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

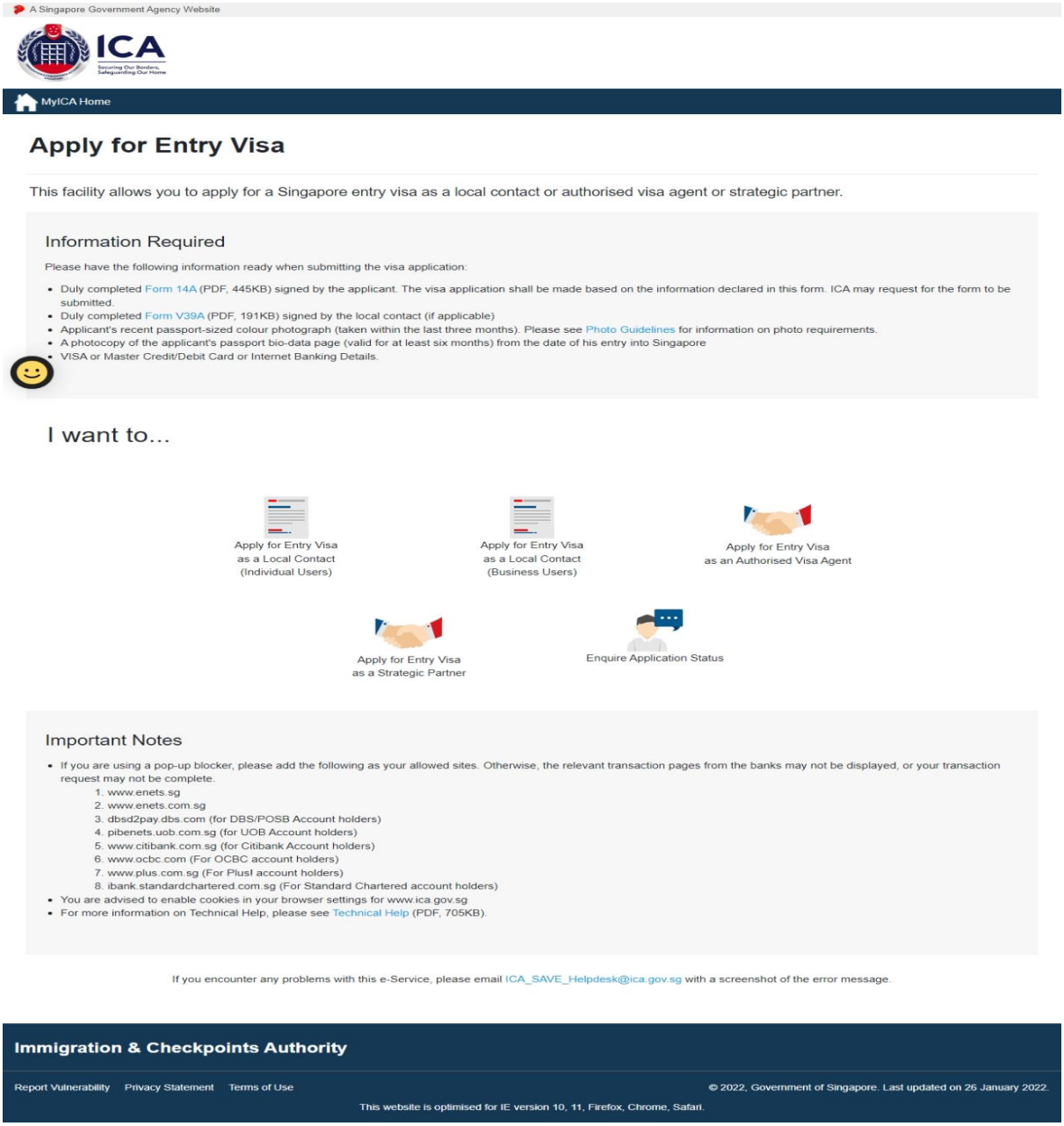
This manual uses the following payment modes:

- 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:



Caution:
Click on the buttons or links once only.
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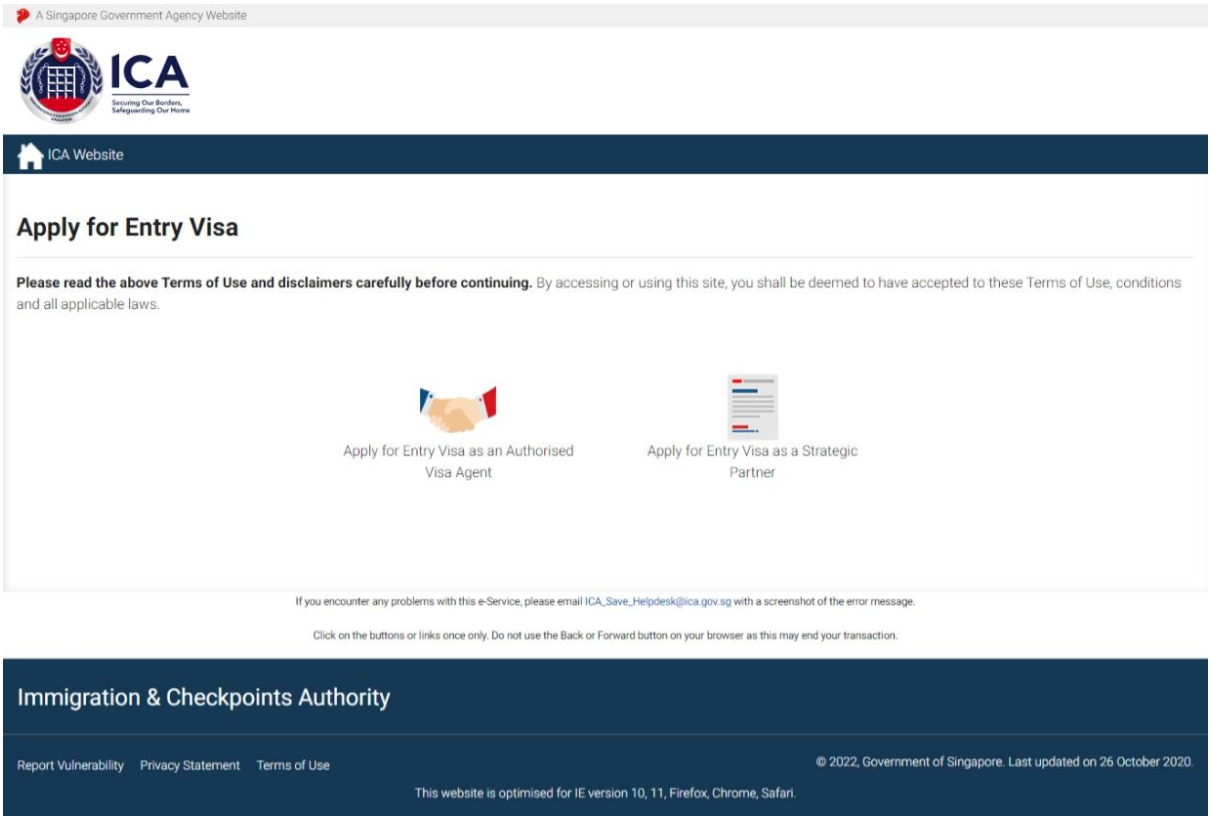
To proceed to login into the Authorised Visa Agent module

- 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.



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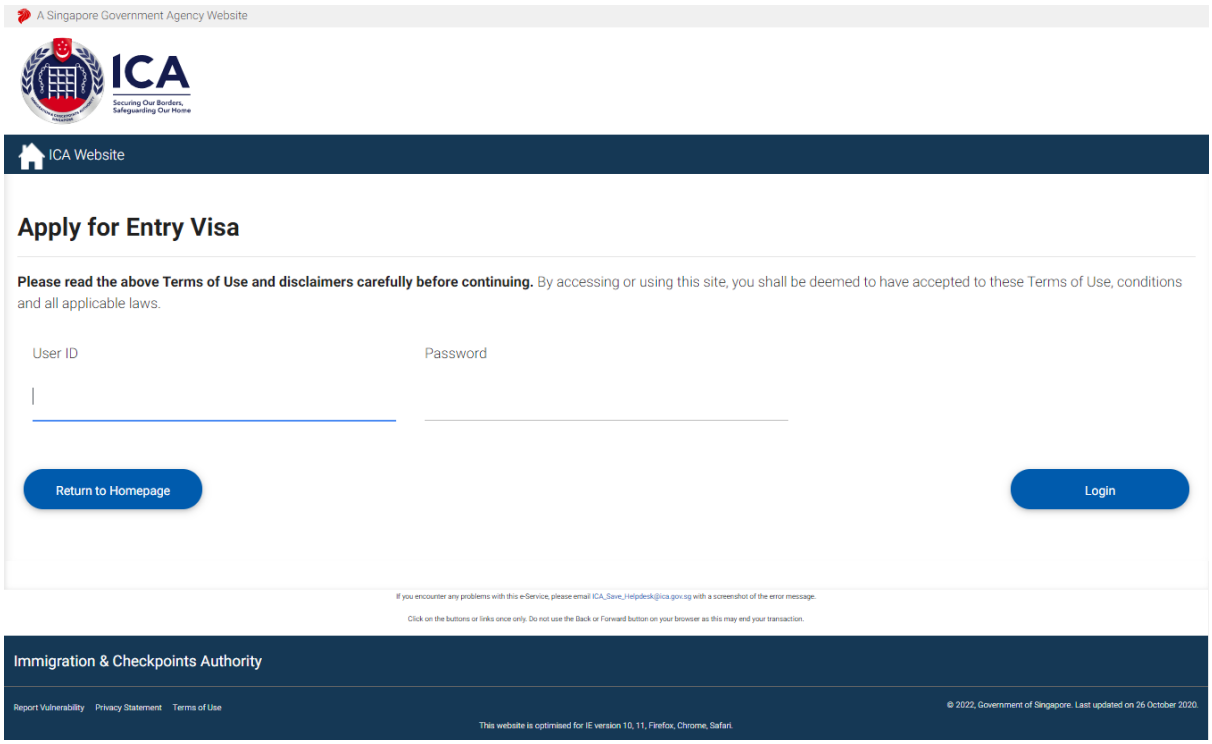

For Authorised Visa Agents,

- 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.

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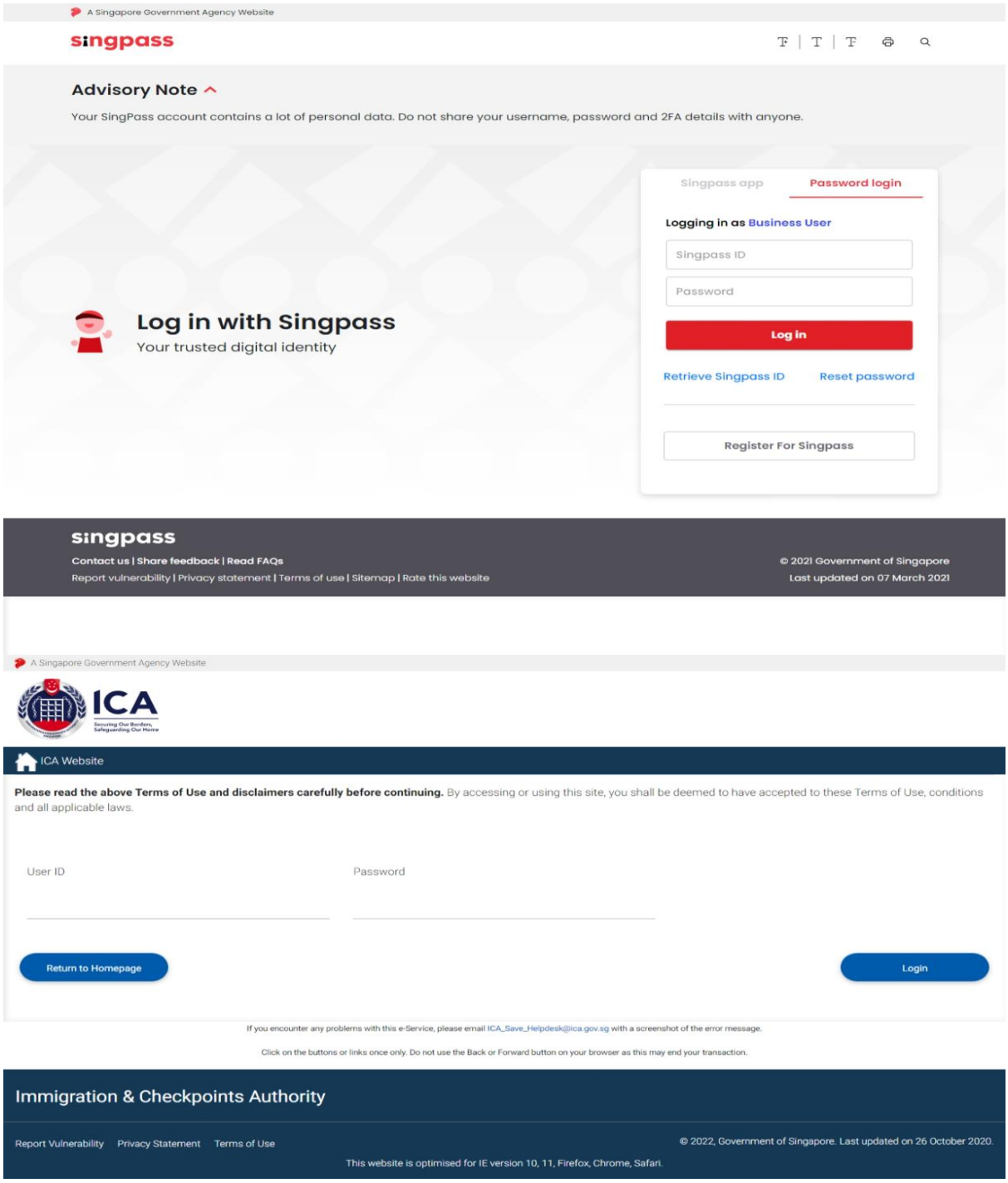

For Strategic Partner,

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

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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.

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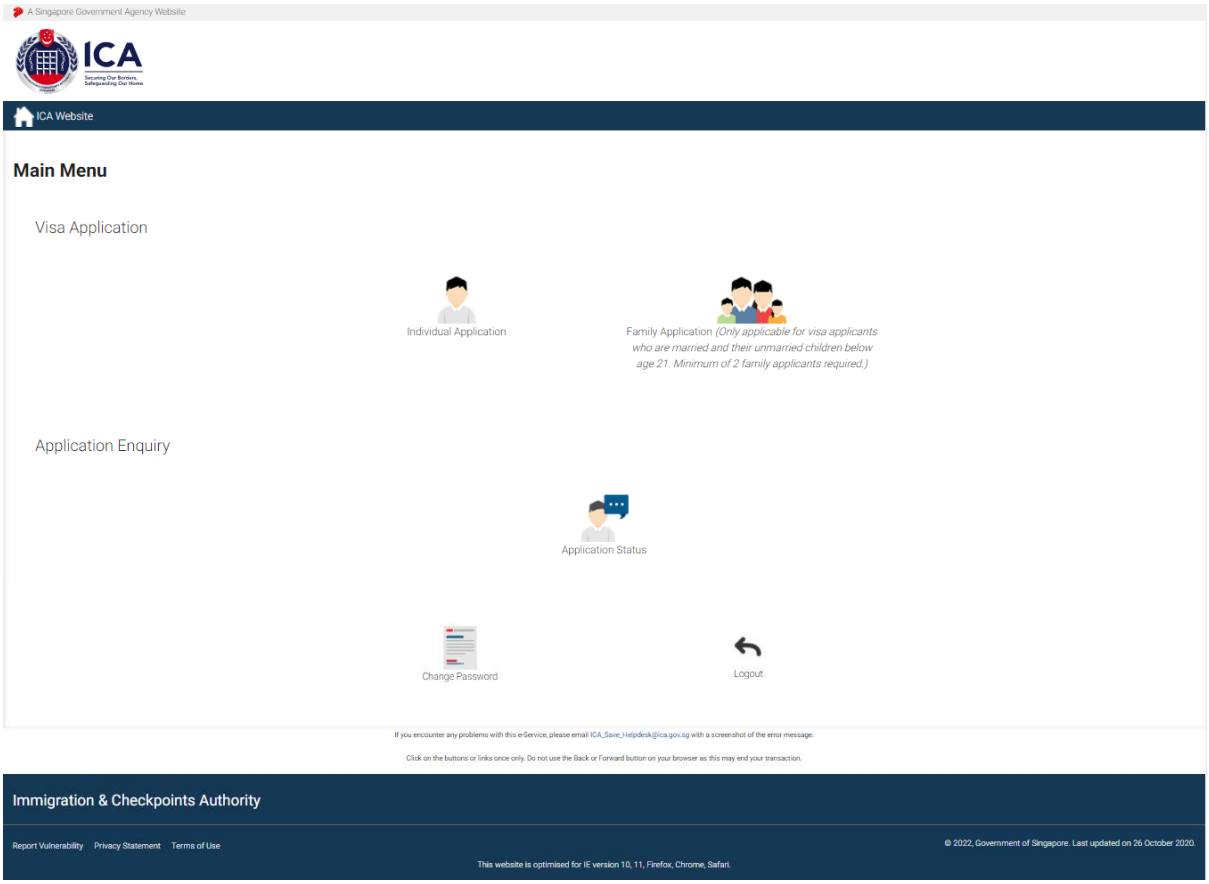
2.2 Authorised Visa Agent/Strategic Partner Main Menu

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:
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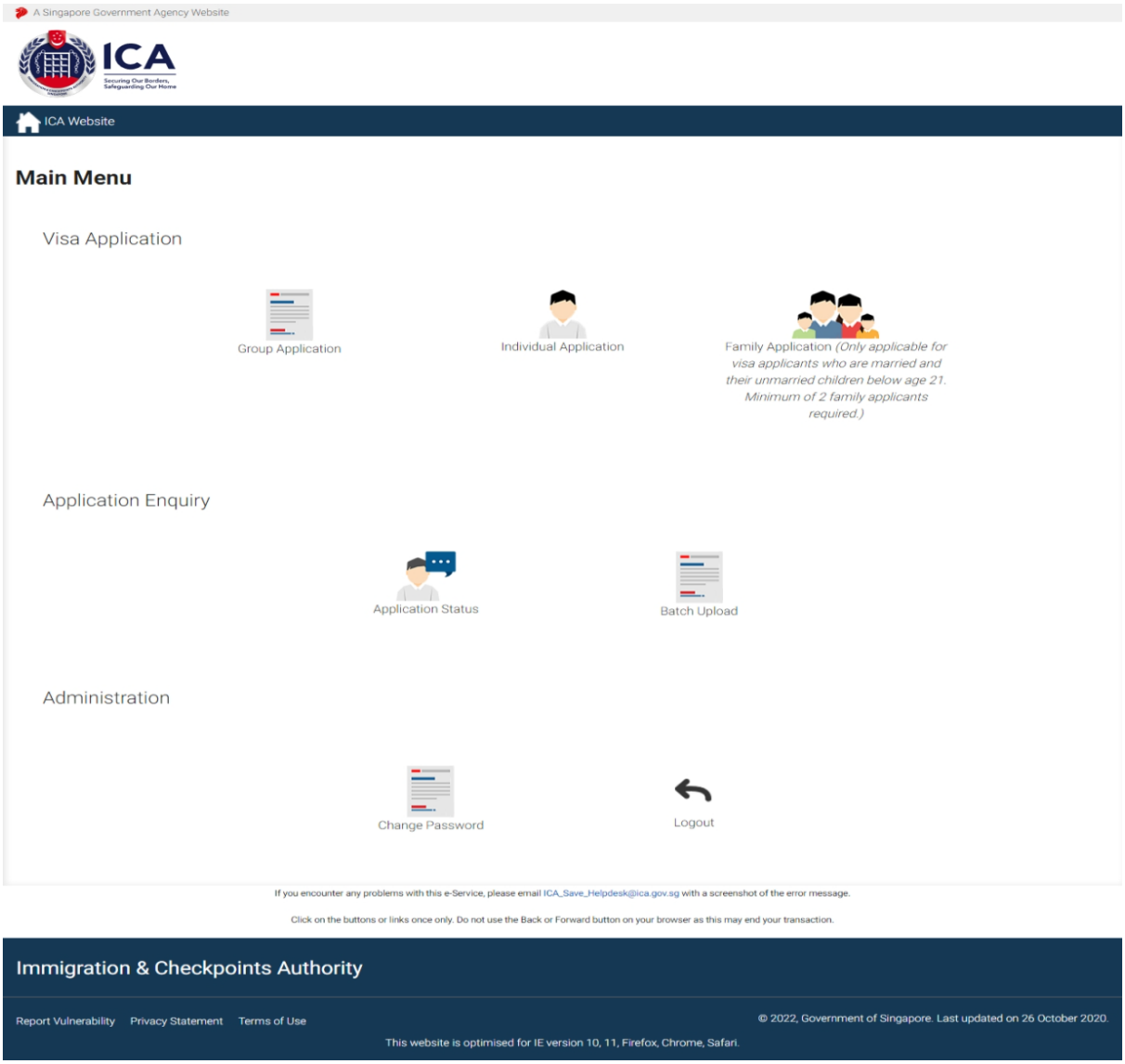
Strategic Partner



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

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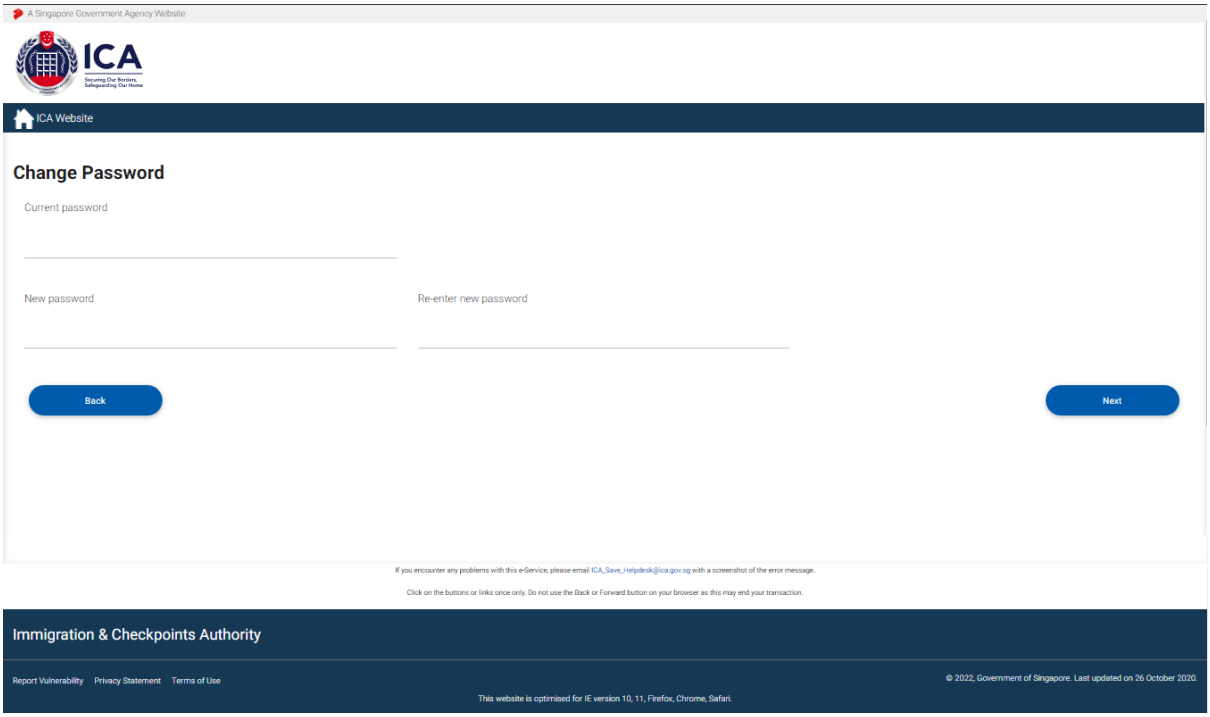
2.3 Change Password



This function allows Authorised Visa Agent/Strategic Partner user to change the password. This screen will be displayed automatically if:

a. the user's password has expired, or

b. the user is signing in for first time, or

c. 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.

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2.4 Logout

To logout from Authorised Visa Agent/Strategic Partner module, click the **[Logout]** button

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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

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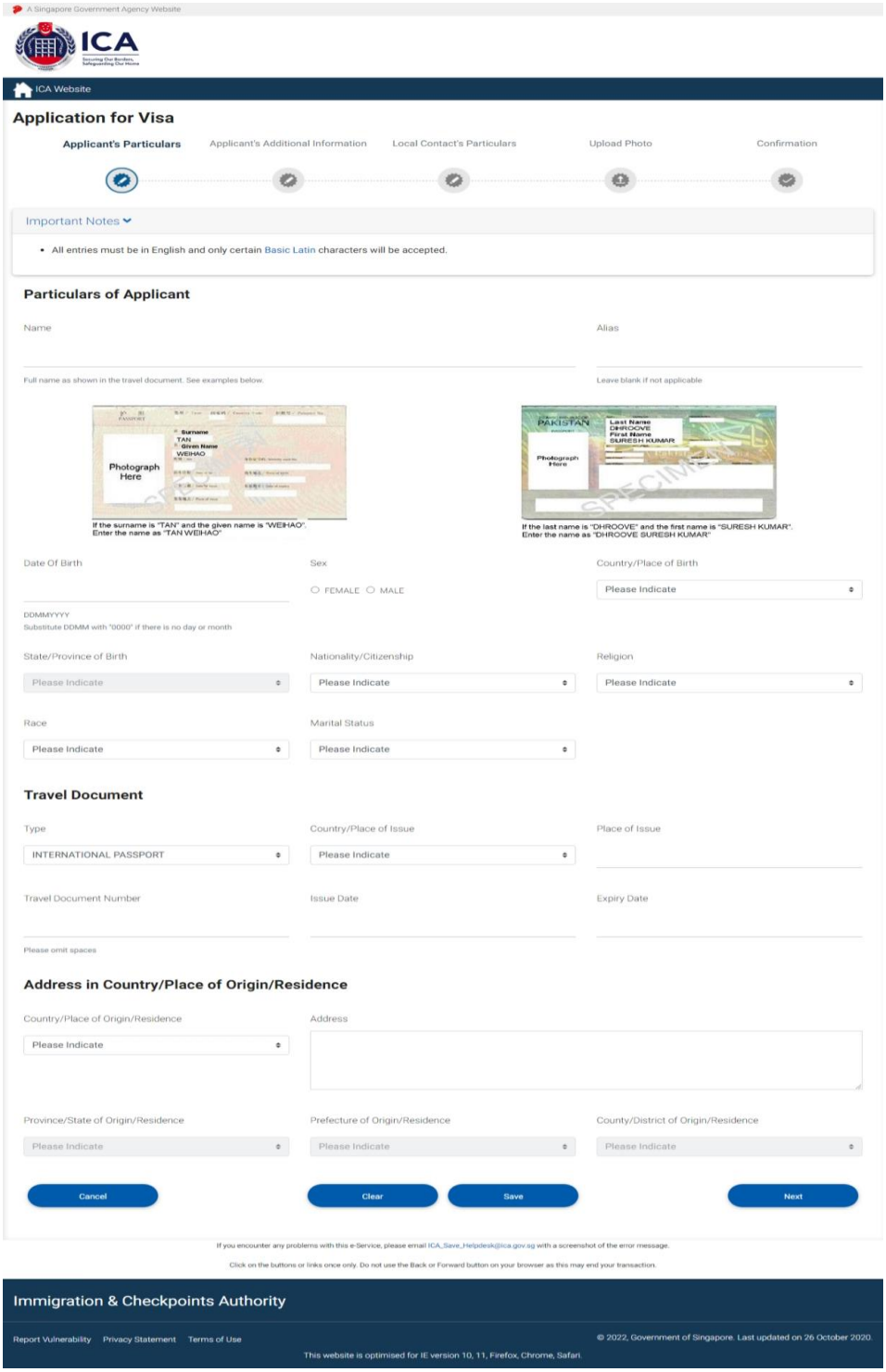
3.1 Submission of Individual Application – Particulars of Applicant



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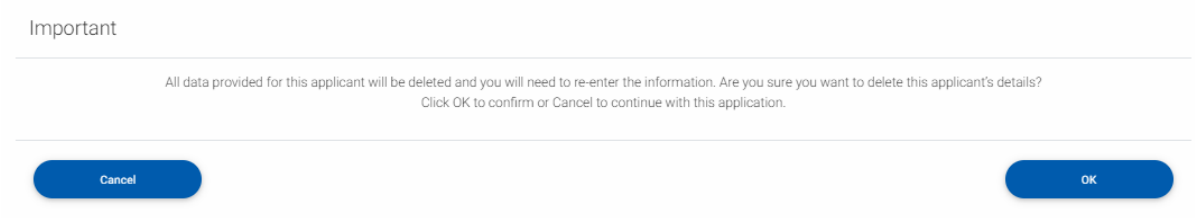
To save the current Individual application

- 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



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

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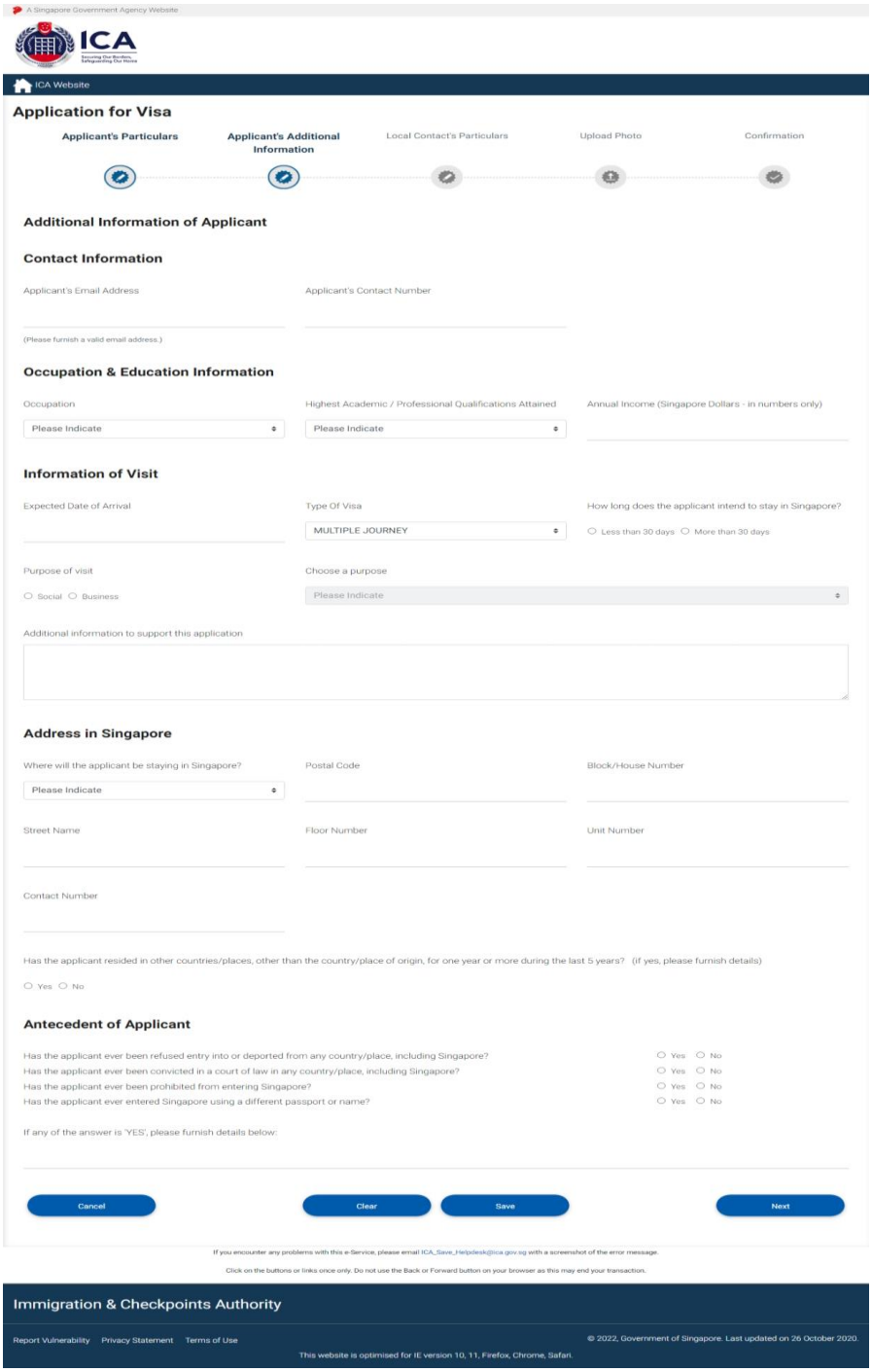
3.2 Submission of Application – Other Details of Applicant



To save the current Individual Visa application

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

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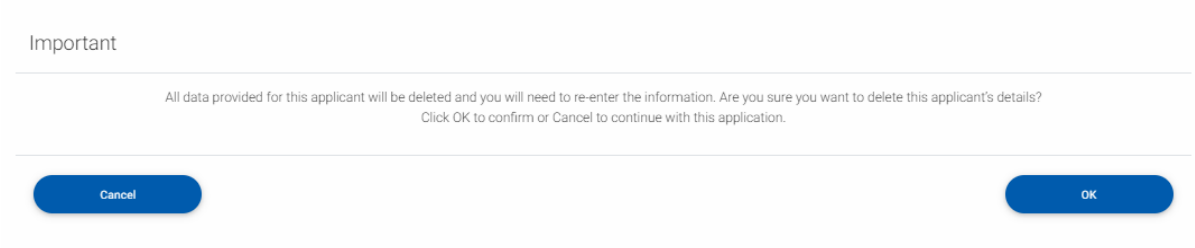
To cancel the current Individual Visa application

- 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



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

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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
Bangladesh	Belarus	Democratic People's Republic of Korea	Egypt
Georgia	India	Iran	Iraq
Jordan	Kazakhstan	Kosovo	Kyrgyzstan
Lebanon	Libya	Mali	Moldova
Morocco	Nigeria	Pakistan	People's Republic of China (PRC)
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.

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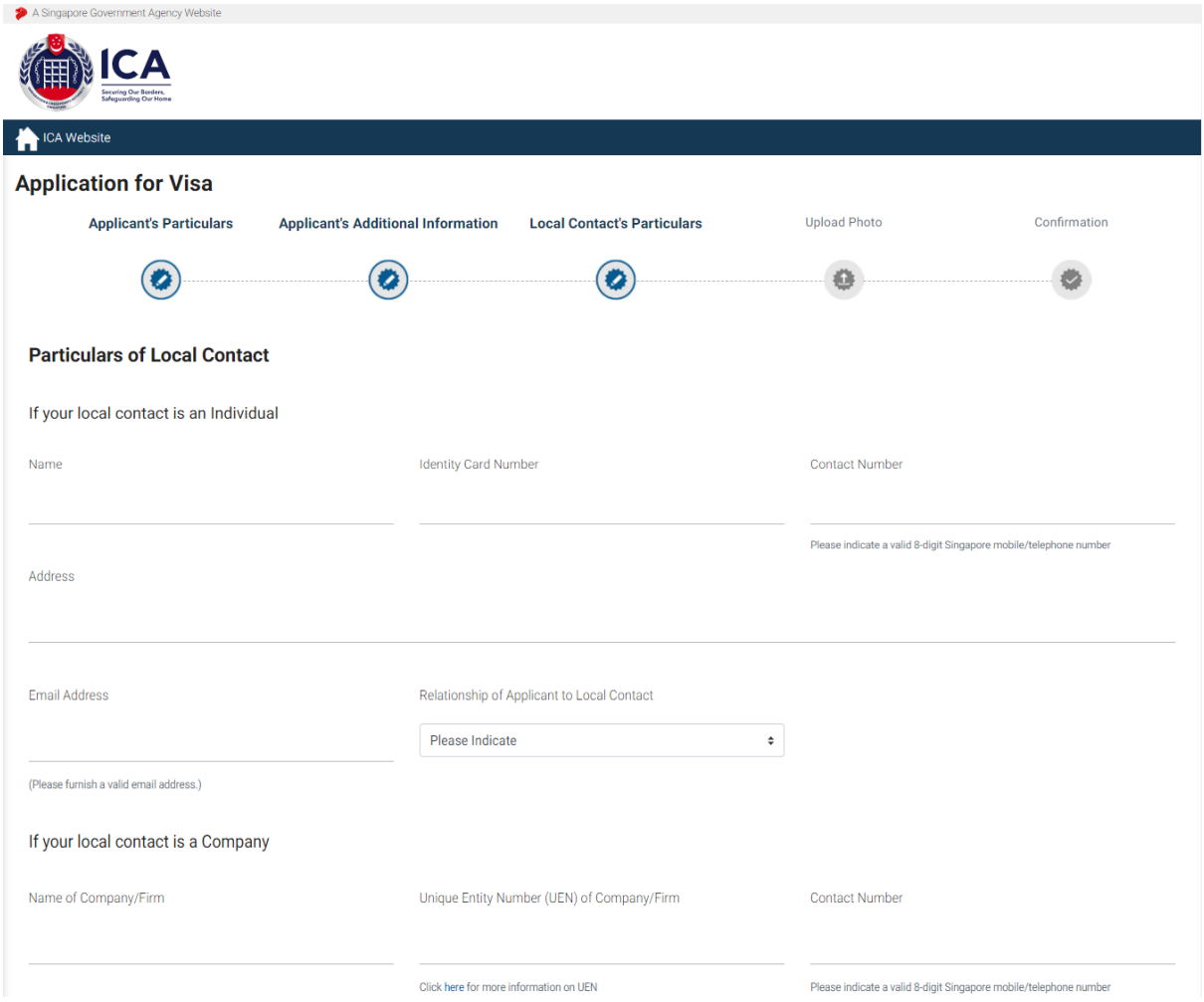

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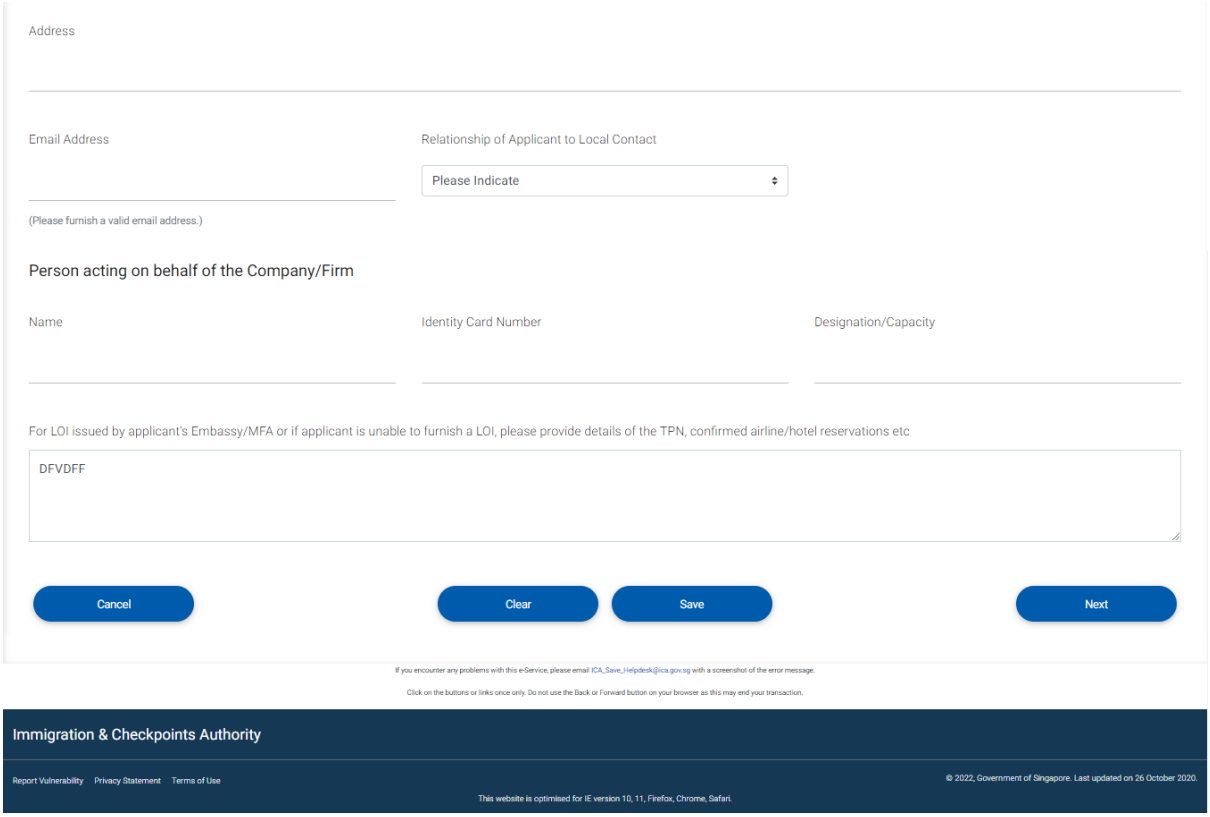

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- You are an Authorised Visa Agent
- Your applicant Visa Type Group is '**SOCIAL**'
- Your applicant is holding visa-required travel document issued by the following countries.

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.

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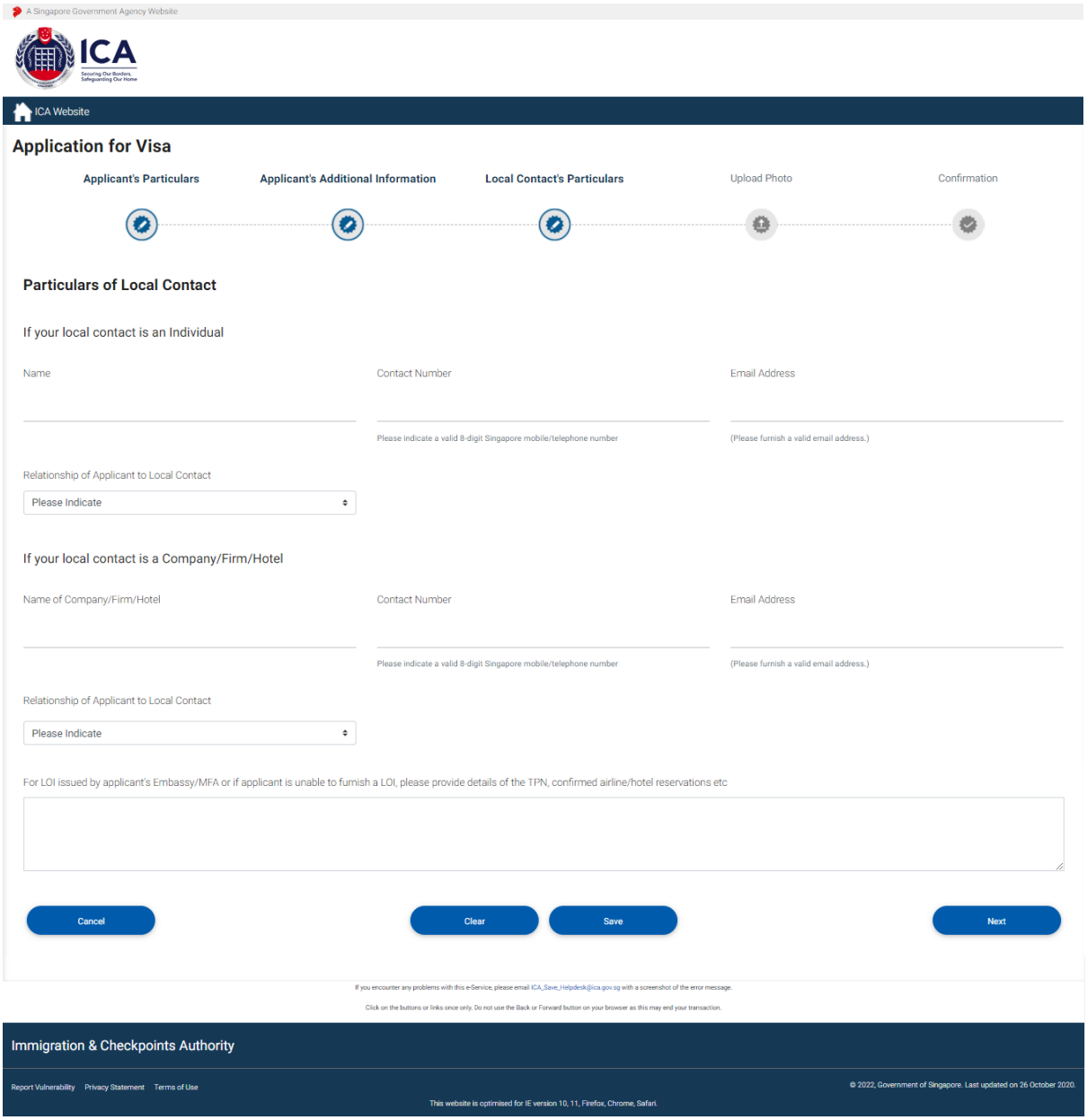

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Please take note: You are required to fill in the local contact detail for the applicant as shown below if you meet ALL the conditions as below:

- 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.

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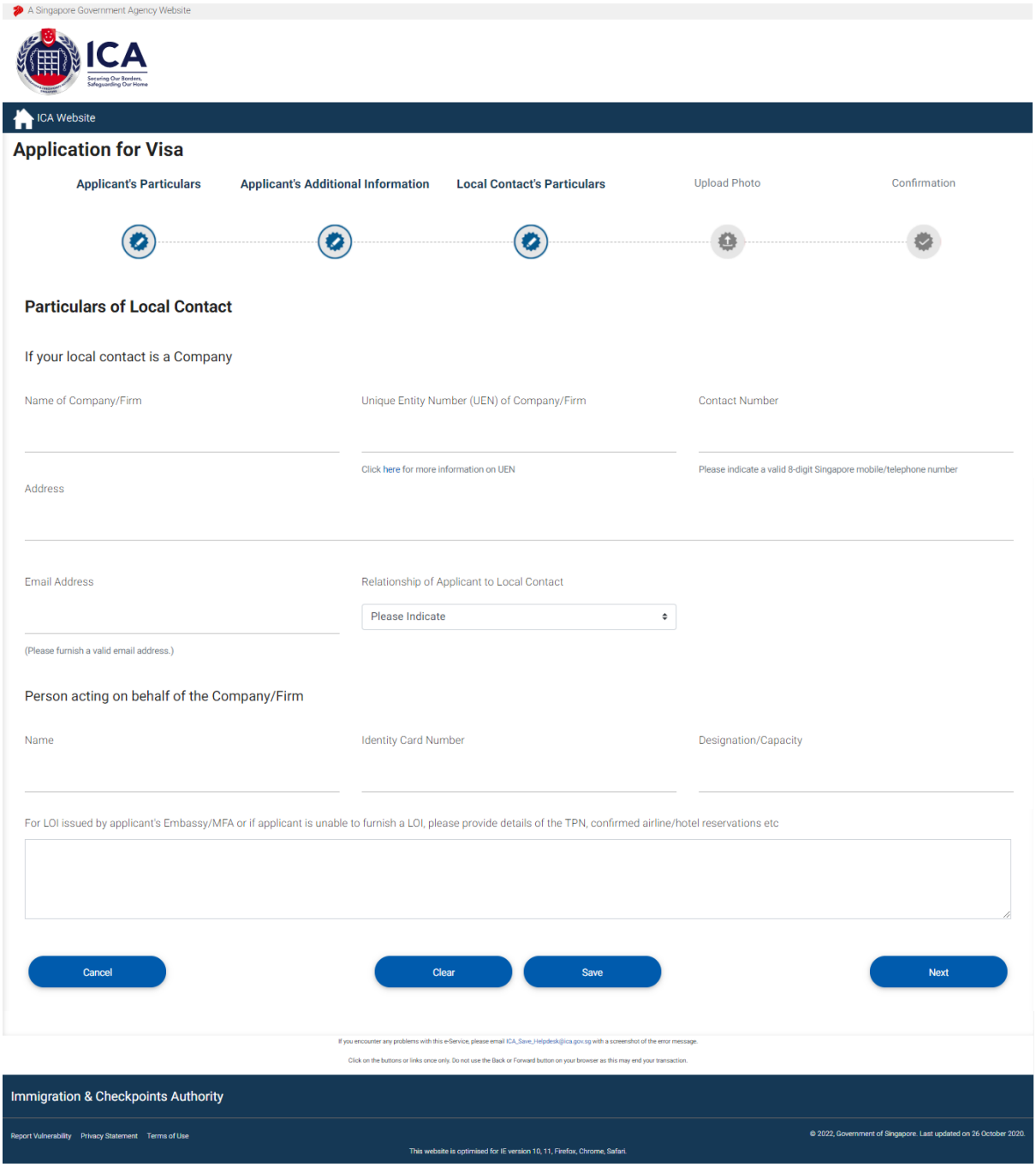

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- Your applicant is holding visa-required travel document issued by the following countries.

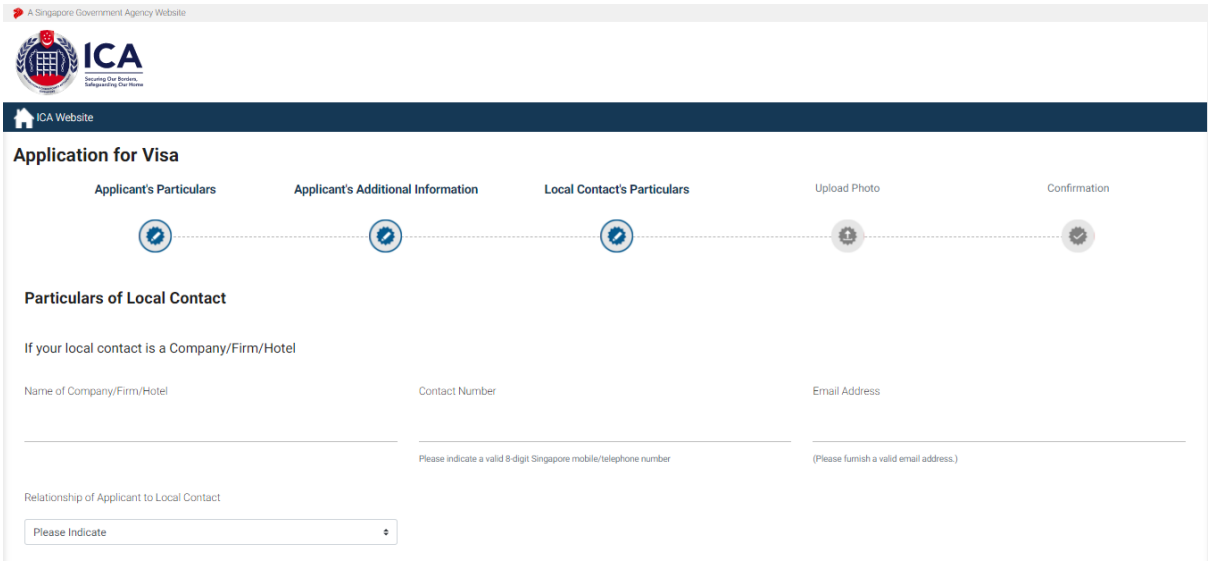
Armenia	Azerbaijan	Belarus
Democratic People's Republic of Korea	Georgia	India
Kazakhstan	Kyrgyzstan	Moldova
People's Republic of China	Russia	Saudi Arabia
Tajikistan	Turkmenistan	Ukraine
Uzbekistan		

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.



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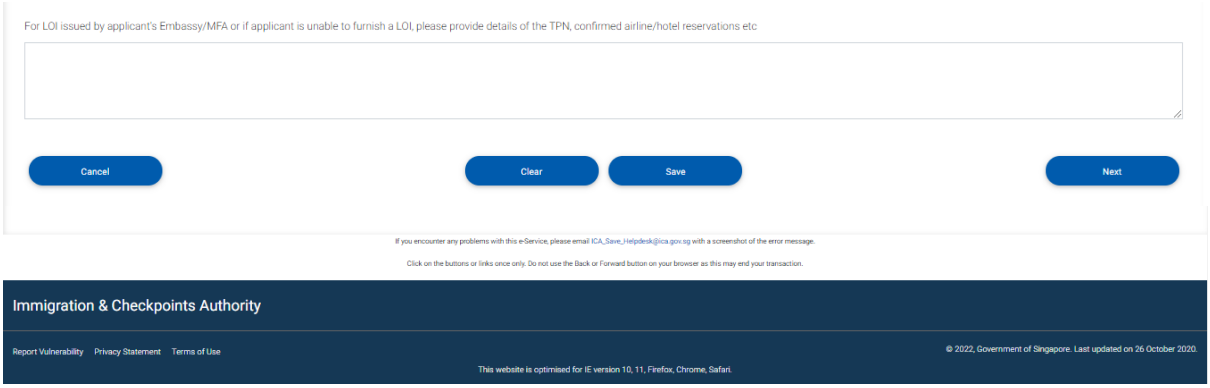

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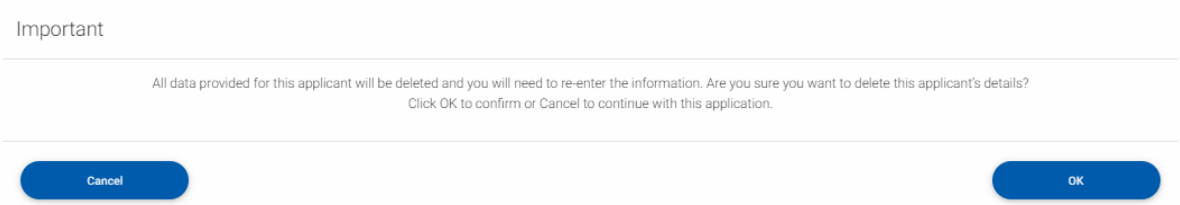
To cancel the current Individual Visa application

- 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



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

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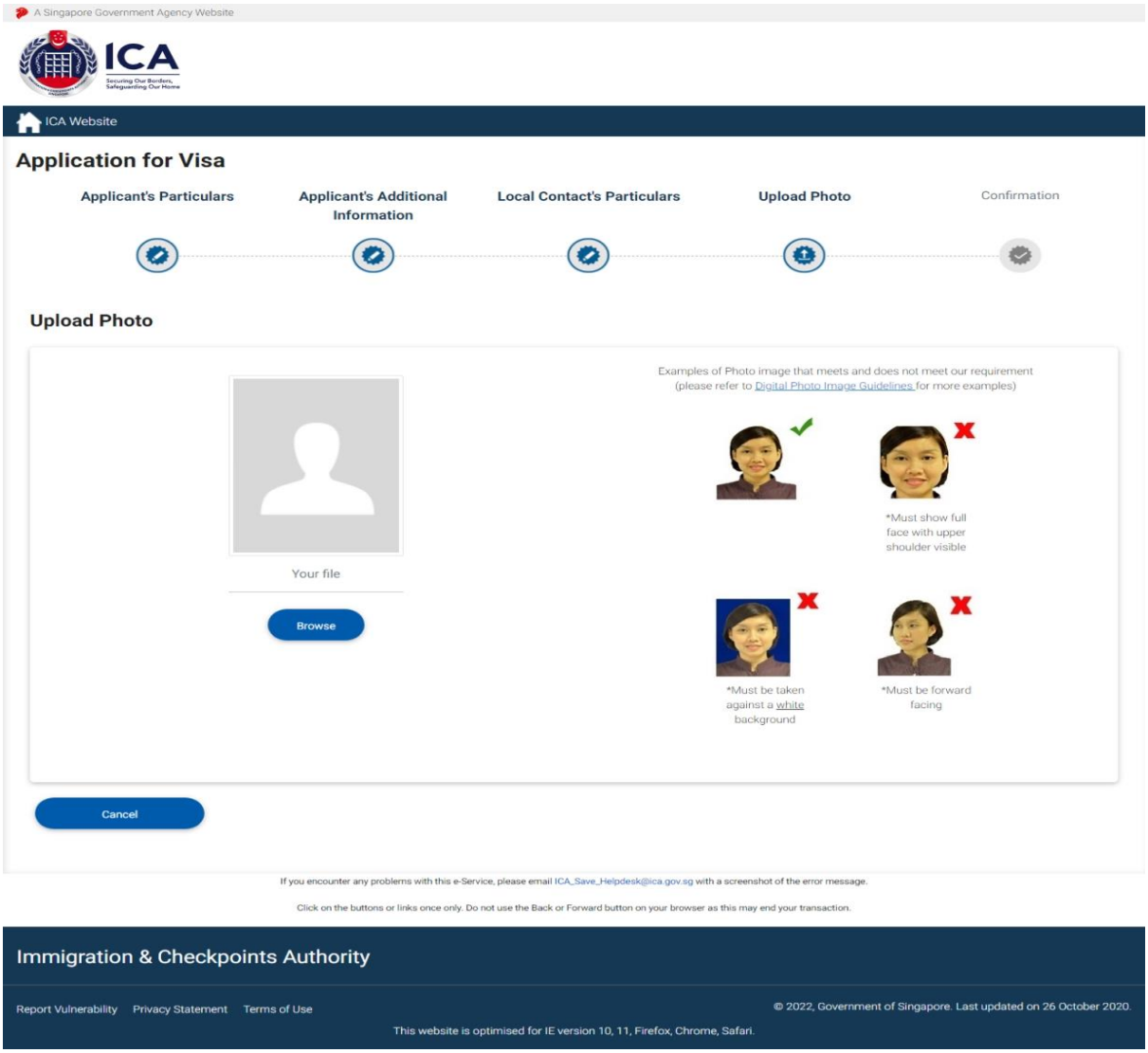
3.4 Upload Applicant Photo



To cancel the current Individual Visa application

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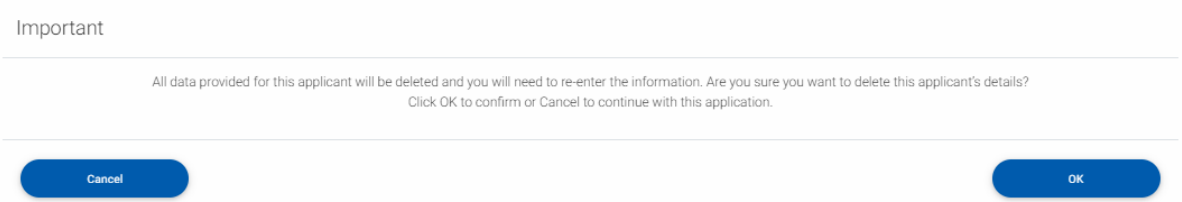


Caution:
Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

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

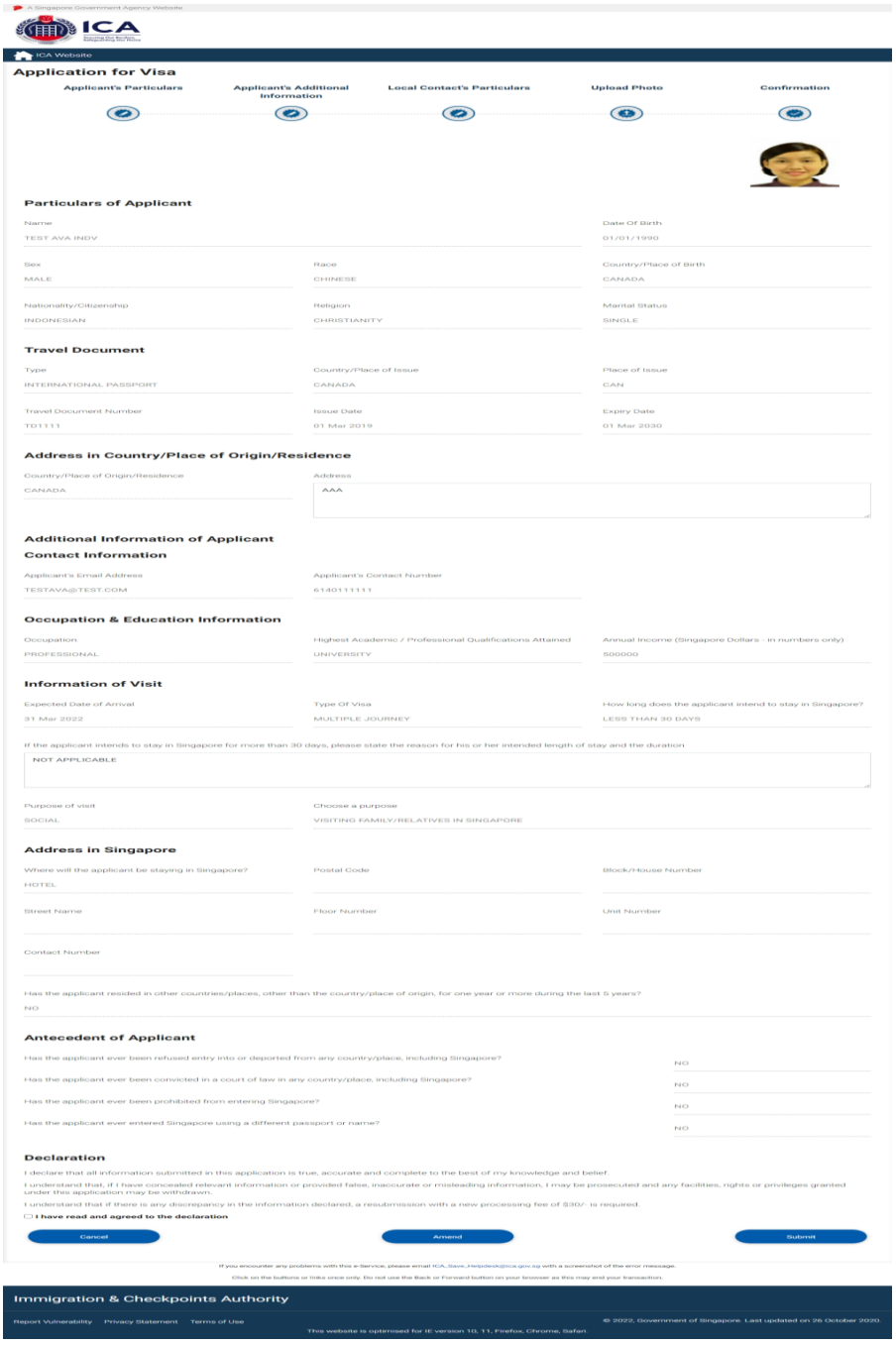
To proceed with the Individual Visa application

- 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



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

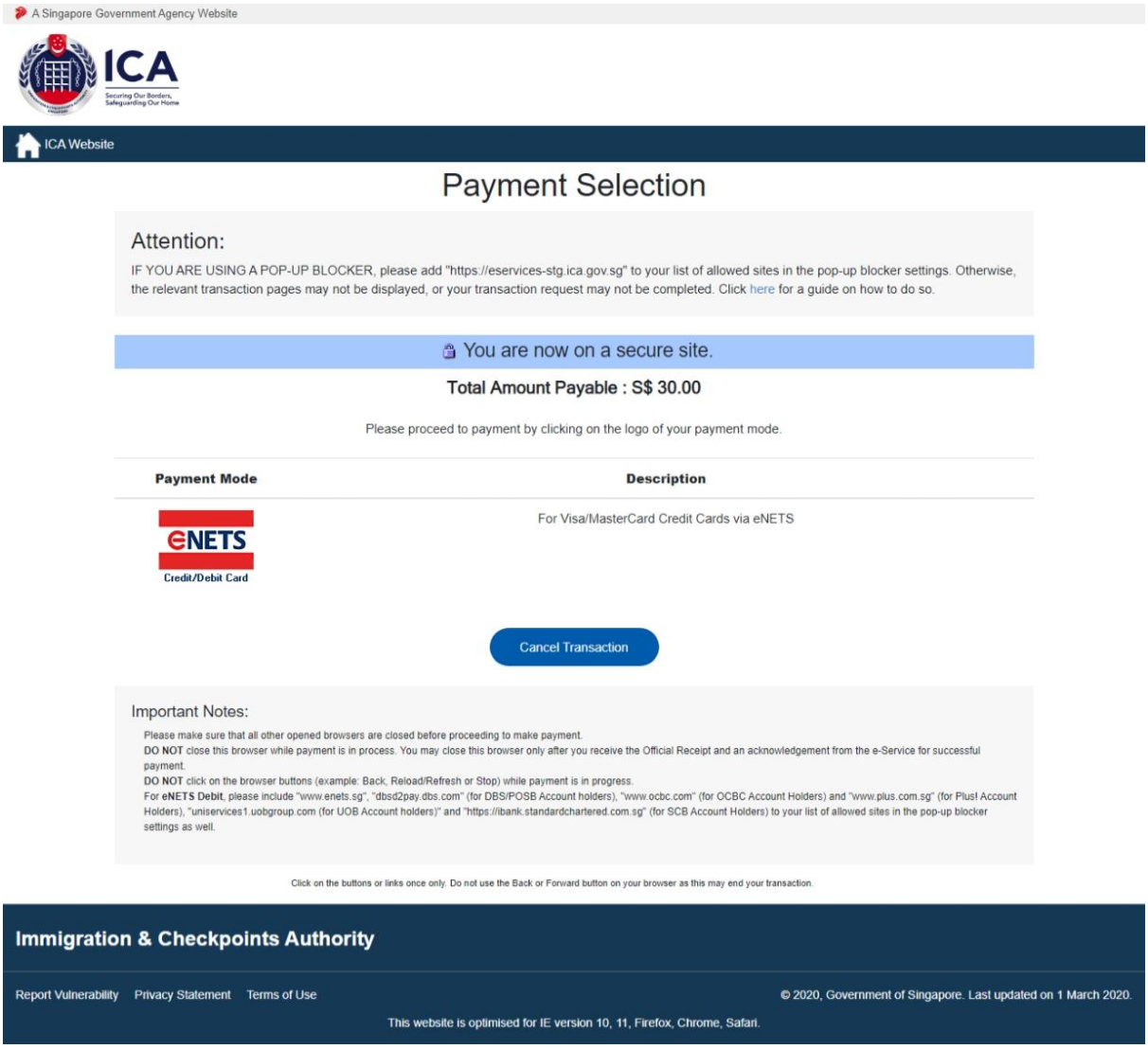
- Click on the **[AMEND]** button
- Make the necessary amendments and click on **[Next]** button
- The Application Preview page will be displayed

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

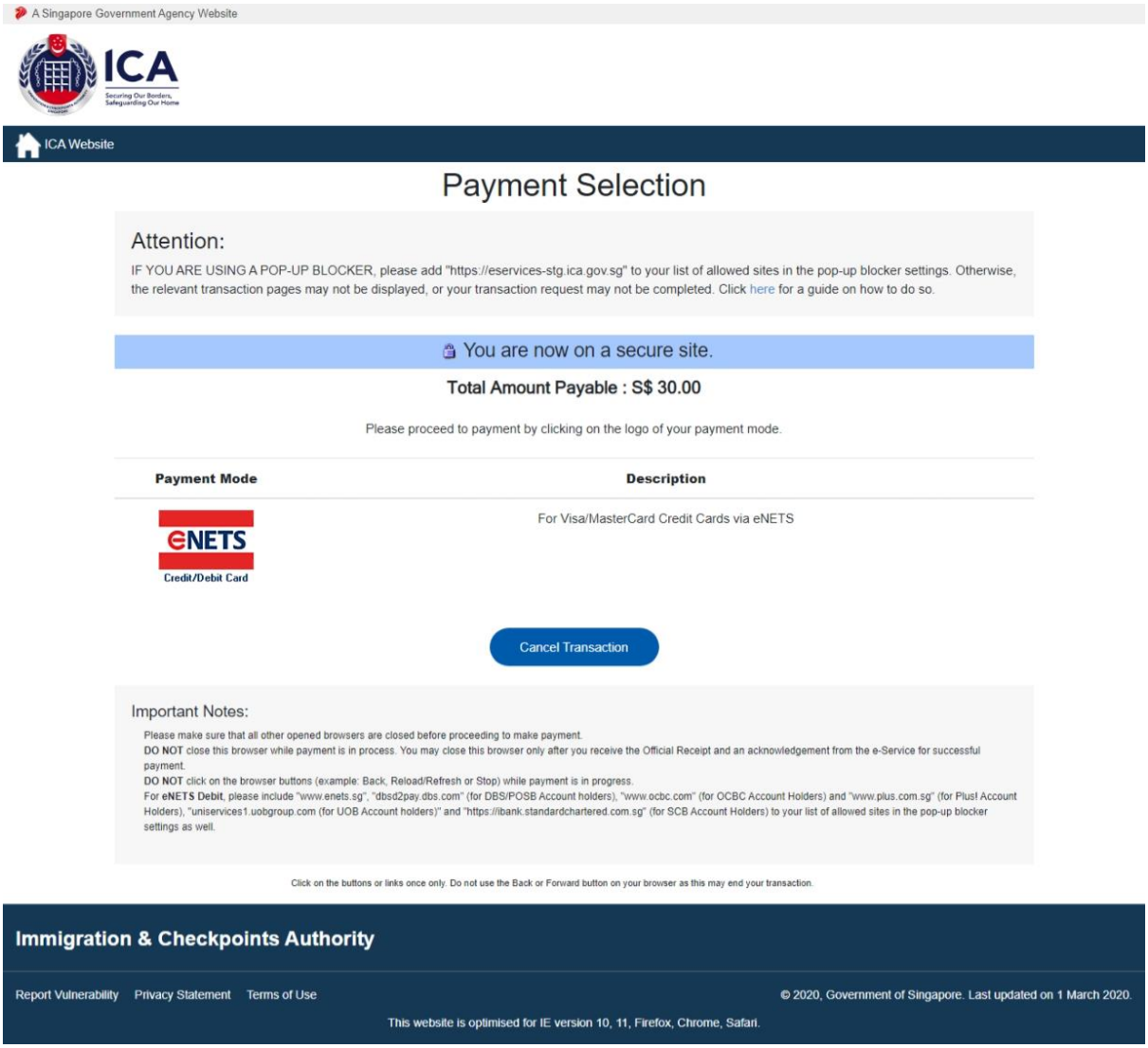
3.6 Payment for Application

Authorised Visa Agent



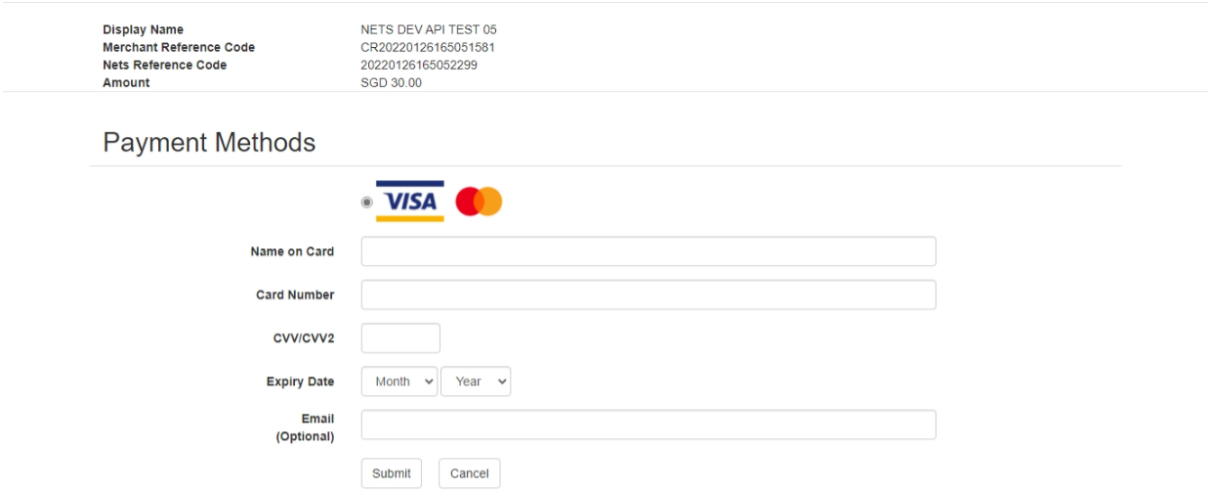
- Click on **[eNETS]** logo to proceed to the next step
- To cancel the transaction, click on the **[Cancel Transaction]** button

Strategic Partners



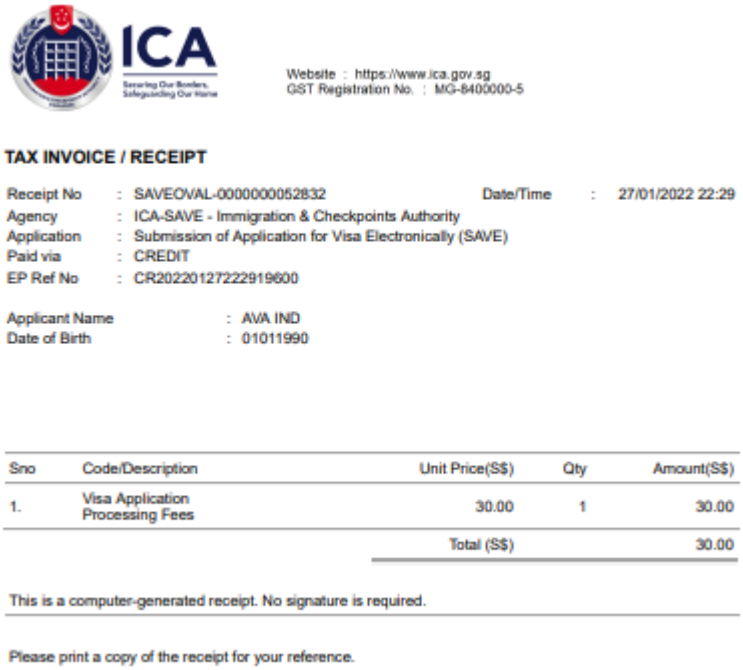
- Click on **[eNETS]** logo to proceed to the next step
- To cancel the transaction, click on the **[Cancel Transaction]** button

eNETS



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



ICA

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 : AVA IND
Date of Birth : 01011990

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

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

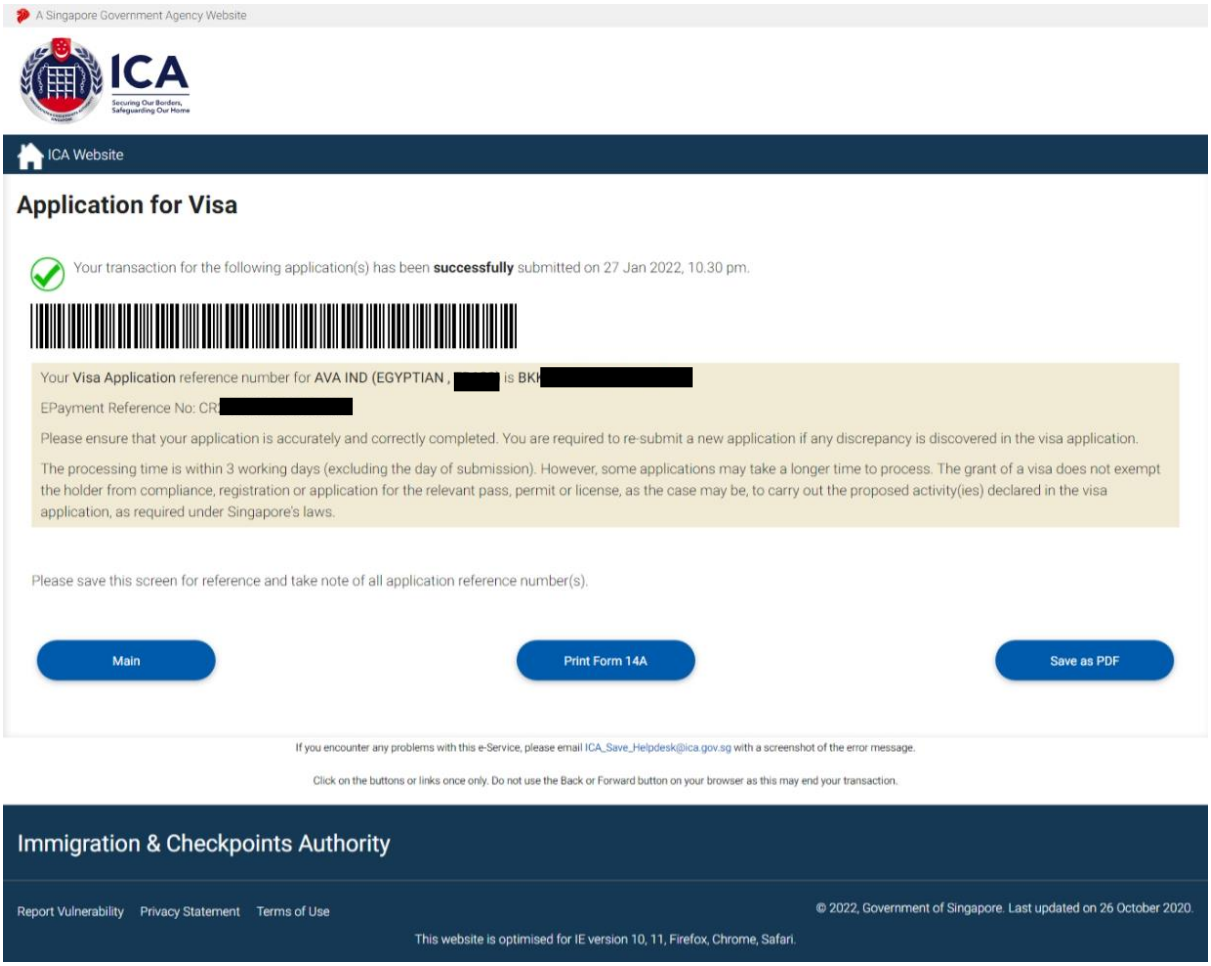
Please print a copy of the receipt for your reference.

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.



- 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

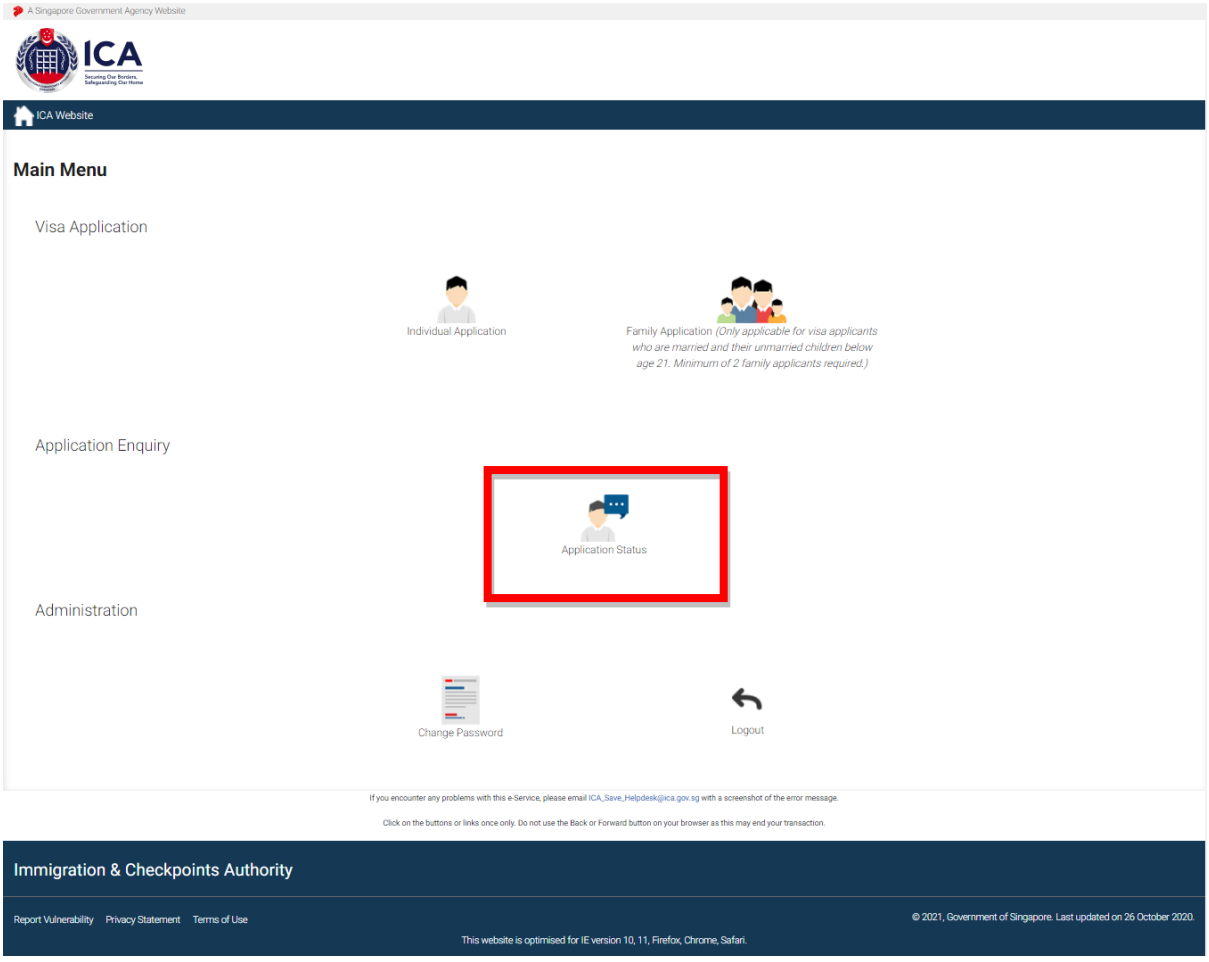
4.1 Application Enquiry – Enquiry by Application Reference No

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.

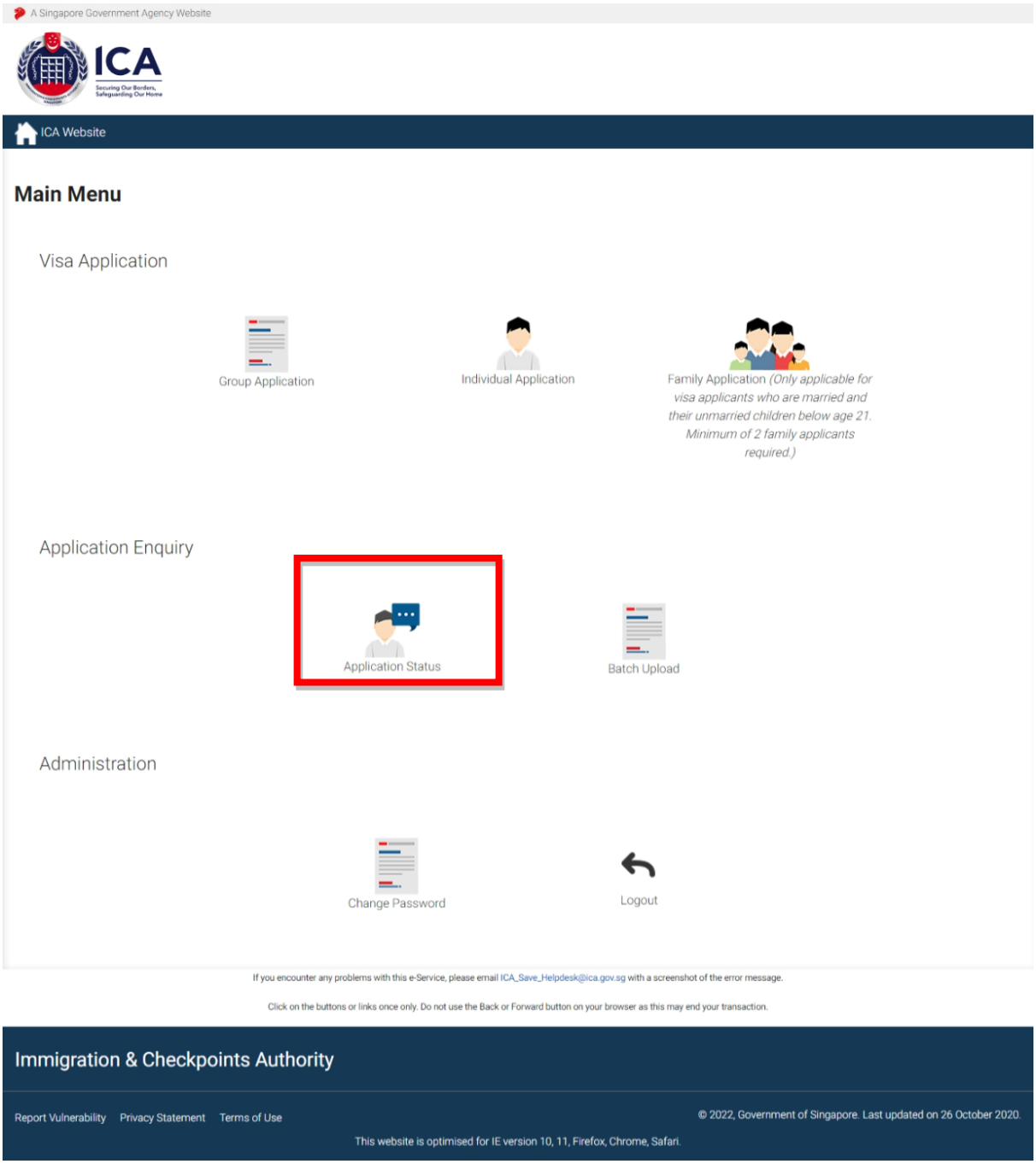
For visa application enquiry

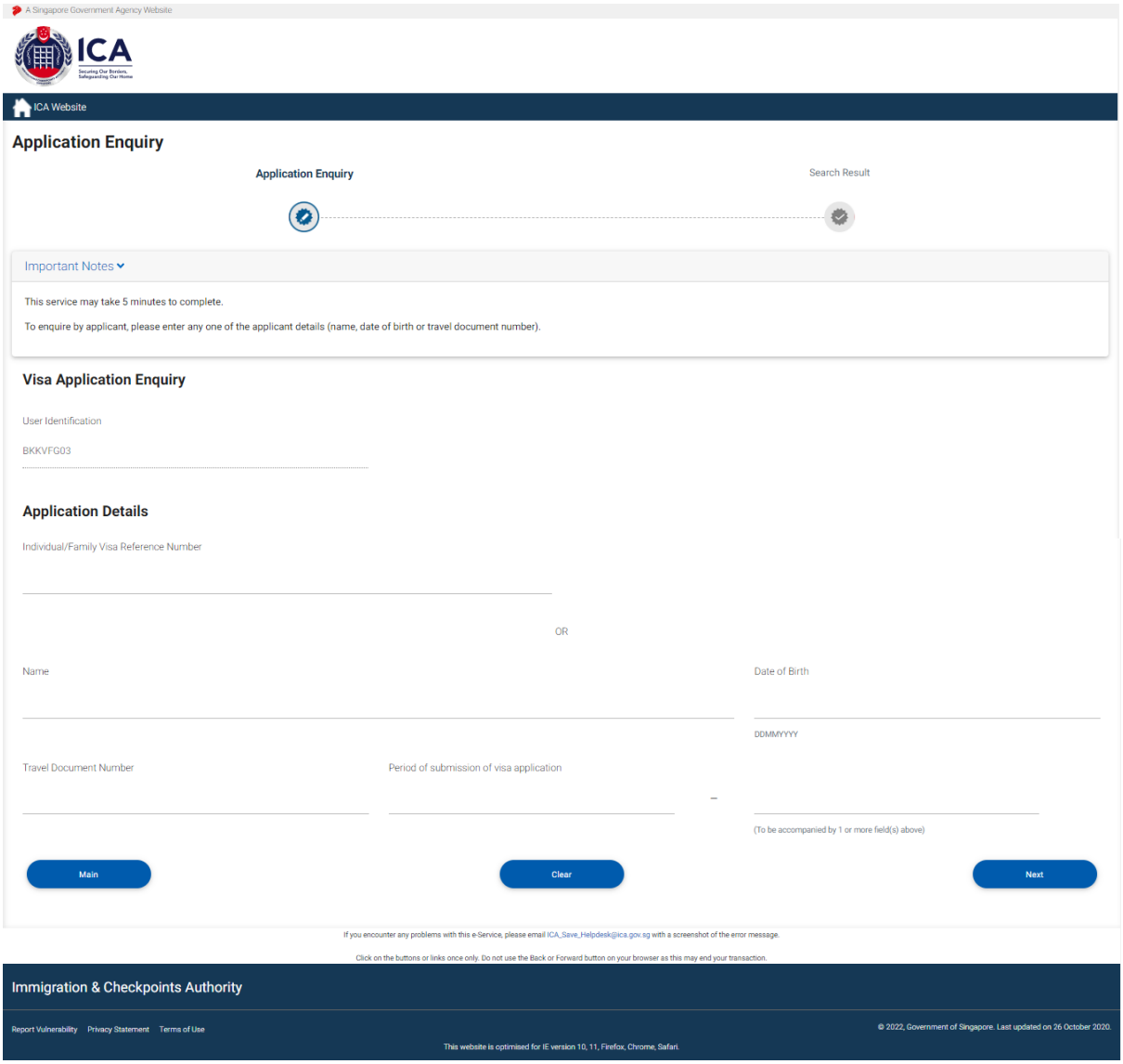
- Go to the main menu
- Click on **[Application Status]** logo to check the status of the visa application.

Authorised Visa Agent Menu



Strategic Partner Menu





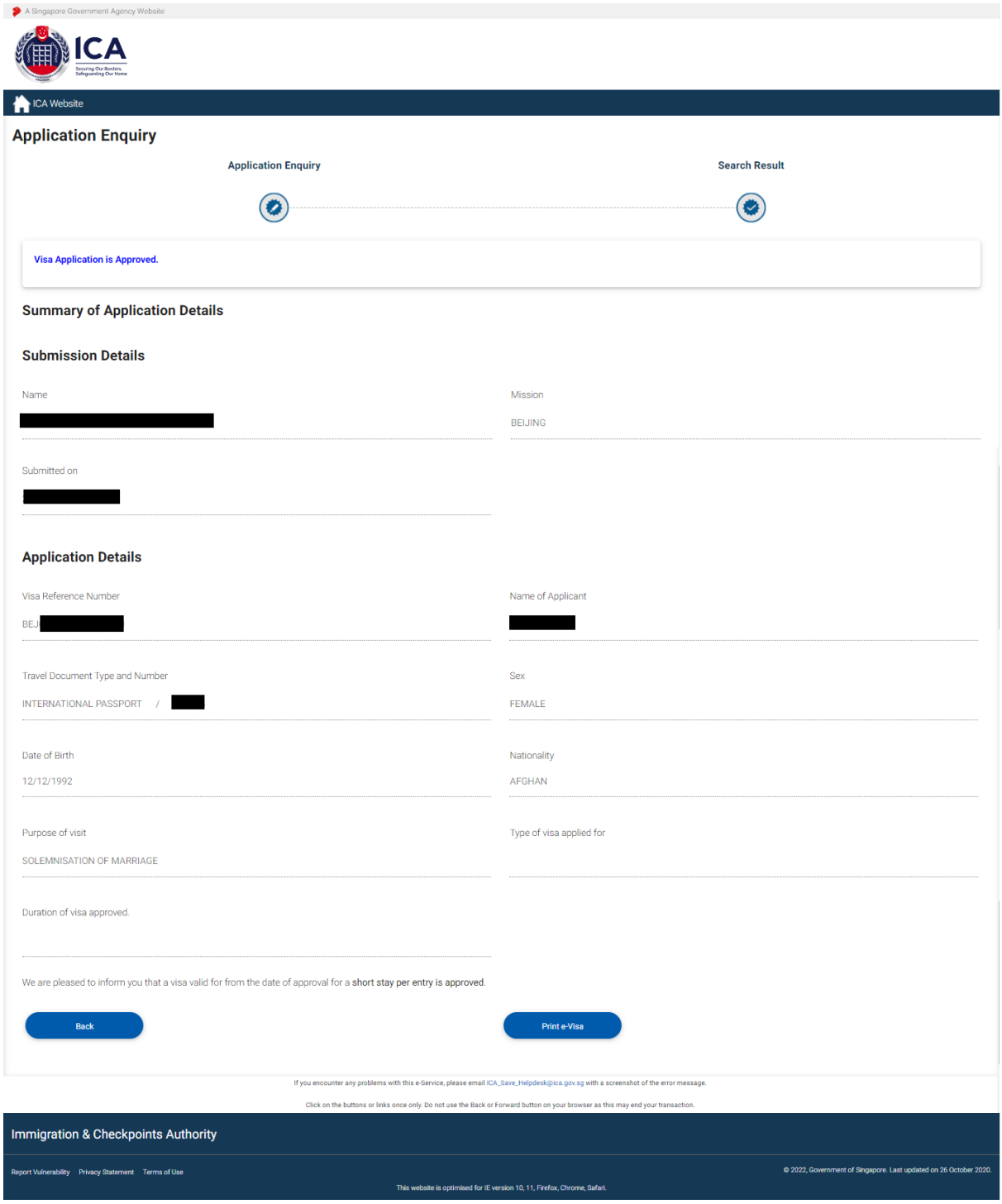
To enquire on Individual Visa application:

- 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:



- 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:

ICA
Serving Our Borders, Safeguarding Our Home

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:	AA0001139
Name:	HENG WAN
Date of Birth:	09/09/2009
Sex:	FEMALE
Nationality/Citizenship:	CHINESE
Travel Docum	
Visa issue dat	
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

SPECIMEN

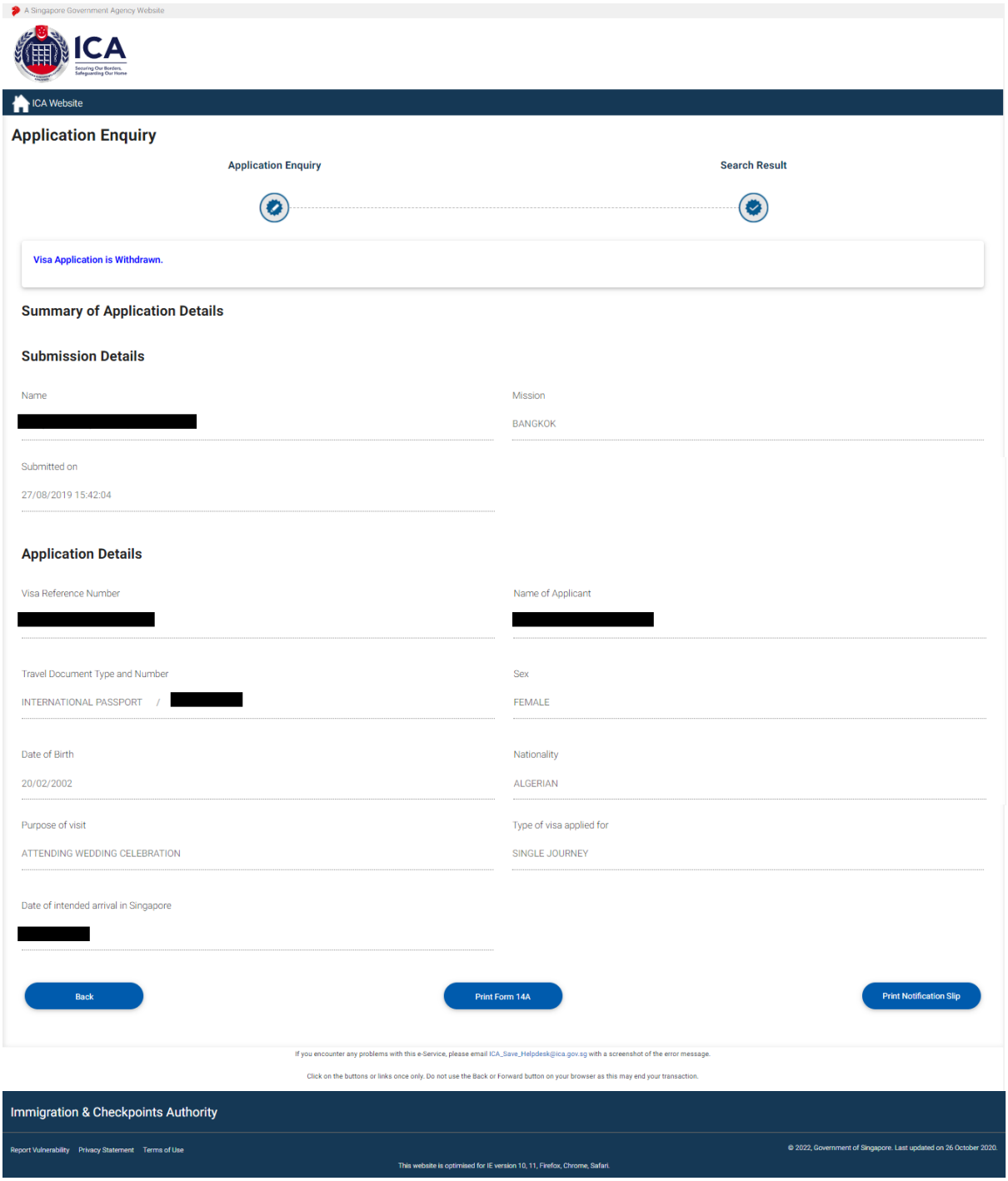
You must obtain a new e-visa if you intend to travel to Singapore with a different travel document from the one stated above. For more details, please refer to our FAQs at https://eservices.ica.gov.sg .

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

IMPORTANT NOTE

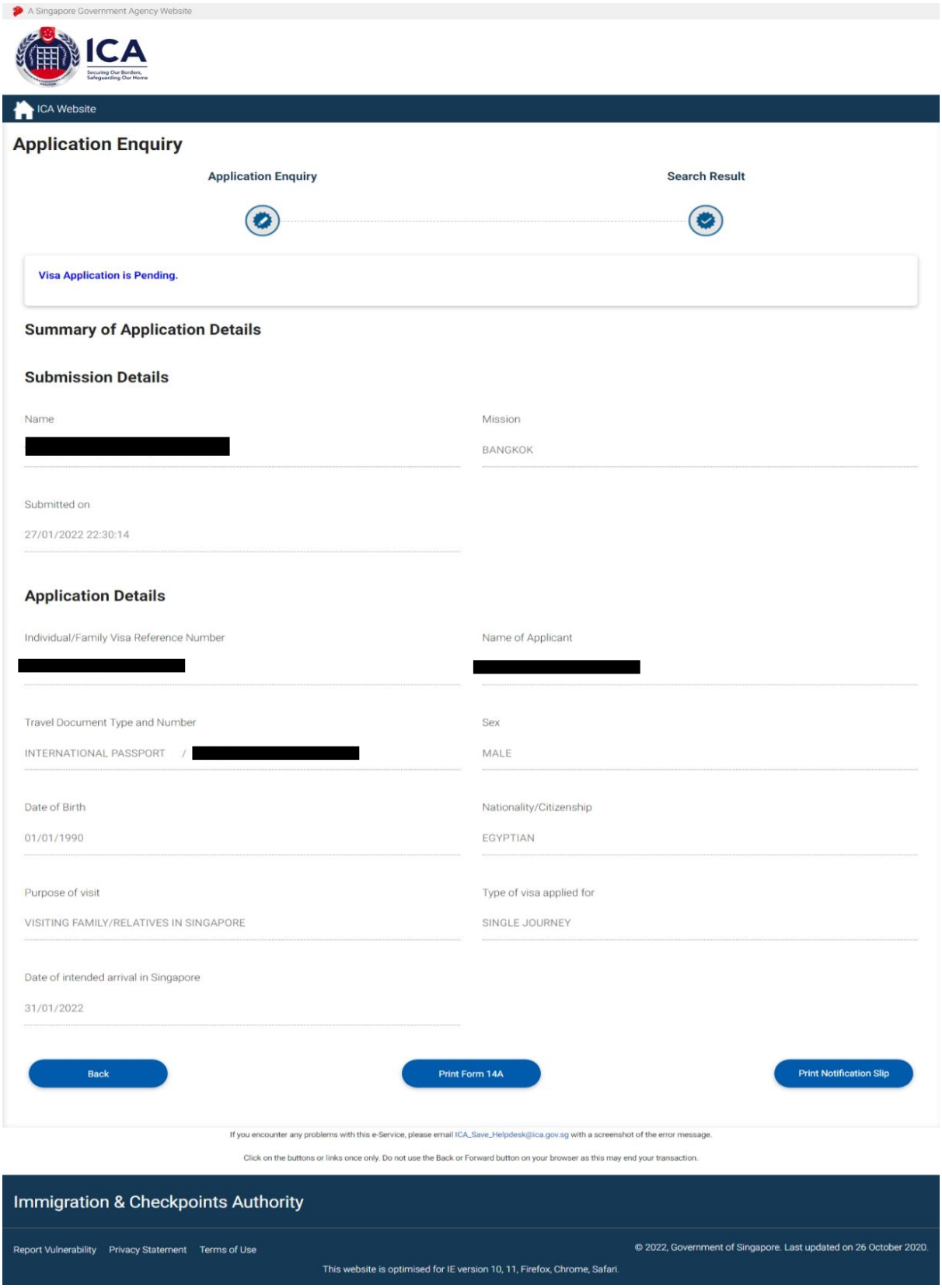
- **This e-Visa is issued to you based on the information provided in the application CDU0014345A22412019** for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.
- **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/enteringanddepartingsingapore/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 via air from 30 Oct 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/email 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:



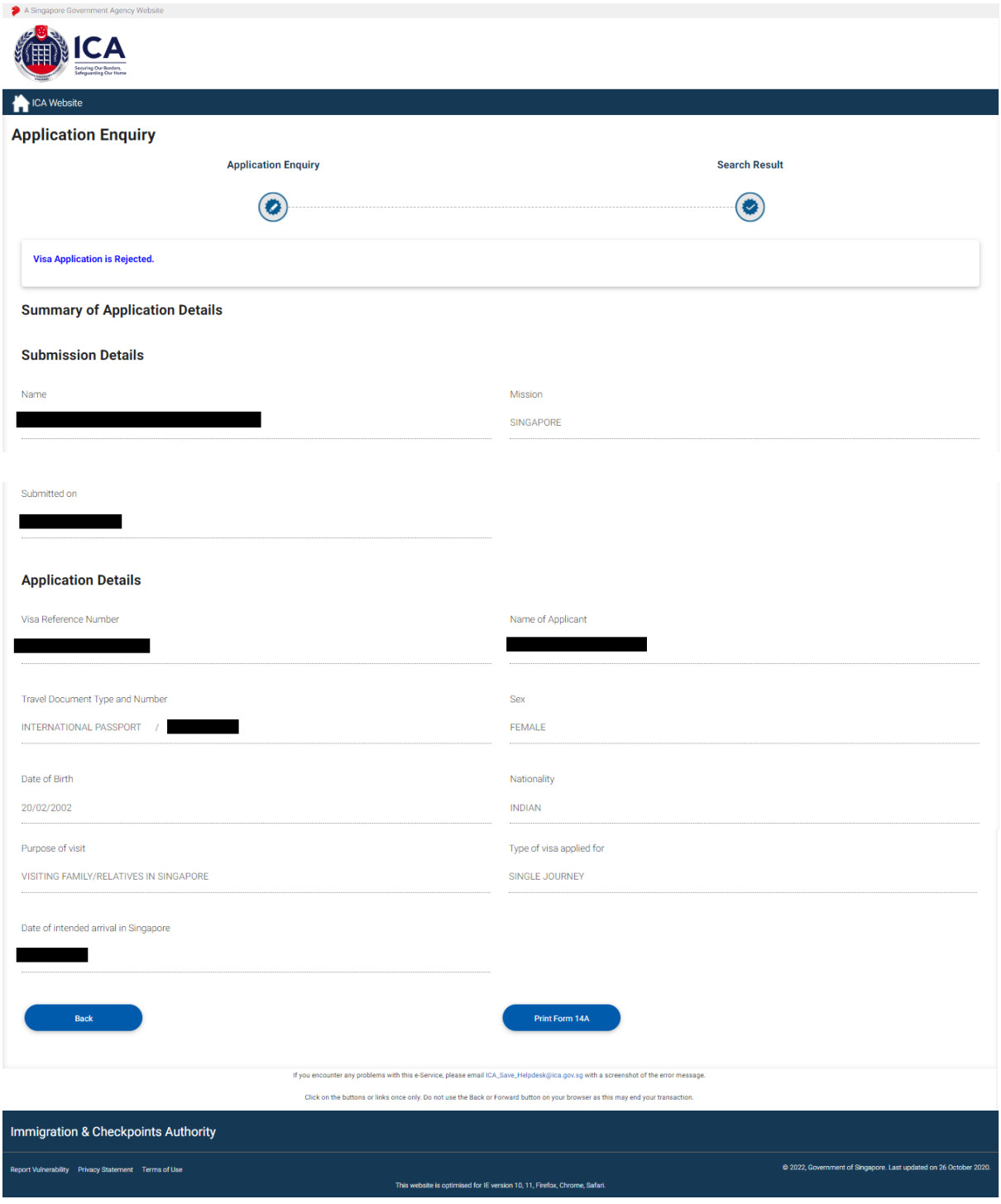
- To go back to Visa Application Enquiry page, click on the **[Back]** button
- To print notification slip, click on the **[Print Notification Slip]** button.
- To print Form 14A, click on the **[Print Form 14A]** button. The Form14A will be displayed as shown below in Section 4.3.

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



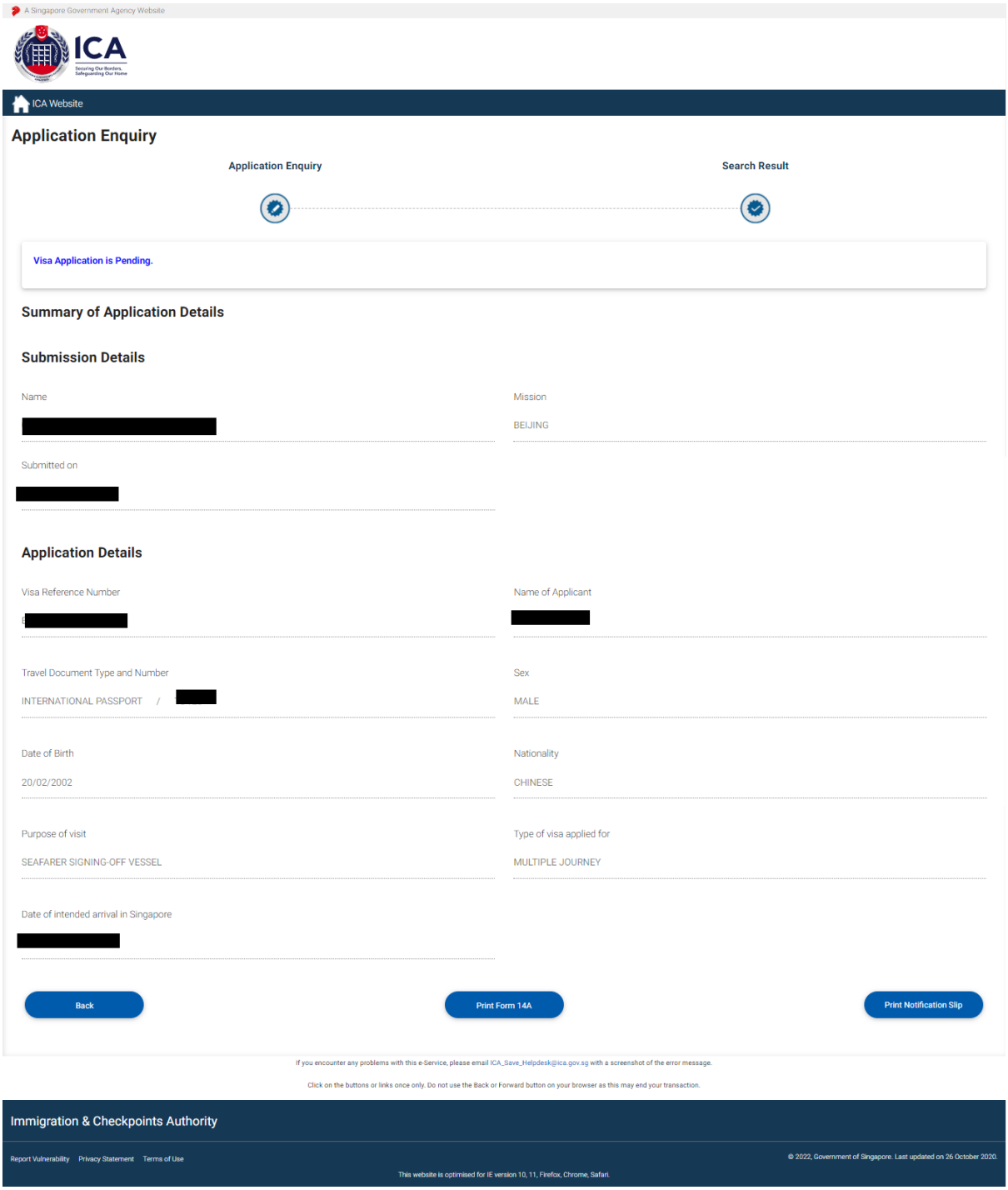
- To go back to Visa Application Enquiry page, click on the **[Back]** button
- To print notification slip, click on the **[Print Notification Slip]** button.
- To print Form 14A, click on the **[Print Form 14A]** button. The Form14A will be displayed as shown below in Section 4.3.

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



- 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:



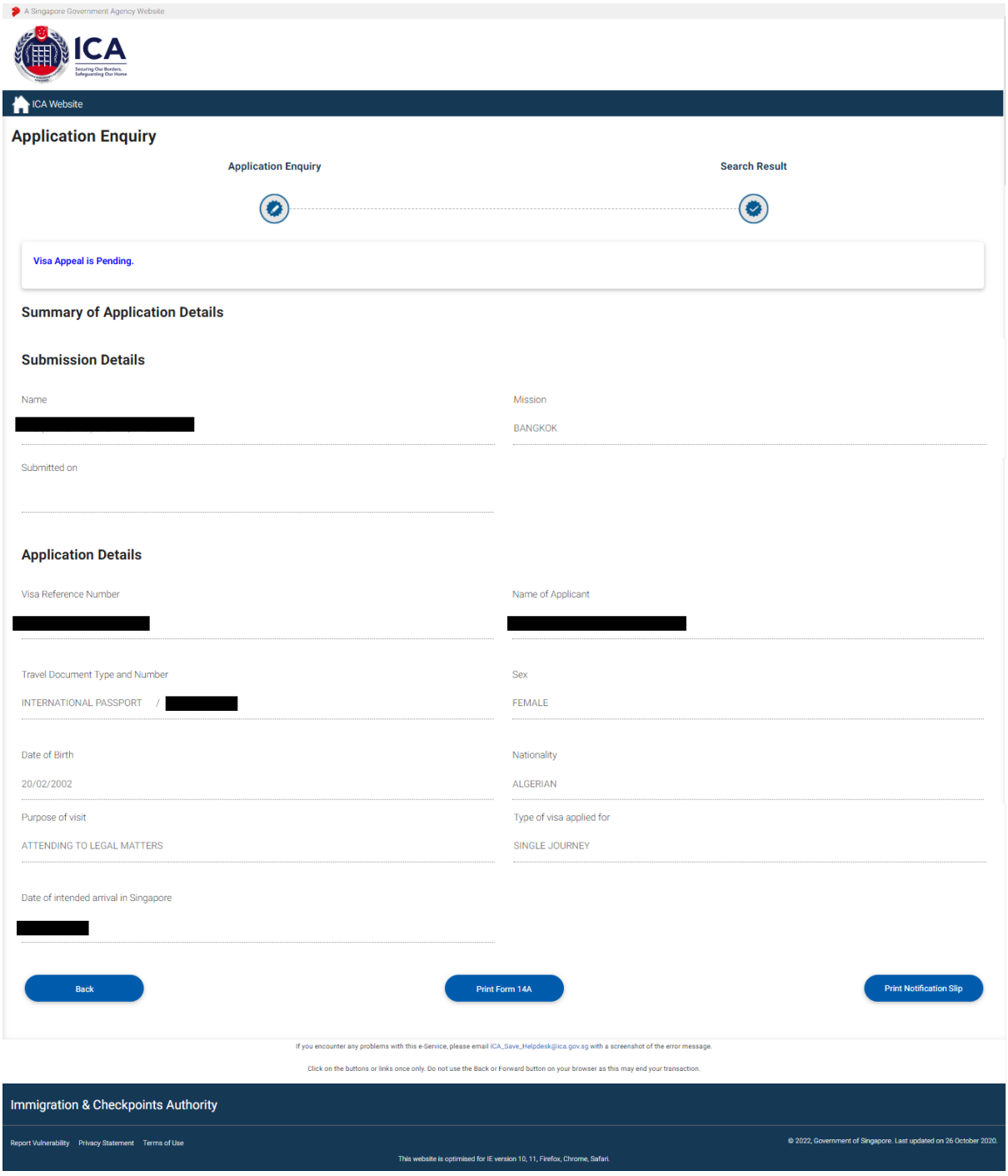
To view Form 14A

- 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:



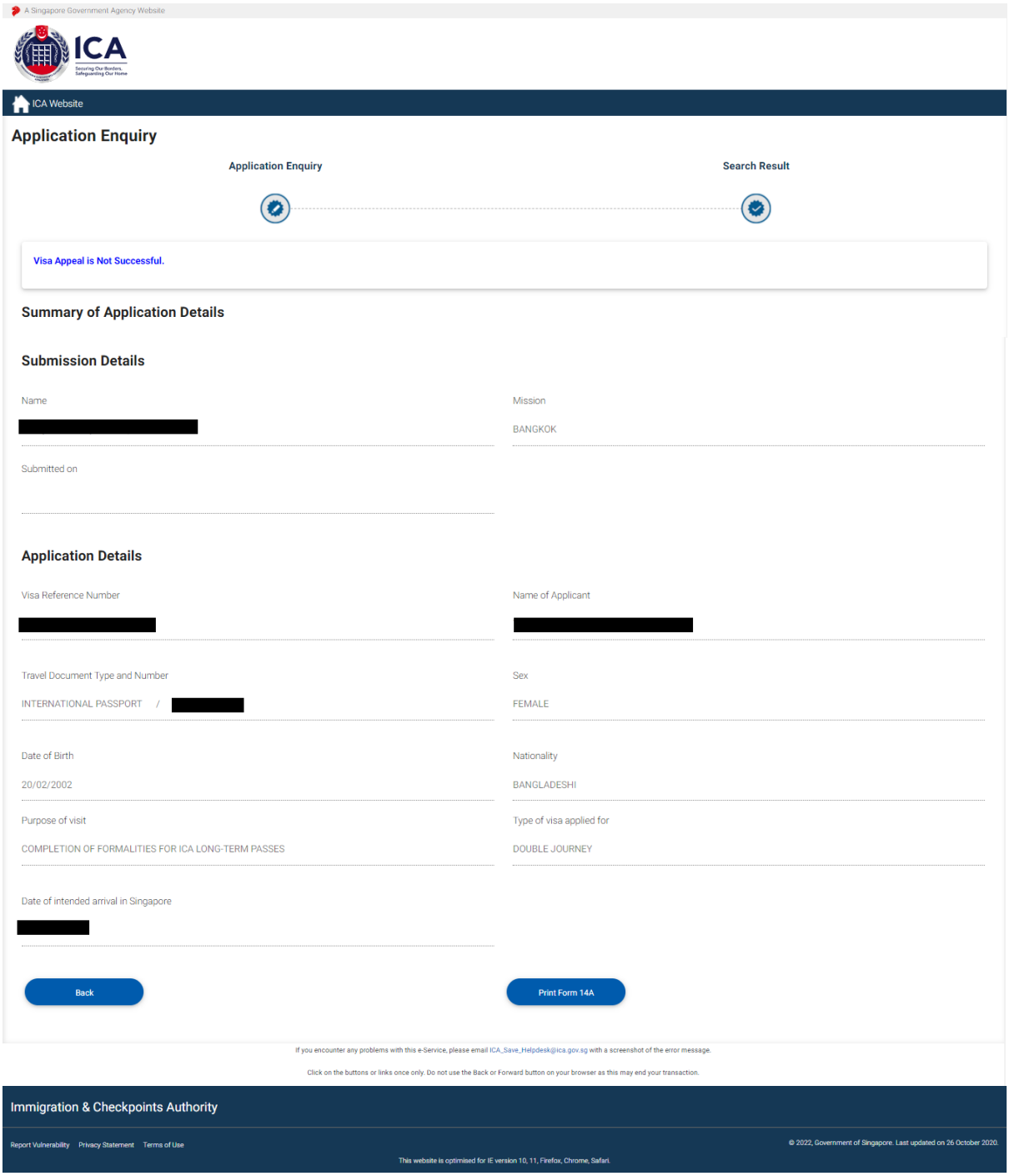
To view Form 14A

- 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

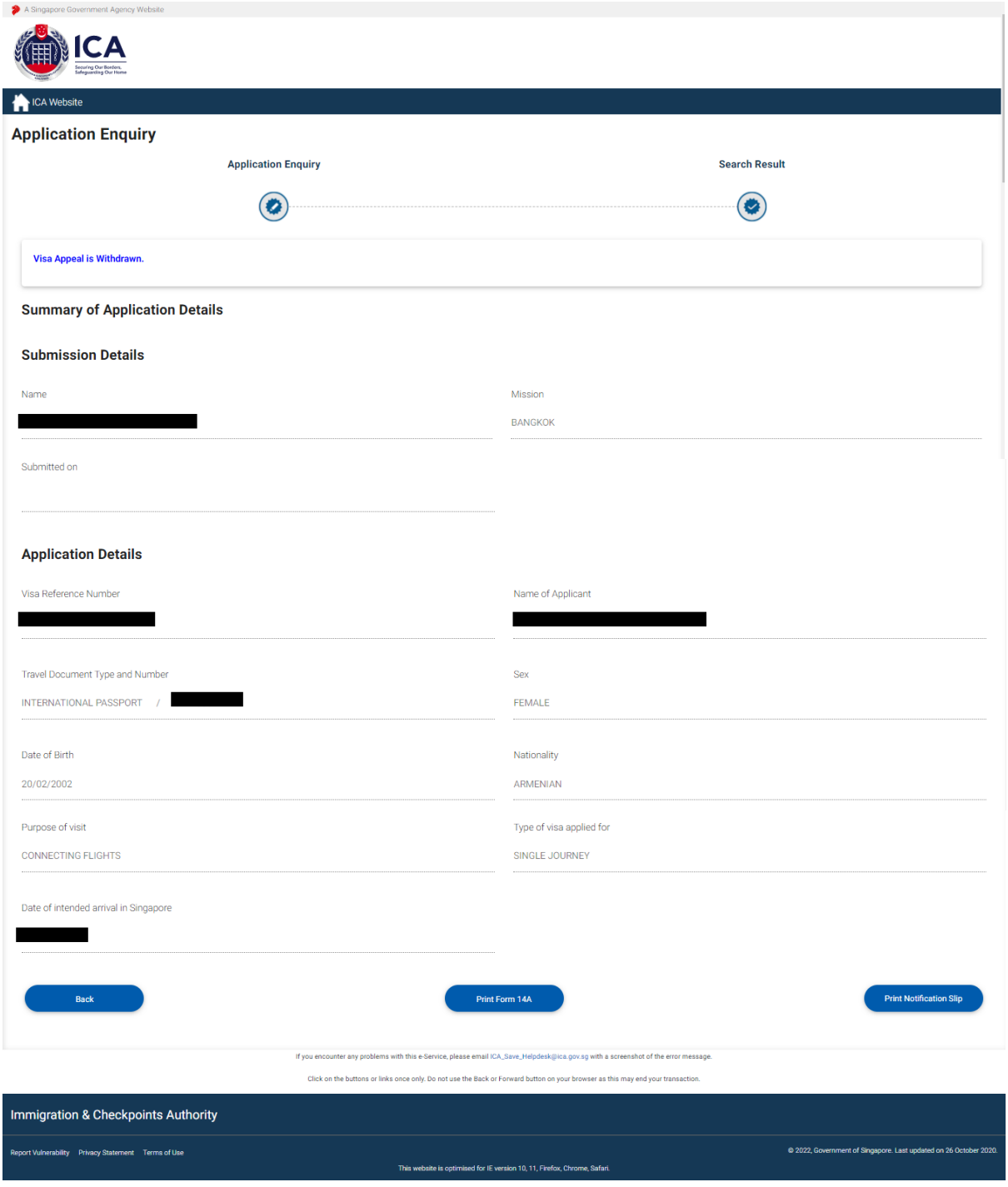
If the Individual Visa appeal is "**Rejected**", the enquiry result page is as follows:



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:



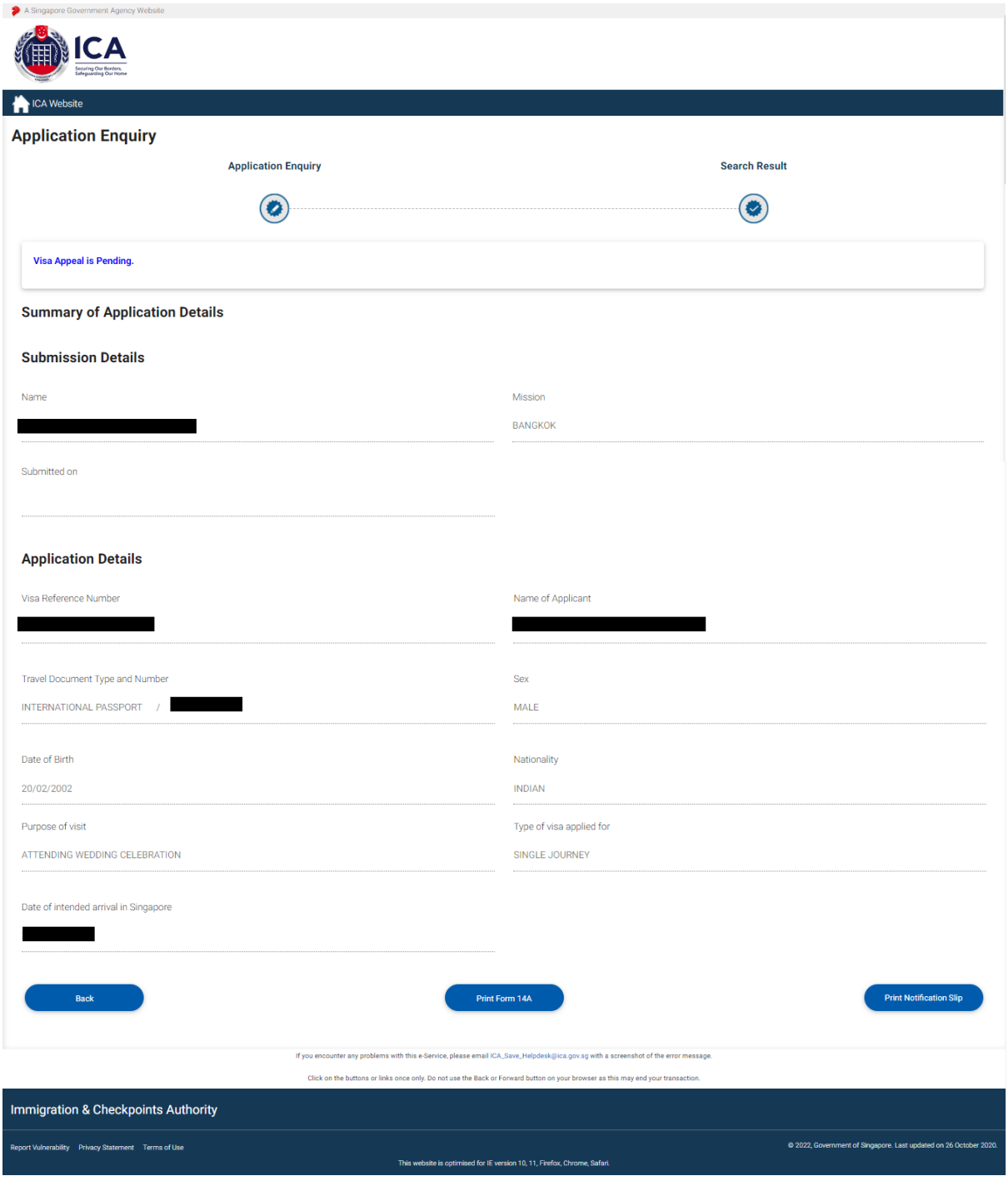
To view Form 14A

- 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:



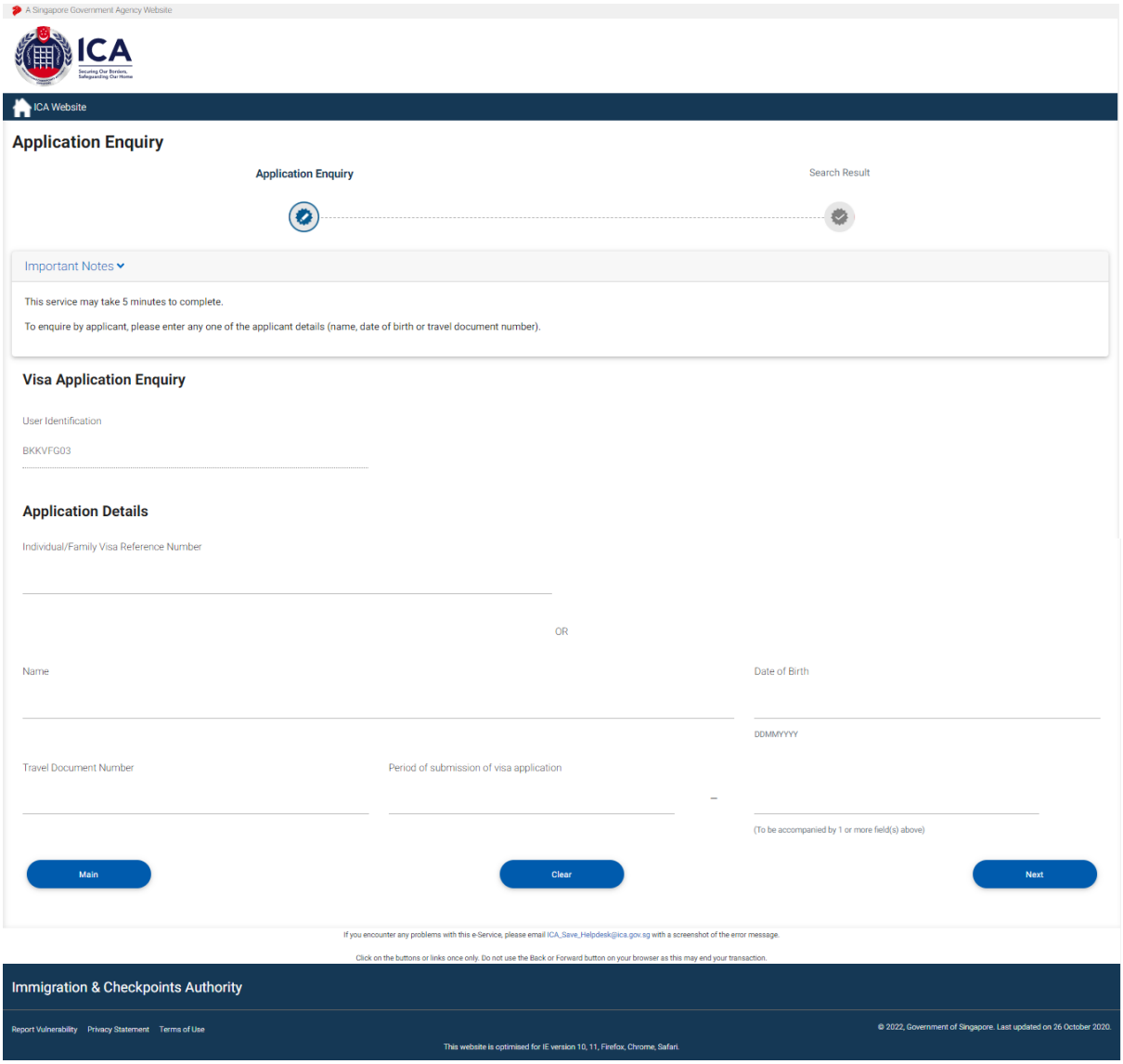
To view Form 14A

- 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

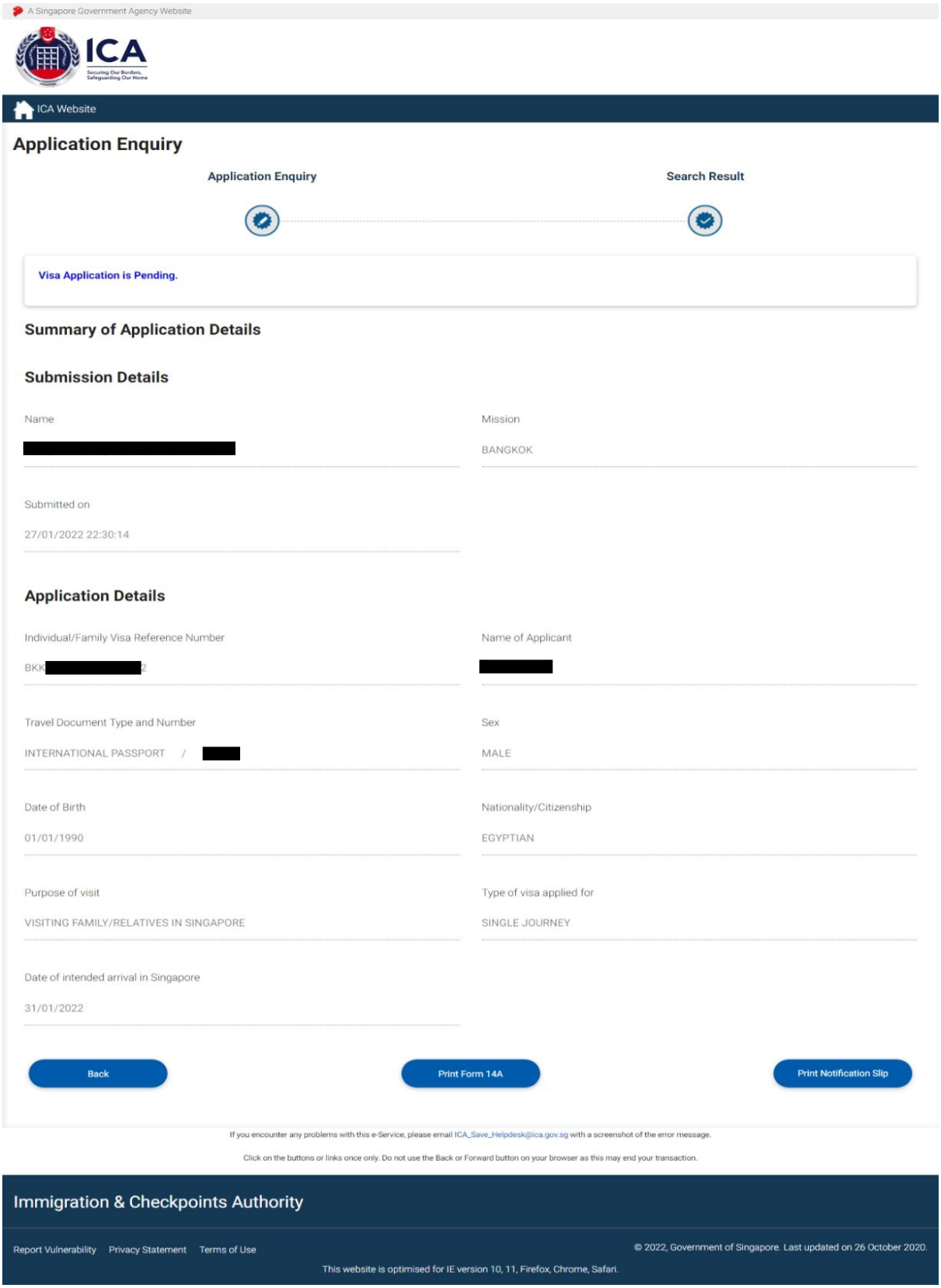


To enquire on Individual Visa application by Applicant Detail:

- 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:



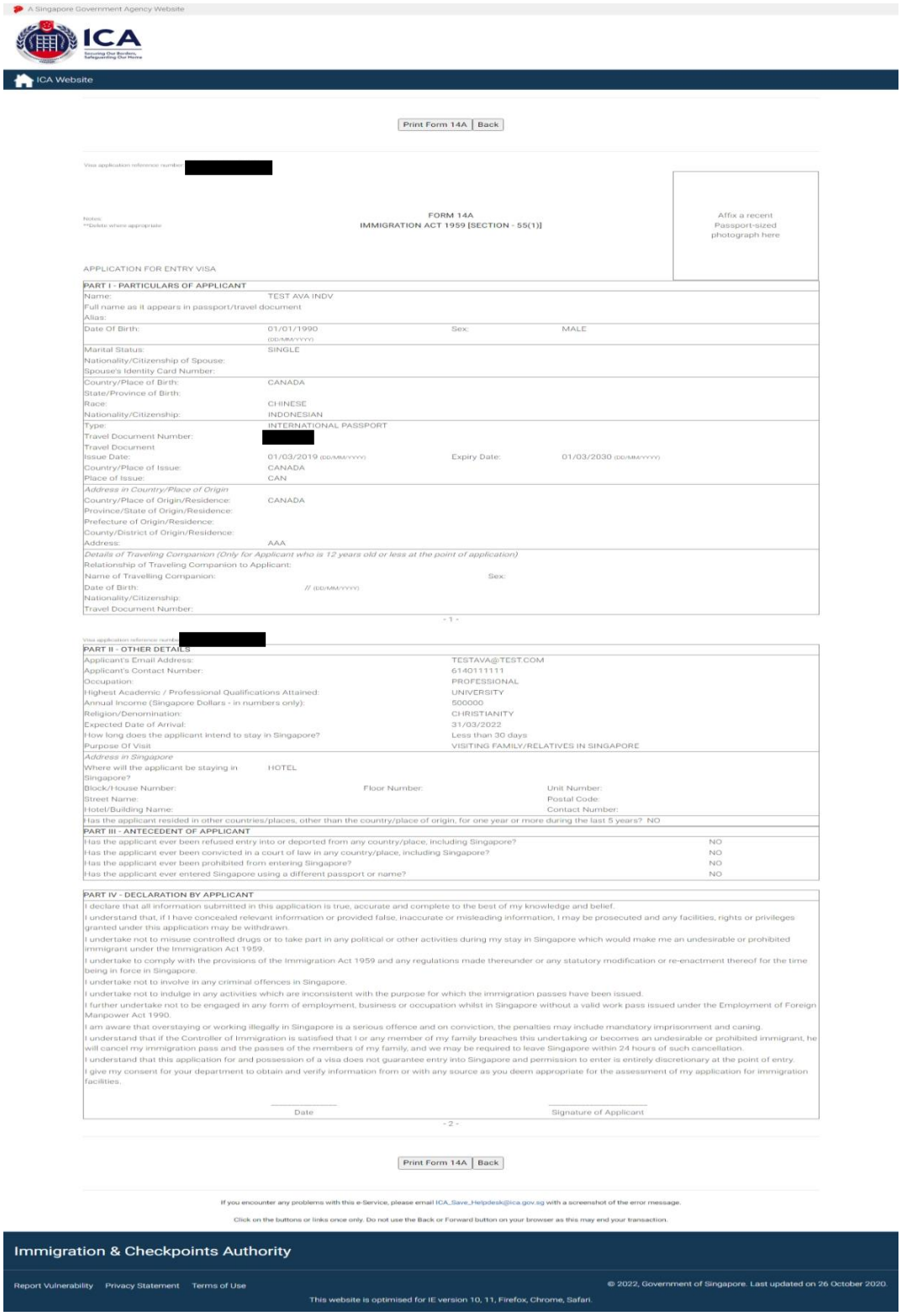
To go back to the Visa Application Enquiry page, click on the **[BACK]** button.

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

ICA Website

Print Form 14A | Back

Visa application reference number: [redacted]

Notes:
**Delete where appropriate

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

Affix a recent Passport-sized photograph here

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 (DD/MM/YYYY)	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 (DD/MM/YYYY)	Expiry Date:	01/03/2030 (DD/MM/YYYY)
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 Traveling Companion (Only for Applicant who is 12 years old or less at the point of application)			
Relationship of Traveling Companion to Applicant:			
Name of Travelling Companion:		Sex:	
Date of Birth:	// (DD/MM/YYYY)		
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:	6140111111		
Occupation:	PROFESSIONAL		
Highest Academic / Professional Qualifications Attained:	UNIVERSITY		
Annual Income (Singapore Dollars - in numbers only):	500000		
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.

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

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	

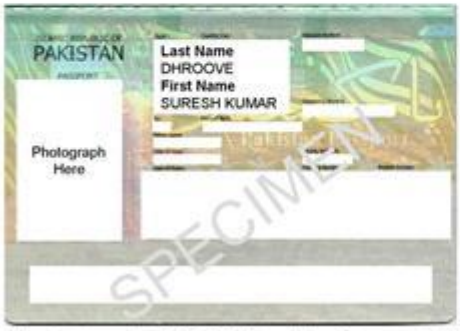
Note:

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

A:

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

A:

B:

C:

D: