

USER MANUAL FOR

SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY

(SAVE)

FOR

IMMIGRATION & CHECKPOINTS AUTHORITY

(AUTHORISED VISA AGENT/STRATEGIC PARTNER –
INDIVIDUAL VISA)

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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/>) 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, 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:
Edge, Firefox, and Safari, Chrome

The user needs to configure the settings of his Internet browser before he launches SAVE website by following the steps in the link

<https://eservices.ica.gov.sg/esvclandingpage/save>

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.sg
- www.enets.com.sg
- dbsd2pay.dbs.com
- pibenets.uob.com.sg
- www.citibank.com.sg
- www.ocbc.com
- www.plus.com.sg
- ibank.standardchartered.com.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] or [Next] 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://eservices.ica.gov.sg/esvclandingpage/save>. The SAVE main page will be displayed as follows:

The screenshot shows the ICA MyICA Home page. At the top, there is a navigation bar with the ICA logo and the text 'MyICA Home'. Below this is the main heading 'Apply for Entry Visa'. A sub-heading states: 'This facility allows you to apply for a Singapore entry visa as a local contact or authorised visa agent or strategic partner.' Underneath, there is a section titled 'Information Required' with a list of requirements: 'Duly completed Form 14A (PDF, 445KB) signed by the applicant...', 'Duly completed Form V39A (PDF, 191KB) signed by the local contact (if applicable)...', 'Applicant's recent passport-sized colour photograph (taken within the last three months)...', 'A photocopy of the applicant's passport bio-data page (valid for at least six months)...', and 'VISA or Master Credit/Debit Card or Internet Banking Details.' Below the requirements is a section titled 'I want to...' with five buttons: 'Apply for Entry Visa as a Local Contact (Individual Users)', 'Apply for Entry Visa as a Local Contact (Business Users)', 'Apply for Entry Visa as an Authorised Visa Agent', 'Apply for Entry Visa as a Strategic Partner', and 'Enquire Application Status'. At the bottom, there is an 'Important Notes' section with a list of instructions regarding pop-up blockers, allowed sites, and cookies. The footer contains the 'Immigration & Checkpoints Authority' logo, links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use', and copyright information: '© 2022, Government of Singapore. Last updated on 26 January 2022.' It also states: 'This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

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 proceed to login into the Authorised Visa Agent module

- Click the **Apply for Entry Visa as an Authorised Visa Agent** to be redirected to <https://eservices.ica.gov.sg/save-oval/index.xhtml>
- Click the **Apply for Entry Visa as an Authorised Visa Agent** again to redirect to login page

To proceed to login into the Strategic Partner module

- Click the **Apply for Entry Visa as a Strategic Partner** to be redirected to <https://eservices.ica.gov.sg/save-oval/index.xhtml>
- Click the **Apply for Entry Visa as a Strategic Partner** again to redirect to Singpass page (W.E.F 11 April 2021 Corppass Authentication will be done via Singpass)
- Key in the Singpass ID and password.
- After Singpass log in, user will be redirected to SAVE login page.

A Singapore Government Agency Website

ICA
Securing Our Borders,
Safeguarding Our Home

ICA Website

Apply for Entry Visa

Please read the above Terms of Use and disclaimers carefully before continuing. By accessing or using this site, you shall be deemed to have accepted to these Terms of Use, conditions and all applicable laws.

Apply for Entry Visa as an Authorised Visa Agent

Apply for Entry Visa as a Strategic Partner

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.

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.

Immigration & Checkpoints Authority

[Report Vulnerability](#) [Privacy Statement](#) [Terms of Use](#)

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This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.

Caution:

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The screenshot shows the ICA website interface. At the top, there is a navigation bar with the ICA logo and the text 'ICA Website'. Below this, the main heading is 'Apply for Entry Visa'. A disclaimer states: 'Please read the above Terms of Use and disclaimers carefully before continuing. By accessing or using this site, you shall be deemed to have accepted to these Terms of Use, conditions and all applicable laws.' The login form consists of two input fields: 'User ID' and 'Password'. Below the fields are two buttons: 'Return to Homepage' and 'Login'. At the bottom of the page, there is a footer with the text 'Immigration & Checkpoints Authority' and various links like 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. A small note at the bottom right says '© 2022, Government of Singapore. Last updated on 26 October 2020.' and another note at the bottom center says 'This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

For Authorised Visa Agents,

- Enter User ID
- Enter Password
- Click on the **[Login]** button

First time users or users with expired password will be prompted to change their password upon login. Otherwise, the Authorised Visa Agent Main Menu Page will be displayed once the User ID and Password are entered correctly.

Caution:

Click on the buttons or links once only.

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SAVE – Authorised Visa Agent/Strategic Partner – Individual Module User Manual

The image shows two screenshots of government websites. The top screenshot is the Singpass login page, featuring a navigation bar with the Singpass logo and utility icons. Below the navigation bar is an 'Advisory Note' about account security. The main content area has a 'Log in with Singpass' section with a cartoon character and a 'Your trusted digital identity' tagline. To the right is a login form with tabs for 'Singpass app' and 'Password login'. The 'Password login' tab is active, showing fields for 'Singpass ID' and 'Password', a red 'Log In' button, and links for 'Retrieve Singpass ID' and 'Reset password'. A 'Register For Singpass' button is at the bottom of the form. The footer contains contact information and copyright details for the Government of Singapore.

The bottom screenshot is the ICA website login page. It features the ICA logo and 'ICA Website' header. A prominent warning states: 'Please read the above Terms of Use and disclaimers carefully before continuing. By accessing or using this site, you shall be deemed to have accepted to these Terms of Use, conditions and all applicable laws.' Below this is a login form with 'User ID' and 'Password' fields. At the bottom of the form are 'Return to Homepage' and 'Login' buttons. A footer section includes 'Immigration & Checkpoints Authority', contact links, and copyright information for 2022.

For Strategic Partner,

- Enter Singpass ID
- Enter User ID
- Enter Password
- Click on the **[Login]** 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.

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First time users or users with expired password will be prompted to change their password upon login. Otherwise, the Strategic Partner Main Menu Page will be displayed once the User ID and Password are entered correctly.

Caution:

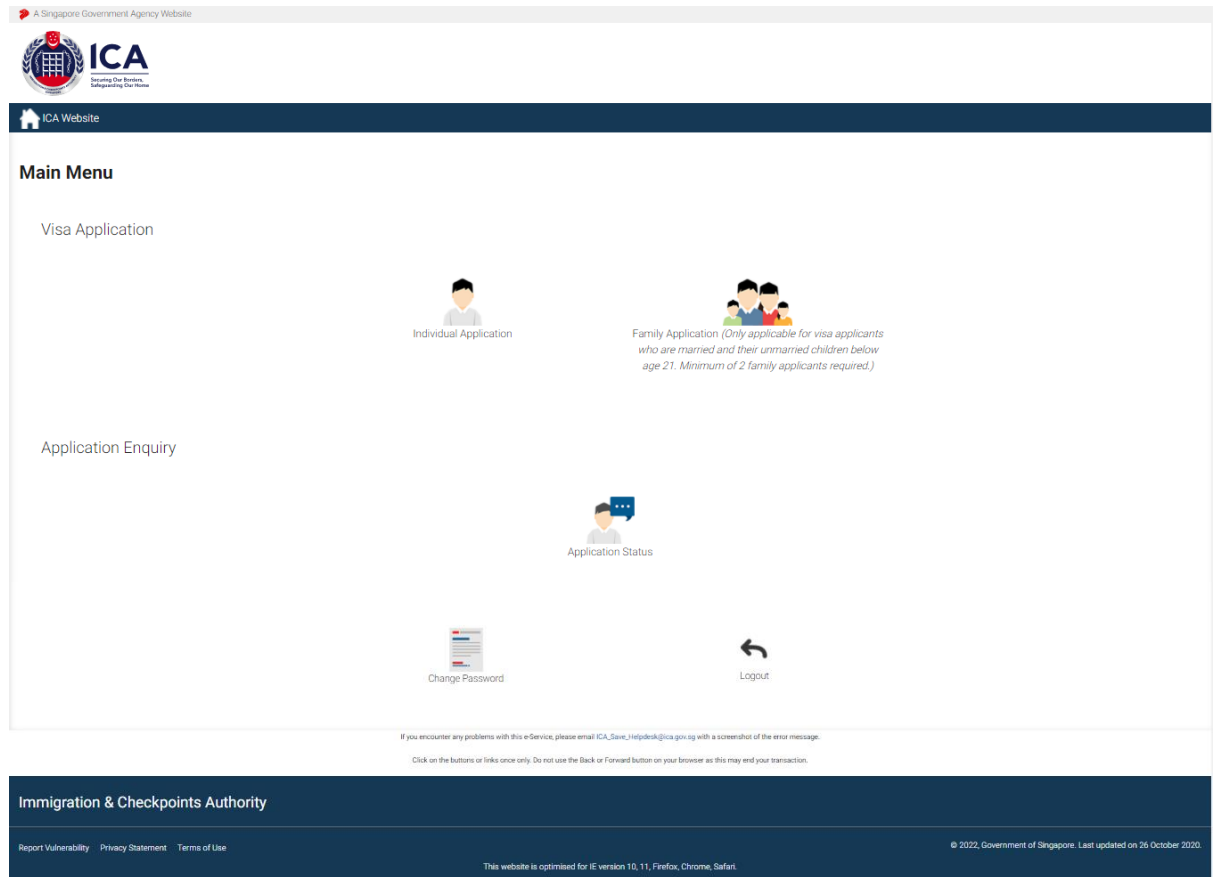
Click on the buttons or links once only.

Do not use the Back or Forward button on your browser as this may end your transaction.

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2.2 Authorised Visa Agent/Strategic Partner Main Menu

Authorised Visa Agent



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

To submit Individual Visa application

- Click on the [\[Individual Application\]](#) button

To enquire the application status of an existing individual visa application

- Click on the [\[Application Status\]](#) button

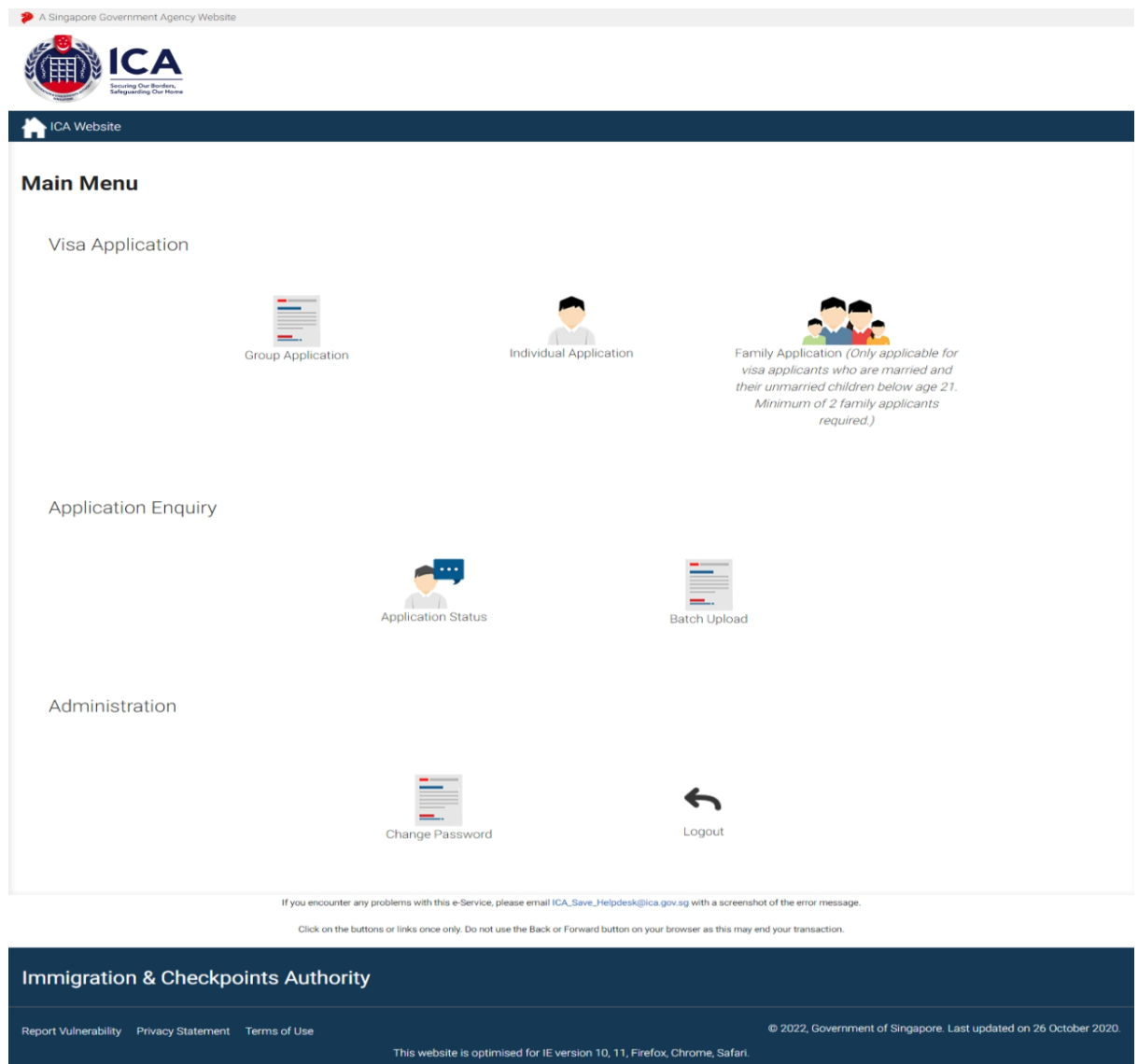
Caution:

Click on the buttons or links once only.

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Strategic Partner



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

To submit Individual Visa application

- Click on the **[Individual Application]** button

To enquire the application status of an existing individual visa application

- Click on the **[Application Status]** 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.

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2.3 Change Password

The screenshot shows the ICA website's 'Change Password' page. At the top, there is a navigation bar with the ICA logo and the text 'Singapore Government Agency Website'. Below this is a dark blue header with 'ICA Website' and a home icon. The main content area is titled 'Change Password' and contains three input fields: 'Current password', 'New password', and 'Re-enter new password'. Below the fields are two blue buttons: 'Back' and 'Next'. At the bottom of the page, there is a footer with the text 'Immigration & Checkpoints Authority' and '© 2022, Government of Singapore. Last updated on 26 October 2020.' There is also a small disclaimer at the bottom of the form area: 'If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message. 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.'

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
- the user is signing in for first time, or
- the user password has been reset.

To change password

- Enter the Current Password and New Password
- Re-enter the New Password
- Click on the [\[Next\]](#) 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 at least twelve characters and should be different from existing (Old) password and the two preceding passwords used before the existing one.

Note: The password is case sensitive and must be alphanumeric consisting of at least one uppercase, one lowercase, one numeric and one special character.

Caution:

Click on the buttons or links once only.

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2.4 Logout

To logout from Authorised Visa Agent/Strategic Partner module, click the [\[Logout\]](#) 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.

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

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

Note:

For China Authorised Visa Agent, 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

OR

For Bangladesh Authorised Visa Agent, 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

OR

For India Authorised Visa Agent, 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:

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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3.1 Submission of Individual Application – Particulars of Applicant

Application for Visa

Applicant's Particulars | Applicant's Additional Information | Local Contact's Particulars | Upload Photo | Confirmation

Important Notes

- All entries must be in English and only certain Basic Latin characters will be accepted.

Particulars of Applicant

Name: _____ Alias: _____

Full name as shown in the travel document. See examples below. Leave blank if not applicable.

Photograph Here

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

Photograph Here

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

Date Of Birth: _____ Sex: FEMALE MALE Country/Place of Birth:

DDMMYYYY
Substitute DDMM with "0000" if there is no day or month

State/Province of Birth: Nationality/Citizenship: Religion:

Race: Marital Status:

Travel Document

Type: Country/Place of Issue: Place of Issue: _____

Travel Document Number: _____ Issue Date: _____ Expiry Date: _____

Please omit spaces

Address in Country/Place of Origin/Residence

Country/Place of Origin/Residence: Address:

Province/State of Origin/Residence: Prefecture of Origin/Residence: County/District of Origin/Residence:

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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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Caution:
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Do not use the Back or Forward button on your browser as this may end your transaction.

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To save the current Individual 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 box will appear. Click on the **[Ok]** button
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

Important

All data provided for this applicant will be deleted and you will need to re-enter the information. Are you sure you want to delete this applicant's details?
Click OK to confirm or Cancel to continue with this application.

Cancel

OK

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 **[Next]** 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.

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3.2 Submission of Application – Other Details of Applicant

The screenshot shows the 'Application for Visa' form on the ICA website. The form is divided into several sections: 'Applicant's Particulars', 'Applicant's Additional Information', 'Local Contact's Particulars', 'Upload Photo', and 'Confirmation'. The 'Applicant's Additional Information' section is currently active and contains the following fields:

- Contact Information:** Applicant's Email Address (with a note: '(Please furnish a valid email address.)') and Applicant's Contact Number.
- Occupation & Education Information:** Occupation (dropdown menu with 'Please Indicate' selected), Highest Academic / Professional Qualifications Attained (dropdown menu with 'Please Indicate' selected), and Annual Income (Singapore Dollars - in numbers only) (text input field).
- Information of Visit:** Expected Date of Arrival (text input field), Type Of Visa (dropdown menu with 'MULTIPLE-JOURNEY' selected), and How long does the applicant intend to stay in Singapore? (radio buttons for 'Less than 30 days' and 'More than 30 days').
- Purpose of visit:** Radio buttons for 'Social' and 'Business', and a 'Choose a purpose' dropdown menu with 'Please Indicate' selected.
- Additional information to support this application:** A large text area for providing supporting details.
- Address in Singapore:** Where will the applicant be staying in Singapore? (dropdown menu with 'Please Indicate' selected), Postal Code, Block/House Number, Street Name, Floor Number, and Unit Number.
- Contact Number:** A text input field.
- Residence History:** Has the applicant resided in other countries/places, other than the country/place of origin, for one year or more during the last 5 years? (radio buttons for 'Yes' and 'No').
- Antecedent of Applicant:** Four questions regarding previous refusals, convictions, prohibitions, and passport changes, each with 'Yes' and 'No' radio buttons.

At the bottom of the form, there are four buttons: 'Cancel', 'Clear', 'Save', and 'Next'. Below the buttons, there is a small disclaimer: 'If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message. 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.'

The footer of the page includes the 'Immigration & Checkpoints Authority' logo, links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use', and copyright information: '© 2022, Government of Singapore. Last updated on 26 October 2020. This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

To save the current Individual Visa application

- Click on the **[Save]** button
- A confirmation message “The application has been saved” 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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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

Important

All data provided for this applicant will be deleted and you will need to re-enter the information. Are you sure you want to delete this applicant's details?
Click OK to confirm or Cancel to continue with this application.

Cancel

OK

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 **[Next]** button

Caution:

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3.3 Local Contact Details

*Strategic Partners do not have Local Contact’s Particulars page.

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 Visa Type Group is ‘**SOCIAL**’
- Your applicant is holding visa-required travel document issued by the following countries.

Afghanistan	Algeria	Armenia	Azerbaijan
		Democratic People’s Republic of Korea	Egypt
Bangladesh	Belarus		
Georgia	India	Iran	Iraq
Jordan	Kazakhstan	Kosovo	Kyrgyzstan
Lebanon	Libya	Mali	Moldova
			People’s Republic of China (PRC)
Morocco	Nigeria	Pakistan	
Russia	Saudi Arabia	Somalia	Sudan
Syria	Tajikistan	Tunisia	Turkmenistan
Ukraine	Uzbekistan	Yemen	

OR

- Your applicant is holding a refugee travel document issued by a Middle East country assessed to be recognized for entry into Singapore.

OR

- Your applicant is holding a Palestinian Authority passport.

OR

- Your applicant is holding a temporary passport issued by the United Arab Emirates.

OR

- Your applicant is holding a refugee travel document issued by a Middle East country assessed to be recognized for entry into Singapore.

Caution:


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SAVE – Authorised Visa Agent/Strategic Partner – Individual Module User Manual

A Singapore Government Agency Website



ICA Website

Application for Visa

Applicant's Particulars Applicant's Additional Information Local Contact's Particulars Upload Photo Confirmation

Particulars of Local Contact

If your local contact is an Individual

Name	Identity Card Number	Contact Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address Please indicate a valid 8-digit Singapore mobile/telephone number

Email Address Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

If your local contact is a Company

Name of Company/Firm	Unique Entity Number (UEN) of Company/Firm	Contact Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Click [here](#) for more information on UEN Please indicate a valid 8-digit Singapore mobile/telephone number

Caution:
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Address

Email Address Relationship of Applicant to Local Contact

Please Indicate ▼

(Please furnish a valid email address.)

Person acting on behalf of the Company/Firm

Name Identity Card Number 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

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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Click on the buttons or links once only.
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Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

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 Visa Type Group is ‘**SOCIAL**’
- Your applicant is holding visa-required travel document issued by the following countries.

Armenia	Azerbaijan	Belarus
Democratic People's Republic of Korea	Georgia	India
Kazakhstan	Kyrgyzstan	Moldova
People's Republic of China	Russia	Saudi Arabia
Tajikistan	Turkmenistan	Ukraine
Uzbekistan		

OR

- You are holding a Document of Identity issued by Hong Kong Special Administrative Region.

OR

- You are holding a Travel Permit issued by Macao Special Administrative Region.

Caution:


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SAVE – Authorised Visa Agent/Strategic Partner – Individual Module User Manual

A Singapore Government Agency Website



ICA Website

Application for Visa

Applicant's Particulars Applicant's Additional Information Local Contact's Particulars Upload Photo Confirmation

Particulars of Local Contact

If your local contact is an Individual

Name	Contact Number	Email Address
<input type="text"/>	<input type="text"/> <small>Please indicate a valid 8-digit Singapore mobile/telephone number</small>	<input type="text"/> <small>(Please furnish a valid email address.)</small>

Relationship of Applicant to Local Contact

If your local contact is a Company/Firm/Hotel

Name of Company/Firm/Hotel	Contact Number	Email Address
<input type="text"/>	<input type="text"/> <small>Please indicate a valid 8-digit Singapore mobile/telephone number</small>	<input type="text"/> <small>(Please furnish a valid email address.)</small>

Relationship of Applicant to Local Contact

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

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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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 an overseas Authorised Visa Agent
- Your applicant Visa Type Group is '**BUSINESS**'
- Your applicant is holding visa-required travel document issued by the following countries.

Afghanistan	Algeria	Bangladesh
Egypt	Iran	Iraq
Jordan	Kosovo	Lebanon
Libya	Mali	Morocco
Nigeria	Pakistan	Somalia
Sudan	Syria	Tunisia
Yemen		

OR

- Your applicant is holding a Palestinian Authority passport.

OR

- Your applicant is holding a temporary passport issued by the United Arab Emirates.

OR

- Your applicant is holding a refugee travel document issued by a Middle East country assessed to be recognized for entry into Singapore.

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.

SAVE – Authorised Visa Agent/Strategic Partner – Individual Module User Manual

A Singapore Government Agency Website



ICA Website

Application for Visa

Applicant's Particulars Applicant's Additional Information Local Contact's Particulars Upload Photo Confirmation

Particulars of Local Contact

If your local contact is a Company

Name of Company/Firm	Unique Entity Number (UEN) of Company/Firm	Contact Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	Click here for more information on UEN	Please indicate a valid 8-digit Singapore mobile/telephone number
<input type="text"/>		<input type="text"/>
Email Address	Relationship of Applicant to Local Contact	
<input type="text"/>	<input type="text" value="Please Indicate"/>	

(Please furnish a valid email address.)

Person acting on behalf of the Company/Firm

Name	Identity Card Number	Designation/Capacity
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

If you encounter any problems with this e-Service, please email ICA_Save_1helpdesk@ica.gov.sg with a screenshot of the error message.
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.

Immigration & Checkpoints Authority

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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.

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 an overseas Authorised Visa Agent
- Your applicant Visa Type Group is ‘**BUSINESS**’
- Your applicant is holding visa-required travel document issued by the following countries.

Armenia	Azerbaijan	Belarus
Democratic People's Republic of Korea	Georgia	India
Kazakhstan	Kyrgyzstan	Moldova
People's Republic of China	Russia	Saudi Arabia
Tajikistan	Turkmenistan	Ukraine
Uzbekistan		

OR

- You are holding a Document of Identity issued by Hong Kong Special Administrative Region.

OR

- You are holding a Travel Permit issued by Macao Special Administrative Region.

The screenshot shows the ICA Singapore Government Agency Website interface. At the top, there is a navigation bar with the ICA logo and the tagline 'Securing Our Borders, Safeguarding Our Home'. Below the navigation bar, the main content area is titled 'Application for Visa'. A progress bar indicates the current step: 'Local Contact's Particulars'. The progress bar shows five steps: 'Applicant's Particulars', 'Applicant's Additional Information', 'Local Contact's Particulars', 'Upload Photo', and 'Confirmation'. The 'Local Contact's Particulars' section is active and contains the following form fields:

Particulars of Local Contact

If your local contact is a Company/Firm/Hotel

Name of Company/Firm/Hotel

Contact Number

Email Address

Please indicate a valid 8-digit Singapore mobile/telephone number

(Please furnish a valid email address.)

Relationship of Applicant to Local Contact

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.

SAVE – Authorised Visa Agent/Strategic Partner – Individual Module User Manual

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

[Cancel](#) [Clear](#) [Save](#) [Next](#)

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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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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 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

Important

All data provided for this applicant will be deleted and you will need to re-enter the information. Are you sure you want to delete this applicant's details?
Click OK to confirm or Cancel to continue with this application.

Cancel

OK

To proceed with Individual Visa application

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

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

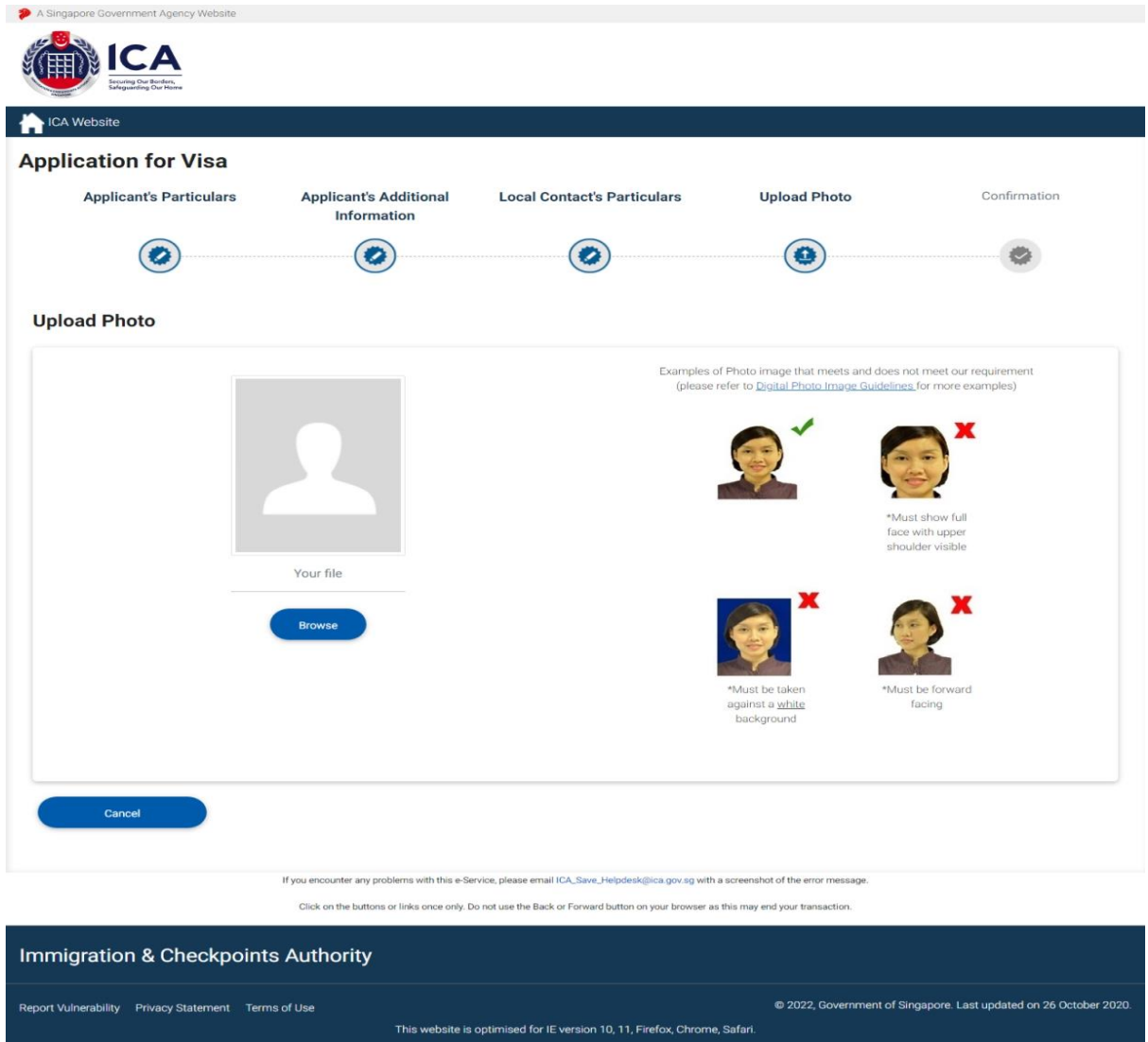
Caution:

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.

3.4 Upload Applicant Photo



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

Important

All data provided for this applicant will be deleted and you will need to re-enter the information. Are you sure you want to delete this applicant's details?
Click OK to confirm or Cancel to continue with this application.

Cancel

OK

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 proceed with the Individual Visa application

- Upload Passport-size Photo Image by clicking on the **[Browse]** button
- Click on the **[Next]** 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

The screenshot displays the 'Application for Visa' form on the ICA website. The form is divided into several sections:

- Particulars of Applicant:** Includes fields for Name (TEST AVA INDV), Date of Birth (01/01/1990), Sex (MALE), Race (CHINESE), Nationality/Citizenship (INDONESIAN), Religion (CHRISTIANITY), and Country/Place of Birth (CANADA). It also includes a small photo of the applicant.
- Travel Document:** Includes fields for Type (INTERNATIONAL PASSPORT), Country/Place of Issue (CANADA), Place of Issue (CAN), Travel Document Number (TD1111), Issue Date (01 Mar 2019), and Expiry Date (01 Mar 2030).
- Address in Country/Place of Origin/Residence:** Includes Country/Place of Origin/Residence (CANADA) and Address (AAA).
- Additional Information of Applicant:** Includes Applicant's Email Address (TESTAVA@TEST.COM) and Applicant's Contact Number (6140111111).
- Occupation & Education Information:** Includes Occupation (PROFESSIONAL), Highest Academic / Professional Qualifications Attained (UNIVERSITY), and Annual Income (Singapore Dollars - in numbers only) (50000).
- Information of Visit:** Includes Expected Date of Arrival (31 Mar 2022), Type Of Visit (MULTIPLE JOURNEY), and How long does the applicant intend to stay in Singapore? (LESS THAN 30 DAYS). It also includes a field for the reason for intended length of stay if more than 30 days, with 'NOT APPLICABLE' entered.
- Address in Singapore:** Includes Where will the applicant be staying in Singapore? (HOTEL), Postal Code, Block/House Number, Street Name, Floor Number, and Unit Number. It also includes a field for Contact Number.
- Antecedent of Applicant:** Includes four questions about previous refusals, convictions, prohibitions, and passport use, all answered 'NO'.
- Declaration:** Includes a declaration of truth and accuracy, and a checkbox for 'I have read and agree to the declaration'.

At the bottom of the form, there are three buttons: 'Cancel', 'Amend', and 'Submit'. Below the buttons, there is a small note: 'If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.' and a footer for the Immigration & Checkpoints Authority.

To cancel the current Individual application

- Click on the **[CANCEL]** button
- A confirmation dialog box 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.

To amend the Individual Visa application

- Click on the **[AMEND]** button
- Make the necessary amendments and click on **[Next]** 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 Payment Selection page will be displayed

3.6 Payment for Application

Authorised Visa Agent


A Singapore Government Agency Website



ICA Website


Payment Selection

Attention:
IF YOU ARE USING A POP-UP BLOCKER, please add "https://eservices-stg.ica.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. Click [here](#) for a guide on how to do so.

 You are now on a secure site.

Total Amount Payable : S\$ 30.00

Please proceed to payment by clicking on the logo of your payment mode.

Payment Mode	Description
	For Visa/MasterCard Credit Cards via eNETS

[Cancel Transaction](#)

Important Notes:
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 Debit**, please include "www.enets.sg", "dbs2pay.dbs.com" (for DBS/POSB 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)" and "https://bank.standardchartered.com.sg" (for SCB Account Holders) to your list of allowed sites in the pop-up blocker settings as well.

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.

Immigration & Checkpoints Authority

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This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.

- Click on **[eNETS]** logo to proceed to the next step
- To cancel the transaction, click on the **[Cancel Transaction]** button

Strategic Partners


A Singapore Government Agency Website



ICA Website


Payment Selection

Attention:
IF YOU ARE USING A POP-UP BLOCKER, please add "https://eservices-stg.ica.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. Click [here](#) for a guide on how to do so.

 You are now on a secure site.

Total Amount Payable : S\$ 30.00

Please proceed to payment by clicking on the logo of your payment mode.

Payment Mode	Description
	For Visa/MasterCard Credit Cards via eNETS

[Cancel Transaction](#)

Important Notes:
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 Debit**, please include "www.enets.sg", "dbsd2pay.dbs.com" (for DBS/POSB 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)" and "https://ibank.standardchartered.com.sg" (for SCB Account Holders) to your list of allowed sites in the pop-up blocker settings as well.

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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This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.

- Click on [\[eNETS\]](#) logo to proceed to the next step
- To cancel the transaction, click on the [\[Cancel Transaction\]](#) button

eNETS

Display Name	NETS DEV API TEST 05
Merchant Reference Code	CR20220126165051581
Nets Reference Code	20220126165052299
Amount	SGD 30.00

Payment Methods



Name on Card

Card Number

CVV/CVV2

Expiry Date

Email (Optional)

To submit the credit card payment

- Enter information
- Enter the credit card details
- Click on the **[SUBMIT]** button to submit the payment
- To cancel the transaction, click on the **[CANCEL]** button



Website : <https://www.ica.gov.sg>
GST Registration No. : MG-8400000-5

TAX INVOICE / RECEIPT

Receipt No : SAVEOVAL-0000000052832 Date/Time : 27/01/2022 22:29
Agency : ICA-SAVE - Immigration & Checkpoints Authority
Application : Submission of Application for Visa Electronically (SAVE)
Paid via : CREDIT
EP Ref No : CR20220127222919600

Applicant Name : AWA IND
Date of Birth : 01011990

Sno	Code/Description	Unit Price(\$\$)	Qty	Amount(\$\$)
1.	Visa Application Processing Fees	30.00	1	30.00
Total (\$\$)				30.00

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

Please print a copy of the receipt for your reference.

To print the Tax Invoice/Receipt

- Enter CTRL + P
- Click on the **[Print]** button to print the Tax Invoice/Receipt

3.7 Print Acknowledgement for Visa Application

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

The screenshot displays the ICA website interface for a successful visa application submission. At the top, it identifies the site as a Singapore Government Agency Website and features the ICA logo with the tagline 'Securing Our Borders, Safeguarding Our Home'. The main heading is 'Application for Visa'. A green checkmark icon indicates that the transaction for the application(s) was successfully submitted on 27 Jan 2022, at 10:30 pm. Below this, a barcode is shown. A yellow box contains the following information: 'Your Visa Application reference number for AVA IND (EGYPTIAN, [REDACTED] is BK [REDACTED]'. Below this, it states 'EPayment Reference No: CR [REDACTED]'. A note advises users to ensure the application is accurately and correctly completed, and that the processing time is within 3 working days (excluding the day of submission). At the bottom of the page, there are three buttons: 'Main', 'Print Form 14A', and 'Save as PDF'. The footer includes the text 'Immigration & Checkpoints Authority', links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use', and a copyright notice for 2022, Government of Singapore, last updated on 26 October 2020. It also mentions that the website is optimised for IE version 10, 11, Firefox, Chrome, and Safari.

- Click **[MAIN]** button to go back to the Main Menu page
- To print Form 14A, click on the **[Print Form 14A]** button. The Form14A will be displayed as shown below in Section 4.3.
- To print the acknowledgement page, click on the **[SAVE AS PDF]** button. You will need the visa reference number for future references or for application enquiry.

4 Application Enquiry – Application Status

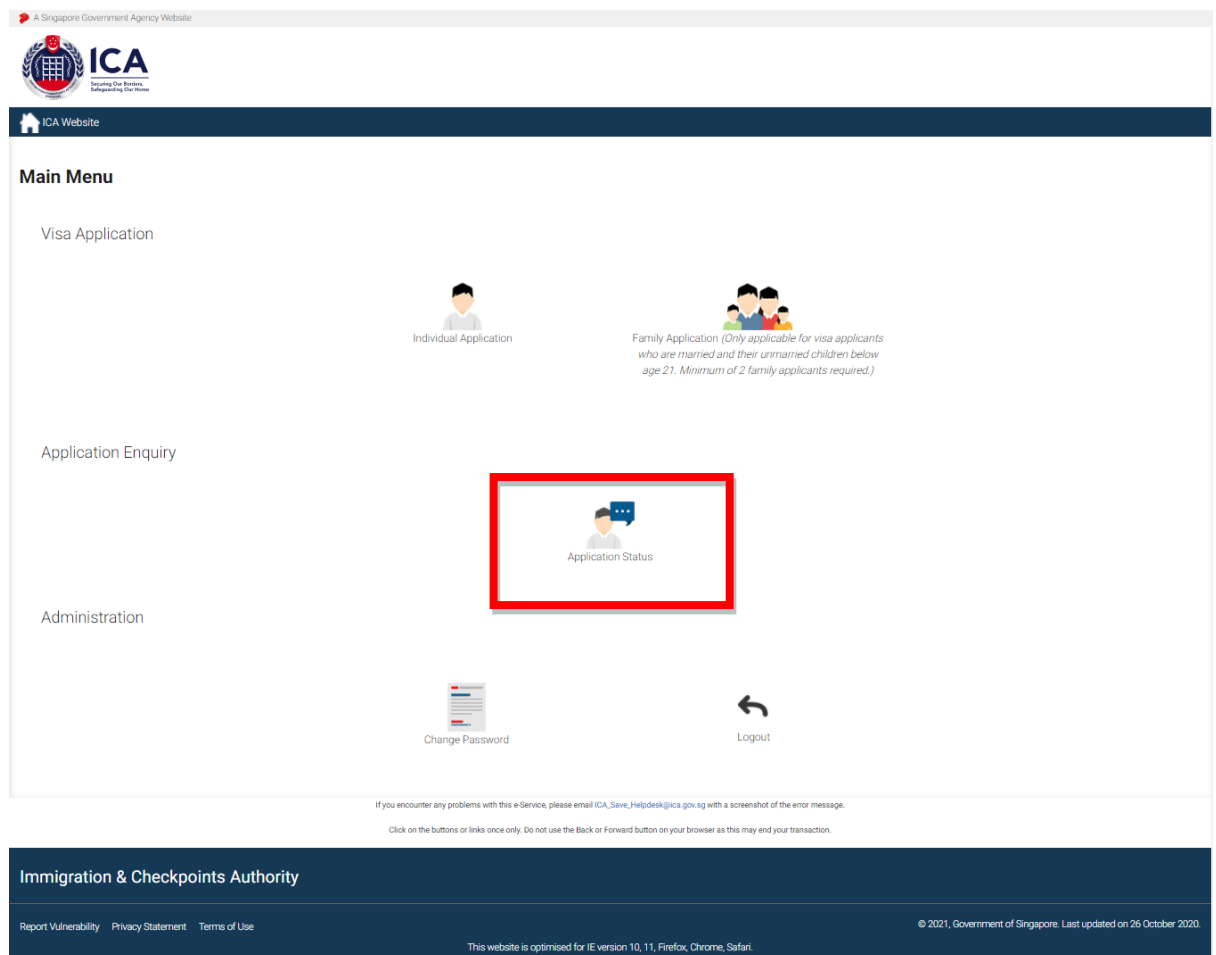
4.1 Application Enquiry – Enquiry by Application Reference No

This function allows the Authorised Visa Agent/Strategic Partner user to enquire the status of the submitted Individual Visa application using the Individual Visa reference number or applicant’s particulars.

For visa application enquiry


- Go to the main menu
- Click on [\[Application Status\]](#) logo to check the status of the visa application.

Authorised Visa Agent Menu



Strategic Partner Menu

A Singapore Government Agency Website



ICA Website

Main Menu

Visa Application

- Group Application
- Individual Application
- Family Application *(Only applicable for visa applicants who are married and their unmarried children below age 21. Minimum of 2 family applicants required.)*

Application Enquiry

- Application Status
- Batch Upload

Administration

- Change Password
- Logout

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.

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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This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.

The screenshot shows the ICA Application Enquiry web form. At the top, there is a navigation bar with the ICA logo and the text 'Singapore Government Agency Website'. Below this, the page title is 'Application Enquiry'. A progress indicator shows 'Application Enquiry' as the current step. A search result section is visible but empty. An 'Important Notes' section states: 'This service may take 5 minutes to complete. To enquire by applicant, please enter any one of the applicant details (name, date of birth or travel document number)'. The main form is titled 'Visa Application Enquiry' and contains the following fields: 'User Identification' (with the value 'BKKVFG03'), 'Application Details' (with a sub-label 'Individual/Family Visa Reference Number'), 'Name', 'Date of Birth' (with a sub-label 'DDMMYYYY'), 'Travel Document Number', and 'Period of submission of visa application'. At the bottom of the form, there are three buttons: 'Main', 'Clear', and 'Next'. A footer section contains the text 'Immigration & Checkpoints Authority', 'Report Vulnerability Privacy Statement Terms of Use', and '© 2022, Government of Singapore. Last updated on 26 October 2020. This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

To enquire on Individual Visa application:

- Enter the Visa application reference number

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

To go back to the Main menu, click on the **[MAIN]** button.

If the Individual Visa application is “**Approved**”, the enquiry result page is as follows:

The screenshot displays the ICA Website interface for an Application Enquiry. At the top, the ICA logo and tagline "Empowering Our Business, Safeguarding Our Home" are visible. The page title is "Application Enquiry". A progress bar shows two steps: "Application Enquiry" and "Search Result", with the second step being active. A message box states "Visa Application is Approved." Below this, the "Summary of Application Details" section is divided into "Submission Details" and "Application Details".

Submission Details	
Name	Mission
[REDACTED]	BEIJING
Submitted on	
[REDACTED]	

Application Details	
Visa Reference Number	Name of Applicant
BEI [REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
12/12/1992	AFGHAN
Purpose of visit	Type of visa applied for
SOLEMNISATION OF MARRIAGE	
Duration of visa approved.	

We are pleased to inform you that a visa valid for from the date of approval for a short stay per entry is approved.

Buttons: [Back](#) and [Print e-Visa](#)

Footer: Immigration & Checkpoints Authority. Report Vulnerability | Privacy Statement | Terms of Use. © 2022, Government of Singapore. Last updated on 26 October 2020. This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.

- To go back to Individual Visa Application Enquiry page, click on the [\[Back\]](#) button
- To print the e-Visa, click on the [\[Print e-Visa\]](#) button.

A “File Download” dialog box will appear as shown below:



Click on the [PDF DOCUMENT](#) to open the PDF document in your computer.

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



The image shows a specimen of an e-Visa for the Republic of Singapore. It features the ICA logo and the text 'e-Visa for Republic of Singapore'. A large 'SPECIMEN' watermark is overlaid on the center. The visa details are as follows:

e-Visa Number:	AA0001139
Name:	HENG WAN
Date of Birth:	09/09/2009
Sex:	FEMALE
Nationality/Citizenship:	CHINESE
Travel Document Number:	3188
Visa issue date:	29-JUN-2024
Visa valid till:	27-AUG-2024
Type of Visa:	MULTIPLE JOURNEY
Remarks:	NOT VALID FOR EMPLOYMENT
Visa Issuing Authority:	SGP CONSULATE-GENERAL IN CHENGDU (CHN)
Visa Processing Fee:	30 SINGAPORE DOLLARS

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.

You must obtain a new e-visa if you intend to travel to Singapore with a different travel document from the one stated above. For more details, please refer to our FAQs at <https://eservices.ica.gov.sg>.

Please verify the information contained in this e-Visa using the "Status Enquiry" function in SAVE at <https://eservices.ica.gov.sg>.

IMPORTANT NOTE

- This e-Visa is issued to you based on the information provided in the application CDU001434SA22412919 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.
- Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the entry requirements as stated at <https://www.ica.gov.sg/notice/entry-requirements>.
- 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. If you are arriving in Singapore on or after 10 July 2021 onwards, you will be notified digitally of your Visit Pass (e-Pass) through email. The e-Pass notification will indicate the period of stay granted and last day of stay allowed. Please check your passport/visit pass for the arrival endorsement/e-Pass respectively and take note of the period of stay granted before leaving the checkpoint.
- Travellers must submit their arrival information, including their health declaration, using the SG Arrival Card e-Service (<https://eservices.ica.gov.sg/sgarrivalcard>), up to three (3) days before their entry into Singapore.


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

The screenshot displays the ICA Website interface for an Application Enquiry. At the top, it shows the ICA logo and the text 'A Singapore Government Agency Website'. Below the logo, the page title is 'Application Enquiry'. A progress bar indicates the current status: 'Application Enquiry' (completed) and 'Search Result' (in progress). A message box states 'Visa Application is Withdrawn.' Below this, the 'Summary of Application Details' section is visible, containing two main parts: 'Submission Details' and 'Application Details'. The 'Submission Details' section includes fields for Name (redacted), Mission (BANGKOK), Submitted on (27/08/2019 15:42:04), and Visa Reference Number (redacted). The 'Application Details' section includes fields for Name of Applicant (redacted), Travel Document Type and Number (INTERNATIONAL PASSPORT / redacted), Sex (FEMALE), Date of Birth (20/02/2002), Nationality (ALGERIAN), Purpose of visit (ATTENDING WEDDING CELEBRATION), Type of visa applied for (SINGLE JOURNEY), and Date of intended arrival in Singapore (redacted). At the bottom of the details section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the buttons, there is a small disclaimer: 'If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message. 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.' The footer of the page includes the text 'Immigration & Checkpoints Authority', 'Report Vulnerability Privacy Statement Terms of Use', and '© 2022, Government of Singapore. Last updated on 26 October 2020. This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

- To go back to Visa Application Enquiry page, click on the **[Back]** button
- To print notification slip, click on the **[Print Notification Slip]** button.
- To print Form 14A, click on the **[Print Form 14A]** button. The Form14A will be displayed as shown below in Section 4.3.

If ICA has **received the documents requested** for the Individual Visa application, the enquiry result page is as follows:

A Singapore Government Agency Website



ICA Website

Application Enquiry

Application Enquiry Search Result

Visa Application is Pending.

Summary of Application Details

Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	
27/01/2022 22:30:14	

Application Details

Individual/Family Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality/Citizenship
01/01/1990	EGYPTIAN
Purpose of visit	Type of visa applied for
VISITING FAMILY/RELATIVES IN SINGAPORE	SINGLE JOURNEY
Date of intended arrival in Singapore	
31/01/2022	

[Back](#) [Print Form 14A](#) [Print Notification Slip](#)

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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- To go back to Visa Application Enquiry page, click on the **[Back]** button
- To print notification slip, click on the **[Print Notification Slip]** button.
- To print Form 14A, click on the **[Print Form 14A]** button. The Form14A will be displayed as shown below in Section 4.3.

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

A Singapore Government Agency Website

ICA
Ensuring Our Borders,
Safeguarding Our Future

ICA Website

Application Enquiry

Application Enquiry Search Result

Visa Application is Rejected.

Summary of Application Details

Submission Details

Name	Mission
[REDACTED]	SINGAPORE

Submitted on

[REDACTED]

Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	INDIAN
Purpose of visit	Type of visa applied for
VISITING FAMILY/RELATIVES IN SINGAPORE	SINGLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

Back Print Form 14A

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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 go back to Visa Application Enquiry page, click on the **[Back]** button
- To print Form 14A, click on the **[Print Form 14A]** button. The Form14A will be displayed as shown below in Section 4.3.

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

The screenshot displays the ICA Website interface for an Application Enquiry. At the top, it shows the ICA logo and the text "A Singapore Government Agency Website". Below the logo, there is a navigation bar with "ICA Website". The main heading is "Application Enquiry". A progress bar indicates the current status: "Application Enquiry" (active) and "Search Result". A message box states "Visa Application is Pending." Below this, the "Summary of Application Details" section is visible, containing the following information:

Submission Details	
Name	Mission
[REDACTED]	BEIJING
Submitted on	
[REDACTED]	

Application Details	
Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality
20/02/2002	CHINESE
Purpose of visit	Type of visa applied for
SEAFARER SIGNING-OFF VESSEL	MULTIPLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

At the bottom of the details section, there are three buttons: "Back", "Print Form 14A", and "Print Notification Slip".

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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.

Immigration & Checkpoints Authority

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This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.

To view Form 14A

- Click on the [\[PRINT FORM 14A\]](#) button
- The Form 14A Print page will be displayed as shown in Section 4.3
- To print the Form 14A, click on the [\[PRINT FORM 14A\]](#) button
- To go back to the applicant result page, click on the [\[BACK\]](#) button

- To go back to Individual Visa Application Enquiry page, click on the [\[Back\]](#) button

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

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

The screenshot displays the ICA (Immigration & Checkpoints Authority) website interface for an application enquiry. At the top, it identifies the site as a Singapore Government Agency Website and features the ICA logo with the tagline "Securing Our Borders, Empowering Our Home". The main heading is "Application Enquiry". A progress bar shows two steps: "Application Enquiry" (completed) and "Search Result" (in progress). A message box states "Visa Appeal is Pending." Below this is a "Summary of Application Details" section, divided into "Submission Details" and "Application Details".

Submission Details	
Name	Mission
[REDACTED]	BANGKOK
Submitted on	
[REDACTED]	

Application Details	
Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	ALGERIAN
Purpose of visit	Type of visa applied for
ATTENDING TO LEGAL MATTERS	SINGLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

At the bottom of the details section, there are three buttons: "Back", "Print Form 14A", and "Print Notification Slip".

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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 view Form 14A

- Click on the **[PRINT FORM 14A]** button
- The Form 14A Print page will be displayed as shown in Section 4.3
- To print the Form 14A, click on the **[PRINT FORM 14A]** button
- To go back to the applicant result page, click on the **[BACK]** button

- To go back to Individual Visa Application Enquiry page, click on the [\[Back\]](#) button

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

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

The screenshot shows the ICA Website interface for an Application Enquiry. At the top, there is a navigation bar with the ICA logo and the text 'ICA Website'. Below this, the page title is 'Application Enquiry'. A progress bar indicates the current status, with 'Application Enquiry' and 'Search Result' marked. A message box states 'Visa Appeal is Not Successful.' Below this, the 'Summary of Application Details' section is displayed in a table format:

Submission Details	
Name	Mission
[REDACTED]	BANGKOK
Submitted on	

Application Details	
Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	BANGLADESHI
Purpose of visit	Type of visa applied for
COMPLETION OF FORMALITIES FOR ICA LONG-TERM PASSES	DOUBLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

At the bottom of the details section, there are two buttons: 'Back' and 'Print Form 14A'. Below the main content area, there is a footer with the text 'Immigration & Checkpoints Authority' and various links like 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. The footer also includes the copyright information '© 2022, Government of Singapore. Last updated on 26 October 2020.' and a note about browser optimization.

To print Form 14A

- Click on the **[PRINT FORM 14A]** button
- To go back to the application enquiry page, click on the **[BACK]** button

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

The screenshot shows the ICA Website interface for an Application Enquiry. At the top, there is a navigation bar with the ICA logo and the text 'ICA Website'. Below this, the page title is 'Application Enquiry'. A progress indicator shows 'Application Enquiry' and 'Search Result' with circular icons. A message box states 'Visa Appeal is Withdrawn.' Below this, there is a 'Summary of Application Details' section. This section is divided into 'Submission Details' and 'Application Details'. The 'Submission Details' section includes fields for Name (redacted), Mission (BANGKOK), and Submitted on (redacted). The 'Application Details' section includes fields for Visa Reference Number (redacted), Name of Applicant (redacted), Travel Document Type and Number (INTERNATIONAL PASSPORT / redacted), Sex (FEMALE), Date of Birth (20/02/2002), Nationality (ARMENIAN), Purpose of visit (CONNECTING FLIGHTS), Type of visa applied for (SINGLE JOURNEY), and Date of intended arrival in Singapore (redacted). At the bottom of the details section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the buttons, there is a small disclaimer: 'If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message. 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.' The footer of the page contains the text 'Immigration & Checkpoints Authority', 'Report Vulnerability Privacy Statement Terms of Use', '© 2022, Government of Singapore. Last updated on 26 October 2020.', and 'This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

To view Form 14A

- Click on the **[PRINT FORM 14A]** button
- The Form 14A Print page will be displayed as shown in Section 4.3
- To print the Form 14A, click on the **[PRINT FORM 14A]** button
- To go back to the applicant result page, click on the **[BACK]** button

- To go back to Individual Visa Application Enquiry page, click on the [\[Back\]](#) button

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

If ICA has **received the documents requested** for the Individual Visa appeal, the enquiry result page is as follows:

The screenshot displays the ICA Website's 'Application Enquiry' page. At the top, there is a navigation bar with the ICA logo and the text 'A Singapore Government Agency Website'. Below this, the page title 'Application Enquiry' is shown. A progress indicator shows 'Application Enquiry' as the current step and 'Search Result' as the next step. A message box states 'Visa Appeal is Pending.' Below this, the 'Summary of Application Details' section is visible, containing two main parts: 'Submission Details' and 'Application Details'. The 'Submission Details' section includes fields for Name (redacted), Mission (BANGKOK), and Submitted on. The 'Application Details' section includes fields for Visa Reference Number (redacted), Name of Applicant (redacted), Travel Document Type and Number (INTERNATIONAL PASSPORT / redacted), Sex (MALE), Date of Birth (20/02/2002), Nationality (INDIAN), Purpose of visit (ATTENDING WEDDING CELEBRATION), Type of visa applied for (SINGLE JOURNEY), and Date of intended arrival in Singapore (redacted). At the bottom of the details section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. A footer section contains the text 'Immigration & Checkpoints Authority' and various links and copyright information.

Application Enquiry

Search Result

Visa Appeal is Pending.

Summary of Application Details

Submission Details

Name
[REDACTED]

Mission
BANGKOK

Submitted on

Application Details

Visa Reference Number
[REDACTED]

Name of Applicant
[REDACTED]

Travel Document Type and Number
INTERNATIONAL PASSPORT / [REDACTED]

Sex
MALE

Date of Birth
20/02/2002

Nationality
INDIAN

Purpose of visit
ATTENDING WEDDING CELEBRATION

Type of visa applied for
SINGLE JOURNEY

Date of intended arrival in Singapore
[REDACTED]

Back

Print Form 14A

Print Notification Slip

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.

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 view Form 14A

- Click on the **[PRINT FORM 14A]** button
- The Form 14A Print page will be displayed as shown in Section 4.3
- To print the Form 14A, click on the **[PRINT FORM 14A]** button
- To go back to the applicant result page, click on the **[BACK]** button

- To go back to Individual Visa Application Enquiry page, click on the [\[Back\]](#) button

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

4.2 Application Enquiry – Enquiry by Applicant

A Singapore Government Agency Website

ICA
Serving Our Citizens, Safeguarding Our Values

ICA Website

Application Enquiry

Application Enquiry Search Result

Important Notes

This service may take 5 minutes to complete.
To enquire by applicant, please enter any one of the applicant details (name, date of birth or travel document number).

Visa Application Enquiry

User Identification
BKKVFG03

Application Details

Individual/Family Visa Reference Number

OR

Name Date of Birth
DDMMYYYY

Travel Document Number Period of submission of visa application

(To be accompanied by 1 or more field(s) above)

Main Clear Next

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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 enquire on Individual Visa application 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 **[NEXT]** 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:

A Singapore Government Agency Website



ICA Website

Application Enquiry

Application Enquiry Search Result

Visa Application is Pending.

Summary of Application Details

Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	
27/01/2022 22:30:14	

Application Details

Individual/Family Visa Reference Number	Name of Applicant
BK [REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality/Citizenship
01/01/1990	EGYPTIAN
Purpose of visit	Type of visa applied for
VISITING FAMILY/RELATIVES IN SINGAPORE	SINGLE JOURNEY
Date of intended arrival in Singapore	
31/01/2022	

[Back](#) [Print Form 14A](#) [Print Notification Slip](#)

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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 go back to the Visa Application Enquiry page, click on the [\[BACK\]](#) button.


To view Form 14A

- Click on the [\[PRINT FORM 14A\]](#) button
- The Form 14A Print page will be displayed as shown in Section 4.3
- To print the Form 14A, click on the [\[PRINT FORM 14A\]](#) button
- To go back to the applicant result page, click on the [\[BACK\]](#) button

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

4.3 Printing of Visa Application Form 14A

A Singapore Government Agency Website



ICA Website

Print Form 14A | Back

Visa application reference number: [REDACTED]

FORM 14A
IMMIGRATION ACT 1959 [SECTION - 55(1)]

Affix a recent
Passport-sized
photograph here

Notes:
**Delete where appropriate

APPLICATION FOR ENTRY VISA

PART I - PARTICULARS OF APPLICANT

Name: TEST AVA INDV
Full name as it appears in passport/travel document

Alias:

Date Of Birth: 01/01/1990 (DDMMYYYY) Sex: MALE

Marital Status: SINGLE

Nationality/Citizenship of Spouse:

Spouse's Identity Card Number:

Country/Place of Birth: CANADA
State/Province of Birth:

Race: CHINESE
Nationality/Citizenship: INDONESIAN

Type: INTERNATIONAL PASSPORT

Travel Document Number: [REDACTED]

Travel Document Issue Date: 01/03/2019 (DDMMYYYY) Expiry Date: 01/03/2030 (DDMMYYYY)

Country/Place of Issue: CANADA
Place of Issue: CAN

Address in Country/Place of Origin
Country/Place of Origin/Residence: CANADA
Province/State of Origin/Residence:
Prefecture of Origin/Residence:
County/District of Origin/Residence:
Address: AAA

Details of Travelling Companion (Only for Applicant who is 12 years old or less at the point of application)

Relationship of Travelling Companion to Applicant:

Name of Travelling Companion: // (DDMMYYYY) Sex:

Nationality/Citizenship:
Travel Document Number:

- 1 -

Visa application reference number: [REDACTED]

PART II - OTHER DETAILS

Applicant's Email Address: TESTAVA@TEST.COM
Applicant's Contact Number: 614011111
Occupation: PROFESSIONAL
Highest Academic / Professional Qualifications Attained: UNIVERSITY
Annual Income (Singapore Dollars - in numbers only): 50000
Religion/Denomination: CHRISTIANITY
Expected Date of Arrival: 31/03/2022
How long does the applicant intend to stay in Singapore? Less than 30 days
Purpose of Visit: VISITING FAMILY/RELATIVES IN SINGAPORE

Address in Singapore
Where will the applicant be staying in Singapore? HOTEL
Block/ House Number: Floor Number: Unit Number:
Street Name: Postal Code:
Hotel/Building Name: Contact Number:

Has the applicant resided in other countries/places, other than the country/place of origin, for one year or more during the last 5 years? NO

PART III - ANTECEDENT OF APPLICANT

Has the applicant ever been refused entry into or deported from any country/place, including Singapore? NO
Has the applicant ever been convicted in a court of law in any country/place, including Singapore? NO
Has the applicant ever been prohibited from entering Singapore? NO
Has the applicant ever entered Singapore using a different passport or name? NO

PART IV - DECLARATION BY APPLICANT

I declare that all information submitted in this application is true, accurate and complete to the best of my knowledge and belief.
I understand that, if I have concealed relevant information or provided false, inaccurate or misleading information, I may be prosecuted and any facilities, rights or privileges granted under this application may be withdrawn.
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 1959.
I undertake to comply with the provisions of the Immigration Act 1959 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 a valid work pass issued under the Employment of Foreign Manpower Act 1990.
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

- 2 -

Print Form 14A | Back

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.
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 print Form 14A, click on the **[PRINT FORM 14A]** button
- To go back to Acknowledgement page, click on the **[BACK]** button

Version 10.0

Page 60 of 64

5. Frequently Asked Questions

1) Why am I unable to 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 was my account 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://eservices.ica.gov.sg/esvclandingpage/save>
- 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



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

