



## **IMMIGRATION AND CHECKPOINTS AUTHORITY (ICA)**

### **Submission of Application for Visa (SAVE) Public Submission by Individual User Manual**

**Version 5.0**

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## **1. Introduction**

### **1.1. Overview**

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 ICA website (<https://www.ica.gov.sg>) to this front-end Internet application.

## **1.2. About This Manual**

The objective of this manual is to provide detailed explanations and step-by-step guidelines on how to use SAVE Public – Individual module for member of public.

The users of SAVE Public – 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 SAVE Public – Individual module includes application of Visa, printing Form 14A and enquiry of Visa application.

### 1.3. Installation/Setup

SAVE Public – Individual module is optimized and compatible with the following browsers (recommended to use latest browser version).

- Edge
- Firefox
- Chrome
- Safari

The users of SAVE Public – Individual module need to configure the settings of his internet browser before launching SAVE website (<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.sg](http://www.enets.sg)
- [www.enets.com.sg](http://www.enets.com.sg)
- [dbsd2pay.dbs.com](http://dbsd2pay.dbs.com)
- [pibenets.uob.com.sg](http://pibenets.uob.com.sg)
- [www.citibank.com.sg](http://www.citibank.com.sg)
- [www.ocbc.com](http://www.ocbc.com)
- [www.plus.com.sg](http://www.plus.com.sg)
- [ibank.standardchartered.com.sg](http://ibank.standardchartered.com.sg)

## 1.4. Convention

This manual uses the following conventions.

- **[Button Name]** to show it is a button
- **[Next]** button redirects to next page
- **[Save]** or **[Submit]** button indicates that the system will insert or update records in database and display the acknowledgement page
- **[Form 14A]** button displays the Form 14A in PDF format for printing
- **[Form V39A]** button displays the Form V39A in PDF format for printing
- **[Back]** button redirects to previous page
- **[Clear]** button clears input value from all fields

## **1.5. Supported Payment Modes**

This manual uses the following payment modes.

- American Express Card
- Visa/MasterCard Credit Card and Debit Card
- Internet Banking Account from DBS/POSB, Citibank, OCBC/Plus!, Standard Chartered or UOB
- PayNow

## 2. Functions

### 2.1. Public – Individual Visa Application

Submission of application for Entry Visa website is accessible at (<https://eservices.ica.gov.sg/esvclandingpage/save>).

The screenshot shows the ICA SAVE website interface. At the top, there is a navigation bar with the ICA logo and the tagline "Immigration & Checkpoints Authority". Below the navigation bar, there is a "MyICA Home" button. The main content area is titled "Attention: Apply for Entry Visa". A sub-header reads "This facility allows you to apply for a Singapore entry visa as a local contact or authorised visa agent or strategic partner." Below this, there is a section titled "Information Required" with a smiley face icon. It lists the following information required when submitting the visa application:

- Duly completed [Form 14A](#) (PDF, 445KB) signed by the applicant. The visa application shall be made based on the information declared in this form. ICA may request for the form to be submitted.
- 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). Please see [Photo Guidelines](#) for information on photo requirements.
- A photocopy of the applicant's passport bio-data page (valid for at least six months) from the date of his entry into Singapore
- VISA or Master Credit/Debit Card or Internet Banking Details.

Below the "Information Required" section, there is a section titled "I want to..." with a smiley face icon. It contains five icons representing different application paths:

- 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
- Enquire Application Status

Below the "I want to..." section, there is a section titled "Important Notes" with a smiley face icon. It lists the following important notes:

- 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](http://www.enets.sg)
  - [www.enets.com.sg](http://www.enets.com.sg)
  - [dbsd2pay.dbs.com](http://dbsd2pay.dbs.com) (for DBS/POSB Account holders)
  - [piবেনets.uob.com.sg](http://piবেনets.uob.com.sg) (for UOB Account holders)
  - [www.citibank.com.sg](http://www.citibank.com.sg) (for Citibank Account holders)
  - [www.ocbc.com](http://www.ocbc.com) (For OCBC account holders)
  - [www.plus.com.sg](http://www.plus.com.sg) (For Plus! account holders)
  - [ibank.standardchartered.com.sg](http://ibank.standardchartered.com.sg) (For Standard Chartered account holders)
- You are advised to enable cookies in your browser settings for [www.ica.gov.sg](http://www.ica.gov.sg)

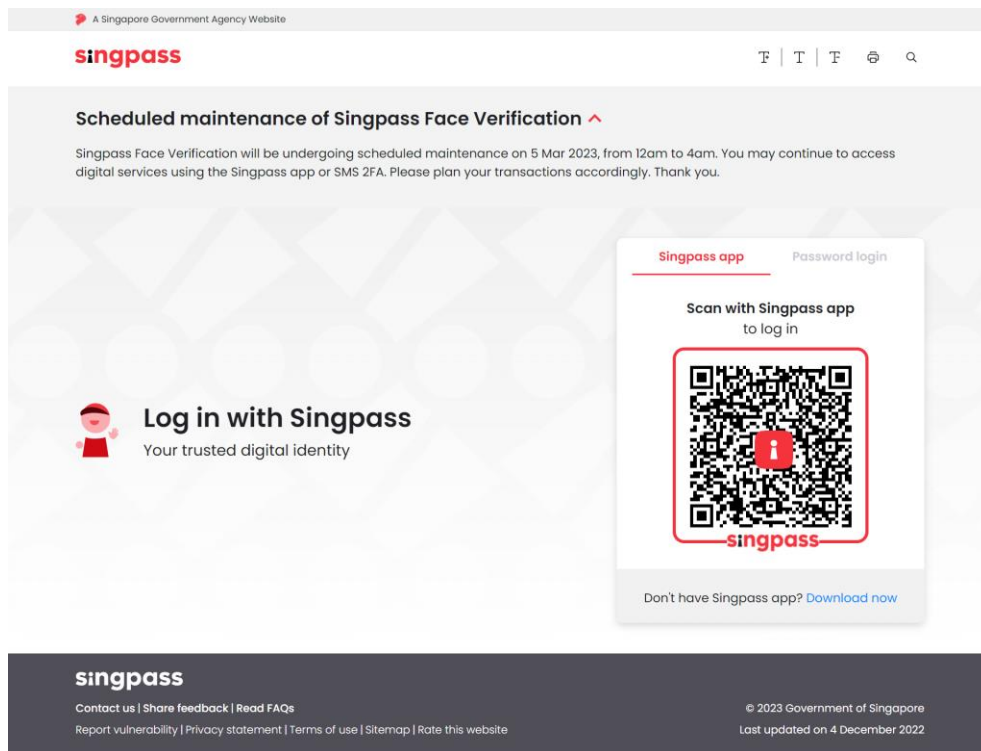
For more information on Technical Help, please see [Technical Help](#) (PDF, 705KB).

At the bottom of the page, there is a footer with the ICA logo and the tagline "Immigration & Checkpoints Authority". It also contains social media icons for Facebook, Twitter, YouTube, Instagram, and LinkedIn. The footer text includes "Contact Us", "Feedback", "FAQs", "Reach.gov.sg", "© 2023, Government of Singapore. Last updated on 22 February 2023.", and "This website is optimised for Edge, Firefox, Chrome, Safari."



- Click on **[Form 14A]** hyperlink to download the PDF copy of Form 14A.
- Click on **[Form V39A]** hyperlink to download the PDF copy of Form V39A.
- To apply for Visa as an Individual Local Contact, click on **[Apply for Entry Visa as a Local Contact (Individual Users)]** to log in using Singpass.
- To apply for Visa on behalf of a Company as a Local Contact, click on **[Apply for Entry Visa as a Local Contact (Business Users)]** to log in using Singpass.
- To apply for Visa as an Authorised Visa Agent, click on **[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 **[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 **[Enquire Application Status]**.

## 2.1.1. Singpass Authentication Service



The screenshot shows the Singpass website interface. At the top, it says "A Singapore Government Agency Website" and "singpass". There are navigation icons for home, search, and other services. A prominent banner reads "Scheduled maintenance of Singpass Face Verification" with a caret icon. Below this, a message states: "Singpass Face Verification will be undergoing scheduled maintenance on 5 Mar 2023, from 12am to 4am. You may continue to access digital services using the Singpass app or SMS 2FA. Please plan your transactions accordingly. Thank you." The main content area features a "Log in with Singpass" section with a cartoon character icon and the text "Your trusted digital identity". To the right, there is a "Singpass app" login option with a QR code and the text "Scan with Singpass app to log in". Below the QR code is a link: "Don't have Singpass app? Download now". The footer contains the Singpass logo, contact information, and copyright notice: "© 2023 Government of Singapore. Last updated on 4 December 2022".

To login into SAVE Public – Individual module

- Enter Singpass ID
- Enter Password
- Click on **[Log in]**

or

- Scan QR code with Singpass app

## 2.1.2. List of Draft Applications

This function allows Local Contact to save a draft copy of Visa application. If there are no draft applications, the user will be redirected to the application type selection page.

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 individual/family Visa applications

Application for Visa

Important Notes

- The visa application which was saved as draft will be deleted automatically after 14 days from the last date it was saved.
- A maximum of up to 7 individual/family applications can be saved as draft only. To delete or edit a draft application, please click on the name of the applicant in the list below.
- Information retrieved from Myinfo will not be saved in your draft application.

List of Draft Applications

Identity Card Number of Local Contact: [REDACTED] Name of Local Contact: [REDACTED]

| S/No | Name of Applicant | Sex | Date of Birth | Travel Document Number | Nationality/Citizenship | Type of Visa |
|------|-------------------|-----|---------------|------------------------|-------------------------|--------------|
| 1    | JIA LIANG         | M   | 01/01/2000    | TD1111                 | CHINESE                 | Individual   |
| 2    | LEE AGNES         | F   | 01/01/1991    | TD12345C               | AFGHAN                  | Individual   |
|      | TAN LI TING       | M   | 01/01/1990    | TD321                  | GEORGIAN                | Individual   |

Go to MyICA Home Create New Application

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.

ICA  
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

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Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

To edit or delete an existing draft application,


- Click on the hyperlink of the Name of Applicant
- Refer to section 2.1.4 on how to edit or delete an application

To create a new application,

- Click on [\[Create New Application\]](#)
- 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.

A Singapore Government Agency Website


ICA Website
Logout

## Application for Visa

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

**Important Notes** ▾

Please submit the visa application 30 days prior to your arrival in Singapore, so as to avoid any delay in obtaining a visa for your trip.


Failure to provide any of the required information or meet the requirements of the photo image for submission of visa application may result in a delay or rejection of the visa application.

- This service may take about 20 minutes to complete. You will need:
  1. Duly completed Form 14A (PDF, 445KB) signed by applicant. The visa application shall be made based on the information declared in this form. ICA may request for the form to be submitted.
  2. Visa or MasterCard credit/debit card. A non-refundable processing fee is payable.
  3. Applicant's photograph with the following requirements\*
    - \*The digital photo must be
      1. Taken within the last 3 months.
      2. In colour taken against plain white background.
      3. Show the full face without headgear (headgear worn in accordance to religious/racial customs is acceptable but facial features must be clearly visible).
      4. 400 by 514 pixels in JPEG format with file size of about 100 Kbytes;
    - \* See photoguide for more details.
- All entries must be in English and only certain **Basic Latin** characters will be accepted.
- The visa application which was saved as draft will be deleted automatically after 14 days from the last date it was saved.
- A maximum of up to 7 applications can be saved as draft only. To delete or edit a draft application, please click on the name of the applicant that you want to delete/amend.
- Information retrieved from Myinfo and the uploaded photo will not be saved in your draft application.
- For payment made via MyICA, items in the MyCart will not be saved once browser is closed.

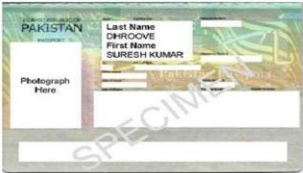
Any changes to information retrieved from Myinfo will not be updated after submission.

### Particulars of Applicant

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



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



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

|   |   |                        |
|---|---|------------------------|
| Date of Birth   | Sex   | Country/Place of Birth |
|   | <input type="radio"/> FEMALE <input type="radio"/> MALE | Please Indicate ▾      |
| DDMMYYYY<br>Substitute DDMM with "0000" if there is no day or month |   |                        |
| State/Province of Birth   | Nationality/Citizenship                                 | Religion               |
| Please Indicate ▾   | Please Indicate ▾                                       | Please Indicate ▾      |
| Race  | Marital Status  |                        |
| Please Indicate ▾   | Please Indicate ▾                                       |                        |

**Travel Document**

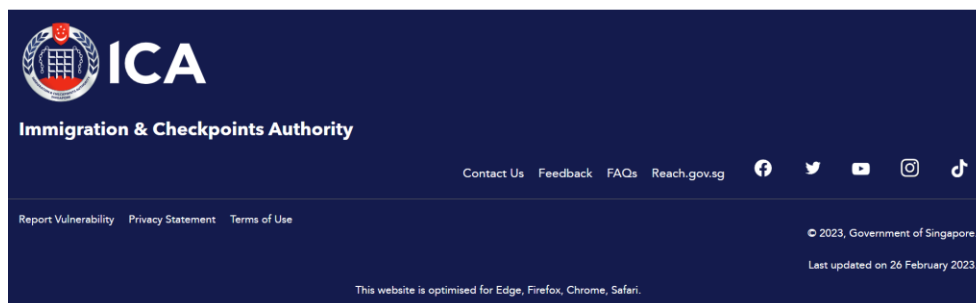
|   |  |                      |
|---|--|----------------------|
| Type  | Country/Place of Issue                       | Place of Issue       |
| <input type="text" value="INTERNATIONAL PASSPORT"/> | <input type="text" value="Please Indicate"/> | <input type="text"/> |
| Travel Document Number                              | Issue Date                                   | Expiry Date          |
| <input type="text"/>                                | <input type="text"/>                         | <input type="text"/> |

Please omit spaces

**Address in Country/Place of Origin/Residence**

|  |  |  |
|--|--|--|
| Country/Place of Origin/Residence            | Address                                      |  |
| <input type="text" value="Please Indicate"/> | <input type="text"/>                         |  |
| Province/State of Origin/Residence           | Prefecture of Origin/Residence               | County/District of Origin/Residence          |
| <input type="text" value="Please Indicate"/> | <input type="text" value="Please Indicate"/> | <input type="text" value="Please Indicate"/> |

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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.



Should the user wish to delete a draft application, after clicking on the draft, the user will see **[Delete]** at the button of the page.

|  |  |  |
|--|--|--|
| Province/State of Origin/Residence           | Prefecture of Origin/Residence               | County/District of Origin/Residence          |
| <input type="text" value="Please Indicate"/> | <input type="text" value="Please Indicate"/> | <input type="text" value="Please Indicate"/> |

- Click on **[Delete]** 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.

Cancel

OK

To save this page of current Visa application,

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

**Particulars of Applicant**

**The application has been saved.**

Name

Alias

TAN LI TING

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

Leave blank if not applicable

To proceed to next page,

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

To clear the values entered for the current Visa application,

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

To return to the previous page,

- Click on **[Back]**
- A popup message will be displayed
  - Click **[OK]** to save the changes and redirect back to previous page
  - Click **[Cancel]** to discard the changes and redirect back to previous page

Important

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

Cancel

OK

To return to MyICA dashboard,

- Click on [\[Go to MyICA Home\]](#)
- A popup message will be displayed
  - Click [\[Stay on this Page\]](#) to stay at current page
  - Click [\[Leave this Page\]](#) to redirect to MyICA dashboard

You are about to navigate away from this page

---

The information you have provided will be lost if you navigate away from this page.  
Are you sure you want to leave this page?

---


Stay on this Page

Leave this Page

### 2.1.4. Submission of Application – Additional Information of Applicant

This function allows Local Contact to enter other details of the applicant.

A Singapore Government Agency Website



ICA Website [Logout](#)

#### Application for Visa

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

**Additional Information of Applicant**

##### Contact Information

Applicant's Email Address    Applicant's Contact Number

(Please furnish a valid email address.)

##### Occupation & Education Information

Occupation    Highest Academic / Professional Qualifications Attained    Annual Income (Singapore Dollars - in numbers only)

Please Indicate    Please Indicate    \_\_\_\_\_

##### Information of Visit

Expected Date of Arrival    Type of Visa    How long does the applicant intend to stay in Singapore?

\_\_\_\_\_    Please Indicate     Less than 30 days     More than 30 days

Purpose of visit    Choose a purpose

Social     Business    Please Indicate

Additional information to support this application

\_\_\_\_\_

Local Contact's Email Address    Applicant's Country/Place of embarkation before arriving Singapore

(Please furnish a valid email address.)    Please Indicate



**Address in Singapore**

Where will applicant be staying in Singapore?  Postal Code  Block/House Number

Street Name  Floor Number  Unit Number

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? (if yes, please furnish details)

Yes  No

**Antecedent of Applicant**

Has the applicant ever been refused entry into or deported from any country/place, including Singapore?  Yes  No

Has the applicant ever been convicted in a court of law in any country/place, including Singapore?  Yes  No

Has the applicant ever been prohibited from entering Singapore?  Yes  No

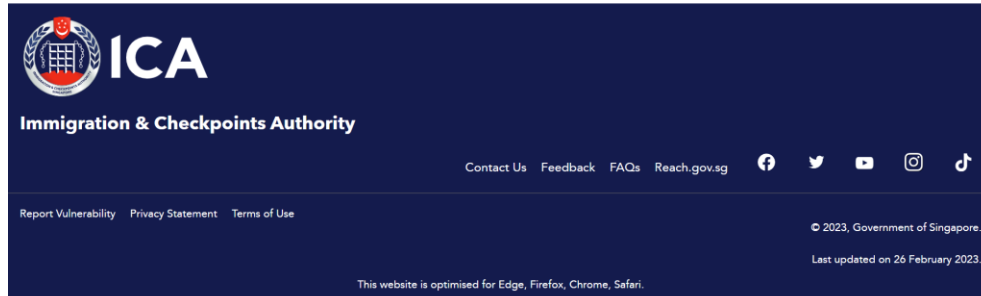
Has the applicant ever entered Singapore using a different passport or name?  Yes  No

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

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

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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.



To save this page of current Visa application,

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

To proceed to next page,

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

To clear the values entered for the fields on current page,

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

To return to previous page,

- Click on **[Back]**
- A popup message will be displayed
  - Click **[OK]** to save the changes and redirect back to previous page
  - Click **[Cancel]** to discard the changes and redirect back to previous page

Important

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

Cancel

OK

### 2.1.5. Particulars of Local Contact

Note: Under the following situation, applicant needs to fill in the particulars of Local Contact as shown below:

- Applicant’s Visa Type Group is “SOCIAL”

A Singapore Government Agency Website

**ICA**  
Securing Our Borders,  
Safeguarding Our Home

ICA Website Logout

#### Application for Visa

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

Important Notes

Please note that the information retrieved from Myinfo will not be saved in your draft application.

Retrieve Myinfo with singpass

#### Particulars of Local Contact

Name Identity Card Number

Relationship of Applicant to Local Contact

Please Indicate

#### Address in Singapore

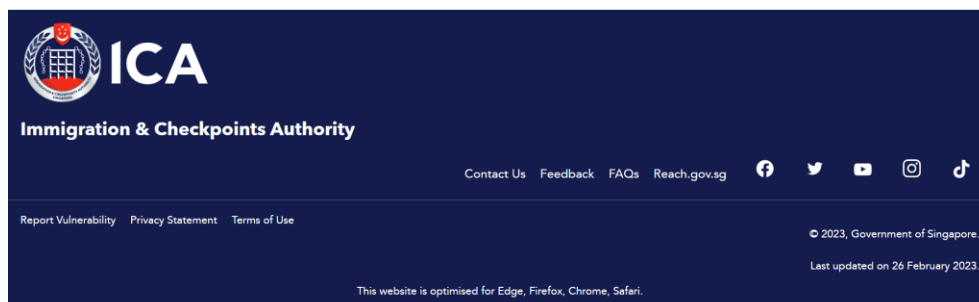
Postal Code Block/House Number Street Name

Floor Number Unit Number Contact Number

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

Back Clear Save Next


If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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 following page will be shown when

- Applicant's Visa Type Group is "BUSINESS"

A Singapore Government Agency Website



ICA Website Logout

### Application for Visa

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

Important Notes ▾

Please note that the information retrieved from Myinfo will not be saved in your draft application.

[Retrieve Myinfo with singpass](#)

#### Particulars of Local Contact

Relationship of Applicant to Local Contact

Please Indicate ▾

Person acting on behalf of the Company/Firm

| Name       | Identity Card Number | Designation/Capacity |
|------------|----------------------|----------------------|
| ██████████ | ██████████           |                      |

#### Details of Company

Name of Company/Firm

Unique Entity Number (UEN) of Company/Firm

[Click here for more information on UEN](#)

#### Company Address

|              |                    |                |
|--------------|--------------------|----------------|
| Postal Code  | Block/House Number | Street Name    |
|              |                    |                |
| Floor Number | Unit Number        | Contact Number |
|              |                    |                |

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

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

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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.

If the Local Contact has registered with Myinfo, clicking **[Retrieve Myinfo with Singpass]** retrieves the following information from Myinfo and populates the respective fields:

- Local Contact's address
- Local Contact's contact number

**Clear Myinfo**

**Retrieve Myinfo with singpass**

Clicking **[Clear Myinfo]** will clear the fields that is populated.

To save this page of current Visa application,

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

To proceed to next page,

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

To clear the values entered for the current Local Contact details,

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

To return to previous page,

- Click on **[Back]**
- A popup message will be displayed
  - Click **[OK]** to save the changes and redirect back to previous page
  - Click **[Cancel]** to discard the changes and redirect back to previous page

Important

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

Cancel

OK

## 2.1.6. Upload Applicant Photo

A Singapore Government Agency Website

ICA  
Securing Our Borders,  
Safeguarding Our Home

ICA Website Logout

**Application for Visa**

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

**Upload Photo**

Examples of Photo image that meets and does not meet our requirement  
(please refer to [Digital Photo Image Guidelines](#) for more examples)

Your file

Browse

Back

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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.

ICA  
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

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Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

To upload applicant photo,


- Click on **[Browse]**
- Click on **[Next]** once the photo preview is displayed

To return to previous page,

- Click on **[Back]**
- Local Contact's particulars page is displayed

### 2.1.7. Application Preview



A Singapore Government Agency Website



ICA Website [Logout](#)

#### Application for Visa

[Applicant's Particulars](#)  
 [Applicant's Additional Information](#)  
 [Local Contact's Particulars](#)  
 [Upload Photo](#)  
 [Confirmation](#)

#### Particulars of Applicant

|                         |                        |                          |
|-------------------------|------------------------|--------------------------|
| Name                    |                        | Date of Birth            |
| AI TING                 |                        | 01/01/2000               |
| Sex                     | Country/Place of Birth | State/Province of Birth  |
| FEMALE                  | CHINA                  | JIANGXI                  |
| Nationality/Citizenship | PRC ID Number          | Machine Readable Zone ID |
| CHINESE                 | [REDACTED]             | [REDACTED]               |
| Religion                | Race                   | Marital Status           |
| BUDDHISM                | CHINESE                | SINGLE                   |

#### Travel Document

|                        |                        |                |
|------------------------|------------------------|----------------|
| Type                   | Country/Place of Issue | Place of Issue |
| INTERNATIONAL PASSPORT | CHINA                  | JIANGXI        |
| Travel Document Number | Issue Date             | Expiry Date    |
| [REDACTED]             | 01 Feb 2023            | 01 Feb 2028    |

**Address in Country/Place of Origin/Residence**

|                                    |         |
|------------------------------------|---------|
| Country/Place of Origin/Residence  | Address |
| CHINA                              | CHINA   |
| Province/State of Origin/Residence |         |
| JIANGXI                            |         |

**Additional Information of Applicant**

**Contact Information**

|                           |                            |
|---------------------------|----------------------------|
| Applicant's Email Address | Applicant's Contact Number |
| [REDACTED]                | [REDACTED]                 |

**Occupation & Education Information**

|             |   |   |
|-------------|---|---|
| Occupation  | Highest Academic / Professional Qualifications Attained | Annual Income (Singapore Dollars - in numbers only) |
| BUSINESSMAN | DIPLOMA   | 1234  |

**Information of Visit**

|                          |                |  |
|--------------------------|----------------|--|
| Expected Date of Arrival | Type of Visa   | How long does the applicant intend to stay in Singapore? |
| 28 Feb 2023              | DOUBLE JOURNEY | LESS THAN 30 DAYS  |

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 | Choose a purpose                           |
| BUSINESS         | ATTENDING BUSINESS EXHIBITION / CONFERENCE |

|                               |  |
|-------------------------------|--|
| Local Contact's Email Address | Applicant's Country/Place of embarkation before arriving Singapore |
| [REDACTED]                    | CHINA  |

**Address in Singapore**

|   |             |                    |
|---|-------------|--------------------|
| Where will applicant be staying in Singapore? | Postal Code | Block/House Number |
| HOTEL   |             |                    |

|             |              |             |
|-------------|--------------|-------------|
| Street Name | Floor Number | Unit Number |
|             |              |             |

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

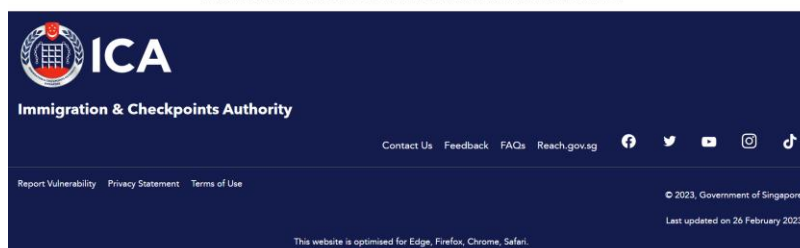
**Antecedent of Applicant**

|   |    |
|---|----|
| 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 |



| Particulars of Local Contact  |  |                      |
|---|--|----------------------|
| Applicant's Country/Place of embarkation before arriving Singapore  | Relationship of Applicant to Local Contact |                      |
| CHINA   | BUSINESS ASSOCIATE                         |                      |
| Person acting on behalf of the Company/Firm   |  |                      |
| Name  | Identity Card Number                       | Designation/Capacity |
| ██████████  | ██████                                     | MANAGER              |
| Details of Company  |  |                      |
| Name of Company/Firm  | Unique Entity Number (UEN) of Company/Firm |                      |
| ABC PTE LTD   | ██████████                                 |                      |
| Company Address   |  |                      |
| Postal Code   | Block/House Number                         | Street Name          |
| 123456  | 123  | ASD                  |
| Floor Number  | Unit Number                                | Contact Number       |
| 12  | 34   | 91234567             |
| Declaration   |  |                      |
| 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 understand that that if there is any discrepancy in the information declared, a resubmission with a new processing fee of \$30/- 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. |  |                      |
| <input type="checkbox"/> I have read and agreed to the declaration  |  |                      |
| <a href="#">Back</a> <a href="#">Amend</a> <a href="#">List of Drafts</a> <a href="#">Save this Page</a> <a href="#">Submit</a>   |  |                      |

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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.



To submit the Individual Visa application,

- Select the checkbox to declare that user have read and agreed to the declaration
- Click on [\[Submit\]](#) to confirm the application
- Payment selection page will be displayed

To amend the Individual Visa application,

- Click on [\[Amend\]](#)
- Form 14A Particulars of Applicant page will be displayed

To return to main page,

- Click on [\[List of Drafts\]](#)
- List of Draft page will be displayed

To return to previous page,

- Click on [\[Back\]](#)
- Upload Applicant Photo page will be displayed

To print/download a copy of Form 14A,

- Click on [\[Save this Page\]](#)
- Upload Applicant Photo page will be displayed

## 2.1.8. MyCart Payment Summary

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MyICA Home Search ICA Website SEARCH MyICA

### MyCart Payment Summary

| <input checked="" type="checkbox"/> | Application Details                                  | Unit Price(S\$) | Quantity | Amount(S\$) |
|-------------------------------------|--|-----------------|----------|-------------|
| <input checked="" type="checkbox"/> | Visa Application for<br>AI TING, 01/01/2000, CHINESE | 30.00           | 1        | 30.00       |
| Total Payable Amount(S\$) :         |  |                 |          | 30.00       |

[Make Another Application](#)
[Delete Selected Cart Item\(s\)](#)
[Proceed To Payment](#)

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MyICA Home Search ICA Website SEARCH MyICA

### MyCart Payment Summary

| <input checked="" type="checkbox"/> | Application Details                                       | Unit Price(S\$) | Quantity | Amount(S\$) |
|-------------------------------------|---|-----------------|----------|-------------|
| <input checked="" type="checkbox"/> | Visa Application for<br>TAN LI TING, 01/01/1990, GEORGIAN | 30.00           | 1        | 30.00       |
| <input checked="" type="checkbox"/> | Visa Application for<br>JIA LIANG, 01/01/2000, CHINESE    | 30.00           | 1        | 30.00       |
| Total Payable Amount(S\$) :         |   |                 |          | 60.00       |

[Make Another Application](#)
[Delete Selected Cart Item\(s\)](#)
[Proceed To Payment](#)

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- To submit another application, click on [\[Make Another Application\]](#)
- To delete item from cart, click on [\[Delete Selected Cart Item\(s\)\]](#)
- To proceed to payment, click on [\[Proceed To Payment\]](#)

## 2.1.9. Payment for Application

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ICA Website

### Payment Selection

**Attention:**  
IF YOU ARE USING A POP-UP BLOCKER, please add "https://eservices.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 American Express cards  |
|              | For customers with Internet Banking account from DBS/POSB, OCBC / Plus, Standard Chartered or UOB |
|              | For Visa/MasterCard Credit Cards  |
|              | For Paynow via QR Code  |

[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", "dbas2pay.dbs.com" (for DBS/POSB Account holders), "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus Account Holders), "unibusiness1.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.

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- Click on respective payment icon to proceed with payment
- To cancel the transaction, click on [\[Cancel Transaction\]](#)

Website : <https://www.ica.gov.sg>  
GST Registration No. : MG-8400000-5**TAX INVOICE / RECEIPT**Receipt No : ICA-0000000057294 Date/Time : 24/02/2023 09:41  
Agency : Immigration & Checkpoints Authority  
Paid via : DEBIT  
EP Ref No : JNX20230224094110015 Bank Ref No : 20230224094115419000

| Sno         | Code/Description                                     | Unit Price(S\$) | Qty | Amount(S\$) |
|-------------|--|-----------------|-----|-------------|
| 1.          | Visa Application for<br>AI TING, 01/01/2000, CHINESE | 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.

Website : <https://www.ica.gov.sg>  
GST Registration No. : MG-8400000-5**TAX INVOICE / RECEIPT**Receipt No : ICA-0000000057297 Date/Time : 24/02/2023 10:00  
Agency : Immigration & Checkpoints Authority  
Paid via : DEBIT  
EP Ref No : JNX20230224100009017 Bank Ref No : 20230224100014583000

| Sno         | Code/Description  | Unit Price(S\$) | Qty | Amount(S\$) |
|-------------|---|-----------------|-----|-------------|
| 1.          | Visa Application for<br>TAN LI TING, 01/01/1990, GEORGIAN | 30.00           | 1   | 30.00       |
| 2.          | Visa Application for<br>JIA LIANG, 01/01/2000, CHINESE    | 30.00           | 1   | 30.00       |
| Total (S\$) |   |                 |     | 60.00       |

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

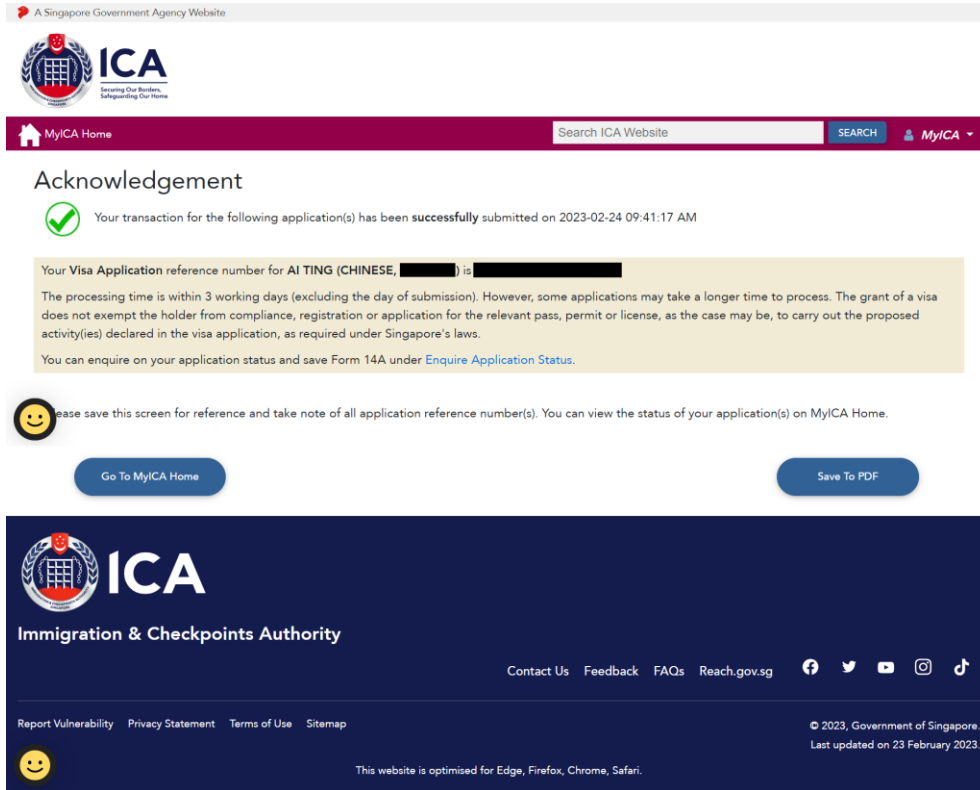
Please print a copy of the receipt for your reference.

To download/print the Tax Invoice/Receipt,

- Enter CTRL + P or right click **"Print"**
- Click on [\[Print\]](#) to download/print a copy of the Tax Invoice/Receipt

### 2.1.10. Print Acknowledgement for Visa Application

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



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### Acknowledgement

Your transaction for the following application(s) has been **successfully** submitted on 2023-02-24 10:00:21 AM

Your **Visa Application** reference number for **JIA LIANG (CHINESE, [REDACTED])** is [REDACTED]

The processing time is within 3 working days (excluding the day of submission). However, some applications may take a longer time to process. The grant of a visa does not exempt the holder from compliance, registration or application for the relevant pass, permit or license, as the case may be, to carry out the proposed activity(ies) declared in the visa application, as required under Singapore's laws.

You can enquire on your application status and save Form 14A under [Enquire Application Status](#).

Your **Visa Application** reference number for **TAN LI TING (GEORGIAN, [REDACTED])** is [REDACTED]

The processing time is within 3 working days (excluding the day of submission). However, some applications may take a longer time to process. The grant of a visa does not exempt the holder from compliance, registration or application for the relevant pass, permit or license, as the case may be, to carry out the proposed activity(ies) declared in the visa application, as required under Singapore's laws.

You can enquire on your application status and save Form 14A under [Enquire Application Status](#).

Please save this screen for reference and take note of all application reference number(s). You can view the status of your application(s) on MyICA Home.

[Go To MyICA Home](#) [Save To PDF](#)

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- To save the acknowledgement page, click on [\[Save To PDF\]](#). You will need the Visa reference number for future references or for application enquiry
- To return to MyICA home page, click on [\[Go To MyICA Home\]](#)
- To enquire the status of the application, click on [\[Enquire Application Status\]](#) 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 SAVE website <https://eservices.ica.gov.sg/esvclandingpage/save>
- Click on **[Enquire Application Status]** to check the status of the Visa application

The Visa application enquiry page will be displayed.

The screenshot displays the 'Enquire for Application of Visa' page on the ICA website. The page features a progress bar at the top with two steps: 'Application Details' (active) and 'Enquiry Results'. Below the progress bar, there are two input fields: 'Individual/Family Visa Reference Number' and 'Applicant's Travel Document Number'. A reCAPTCHA 'I'm not a robot' checkbox is located below the input fields. At the bottom of the form, there are three buttons: 'Back', 'Clear', and 'Next'. The footer of the page includes the ICA logo, 'Immigration & Checkpoints Authority', and various links such as 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg'. The footer also contains copyright information: '© 2023, Government of Singapore. Last updated on 26 February 2023.' and a note: 'This website is optimised for Edge, Firefox, Chrome, Safari.'

To enquire on **Approved, Pending, Withdrawn, Request for Documents, Documents Submitted or Rejected** Visa application/appeal,

- Enter Visa application reference number
- Enter Visa applicant's travel document number
- Click on **[Next]**
- Upon successful enquiry, the result page will be displayed. Note that the result page will differ, depending on the application/appeal status and enquiry inputs.

To clear the values, click on **[Clear]**

To return to previous page, click on **[Back]**



## 2.2.1. Status of Visa Application

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

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### Enquire for Application of Visa

Application Details      Enquiry Results

Visa Application is Approved.

#### Summary of Application Details

|   |                         |
|---|-------------------------|
| Individual/Family Visa Reference Number | Name of Applicant       |
| ██████████                              | ██████████              |
| Travel Document Type and Number         | Sex                     |
| INTERNATIONAL PASSPORT / ██████████     | MALE                    |
| Date of Birth                           | Nationality/Citizenship |
| 1/2000                                  | CHINESE                 |
| Name of Local Contact                   | Submitted on            |
| ██████████                              | 11 Sep 2019 11:37:36    |

We are pleased to inform you that a MULTIPLE JOURNEY visa valid for 2 YEARS from the date of approval for a short stay per entry is approved.

[Back](#)      [Print e-Visa](#)      [Print Notification Slip](#)

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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 previous page, click on [\[Back\]](#)
- To download/print the e-Visa, click on [\[Print e-Visa\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)

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 with the tagline 'Securing Our Borders, Safeguarding Our Home' and a red, white, and blue decorative corner. The title is 'e-Visa for Republic of Singapore'. Below this, a notice states: 'You are required to present this e-Visa to the airline and relevant Authorities at the airport, if requested.' A list of fields follows: e-Visa Number, Name, Date of Birth (01/01/2000), Sex (MALE), Nationality/Citizenship (CHINESE), Travel Document Number, Visa issue date (11-SEP-2019), Visa valid till (10-SEP-2029), Type of Visa (MULTIPLE JOURNEY), Remarks (NOT VALID FOR EMPLOYMENT), and Visa Issuing Authority (SGP HON. CONSULATE IN FRANKFURT, GERMANY). A large 'SPECIMEN' watermark is overlaid diagonally. Below the list, a note says: '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/esvclandingpage/save>.' A barcode is located to the left of this note. At the bottom, an 'IMPORTANT NOTE' section contains four bullet points regarding the issuance, entry requirements, notification of entry, and the submission of arrival information.

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**e-Visa for Republic of Singapore**

You are required to present this e-Visa to the airline and relevant Authorities at the airport, if requested.

e-Visa Number: [REDACTED]  
Name: [REDACTED]  
Date of Birth: 01/01/2000  
Sex: MALE  
Nationality/Citizenship: CHINESE  
Travel Document Number: [REDACTED]  
Visa issue date: 11-SEP-2019  
Visa valid till: 10-SEP-2029  
Type of Visa: MULTIPLE JOURNEY  
Remarks: NOT VALID FOR EMPLOYMENT  
Visa Issuing Authority: SGP HON. CONSULATE IN FRANKFURT, GERMANY

**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/esvclandingpage/save>.

**IMPORTANT NOTE**

- This e-Visa is issued to you based on the information provided in the application [REDACTED] 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/enteringanddeparting/entry\\_requirements](https://www.ica.gov.sg/enteringanddeparting/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. From 11 March 2022, all foreign visitors arriving in Singapore will be notified digitally of their Visit Pass (e-Pass) through email. There will not be any endorsement on their passports. The e-Pass notification will indicate the period of stay granted and last day of stay allowed. Please ensure that they provide a valid email address when submitting the SG Arrival Card.
- Travellers **must** submit their arrival information, including their health declaration, using the SG Arrival Card e-Service (<https://eservices.ica.gov.sg/sparrivalcard>), up to three (3) days before their entry into Singapore.

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

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### Enquire for Application of Visa

Application Details      Enquiry Results

Visa Application is Pending.

#### Summary of Application Details

|   |                         |
|---|-------------------------|
| Individual/Family Visa Reference Number | Name of Applicant       |
| ██████████                              | ██████████              |
| Travel Document Type and Number         | Sex                     |
| INTERNATIONAL PASSPORT / ██████████     | FEMALE                  |
| Date of Birth                           | Nationality/Citizenship |
| 1/2000                                  | CHINESE                 |
| Name of Local Contact                   | Submitted on            |
| ██████████                              | 24 Feb 2023 09:41:16    |

Back      Print Form 14A      Print Notification Slip

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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 previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for enquiring about a visa application. At the top, there is a navigation bar with 'Application Details' and 'Enquiry Results' tabs. A status message indicates 'Visa Application is Withdrawn.' Below this, a 'Summary of Application Details' section provides the following information:

|   |                         |
|---|-------------------------|
| Individual/Family Visa Reference Number | Name of Applicant       |
| [Redacted]                              | [Redacted]              |
| Travel Document Type and Number         | Sex                     |
| INTERNATIONAL PASSPORT / [Redacted]     | FEMALE                  |
| Date of Birth                           | Nationality/Citizenship |
| [Redacted] / 0/1945                     | UZBEK                   |
| Name of Local Contact                   | Submitted on            |
| [Redacted]                              | 11 Sep 2019 11:43:23    |

At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the summary, there is a footer section with the ICA logo, 'Immigration & Checkpoints Authority', and various links including 'Contact Us', 'Feedback', 'FAQs', 'Reach.gov.sg', and social media icons. The footer also includes 'Report Vulnerability', 'Privacy Statement', 'Terms of Use', and copyright information: '© 2023, Government of Singapore. Last updated on 26 February 2023.' A note at the bottom states 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for enquiring about a visa application. At the top, there is a navigation bar with 'ICA Website' and a home icon. Below this, the main heading is 'Enquire for Application of Visa'. The page is divided into two sections: 'Application Details' and 'Enquiry Results'. A status message indicates 'Visa Application is Pending.' Below this, a 'Summary of Application Details' table provides the following information:

|   |                         |
|---|-------------------------|
| Individual/Family Visa Reference Number | Name of Applicant       |
| [REDACTED]                              | [REDACTED]              |
| Document Type and Number                | Sex                     |
| INTERNATIONAL PASSPORT / [REDACTED]     | FEMALE                  |
| Date of Birth                           | Nationality/Citizenship |
| 09/09/2000                              | ARMENIAN                |
| Name of Local Contact                   | Submitted on            |
| [REDACTED]                              | 01 Nov 2019 18:19:11    |

Below the table, a message states: 'We have yet to receive the requested documents. Please refer to our email for details.' At the bottom of the page, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. The footer of the page includes the ICA logo, 'Immigration & Checkpoints Authority', contact information, social media icons, and copyright information: '© 2023, Government of Singapore. Last updated on 26 February 2023.' It also mentions 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

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

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### Enquire for Application of Visa

Enquiry Details      Enquiry Results

Visa Application is Pending.

#### Summary of Application Details

|   |                         |
|---|-------------------------|
| Individual/Family Visa Reference Number | Name of Applicant       |
| ██████████                              | ██████████              |
| Travel Document Type and Number         | Sex                     |
| OFFICIAL PASSPORT / ██████████          | FEMALE                  |
| Date of Birth                           | Nationality/Citizenship |
| 7/1997                                  | SAUDI ARABIAN           |
| Name of Local Contact                   | Submitted on            |
| ██████████                              | 11 Sep 2019 12:08:52    |

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

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

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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 Edge, Firefox, Chrome, Safari.

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

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

A Singapore Government Agency Website

ICA  
Securing Our Borders,  
Safeguarding Our Home

ICA Website

### Enquire for Application of Visa

Application Details      Enquiry Results

Visa Application is Rejected.

#### Summary of Application Details

|   |                         |
|---|-------------------------|
| Individual/Family Visa Reference Number | Name of Applicant       |
| ██████████                              | ██████████              |
| Travel Document Type and Number         | Sex                     |
| INTERNATIONAL PASSPORT / ██████████     | FEMALE                  |
| Date of Birth                           | Nationality/Citizenship |
| 1/1/1992                                | INDIAN                  |
| Name of Local Contact                   | Submitted on            |
| ██████████                              | 11 Sep 2019 12:26:06    |

Back      Print Form 14A      Print Notification Slip

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto: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 previous page, click on [\[Back\]](#)
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- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to 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:

The screenshot displays the ICA website interface for checking visa application status. At the top, it identifies itself as a Singapore Government Agency Website. The main heading is 'Enquire for Application of Visa', with two tabs: 'Application Details' (selected) and 'Enquiry Results'. A notification box states 'Visa Application is Approved.' Below this is a 'Summary of Application Details' section with a smiley face icon. The details are as follows:

|   |                         |
|---|-------------------------|
| 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 |
| [REDACTED] / 9/1991                     | CHINESE                 |
| Name of Local Contact                   | Submitted on            |
| [REDACTED]                              | 20 Aug 2019 19:00:06    |

A message at the bottom of the summary states: 'We are pleased to inform you that a MULTIPLE JOURNEY visa valid for 2 YEARS from the date of approval for a short stay per entry is approved.' Three buttons are visible: 'Back', 'Print e-Visa', and 'Print Notification Slip'. A footer note says: '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 website includes the ICA logo, 'Immigration & Checkpoints Authority', and links for 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg'. It also contains social media icons for Facebook, Twitter, YouTube, Instagram, and TikTok. Additional links include 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. Copyright information: '© 2023, Government of Singapore. Last updated on 26 February 2023.' A note at the bottom states: 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on **[Back]**
- To download/print the e-Visa, click on **[Print e-Visa]**
- To print notification slip, click on **[Print Notification Slip]**



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

The screenshot displays the ICA website interface for enquiring about a visa application. At the top, it identifies itself as a Singapore Government Agency Website and features the ICA logo with the tagline 'Securing Our Borders, Safeguarding Our Home'. The main heading is 'Enquire for Application of Visa', with sub-sections for 'Application Details' and 'Enquiry Results'. A central message box states 'Visa Appeal is Pending.' Below this, a 'Summary of Application Details' section provides the following information:

|   |                         |
|---|-------------------------|
| 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 |
| [REDACTED] / 4/1970                     | SYRIAN                  |
| Name of Local Contact                   | Submitted on            |
| [REDACTED]                              | 16 Nov 2022             |

A status message reads: '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.' At the bottom of the enquiry section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. A footer section includes the ICA logo, contact information, and social media links. It also contains a copyright notice for 2023, a privacy statement, and a note that the website is optimized for Edge, Firefox, Chrome, and Safari.

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

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

The screenshot shows the ICA website interface. At the top, there is a navigation bar with the ICA logo and the text 'Immigration & Checkpoints Authority'. Below this, the main heading is 'Enquire for Application of Visa'. There are two tabs: 'Application Details' and 'Enquiry Results'. The 'Enquiry Results' tab is active, displaying a message: 'Visa Appeal is Withdrawn.' Below this, there is a 'Summary of Application Details' section with a yellow smiley face icon. The details are as follows:

|   |                         |
|---|-------------------------|
| 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 |
| 8/1998                                  | SAUDI ARABIAN           |
| Name of Local Contact                   | Submitted on            |
| [REDACTED]                              | 20 Sep 2019             |

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 text block: '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 ICA logo, the text 'Immigration & Checkpoints Authority', and various links: 'Contact Us', 'Feedback', 'FAQs', 'Reach.gov.sg', and social media icons for Facebook, Twitter, YouTube, Instagram, and TikTok. It also contains 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use' links. The footer text includes '© 2023, Government of Singapore. Last updated on 26 February 2023.' and 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for enquiring about a visa application. The page is titled 'Enquire for Application of Visa' and features two main sections: 'Application Details' and 'Enquiry Results'. A prominent message states 'Visa Appeal is Pending.' Below this, a 'Summary of Application Details' section provides the following information:

|   |                                    |
|---|------------------------------------|
| Individual/Family Visa Reference Number                         | Name of Applicant                  |
| [REDACTED]  | [REDACTED]                         |
| Document Type and Number<br>INTERNATIONAL PASSPORT / [REDACTED] | Sex<br>FEMALE                      |
| Date of Birth<br>12/09/1961                                     | Nationality/Citizenship<br>CHINESE |
| Name of Local Contact<br>[REDACTED]                             | Submitted on<br>15 Apr 2016        |

At the bottom of the summary, a message reads: 'We have yet to receive the requested documents. Please refer to our email for details.' Three buttons are visible: 'Back', 'Print Form 14A', and 'Print Notification Slip'. The footer of the page includes the ICA logo, 'Immigration & Checkpoints Authority', contact information, and social media links.

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for an enquiry. At the top, there is a navigation bar with the ICA logo and the text 'Immigration & Checkpoints Authority'. Below this, the main heading is 'Enquire for Application of Visa'. There are two tabs: 'Enquiry Details' and 'Enquiry Results'. The 'Enquiry Results' tab is active, showing a status message: 'Visa Appeal is Pending.' Below this, there is a 'Summary of Application Details' section with a yellow smiley face icon. This section contains a table of application information:

|   |                         |
|---|-------------------------|
| Individual/Family Visa Reference Number | Name of Applicant       |
| [REDACTED]                              | [REDACTED]              |
| Travel Document Type and Number         | Sex                     |
| CERTIFICATE OF IDENTITY / [REDACTED]    | FEMALE                  |
| Date of Birth                           | Nationality/Citizenship |
| 9/1990                                  | STATELESS               |
| Name of Local Contact                   | Submitted on            |
| [REDACTED]                              | 20 Sep 2019             |

Below the table, there is a message: 'We have received the documents and the visa appeal is receiving attention.' At the bottom of the main content area, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the buttons, there is a small text block: '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 ICA logo, the text 'Immigration & Checkpoints Authority', and a row of social media icons (Facebook, Twitter, YouTube, Instagram, TikTok). Below the icons, there are links for 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg'. At the bottom left, there are links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. At the bottom right, there is copyright information: '© 2023, Government of Singapore. Last updated on 26 February 2023.' and a note: 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

The screenshot displays the ICA website interface for an enquiry. At the top, it says 'A Singapore Government Agency Website' and features the ICA logo with the tagline 'Securing Our Borders, Safeguarding Our Home'. The main heading is 'Enquire for Application of Visa', with sub-headings for 'Application Details' and 'Enquiry Results'. A message box states 'Visa Appeal is Not Successful.' Below this is a 'Summary of Application Details' section with a yellow smiley face icon. The details are as follows:

|   |                         |
|---|-------------------------|
| 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 |
| [REDACTED] / 9/1991                     | INDIAN                  |
| Name of Local Contact                   | Submitted on            |
| [REDACTED]                              | 20 Sep 2019             |


At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the summary, there is a small text block: '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 website includes the ICA logo and name 'Immigration & Checkpoints Authority', social media icons for Facebook, Twitter, YouTube, Instagram, and TikTok, and links for 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg'. It also contains links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. Copyright information states '© 2023, Government of Singapore.' and 'Last updated on 26 February 2023.' A note at the bottom says 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

### 2.2.3. Form 14A Printing

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: AI TING  
Full name as it appears in passport/travel document

Alias:

Date of Birth: 01/01/2000 (DD/MM/YYYY) Sex: FEMALE

Marital Status: SINGLE

Nationality/Citizenship of Spouse:

Spouse's Identity Card Number:

Country/Place of Birth: CHINA  
State/Province of Birth: JIANGXI  
Race: CHINESE  
Nationality/Citizenship: CHINESE

Type: INTERNATIONAL PASSPORT

Travel Document Number: [REDACTED]

Travel Document Issue Date: 01/02/2023 (DD/MM/YYYY) Expiry Date: 01/02/2028 (DD/MM/YYYY)

Country/Place of Issue: CHINA  
Place of Issue: JIANGXI

Address in Country/Place of Origin  
Country/Place of Origin/Residence: CHINA  
Province/State of Origin/Residence: JIANGXI  
Prefecture of Origin/Residence:  
County/District of Origin/Residence:  
Address: CHINA

*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: 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: [REDACTED]

Applicant's Contact Number: 98765432

Occupation: BUSINESSMAN

Highest Academic / Professional Qualifications Attained: DIPLOMA

Annual Income (Singapore Dollars - in numbers only): 1234

Religion/Denomination: BUDDHISM

Expected Date of Arrival: 28/02/2023

How long does the applicant intend to stay in Singapore? Less than 30 days

Purpose of Visit: ATTENDING BUSINESS EXHIBITION / CONFERENCE

Address in Singapore  
Where will 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

- 2 -

Visa application reference number: [REDACTED]

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

- 3 -

Controller of Immigration  
Singapore

Name of Local Contact: [REDACTED]  
Address:  
Telephone No.: 91234567  
Date: 24/02/2023

Dear Sir

LETTER OF INTRODUCTION FOR VISA APPLICATION

The applicant for the visa, AITING (name of applicant) of CHINA (country/place) holder of passport/travel document no. [REDACTED] is coming to Singapore from CHINA (country/place of embarkation) for the purpose of ATTENDING BUSINESS EXHIBITION / CONFERENCE (e.g., holiday, transit, business, meeting, exhibition, visiting friend & relatives, employment, education; for others, please specify). The applicant is my BUSINESS ASSOCIATE (e.g., father, mother, brother, sister, son, daughter, spouse, business partner; for others, please specify).

Yours faithfully

Only for application where Local Contact is an individual:

Signature of Local Contact \_\_\_\_\_ NRIC (Pink/Blue) No. \_\_\_\_\_

Name of Local Contact \_\_\_\_\_

Only for application where Local Contact is a company:

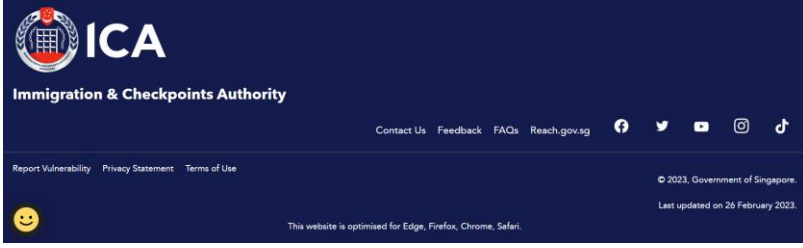
Signature of person acting on behalf of the company/firm \_\_\_\_\_

Name, NRIC No and Designation/Capacity \_\_\_\_\_ Official Stamp & Unique Entry Number (UEN) of company/firm \_\_\_\_\_

V39A \_\_\_\_\_

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

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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 previous page, click on **[Back]**
- To print Form 14A, click on **[Print Form 14A]**

### 3. Frequently Asked Questions

**i. Encountered “Internal Error” when log in to SAVE system.**

Application is unable to detect the current session as the session has been lost or expired. Close all browsers, clear cache, and try log in again.

**ii. Encountered “403 Forbidden Error” when uploading applicant’s photo in SAVE.**

The uploaded photo got blocked due to security. Upload a different photo to proceed with the Visa application.