password

If you cannot find any password in your email, please double check your Authorised Visa Agent/Strategic Partner's registered email address with the Singapore Consulate/Embassy/High Commission in your respective location

The system will prompt you to change your password when you login for the first time using the password you received in the mail. Please note that the "Old Password" refers to the password in the email given to you when you reset your password and the password is case-sensitive.

3) Why do I get the message "Internal Error" even when I have logged into the system.

If the user has logged in to the SAVE system correctly, this occurs because the application is unable to detect the current session as the session has been lost. Close the browser and log in again.

4) Why do I get the message "Invalid e-Service State"?

- Do not click on the **BACK**, **FORWARD** or **REFRESH** button when using SAVE
- At any part of the application, please do not click on the button for more than one time
- The system may need some time to process your application, please be patience. The system will auto generate an error message page if any problem occurred during the application.
- You are reminded that the session will expire if the **page remains idle for 15 minutes**, even though you may be filling up details on that page. You may try to login again and resubmit your application.

-

5) How can I adjust my photograph to the correct specification?

Below are the specifications for the required photograph:

1) Image file must be JPEG file format.
2) Image file size must be less than 60Kbytes.
3) Image dimension must be 400 x 514 pixels

You may want to use the photo editor, Paint, which comes with windows OS to adjust the dimensions of the photographs in the future. You may wish to follow the steps using, Paint, below to adjust the dimensions.

1) To open the photograph using MS paint
2) To use the attribute under Image in Menu to set the size to 400x514 pixels
3) To press the button Ctrl and button 'A' on the keyboard to select the image.
4) To stretch the image to the required dimension
5) To save it under JPG format finally.

6) Basic latin character FAQ

‘	(	)	,	-	.	/	0	1	2	3	4	5	6	7	8	9
@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
R	S	T	U	V	W	X	Y	Z	a	b	c	d	e	f	g	h	i
j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	

Note:

1) # is accepted for Address in Country of Origin, Address which resided in other country for more than 1 year during the last 5 years, Address of Local Contact, Address of Company/Firm.

2) & is accepted for Name of Company/Firm.

7) Name FAQ

If the surname is "TAN" and the given name is "WEI HAO". Enter the name as "TAN WEI HAO"

If the last name is "DHROOVE" and the first name is "SURESH KUMAR".
Enter the name as "DHROOVE SURESH KUMAR"

8) MRZ ID FAQ

If you are holding a PRC **non e-Passport**, please enter the last 4 characters as indicated below

If you are holding a PRC **e-Passport**, please enter "0000"

9) Photo FAQ

Q1: Photograph image that meets ICA's requirements

A:

Q2: Photograph images that do not meet ICA's requirements

A:

B:

C:

D: