

Notice of Trial for Extended Hours for the Self-Service iCollect Machine

ICA is currently conducting a trial to assess the feasibility of extending the self-service iCollect machine beyond our current operating hours to 10.00 pm from Mondays to Saturdays (excluding public holidays). This trial is suitable for Singapore citizens and permanent residents who are eligible and confident in using the iCollect machine without the guidance of our staff.

2 This trial is applicable for the collection of passports and identity cards via the self-service iCollect machine, located at the eLobby of ICA Building.

3 This trial will commence on 14 March 2019 and the extended operating hours are from 5.30 pm to 10.00 pm from Mondays to Fridays and 1.30 pm to 10.00 pm on Saturdays (excluding public holidays).

4 If you are eligible and interested, please note the following before making an appointment to participate in this trial:

- You must be eligible to use the iCollect machine (this is indicated in your approval notification letter/email) and have no problem with using automated clearance at our checkpoints.
- You will need to produce your existing identity card (and passport, for passport collection) for verification and invalidation before the iCollect machine issues your new document.
- If you are unable to complete the self-service transaction, you will have to return to the service counter on the next working day to collect your document.
- ICA may contact you to ask for feedback on your participation of this trial. Alternatively, you may provide feedback on this trial to ICA_APPLES_administrator@ica.gov.sg.

Click [here](#) to book an appointment.

IMMIGRATION & CHECKPOINTS AUTHORITY
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