USER MANUAL FOR

SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY
(IP SAVE-CorpPass)

FOR

IMMIGRATION & CHECKPOINTS AUTHORITY

(PUBLIC)
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1 INTRODUCTION

1.1 Overview

IP (Integrated Portal) SAVE Public – Individual module is a web-based application to allow members of public 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 IP SAVE Public – Individual module for public, using CorpPass.

The users of IP SAVE Public-Individual module should have basic knowledge of using a web browser such as Internet Explorer (IE), navigating from one page to another.

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

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

The functionality for the IP SAVE Public – Individual module includes application of Visa, printing Form 14A and enquiry of Visa application.
1.3 Installation/Setup

The user will require the following:

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

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

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

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

1.4 Convention

This manual uses the following conventions:

- ‘*’ next to a field to show that the field is a mandatory field.
- [Button name] to show it is a button.
- [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
- [Form 14A] button displays the form 14A in pdf for user to print
- [Form 39A] button displays the form 39A in pdf for user to print
- [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.

SAVE system uses the following formats:

- 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/MasterCard Credit Card and Debit Card
FUNCTIONS

2 Public – Individual VISA application


The IP SAVE Public – Individual page will be displayed as follows:
• Click on the [Form 14A] hyperlink to download the pdf copy of Form 14A

• Click on the [Form 39A] hyperlink to download the pdf copy of Form 39A

• To apply for Visa as an Individual Local Contact, click on the [Apply for Entry Visa as a Local Contact (SingPass)] to log in using SingPass

• To apply for Visa on behalf of a Company as a Local Contact, click on the [Apply for Entry Visa as a Local Contact (CorpPass)] to log in using CorpPass.
  o After log in with CorpPass, the user will be redirected to https://eservices.ica.gov.sg/save-public/index.xhtml

• To apply for Visa as an Authorised Visa Agent, click on the [Apply for Entry Visa as an Authorised Visa Agent] to be redirected to https://eservices.ica.gov.sg/save-oval/index.xhtml

• To apply for Visa as a Strategic Partner, click on the [Apply for Entry Visa as a Strategic Partner] to be redirected to https://eservices.ica.gov.sg/save-oval/index.xhtml

• To enquire a Visa application status, click on the [Enquire Application Status]
2.1.1 CorpPass Authentication Service

To login into the Public - Individual module
- Enter UEN/Entity ID
- Enter CorpPass ID
- Enter Password
- Click on the [Login] button
2.1.2 List of Draft Applicants

This function allows Local Contact to save a draft copy of a visa application. If there are no draft applications, the user will be redirected to the form entry page (Refer to section 2.1.4: Submission of Application).

Note:
- The Visa application which was saved as “draft” by the Local Contact will be displayed in this page
- Local Contact can save up to seven visa applications.

To edit or delete an existing draft application,
- Click on the hyperlink with the Name of the Applicant.
- Refer to section 2.1.4 on how to edit or delete an application

To create a new application,
- Click on the [Create New Application] button
  Refer to section 2.1.4 on how to create a new application
2.1.3 Submission of Application – Particulars of Applicant

This function allows Local Contact to enter the particulars of the applicant.

To save this page of the current Visa application:
- Click on the [Save] button
- A confirmation message “The application has been saved” will be displayed
Particulars of Applicant

The application has been saved.

Name: JEREMY TAN

Full name as shown in the travel document. See examples below.

Alias: Leave blank if not applicable

To proceed to the next page
- Enter the mandatory fields
- Click on the [Next] button

To reset the values entered for the current visa application
- Click on the [Clear] button
- Fields which have been filled will be reset

To return to the previous page
- Click on the [Back] button
- A popup message “Do you want to save your changes?” will be displayed
  - Click “OK” to save the changes and user will be redirected back to the List of Draft Applicants page after the changes are saved.
  - Click “Cancel” to discard your changes and user will be redirected back to the List of Draft Applicants page without saving the changes.

Important

Do you want to save your changes?
Click OK to save the changes or Cancel to discard your changes.

[OK] [Cancel]

Should the user wish to delete a draft application, after clicking on the draft, the user will see [Delete] button at the bottom of the page.
- Click on the [Delete] button at the bottom of the page
- A popup message will be displayed
  - Click “OK” to confirm the deletion of draft application
  - Click “Cancel” to continue editing the draft application

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.

[OK] [Cancel]
2.1.4 Submission of Application – Additional Information of Applicant

This function allows the Local Contact to enter other details of the applicant.
To save this page of current visa application
- Click on the [Save] button
- A confirmation message “The application has been saved” will be displayed

To proceed to the next page
- Enter the mandatory fields
- Click on the [Next] button

To reset the values entered for the current Local Contact details
- Click on the [Clear] button
- Fields which have been filled will be reset

To return to the previous page
- Click on the [Back] button
- A popup message “Do you want to save your changes. Click ‘OK’ to save the changes. Click ‘Cancel’ to save without the changes” will be displayed
  - Click “OK” to save and return to the previous page
  - Click “Cancel” to return to previous page without saving the changes
2.1.5 Particulars of Local Contact

Note: Under the following situations, Applicant needs to fill in the particulars of Local Contact in the Particulars of Local Contact page as shown below:

- Applicant’s Visa Type Group is ‘SOCIAL’
The following page will be shown if

- Applicant’s Visa Type Group is ‘BUSINESS’

To save this page of current visa application

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

To proceed to the next page

- Enter the mandatory fields
- Click on the [Next] button

To reset the values entered for the current Local Contact details

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

To return to the previous page

- Click on the [Back] button
• A popup message “Do you want to save your changes. Click ‘OK’ to save the changes. Click ‘Cancel to save without the changes” will be displayed
  o  Click “OK” to save and return to the previous page
  o  Click “Cancel” to return to previous page without saving the changes
2.1.6 Upload Applicant Photo

To proceed to upload applicant photo

To proceed with the Individual Visa application
- Upload Passport-size Photo Image by clicking on the [Browse] button
  - User may click on the [Click here] link, redirecting user to
    https://iconline.ica.gov.sg/iconline/xhtml/photoediting/tool/imaging.jsp, to
    resize their photograph image
- Click on the [Next] button

To return to the previous page
- Click on the [Back] button to return to the previous page
- The Local Contact Details page will be displayed
2.1.7 Application Preview
### Additional Information of Applicant

**Occupation & Education Information**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Highest Academic / Professional Qualifications Attained</th>
</tr>
</thead>
<tbody>
<tr>
<td>RELIGIOUS TEACHER</td>
<td>POST GRADUATE</td>
</tr>
</tbody>
</table>

### Information of Visit

<table>
<thead>
<tr>
<th>Expected Date of Arrival</th>
<th>Type of Visa</th>
<th>How long does the applicant intend to stay in Singapore?</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 Jul 2019</td>
<td>DOUBLE JOURNEY</td>
<td>LESS THAN 30 DAYS</td>
</tr>
</tbody>
</table>

If the applicant intends to stay in Singapore for more than 30 days, please state the reason for his or her intended length of stay and the duration:

- **NOT APPLICABLE**

### Purpose of Visit

- **SOCIAL**
- **COMPLETION OF FORMALITIES FOR ICA LONG-TERM PASSES**

### Local Contact's Email Address

- 123@GMAIL.COM

### Address in Singapore

<table>
<thead>
<tr>
<th>Where will applicant be staying in Singapore?</th>
<th>Postal Code</th>
<th>Block/House Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEXT OF KIN'S PLACE</td>
<td>123503</td>
<td>123</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Name</th>
<th>Floor Number</th>
<th>Unit Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEMBRAWANG</td>
<td>02</td>
<td>052</td>
</tr>
</tbody>
</table>

**Contact Number**

- 98765432

**Has the applicant resided in other countries, other than the country of origin, for one year or more during the last 5 years?**

- **NO**
Antecedent of Applicant

Has the applicant ever been refused entry into or deported from any country, including Singapore? NO
Has the applicant ever been convicted in a court of law in any country, 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

Particulars of Local Contact

Applicant's Country of embarkation before arriving in Singapore: ALBANIA
Relationship of Applicant to Local Contact: CHILD
Person acting on behalf of the Company/Firm: NAME
Identity Card Number: NRIC
Designation/Capacity: SINGAPORE

I declare that I have a valid Singapore International Passport: NO

Details of Company

Name of Company/Firm: TESTEST
Unique Entity Number (UEN) of Company/Firm: 160002583R

Company Address

Postal Code: 123503
Block/House Number: 921
Street Name: SEMBAWANG
Floor Number: 12
Unit Number: 122
Contact Number: 98765432

Declaration

I declare that the information furnished by me in this application are true and correct.
I understand that if there is any discrepancy in the information declared, a reapplication with a new processing fee of $300 is required.
I understand that the grant of a visa does not exempt the holder from compliance, registration or application for the relevant pass, permit, license, as the case may be, to carry out the proposed activity(ies) declared in the visa application, as required under Singapore’s laws.

I have read and agreed to the declaration
To submit the Individual Visa application

- Select the checkbox to declare that you have read and agreed to the declaration
  - Click on the [Submit] button to confirm the application
- The Make Payment page will be displayed

To amend the Individual Visa application

- Click on the [Amend] button
- The Form 14A Particulars of Applicant Page will be displayed

To return to the Main Page

- Click on the [List of Drafts] button
- The List of Draft Page will be displayed

To return to the previous page

- Click on the [Back] button to return to the previous page
- The Upload Applicant Photo page will be displayed

To print/download a copy of the Form 14A

- Click on the [Save this Page] button
- The Upload Applicant Photo page will be displayed

2.1.8 Payment for Application

- Click on the [MasterCard/Visa] logo to proceed to the next step
- To cancel the transaction, click on the [Cancel Transaction] button
I. Mastercard/Visa Payment Page

To submit the Credit Card payment
- Select the Card Type
- Enter the credit card details
- Click on the [Next] button to review the payment
- To cancel the transaction, click on the [Cancel Order] button

- Review the payment details and order information before making the payment for the application
- Click on the [Pay] button to confirm the payment
- The Tax invoice/receipt will be displayed
2.1.9 Print Acknowledgement for Visa Application

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

- To save the acknowledgement page, click on the [Save to PDF] button. You will need the visa reference number for future references or for application enquiry.
- To return to List of Draft Applicants, click on the [Main] button.
- To enquire the status of the application, click on the [Enquire Application Status] hyperlink.
2.2 Public – Individual Visa Application Status Enquiry

This function allows Public users to enquire on the Individual Visa application submitted and print Form 14A using the application reference number and applicant’s travel document number.

For visa application enquiry
- Go to ICA website: https://eservices.ica.gov.sg/esvclandingpage/save
- Click on [Enquire Application Status] logo to check the status of the visa application.

![Image of visa application options]
The Visa Application Enquiry Page will be displayed.

To enquire on an Approved, Pending, Withdrawn, Documents Submitted or Rejected Visa application/appeal,
- Enter the Visa application reference number.
- Enter the Visa applicant’s travel document number.
- Click on the [Submit] button
- Upon successful enquiry of Individual Visa, the enquiry result page will be displayed. Note that the result page will differ, depending on the application/appeal Status and enquiry inputs.

To reset the values, click on the [Clear] button.

To return to previous page, ICA website, click on the [Back] button.
2.2.1 Status of Visa Application

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

- To go back to Visa Application Enquiry page, click on the [Back] button
- To print the Form 14A, click on the [Print Form 14A] hyperlink.
- To print notification slip, click on the [Print Notification Slip] 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 paper e-Visa will appear as shown below:

---

e-Visa for Republic of Singapore

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

- **e-Visa Number:** AA0000484
- **Name:** TAN CHENG XIN
- **Date of Birth:** 04/03/1977
- **Sex:** FEMALE
- **Nationality:** CHINESE
- **Travel Document Number:** E1234567
- **Visa issue date:** 12-JAN-2017
- **Visa valid till:** 13-MAR-2017
- **Type of Visa:** MULTIPLE JOURNEY
- **Remarks:** Not Valid for Employment
- **Visa Issuing Authority:** IMMIGRATION & CHECKPOINTS AUTHORITY
- **Visa Processing Fee:** 30 SINGAPORE DOLLARS

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

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

**Important Note.**

This e-Visa is issued to you based on the information provided in the application VSC567205SA00672016 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.

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

Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the following entry requirements:

(i) Hold a passport with at least 6 months validity;
(ii) Have sufficient funds for the period of stay in Singapore; and
(iii) Have confirmed onward/return air ticket(s).

The grant of an immigration pass to you will be determined by the Immigration & Checkpoints Authority (ICA) officers at the point of entry. The period of stay granted is shown on the visit pass endorsement given on your passport and it is not tied to the validity of this visa. Please check your passport for the arrival endorsement and take note of the period of stay granted before leaving the checkpoint.
If the Individual Visa application is **Approved** without e-Visa, the enquiry result page is as follows:

- To print Form 14A, click on the [Print Form 14A] button. The Form14A will be displayed as shown below in Section 2.2.3.
- To go back to Visa Application Enquiry page, click on the [Back] button.
- To print the paper Approval Letter, click on the [Print Approval Letter] button.
- To print notification slip, click on the [Print Notification Slip] 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 paper Approval Letter will appear as shown below:

```
Visa application is Approved

Summary of Application Details:

Visa Reference Number: VSC000100SA02572016
Name of Applicant: ALIEN PASSPORT PNB
Travel Document Type: LATVIAN ALIEN PASSPORT TG11111111
and Number:
Sex: MALE
Date of Birth: 01/01/1987
Nationality: STATELESS
Submitted on: 13/09/2016 14:38:09
Approved on: 13/09/2016
Name of Local Contact: UXGG UAQ LECU
Identification Number of Local Contact: NRIG

We are pleased to inform you that a multiple journey visa valid for 9 weeks from the date of approval for a short stay per entry is approved in principle subject to the verification of documents to be submitted at the time of collection of the visa.

Please print a copy of this notification page and proceed to the Self-Service Ticketing Kiosk 3 on the 4th floor of ICA Building to obtain a queue ticket from Monday to Friday (except public holiday) between 8.30am to 10.30am and 2.30pm to 4.30pm

The local contact must be present to collect the visa.

Please bring along the following documents for our verification:
- Original duly completed and signed Form 14A with the applicant's photograph
- Original duly completed and signed Form V39A (Letter of Introduction)
- Photocopy of the applicant's passport bio-data page
- Local contact's original and a photocopy of Singapore Identity Card

Important Note:
Please note that if the required documents submitted are not in order or if there is any discrepancy in the information declared, the visa issuing authority has every right to refuse the issue of the visa.
```
If the Individual Visa application is **Pending**, 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 2.2.3.
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 2.2.3.
If ICA has **received the documents requested** for the Individual Visa application, the enquiry result page is as follows:

<table>
<thead>
<tr>
<th>Application Details</th>
<th>Enquiry Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Application is Pending.</td>
<td></td>
</tr>
</tbody>
</table>

**Summary of Application Details**

<table>
<thead>
<tr>
<th>Visa Reference Number</th>
<th>Name of Applicant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Travel Document Type and Number</th>
<th>Sex</th>
<th>Nationality</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERNATIONAL PASSPORT</td>
<td>MALE</td>
<td>PAKISTANI</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>Submitted on</th>
</tr>
</thead>
<tbody>
<tr>
<td>20/08/1958</td>
<td>07 Mar 2016 11:14:40</td>
</tr>
</tbody>
</table>

We have yet to receive the requested documents. Please refer to our email for details.

- 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 2.2.3.
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 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 2.2.3.
2.2.2 Status of Visa Appeal

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

- To go back to Visa Application/Appeal Enquiry page, click on the [Back] button.
- To print the paper e-Visa, click on the [Print e-Visa] button.
- To print notification slip, click on the [Print Notification Slip] 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 paper e-Visa will appear as shown below:

---

**e-Visa for Republic of Singapore**

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

- **e-Visa Number:** AA0000484
- **Name:** TAN CHENG XIN
- **Date of Birth:** 04/03/1977
- **Sex:** FEMALE
- **Nationality:** CHINESE
- **Travel Document Number:** E51349576
- **Visa issue date:** 19-JUL-2017
- **Visa valid till:** 13-MAR-2018
- **Type of Visa:** MULTIPLE JOURNEY
- **Remarks:** Not Valid for Employment
- **Visa Issuing Authority:** IMMIGRATION & CHECKPOINTS AUTHORITY
- **Visa Processing Fee:** 30 SINGAPORE DOLLARS

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

---

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

**Important Note**

This e-Visa is issued to you based on the information provided in the application VSC5672056A0672016 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.

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

Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the following entry requirements:

1. Hold a passport with at least 6 months validity;
2. Have sufficient funds for the period of stay in Singapore; and
3. Have confirmed onward return air ticket(s).

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

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Version 1.1
Last Updated: 29 October 2018
If the Individual Visa appeal is **Approved** without e-Visa, the enquiry result page is as follows:

- To print Form 14A, click on the [Print Form 14A] button. The Form14A will be displayed as shown below in Section 2.2.3.
- To go back to Visa Application/Appeal Enquiry page, click on the [Back] button.
- To print the paper Approval Letter, click on the [Print Approval Letter] button.
- To print notification slip, click on the [Print Notification Slip] 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 paper Approval Letter will appear as shown below:

**Visa application is Approved**

**Summary of Application Details:**

- **Visa Reference Number:** VSC000100SA02572016
- **Name of Applicant:** ALIEN PASSPORT PMB
- **Travel Document Type:** LATVIAN ALIEN PASSPORT 111111111
- **Sex:** MALE
- **Date of Birth:** 01/01/1987
- **Nationality:** STATELESS
- **Submitted on:** 13/09/2016 14:38:09
- **Approved on:** 13/09/2016
- **Name of Local Contact:** UXGG UAQ LECU
- **Identification Number of Local Contact:** NR/G

We are pleased to inform you that a multiple journey visa valid for 9 weeks from the date of approval for a short stay per entry is approved-in-principle subject to the verification of documents to be submitted at the time of collection of the visa.

Please print a copy of this notification page and proceed to the Self-Service Ticketing Kiosk 3 on the 4th floor of ICA Building to obtain a queue ticket from Monday to Friday (except public holiday) between 8.30am to 10.30am and 2.30pm to 4.30pm.

**The local contact must be present to collect the visa.**

Please bring along the following documents for our verification:
- Original duly completed and signed Form 14A with the applicant’s photograph
- Original duly completed and signed Form V39A (Letter of Introduction)
- Photocopy of the applicant’s passport bio-data page
- Local contact’s original and a photocopy of Singapore Identity Card

**Important Note:**
Please note that if the required documents submitted are not in order or if there is any discrepancy in the information declared, the visa issuing authority has every right to refuse the issue of the visa.
If the Individual Visa appeal is **Pending**, the enquiry result page is as follows:

<table>
<thead>
<tr>
<th>Application Details</th>
<th>Enquiry Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Visa Appeal is Pending.</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Summary of Application Details

<table>
<thead>
<tr>
<th>Visa Reference Number</th>
<th>Name of Applicant</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Travel Document Type and Number</th>
<th>Sex</th>
<th>Nationality</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERNATIONAL PASSPORT / [Redacted]</td>
<td>MALE</td>
<td>INDIAN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>Name of Local Contact</th>
<th>Submitted on</th>
</tr>
</thead>
<tbody>
<tr>
<td>23/09/1998</td>
<td>[Redacted]</td>
<td>01 Jan 2018</td>
</tr>
</tbody>
</table>

We have received the appeal for visa and it is receiving attention. You may wish to note that the processing time is about 14 days. However, some appeals may take a longer time to process.

- 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 2.2.3.
If the Individual Visa appeal is Withdrawn, the enquiry result page is as follows:

- To go back to Visa Application/Appeal 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 2.2.3.
If ICA has received the documents requested for the Individual Visa appeal, the enquiry result page is as follows:

<table>
<thead>
<tr>
<th>Enquire for Application of Visa</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enquiry Details</strong></td>
</tr>
<tr>
<td><strong>Enquiry Results</strong></td>
</tr>
<tr>
<td>Visa Appeal is Pending.</td>
</tr>
</tbody>
</table>

**Summary of Application Details**

<table>
<thead>
<tr>
<th>Visa Reference Number</th>
<th>Name of Applicant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Travel Document Type and Number</th>
<th>Sex</th>
<th>Date of Birth</th>
<th>Nationality</th>
<th>Name of Local Contact</th>
<th>Submitted on</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERNATIONAL PASSPORT /</td>
<td>MALE</td>
<td>07/12/1981</td>
<td>IRANIAN</td>
<td></td>
<td>20 Apr 2016</td>
</tr>
</tbody>
</table>

We have received the documents and the visa appeal is receiving attention.

- To go back to Visa Application/ Appeal 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 2.2.3.
If the Individual Visa appeal is **Rejected**, the enquiry result page is as follows:

- To go back to Visa Application/ Appeal 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 2.2.3.
### Part I - Personal Details

#### General Information
- **Name:** Stocker
- **Date of Birth:** 01/01/1990
- **Sex:** Male
- **Marital Status:** Single
- **Nationality:** Chinese
- **Country of Birth:** China
- **Citizen/Permanent Resident:** Citizen

#### Travel Document Details
- **Type:** International Passport
- **Travel Document Number:** PASSPORT 123456789
- **Issue Date:** 01/01/2020
- **Place of Issue:** Singapore
- **Country of Issue:** Singapore

### Part II - Other Details

#### Educational Qualifications
- **Highest Academic/Professional Qualification Attained:** Postgraduate

#### Employment
- **Occupation:** Student
- **Place of Work:** 123 College St, Singapore 123456
- **Occupation:** HOUSEWIFE

#### Address in Singapore
- **Residence:** 456 Home Ave, Singapore 456789
- **Contact Number:** 091234567

### Part III - Antecedents of Applicant

- **Date of Arrival in Singapore:** 01/01/2020

### Part IV - Declaration by Applicant

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

---

**Date:**

**Signature of Applicant:**
- To go back to Visa Application Enquiry page, click on the [Back] button.
- To print Form 14A, click on the [Print Form 14A] button.
3  Frequently Asked Questions

1) Why do I get the message “Internal Error” even when I have logged in to the system?

Application is unable to detect the current session, as the session has been lost. Close the browser and log in again.

2) 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 don’t 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 submit your application.

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

Below are the specifications for the required photograph:

a. Image file must be JPEG file format.

b. Image file size must be less than 60Kbytes.

c. 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.

i. Opening the photograph using MS paint

ii. Using the attribute under Image in Menu to set the size to 400x514 pixels

iii. Press the button Ctrl and button 'A' on the keyboard to select the image.

iv. Stretch the image to the required dimension

v. Finally save it under JPG format.

4) Basic latin character FAQ

<table>
<thead>
<tr>
<th>c</th>
<th>(</th>
<th>)</th>
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<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
</tr>
</thead>
<tbody>
<tr>
<td>@</td>
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<td>B</td>
<td>C</td>
<td>D</td>
<td>E</td>
<td>F</td>
<td>G</td>
<td>H</td>
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<td>u</td>
<td>v</td>
<td>w</td>
<td>x</td>
</tr>
</tbody>
</table>

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.

5) Name FAQ
6) 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”.

7) 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:  

[Image of a passport page]