

**USER MANUAL FOR**

**SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY**

**(SAVE)**

**FOR**

**IMMIGRATION & CHECKPOINTS AUTHORITY**

**(AUTHORISED VISA AGENT/STRATEGIC PARTNER – FAMILY  
VISA)**

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## **1. INTRODUCTION**

### **1.1 Overview**

The Authorised Visa Agent/Strategic Partner – Family module is a web-based application to allow Authorised Visa Agent/Strategic Partners to submit Entry Visa collectively as a family unit. 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 Family module for Authorised Visa Agent/Strategic Partners.

The users of Authorised Visa Agent/Strategic Partner – Family module should have basic knowledge of using a web browser, navigating from one page to another.

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

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

The functionality for the Authorised Visa Agent/Strategic Partner – Family module includes application of Family Visa, printing Form 14A, enquiry of Visa application and allows users to change password.

### 1.3 Installation/Setup

The user will require the following:

- Basic PC setup with Modem or Broadband
- Supported Browsers:  
Firefox, and Safari, Chrome

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

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

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

- [www.enets.sg](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:

- ‘\*’ next to a field to show that the field is a mandatory field.
- **[Button Name]** to show it is a button.
- **[Proceed]** or **[Next]** button indicates that the system will be displaying another application page after the current page.
- **[Save]** or **[Submit]** button indicates that the system will update or insert records in the database and display the acknowledgment page
- **[Print]** button displays the print dialog box on the browser
- **[Back]** button will return to the previous page where the user came from.
- **[Clear]** button will clear all fields and reset all drop down lists.

The following format is used by the SAVE system:

- DD/MM/YYYY as a Date Format
- HH24:MI:SS as a Time Format

### 1.5 Supported Payment Modes

This manual uses the following payment modes:

- VISA Credit/Debit Card
- MasterCard Credit/Debit Card

## 2 FUNCTIONS

### 2.1 Login

Go to the Authorised Visa Agent/Strategic Partner – Family module at <https://eservices.ica.gov.sg/esvclandingpage/save>. The SAVE main page will be displayed as follows:

The screenshot shows the ICA MyICA Home page. At the top, there is a navigation bar with the ICA logo and the text 'MyICA Home'. Below this, the main heading is 'Apply for Entry Visa'. A sub-heading states: 'This facility allows you to apply for a Singapore entry visa as a local contact or authorised visa agent or strategic partner.' Underneath, there is a section titled 'Information Required' with a list of requirements: 'Please have the following information ready 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 list is a smiley face icon and the text 'I want to...'. There are five buttons: 'Apply for Entry Visa as a Local Contact (Individual Users)', 'Apply for Entry Visa as a Local Contact (Business Users)', 'Apply for Entry Visa as an Authorised Visa Agent', 'Apply for Entry Visa as a Strategic Partner', and 'Enquire Application Status'. Below the buttons is an 'Important Notes' section with a list of instructions: '• 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. 1. www.enets.sg 2. www.enets.com.sg 3. dbsd2pay.dbs.com (for DBS/POSB Account holders) 4. pibenets.uob.com.sg (for UOB Account holders) 5. www.citibank.com.sg (for Citibank Account holders) 6. www.ocbc.com (For OCBC account holders) 7. www.plus.com.sg (For Plus! account holders) 8. ibank.standardchartered.com.sg (For Standard Chartered account holders) • You are advised to enable cookies in your browser settings for 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 text 'Immigration & Checkpoints Authority', 'Report Vulnerability Privacy Statement Terms of Use', '© 2022, Government of Singapore. Last updated on 26 January 2022.', and 'This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

#### Caution:

Click on the buttons or links once only.

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

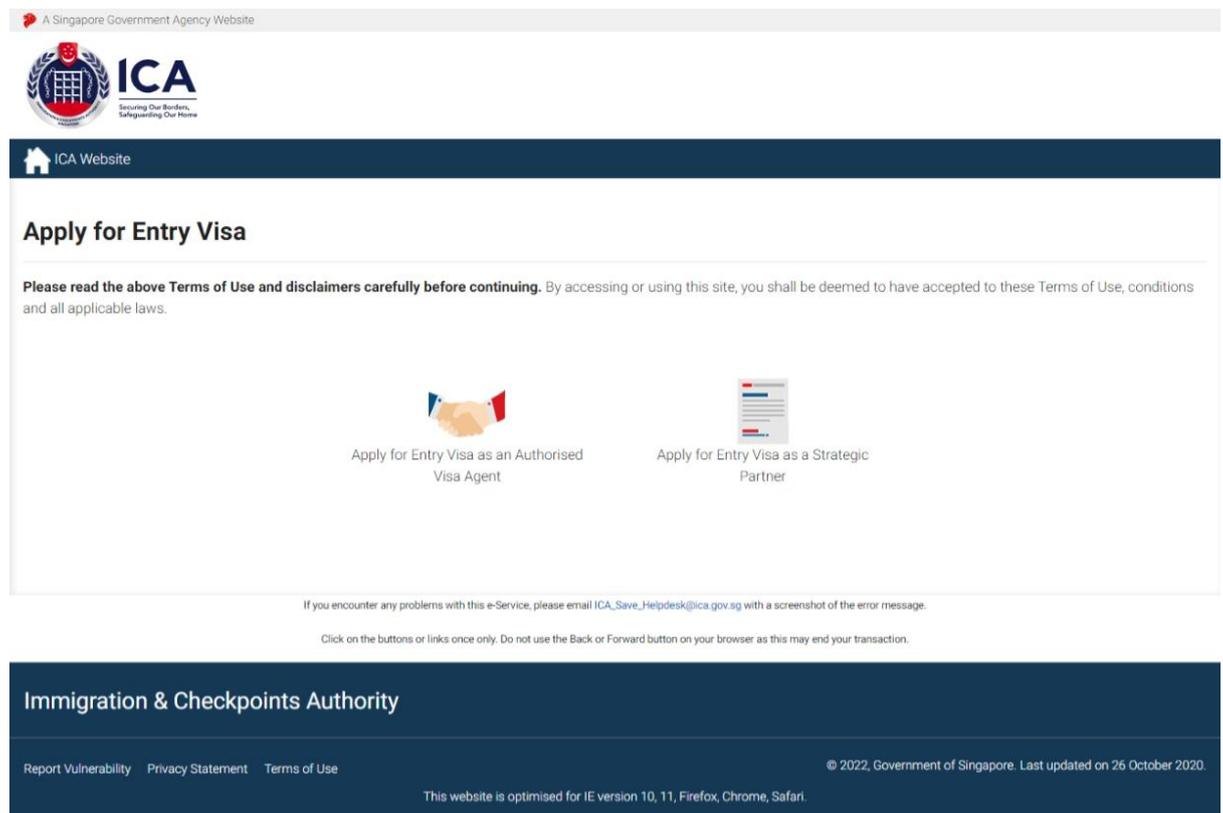
**Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.**

To proceed to login into the Authorised Visa Agent module

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

To proceed to login into the Strategic Partner module

- Click the **[Apply for Entry Visa as a Strategic Partner]** icon to be redirected to <https://eservices.ica.gov.sg/save-oval/index.xhtml>



For Strategic Partners, the page will be redirected to Singpass.

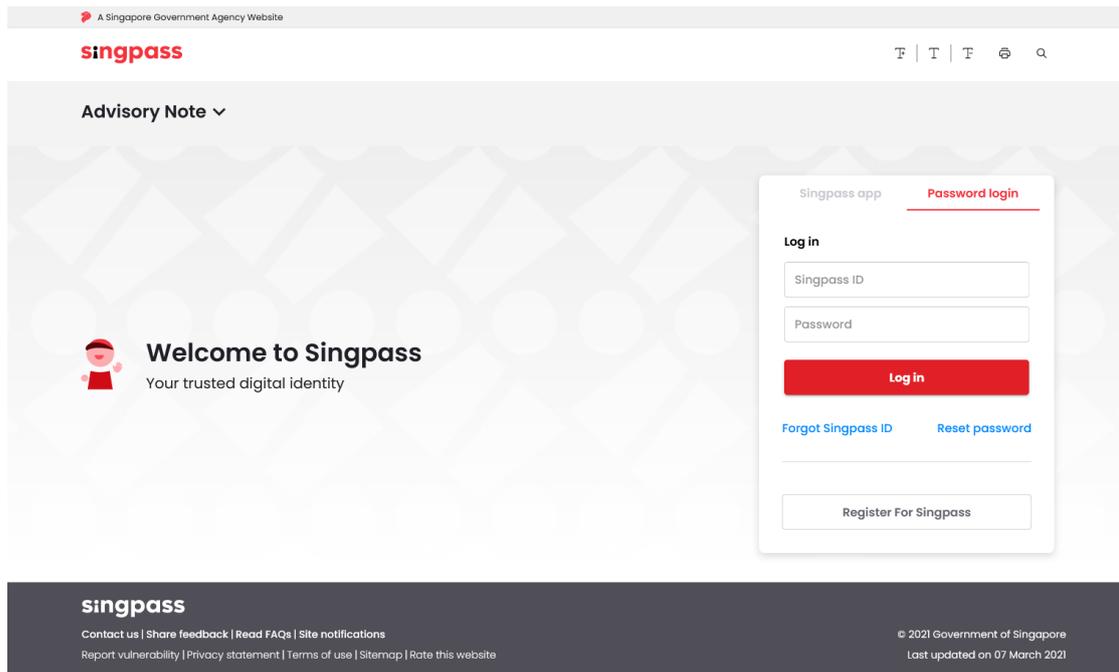
(W.E.F 11 April 2021 Corppass Authentication will be done via Singpass)

- To login, key in the Singpass ID and password.

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

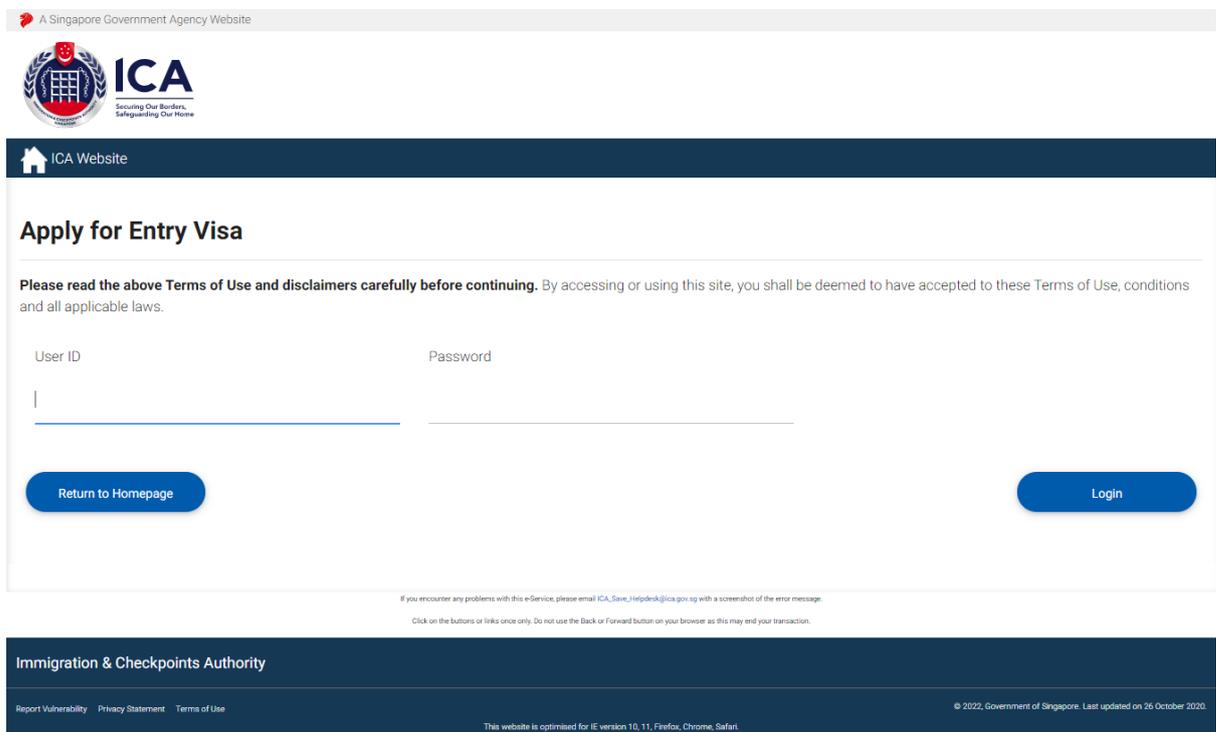
**Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.**

# SAVE – Authorised Visa Agent/Strategic Partner – Family Module User Manual



For both Strategic Partners and Authorised Visa Agents,

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



#### Caution:

Click on the buttons or links once only.

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

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

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

**Caution:**

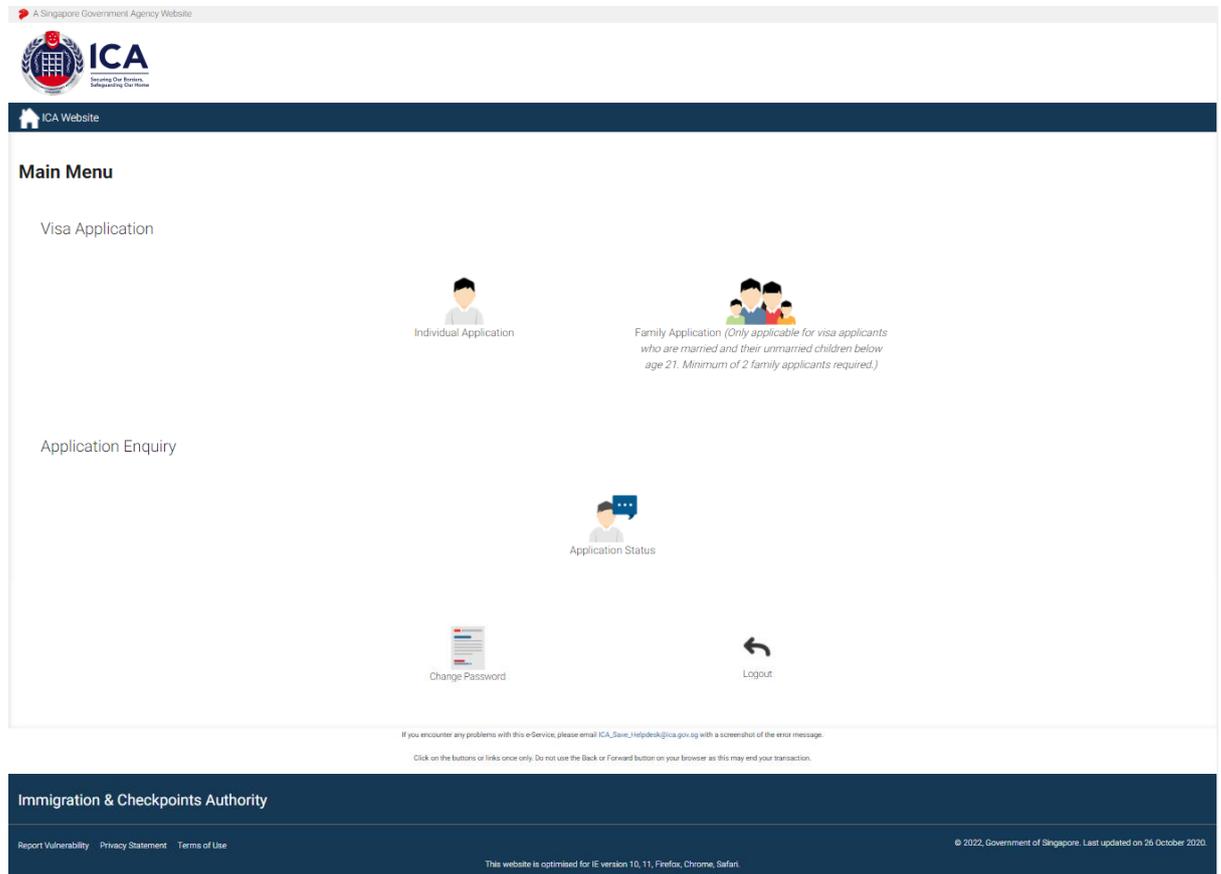
Click on the buttons or links once only.

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

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## 2.2 Authorised Visa Agent/Strategic Partner Main Menu

### Authorised Visa Agent



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

To submit Family Visa application

- Click on the **[Family Application]** icon

To enquire the application status of an existing visa family application

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

**Caution:**

Click on the buttons or links once only.

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

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## Strategic Partner

The screenshot shows the ICA Strategic Partner Main Menu page. At the top, there is a header with the ICA logo and the text "ICA Website". Below the header, the "Main Menu" is displayed, featuring three main categories: "Visa Application", "Application Enquiry", and "Administration".

- Visa Application:** Includes "Group Application", "Individual Application", and "Family Application (Only applicable for visa applicants who are married and their unmarried children below age 21. Minimum of 2 family applicants required.)".
- Application Enquiry:** Includes "Application Status" and "Batch Upload".
- Administration:** Includes "Change Password" and "Logout".

At the bottom of the page, there is a footer with the text "Immigration & Checkpoints Authority" and "© 2022, Government of Singapore. Last updated on 26 October 2020.".

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

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

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

To submit Family Visa application

- Click on the [\[Family Application\]](#) icon

To enquire the application status of an existing visa family application

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

Caution:

Click on the buttons or links once only.

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

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## 2.3 Change Password

The screenshot shows the ICA website's 'Change Password' page. At the top left is the ICA logo with the tagline 'Securing Our Borders, Safeguarding Our Home'. Below the logo is a navigation bar with 'ICA Website' and a home icon. The main content area is titled 'Change Password' and contains three input fields: 'Current password', 'New password', and 'Re-enter new password'. Below these fields are two blue buttons: 'Back' on the left and 'Next' on the right. At the bottom of the page, there is a footer with the text 'Immigration & Checkpoints Authority' and several links: 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. On the far right of the footer, it says '© 2022, Government of Singapore. Last updated on 26 October 2020.' and 'This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

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

- the user's password has expired; or
- the user is signing in for the first time; or
- the password has been reset.

The user can also change password anytime before the password expires:

- Click on the [\[Change Password\]](#) button
- The above screen will be displayed.

To change password

- Enter the Current Password and New Password
- Re-enter the New Password
- Click on the [\[Next\]](#) button

To return to main menu, click on the [\[Back\]](#) button.

**Caution:**

Click on the buttons or links once only.

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The users are reminded that new passwords are valid for a period of 90 days. It must be at least twelve characters and should be different from existing (Old) password and the two preceding passwords used before the existing one.

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

## **2.4 Logout**

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

Caution:

Click on the buttons or links once only.

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

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### 3 Visa Application – Family Visa Application (Form 14A)

This function allows the Authorised Visa Agent/Strategic Partner to submit a Family visa application.

Note:

For Authorised Visa Agent in China, the fields mentioned below will be defaulted:

- Country of Birth: CHINA
- Race: CHINESE
- Nationality: CHINESE
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: CHINA
- Type of visa: MULTIPLE JOURNEY

OR

For Authorised Visa Agent in Bangladesh, the fields mention below will be defaulted:

- Country of Birth: BANGLADESH
- Race: BANGLADESHI
- Nationality: BANGLADESHI
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: BANGLADESH
- Type of visa: SINGLE JOURNEY

OR

For Authorised Visa Agent in India, the fields mention below will be defaulted:

- Country of Birth: INDIA
- Race: INDIAN
- Nationality: INDIAN
- Type of Travel Document Held: INTERNATIONAL PASSPORT
- Country of Issue: INDIA
- Type of visa: MULTIPLE JOURNEY

Caution:

Click on the buttons or links once only.

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### 3.1 Submission of Family Application – Particulars of Applicant

Main Applicant’s application will be denoted as “Particulars of Main Applicant”, while 2nd applicant onwards will be shown as “Particulars of 2nd Applicant”, “Particulars of 3rd Applicant” and so on.

**Application for Visa**

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

**Important Notes**

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

**Particulars of Main Applicant**

Name: \_\_\_\_\_ Alias: \_\_\_\_\_

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

**Photograph Here**

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

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

Date Of Birth: \_\_\_\_\_ Sex:  FEMALE  MALE Country/Place of Birth:

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

State/Province of Birth:  Relationship to Main Applicant:  Nationality/Citizenship:

Religion:  Race:  Marital Status:

**Travel Document**

Type:  Country/Place of Issue:  Place of Issue: \_\_\_\_\_

Travel Document Number: \_\_\_\_\_ Issue Date: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Please omit spaces

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

Country/Place of Origin/Residence:  Address:

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

If you encounter any problems with this e-Service, please email ICA\_Save\_Jhelpdesk@ica.gov.sg with a screenshot of the error message.  
Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.

**Immigration & Checkpoints Authority**

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

**Caution:**  
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- If the Relationship to Main Applicant is ‘Spouse’, the visa-required nationality of the spouse will be auto-populated based on the declared information in the Main Applicant’s page. The information message "To change nationality, please amend at 'Nationality of Spouse' in Main Applicant’s page." will be displayed below the ‘Nationality’ dropdown list for the first spouse applicant.
- Please note that the populated information is only applicable to the first ‘Spouse’ applicant.

Relationship to Main Applicant	Nationality/Citizenship
<input type="text" value="SPOUSE"/>	<input type="text" value="AFGHAN"/>

- In the event that the Local Contact wishes to amend the nationality of Main Applicant’s Spouse at this page (‘Main Applicant’s page) from a visa-required national/citizen to a non-visa required national/citizen, a dialogue box with the following message will appear:
  - Non-visa required nationality/citizenship selected. All existing spouses’ drafts will be deleted.
  - Click OK to save the changes or Cancel to discard your changes.

Important

Non-visa required nationality/citizenship selected. All existing spouses’ drafts will be deleted.  
Click OK to save the changes or Cancel to discard your changes.

Cancel

OK

**Caution:**

Click on the buttons or links once only.

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

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To save the current Family Visa application

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

To cancel the current Family Visa application

- Click on the **[CANCEL]** button
- A confirmation box will appear. Click on the **[OK]** button.
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

Important

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

Cancel

OK

To reset the values entered for the current Family Visa application

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

To proceed with the Family Visa application

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

Caution:

Click on the buttons or links once only.

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

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### 3.2 Submission of Application – Other Details of Applicant

Note: Information of Visit and Address in Singapore will be auto-filled for 2nd applicant onwards.

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

- Application for Visa Progress:** A progress bar at the top shows five steps: Applicant's Particulars, Applicant's Additional Information (current step), Local Contact's Particulars, Upload Photo, and Confirmation.
- Additional Information of Applicant:**
  - Contact Information:** Fields for Applicant's Email Address and Applicant's Contact Number.
  - Occupation & Education Information:** Fields for Occupation, Highest Academic / Professional Qualifications Attained, and Annual Income (Singapore Dollars).
  - Information of Visit:** Fields for Expected Date of Arrival, Type Of Visa (set to MULTIPLE JOURNEY), and Purpose of visit (Social or Business).
  - Address in Singapore:** Fields for Where will the applicant be staying in Singapore?, Postal Code, Block/House Number, Street Name, Floor Number, and Unit Number.
  - Antecedent of Applicant:** A series of yes/no questions regarding previous refusals, convictions, or entries into Singapore.
- Navigation:** Buttons for Cancel, Clear, Save, and Next.

At the bottom of the page, there is a footer for the Immigration & Checkpoints Authority, including a report vulnerability link, privacy statement, terms of use, and copyright information for 2022.

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

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

To save the current Family Visa application

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

To cancel the current Family Visa application

- Click on the **[CANCEL]** button
- A confirmation box will appear. Click on the **[OK]** button.
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

Important

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

Cancel

OK

To reset the values entered for the current Family Visa application

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

To proceed with the Family Visa application

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

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### 3.3 Local Contact Details

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

For 2nd applicants onwards, there will be a message “To change Local Contact's particulars, please amend from Main Applicant's Local Contact page.” below Particulars of Local Contact

Note: You are required to fill in the details of the local contact as shown below if you meet ALL the conditions below:

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

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

OR

- Your applicant is holding a Palestinian Authority passport.

OR

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

OR

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

Caution:

Click on the buttons or links once only.

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# SAVE – Authorised Visa Agent/Strategic Partner – Family Module User Manual

A Singapore Government Agency Website



ICA Website

## Application for Visa

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

Particulars of Local Contact

If your local contact is an Individual

Name  Identity Card Number  Contact Number

Address

Email Address  Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

If your local contact is a Company

Name of Company/Firm  Unique Entity Number (UEN) of Company/Firm  Contact Number

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

Address

Email Address  Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

Person acting on behalf of the Company/Firm

Name  Identity Card Number  Designation/Capacity

For LOI issued by applicant's Embassy/MFA or if applicant is unable to furnish a LOI, please provide details of the TPN, confirmed airline/hotel reservations etc

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

Immigration & Checkpoints Authority

[Report Vulnerability](#) [Privacy Statement](#) [Terms of Use](#) © 2022, Government of Singapore. Last updated on 26 October 2020.

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

### Caution:

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

Note: You are required to fill in the details of the local contact as shown below if you meet ALL the conditions below:

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

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

OR

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

OR

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

Caution:

Click on the buttons or links once only.

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# SAVE – Authorised Visa Agent/Strategic Partner – Family Module User Manual

A Singapore Government Agency Website



ICA Website

## Application for Visa

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

**Particulars of Local Contact**

If your local contact is an Individual

Name    Identity Card Number    Contact Number

Address

Email Address    Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

If your local contact is a Company

Name of Company/Firm    Unique Entity Number (UEN) of Company/Firm    Contact Number

Address

Email Address    Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

Person acting on behalf of the Company/Firm

Name    Identity Card Number    Designation/Capacity

For LOI issued by applicant's Embassy/MFA or if applicant is unable to furnish a LOI, please provide details of the TPN, confirmed airline/hotel reservations etc

Cancel    Clear    Save    Next

If you encounter any problems with this e-Service, please email ICA\_Save\_Helpdesk@ica.gov.sg with a screenshot of the error message.  
Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.

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

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

Note: You are required to fill in the details of the local contact as shown below if you meet ALL the conditions below:

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

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

OR

- Your applicant is holding a Palestinian Authority passport.

OR

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

OR

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

**Caution:**

Click on the buttons or links once only.

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

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

# SAVE – Authorised Visa Agent/Strategic Partner – Family Module User Manual

A Singapore Government Agency Website



ICA Website

## Application for Visa

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

Particulars of Local Contact

If your local contact is a Company

Name of Company/Firm    Unique Entity Number (UEN) of Company/Firm    Contact Number

Address

Email Address    Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

Person acting on behalf of the Company/Firm

Name    Identity Card Number    Designation/Capacity

For LOI issued by applicant's Embassy/MFA or if applicant is unable to furnish a LOI, please provide details of the TPN, confirmed airline/hotel reservations etc

Cancel    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.

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

Note: You are required to fill in the details of the local contact detail as shown below if you meet ALL the conditions below:

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

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

OR

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

OR

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

Caution:

Click on the buttons or links once only.

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

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



To save the current Family Visa application

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

To cancel the current Family Visa application

- Click on the **[CANCEL]** button
- A confirmation box will appear. Click on the **[OK]** button.
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

Important

---

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

---

Cancel

OK

To reset the values entered for the current Family Visa application

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

To proceed with the Family Visa application

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

Caution:

Click on the buttons or links once only.

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

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

### 3.4 Upload Applicant Photo

A Singapore Government Agency Website



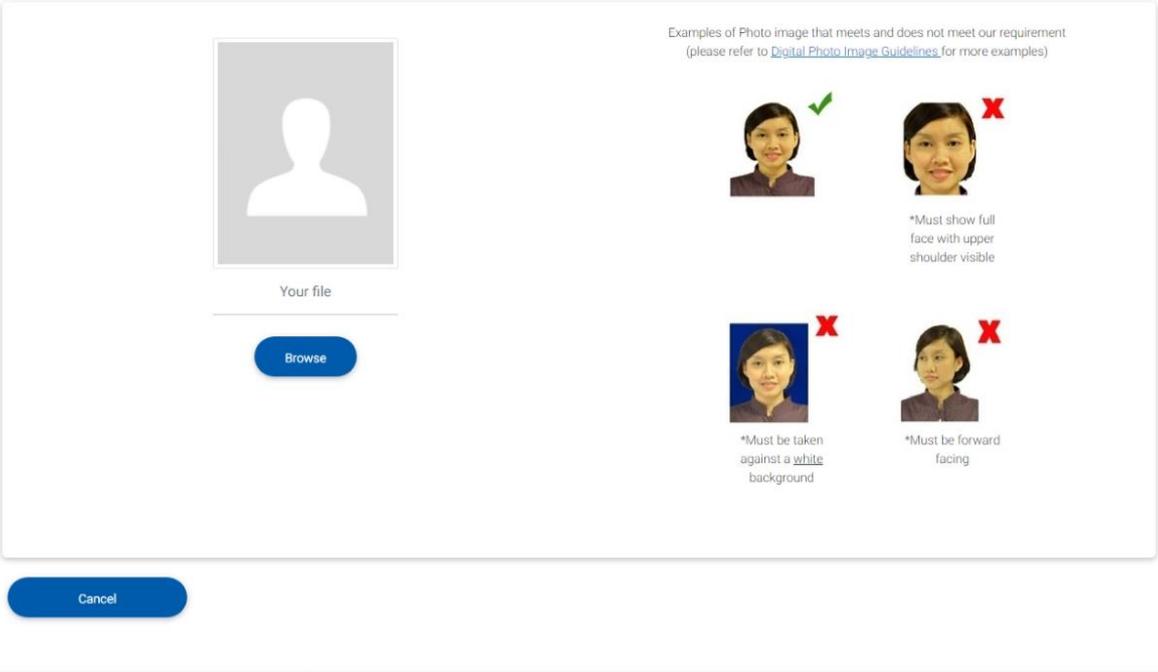
ICA Website

#### 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)



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

To cancel the current Family Visa application

- Click on the **[CANCEL]** button
- A confirmation box will appear. Click on the **[OK]** button.
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

Important

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

Cancel

OK

To proceed with the Family Visa application

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

### 3.5 Application Preview

Application preview page will be as shown below if you meet ALL the conditions below:

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

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

OR

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

OR

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

# SAVE – Authorised Visa Agent/Strategic Partner – Family Module User Manual

ICA Website

## Application for Visa

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



**Particulars of Main Applicant**

Name: BEN FAM      Date of Birth: 20/02/2002

Sex: MALE      Race: INDIAN      Country/Place of Birth: BAHRAIN

Nationality/Citizenship: INDIAN      Religion: CHRISTIANITY      Relationship to Main Applicant: MAIN APPLICANT

Marital Status: SINGLE

**Travel Document**

Type: INTERNATIONAL PASSPORT      Country/Place of Issue: ANDORRA      Place of Issue: TEST

Travel Document Number: [REDACTED]      Issue Date: 01 Mar 2019      Expiry Date: 01 Mar 2030

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

Country/Place of Origin/Residence: BANGLADESH      Address: TEST

**Additional Information of Applicant**

**Contact Information**

Applicant's Email Address: BENFAM@TEST.COM      Applicant's Contact Number: 614011111

**Occupation & Education Information**

Occupation: MANAGER      Highest Academic / Professional Qualifications Attained: UNIVERSITY      Annual Income (Singapore Dollars - in numbers only): 100000

**Information of Visit**

Expected Date of Arrival: [REDACTED]      Type Of Visa: MULTIPLE JOURNEY      How long does the applicant intend to stay in Singapore?: 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: SOCIAL      Choose a purpose: TRANSIT (BATAM, JOHORE ETC)

**Address in Singapore**

Where will the applicant be staying in Singapore?: HOTEL      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? 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**

Name: BENNY      Contact Number: 98765432      Email Address: BENNY@TEST.COM

Relationship of Applicant to Local Contact: FRIEND

[Cancel](#)      [Await](#)      [Proceed](#)

If you encounter any problems with this e-Service, please email ICA\_Save\_Helpdesk@ica.gov.sg with a screenshot of the error message.  
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Application preview page will be as shown below if you meet ALL the conditions below:

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

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

OR

- Your applicant is holding a Palestinian Authority passport.

OR

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

OR

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

**Particulars of Local Contact**

Name	Identity Card Number	Contact Number
██████████	██████████	██████████
Address		
123456		
Email Address	Relationship of Applicant to Local Contact	
123@GMAIL.COM	RELATIVE	

[Cancel](#) [Amend](#) [Proceed](#)

Application preview page will be as shown below if you meet ALL the conditions below:

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

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

OR

- Your applicant is holding a Palestinian Authority passport.

OR

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

OR

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

# SAVE – Authorised Visa Agent/Strategic Partner – Family Module User Manual



ICA Website

Application for Visa

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





### Particulars of Main Applicant

Name AVA MAIN FAM		Date Of Birth 01/01/1990
Sex MALE	Race INDIAN	Country/Place of Birth BAHRAIN
Nationality/Citizenship IRACI	Religion CHRISTIANITY	Relationship to Main Applicant MAIN APPLICANT
Marital Status SINGLE		

### Travel Document

Type INTERNATIONAL PASSPORT	Country/Place of Issue ANDORRA	Place of Issue TEST
Travel Document Number TD123	Issue Date 08 Mar 2019	Expiry Date 08 Mar 2030

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

Country/Place of Origin/Residence BANGLADESH	Address TEST
---	-----------------

### Additional Information of Applicant

#### Contact Information

Applicant's Email Address AVAFAM@FAM.COM	Applicant's Contact Number 614011111
---	---

#### Occupation & Education Information

Occupation BUSINESSMAN	Highest Academic / Professional Qualifications Attained PRE-UNIVERSITY	Annual Income (Singapore Dollars - in numbers only) 100000
---------------------------	---	---

#### Information of Visit

Expected Date of Arrival 31 Mar 2022	Type Of Visa DOUBLE JOURNEY	How long does the applicant intend to stay in Singapore? 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 BUSINESS	Choose a purpose SEAFARER SIGNING-OFF VESSEL
------------------------------	---

### Address in Singapore

Where will the applicant be staying in Singapore? HOTEL	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?  
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

### Details of Company

Name of Company/Firm TEST	Unique Entity Number (UEN) of Company/Firm 53123477X	Contact Number 98765432
Address 123		
Email Address 123@GMAIL.COM	Relationship of Applicant to Local Contact RELATIVE	
Person acting on behalf of the Company/Firm		
Name JQAF TDD BGGF VWF	Identity Card Number S9990074A	Designation/Capacity TESTER

Cancel    Attend    Proceed

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Application preview page will be as shown below if you meet ALL the conditions below:

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

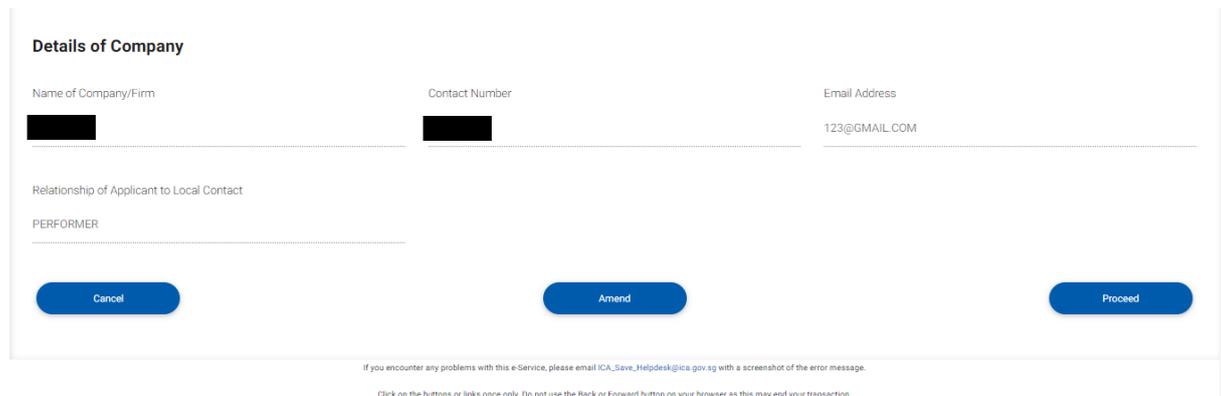
Armenia	Azerbaijan	Belarus
Democratic People's Republic of Korea	Georgia	India
Kazakhstan	Kyrgyzstan	Moldova
People's Republic of China	Russia	Saudi Arabia
Tajikistan	Turkmenistan	Ukraine
Uzbekistan		

OR

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

OR

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



**Details of Company**

Name of Company/Firm: [REDACTED]      Contact Number: [REDACTED]      Email Address: 123@GMAIL.COM

Relationship of Applicant to Local Contact: PERFORMER

[Cancel](#)      [Amend](#)      [Proceed](#)

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.

To cancel the current Family Visa application

- Click on the **[CANCEL]** button
- A confirmation box will appear. Click on the **[OK]** button.
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

Important

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

[Cancel](#)

[OK](#)

To amend the Family application

- Click on the **[AMEND]** button
- Make the necessary amendments and click on **[Proceed]** button
- The Application for Family Visa draft page will be displayed

### 3.6 List of Family Applicants

A Singapore Government Agency Website

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Safeguarding Our Home

ICA Website

#### Application for Family Visa

Important Notes ▾

- A maximum of up to 10 applicants can be saved as draft at any one time. To delete or edit a draft applicant, please click on the name of the applicant in the list below.
- The drafts will be deleted automatically after 14 days from the last date they were saved.

#### List of Family Applicants

S/No	Name of Applicant	Sex	Date of Birth	Travel Document Number	Relationship	Photo Uploaded	Delete
1	[REDACTED]	M	01/01/1990	[REDACTED]	MAIN APPLICANT	✓	

#### 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 if there is any discrepancy in the information declared, a resubmission with a new processing fee of \$30/- per applicant 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

[Delete Application](#) [Create New Applicant](#)

If you encounter any problems with this e-Service, please email ICA\_Save\_Helpdesk@ica.gov.sg with a screenshot of the error message.  
Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.

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To edit an existing draft application,

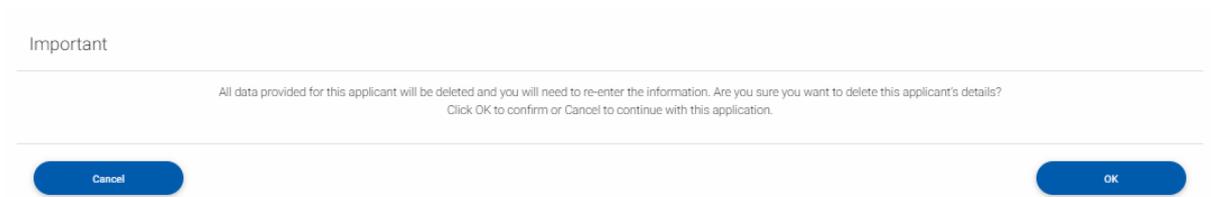
- Click on the hyperlink with the Name of the Applicant.
- Refer to section 3.1 on how to edit an application

To create a new applicant under the same Family application,

- Click on the [\[Create New Applicant\]](#) button
- It will redirect to section 3.1

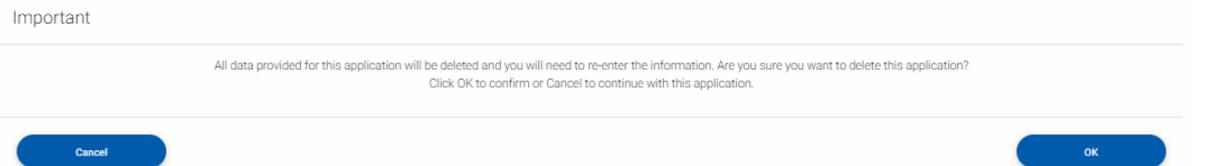
To delete an existing draft application,

- Click on the trash bin icon under the Delete column
- A popup message “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?” will be displayed
- Click OK to confirm or Cancel to continue with this application.



To delete the whole Family Visa draft application,

- Click on the **[Delete Application]** button
- A popup message “All data provided for this application will be deleted and you will need to re-enter the information. Are you sure you want to delete this application?” will be displayed.
- Click OK to confirm or Cancel to continue with the current Family Visa application.



## 3.7 Submit Family Visa Application

To submit the Family Visa application

- There must be 1 or more applicants other than the Main Applicant.
- Select the checkbox to declare that user have read and agreed to the declaration
- **[Submit Application]** button will pop up on the right side of **[Delete application]** button
  - Click on the **[Submit Application]** button to confirm the application

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**ICA**  
Serving Our Residents  
Empowering Our Home

ICA Website

### Application for Family Visa

Important Notes ▾

- A maximum of up to 10 applicants can be saved as draft at any one time. To delete or edit a draft applicant, please click on the name of the applicant in the list below.
- The drafts will be deleted automatically after 14 days from the last date they were saved.

#### List of Family Applicants

S/No	Name of Applicant	Sex	Date of Birth	Travel Document Number	Relationship	Photo Uploaded	Delete
1	[REDACTED]	M	20/02/2002	[REDACTED]	MAIN APPLICANT	✓	
2	[REDACTED]	F	20/02/2002	[REDACTED]	SPOUSE	✓	✖
3	[REDACTED]	F	20/02/2002	[REDACTED]	CHILD	✓	✖

#### 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 if there is any discrepancy in the information declared, a resubmission with a new processing fee of \$30/- per applicant 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

[Delete Application](#) [Submit Application](#) [Create New Applicant](#)

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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### 3.8 Payment for Application

#### Authorised Visa Agent

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ICA Website

### Payment Selection

**Attention:**  
IF YOU ARE USING A POP-UP BLOCKER, please add "https://eservices-stg.ica.gov.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed.

 You are now on a secure site.

**Total Amount Payable : S\$ 90.00**

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

Payment Mode	Description
	For Visa/MasterCard Credit Cards via eNETS

[Cancel Transaction](#)

**Important Notes:**  
Please make sure that all other opened browsers are closed before proceeding to make payment.  
**DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.  
**DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.  
For eNETS Debit, please include "www.enets.sg", "dbst2pay.dbs.com" (for DBS/POSB Account holders), "www.otibank.com.sg" (for Citibank Account holders), "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus! Account Holders), "uniservices1.uobgroup.com" (for UOB Account holders) and "https://bank.standardchartered.com.sg" (for SCB Account Holders) to your list of allowed sites in the pop-up blocker settings as well.

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

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

**Strategic Partners**  
A Singapore Government Agency Website

  
ICA  
Immigration & Checkpoints Authority  
Safeguarding Our Way

ICA Website

## Payment Selection

**Attention:**  
IF YOU ARE USING A POP-UP BLOCKER, please add "https://eservices-stg.ica.gov.sg" to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed. Click [here](#) for a guide on how to do so.

 You are now on a secure site.

**Total Amount Payable : S\$ 60.00**

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

Payment Mode	Description
 Credit/Debit Card	For Visa/MasterCard Credit Cards via eNETS

[Cancel Transaction](#)

**Important Notes:**  
Please make sure that all other opened browsers are closed before proceeding to make payment.  
**DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.  
**DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.  
For **eNETS Debit**, please include "www.emets.sg", "ibsd2pay@bs.com" (for DBS/POSB Account holders), "www.citibank.com.sg" (for Citibank Account holders), "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus Account Holders), "unservices1.usbgroup.com" (for UOB Account holders) and "https://bank.standarchartered.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 **[eNETS]** logo to proceed to the next step
- To cancel the transaction, click on the **[Cancel Transaction]** button

## eNETS

---

Display Name	NETS DEV API TEST 05
Merchant Reference Code	CR20220126215505584
Nets Reference Code	20220126215505290
Amount	SGD 60.00

---

### Payment Methods

---



Name on Card

Card Number

CVV/CVV2

Expiry Date

Email (Optional)

To submit the credit card payment

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



### 3.9 Print Acknowledgement for Visa Application

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

#### Authorized Visa Agent

The screenshot displays the ICA website interface for an authorized visa agent. At the top, there is a navigation bar with the ICA logo and the tagline "Securing Our Borders, Safeguarding Our Home". Below the navigation bar, the page title is "Application for Visa". A green checkmark icon indicates a successful transaction. The main content area contains the following information:

- Your transaction for the following application(s) has been **successfully** submitted on 28 Jan 2022, 3:48 pm.
- Your Family Visa Application reference number is [REDACTED]
- EPayment Reference No: CR20220128154739605
- Your Visa Application reference number for AVA FAM ONE (EGYPTIAN) is [REDACTED]
- Your Visa Application reference number for AVA FAM MAIN (IRAQI) is [REDACTED]

Below the reference numbers, there is a disclaimer: "Please ensure that your application is accurately and correctly completed. You are required to re-submit a new application if any discrepancy is discovered in the visa application. 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."

At the bottom of the main content area, there is a note: "Please save this screen for reference and take note of all application reference number(s)."

Three buttons are visible at the bottom of the page: "Main", "Enquire Form 14A", and "Save as PDF".

At the very bottom of the page, there is a footer with the text: "Immigration & Checkpoints Authority", "Report Vulnerability Privacy Statement Terms of Use", "© 2022, Government of Singapore. Last updated on 26 October 2020.", and "This website is optimised for IE version 10, 11, Firefox, Chrome, Safari."

- Click **[MAIN]** button to go back to the Main Menu page
- Click on the **[ENQUIRE FORM 14A]** button to go the family enquiry page.
- To print the acknowledgement page, click on the **[SAVE AS PDF]** button. You will need the visa reference number for future references or for application enquiry.

## Strategic Partners

A Singapore Government Agency Website



ICA Website

### Application for Visa

 Your transaction for the following application(s) has been **successfully** submitted on 30 Jan 2022, 1:26 pm.

Your Family Visa Application reference number is VSC [REDACTED]  
EPayment Reference No: CR20220130132632607

Your Visa Application reference number for SP FAM MAIN (EGYPTIAN, T [REDACTED] is VSC [REDACTED]  
Your Visa Application reference number for SP APPLICANT ONE (EGYPTIAN, [REDACTED]) is VSC [REDACTED]  
Your Visa Application reference number for SP APPLICANT TWO (EGYPTIAN, T [REDACTED] is VS [REDACTED]

Please ensure that your application is accurately and correctly completed. You are required to re-submit a new application if any discrepancy is discovered in the visa application.

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.

Please save this screen for reference and take note of all application reference number(s).

[Main](#) [Enquire Form 14A](#) [Save as PDF](#)

If you encounter any problems with this e-Service, please email ICA\_Save\_Helpdesk@ica.gov.sg with a screenshot of the error message.  
Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.

### Immigration & Checkpoints Authority

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

- Click **[MAIN]** button to go back to the Main Menu page
- Click on the **[ENQUIRE FORM 14A]** button to go the family enquiry page.
- To print the acknowledgement page, click on the **[SAVE AS PDF]** button. You will need the visa reference number for future references or for application enquiry.

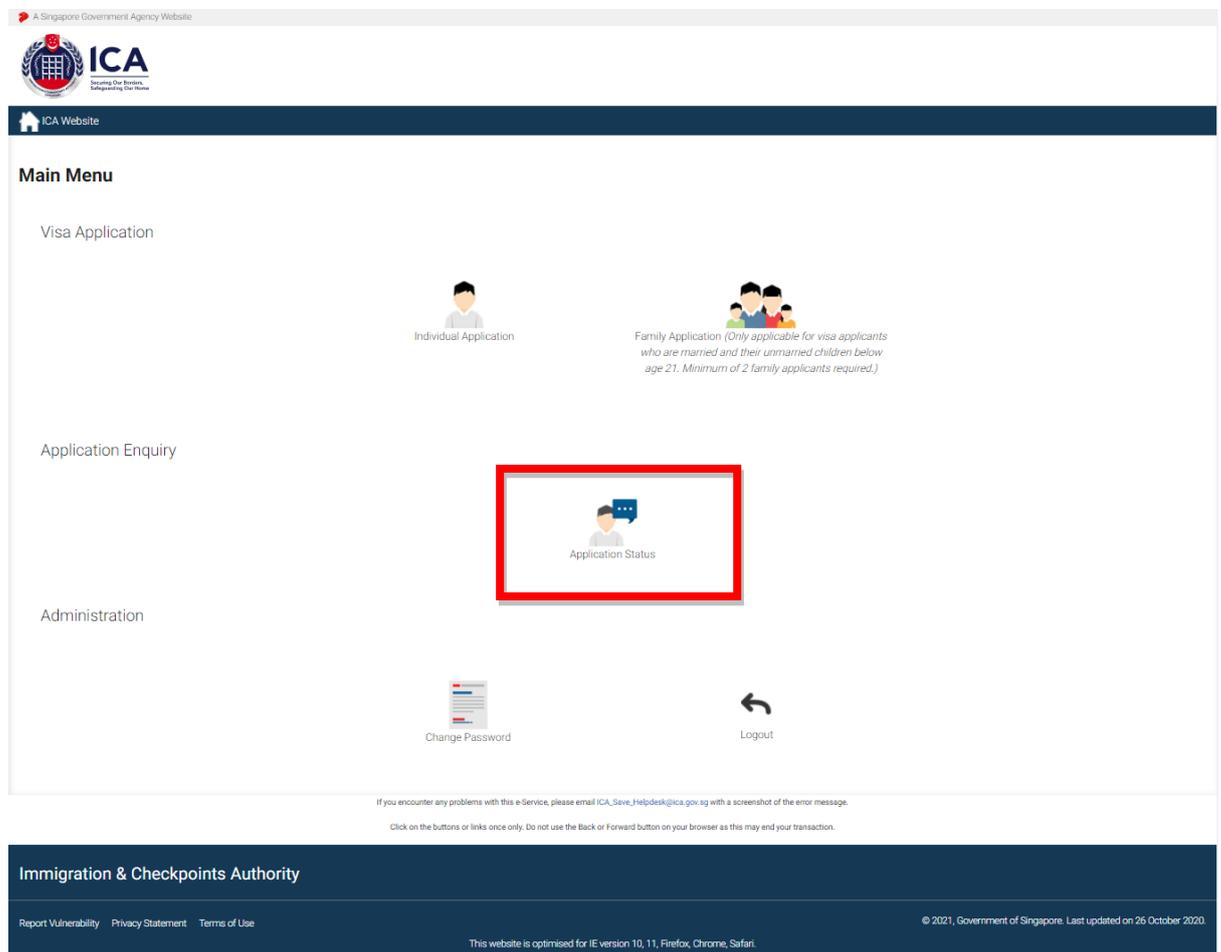
## **4 Application Enquiry – Application Status**

### **4.1 Application Enquiry – Enquiry by Application Reference No**

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

For visa application enquiry

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



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

To enquire on Family Visa application:

- Enter the Family Visa reference number

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

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

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

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ICA Website

Enquire for Application of Visa

Application Enquiry      Search Result

The Status of Family Visa Application is: Processed

Summary of Family Application Details

S/No	Visa Reference Number	Name of Applicant	Travel Document Type and Number	Sex	Date of Birth	Nationality	Status	Print
1	BEJ [REDACTED]	PAYMENT ONE	INTERNATIONAL PASSPORT / [REDACTED]	MALE	12/12/1992	AFGHAN	Approved	<a href="#">E-Visa</a>
2	BEJ [REDACTED]	PAYMENT TWO	INTERNATIONAL PASSPORT / [REDACTED]	FEMALE	12/12/1992	AFGHAN	Approved	<a href="#">E-Visa</a>
3	BEJ [REDACTED]	PAYMENT THREE	INTERNATIONAL PASSPORT / [REDACTED]	FEMALE	12/12/1993	AFGHAN	Approved	<a href="#">E-Visa</a>

Submitted on  
[REDACTED]

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

- To view the individual applications, click on the Visa Reference Number hyperlink respectively.
- To go back to Family Visa Application Enquiry page, click on the [\[Back\]](#) button
- To print the paper e-Visa, click on the [\[E-Visa\]](#) hyperlink respectively.

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:



The image shows a specimen of an e-Visa for the Republic of Singapore. It features the ICA logo and the Singapore flag in the top right corner. The text includes a warning to bring the paper e-Visa for verification, a list of personal and visa details, a barcode, and an important note section.

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**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: [REDACTED]  
Name: [REDACTED]  
Date of Birth: 09/09/2009  
Sex: FEMALE  
Nationality/Citizenship: CHINESE  
Travel Document Number: 3888  
Visa issue date: 29-JUN-2024  
Visa valid till: 27-AUG-2024  
Type of Visa: MULTIPLE JOURNEY  
Remarks: NOT VALID FOR EMPLOYMENT  
Visa Issuing Authority: SGP CONSULATE-GENERAL IN CHENGDU (CHN)  
Visa Processing Fee: 30 SINGAPORE DOLLARS

**SPECIMEN**

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

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

**IMPORTANT NOTE**

- This e-Visa is issued to you based on the information provided in the application CDU001434SA22412919 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.
- Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the entry requirements as stated at <https://www.ica.gov.sg/notice/entry-requirements>.
- The grant of an immigration pass to you will be determined by the Immigration & Checkpoints Authority (ICA) officers at the point of entry. The period of stay granted is shown on the visit pass endorsement given on your passport and it is not tied to the validity of this visa. If you are arriving in Singapore on or after 10 Jul 2024 onwards, you will be notified digitally of your Visit Pass (e-Pass) through email. The e-Pass notification will indicate the period of stay granted and last day of stay allowed. Please check your passport/visit pass for the arrival endorsement/e-Pass respectively and take note of the period of stay granted before leaving the checkpoint.
- Travellers must submit their arrival information, including their health declaration, using the SG Arrival Card e-Service (<https://eservices.ica.gov.sg/arrivalcard>), up to three (3) days before their entry into Singapore.

After clicking on the Visa Reference Number hyperlink, it will display Summary of Application Details.

The screenshot displays the ICA Application Enquiry page. At the top, there is a navigation bar with the ICA logo and the text 'ICA Website'. Below this, the page title is 'Application Enquiry'. A progress indicator shows 'Application Enquiry' and 'Search Result' with circular icons. A message box states 'Visa Application is Approved.' Below this, the 'Summary of Application Details' section is visible. It includes 'Submission Details' and 'Application Details' sections. The 'Submission Details' section shows the Name (redacted), Mission (BEIJING), Submitted on (redacted), and Visa Reference Number (BE: [redacted]). The 'Application Details' section shows the Name of Applicant (redacted), Travel Document Type and Number (INTERNATIONAL PASSPORT / [redacted]), Sex (FEMALE), Date of Birth (12/12/1992), Nationality (AFGHAN), Purpose of visit (SOLEMNISATION OF MARRIAGE), and Type of visa applied for. At the bottom of the details section, there is a message: 'We are pleased to inform you that a visa valid for from the date of approval for a short stay per entry is approved.' Below this message are two buttons: 'Back' and 'Print e-Visa'. At the very bottom of the page, there is a footer with the text 'Immigration & Checkpoints Authority' and various links and copyright information.

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

Alternatively, e-Visa can be downloaded in this page too

- To print the paper e-Visa, click on the [\[E-Visa\]](#) button.

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

 KB0000004.pdf



Show all



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



After clicking on the Visa Reference Number hyperlink where the individual Visa application is “**Withdrawn**”, it will display the following Summary of Application Details.

The screenshot shows the ICA website interface for an application enquiry. At the top, there is a navigation bar with the ICA logo and the text 'A Singapore Government Agency Website'. Below this is a breadcrumb trail: 'Application Enquiry' > 'Search Result'. A message box states 'Visa Application is Withdrawn.' The main content area is titled 'Summary of Application Details' and is divided into two sections: 'Submission Details' and 'Application Details'. The 'Submission Details' section includes fields for Name, Mission, Submitted on, and Submitted on. The 'Application Details' section includes fields for Visa Reference Number, Name of Applicant, Travel Document Type and Number, Sex, Date of Birth, Nationality, Purpose of visit, Type of visa applied for, and Date of intended arrival in Singapore. At the bottom of the page, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. A footer section contains the text 'Immigration & Checkpoints Authority' and various links and copyright information.

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Application Enquiry

Application Enquiry

Search Result

Visa Application is Withdrawn.

Summary of Application Details

Submission Details

Name	Mission
[REDACTED]	BEIJING
Submitted on	
[REDACTED]	

Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
[REDACTED]	MALE
Date of Birth	Nationality
12/12/2014	AFGHAN
Purpose of visit	Type of visa applied for
SOLEMNISATION OF MARRIAGE	MULTIPLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

Back

Print Form 14A

Print Notification Slip

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](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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After clicking on the Visa Reference Number hyperlink where the individual Visa application is “**Rejected**”, it will display the following Summary of Application Details.

The screenshot displays the ICA Website interface for an "Application Enquiry". At the top, there is a navigation bar with the ICA logo and the text "ICA Website". Below this, the page title "Application Enquiry" is shown. A progress indicator shows two steps: "Application Enquiry" (completed) and "Search Result" (current step). A message box states "Visa Application is Rejected." Below this, the "Summary of Application Details" section is displayed, divided into "Submission Details" and "Application Details".

**Submission Details**

Name	MISSION
Submitted on	BEIJING

**Application Details**

Visa Reference Number	Name of Applicant
TRAVEL DOCUMENT TYPE AND NUMBER	SEX
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
DATE OF BIRTH	NATIONALITY
12/12/1992	AFGHAN
PURPOSE OF VISIT	TYPE OF VISA APPLIED FOR
SOLEMNISATION OF MARRIAGE	MULTIPLE JOURNEY
DATE OF INTENDED ARRIVAL IN SINGAPORE	
[REDACTED]	

Buttons: Back, Print Form 14A

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

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ICA Website

### Enquire for Application of Visa

Application Enquiry      Search Result

Family Visa Application is pending.

#### Summary of Family Application Details

S/No	Visa Reference Number	Name of Applicant	Travel Document Type and Number	Sex	Date of Birth	Nationality/Citizenship	Status	Print
1	VSC [REDACTED]	SP FAM MAIN	INTERNATIONAL PASSPORT / TD [REDACTED]	MALE	01/01/1990	EGYPTIAN	Pending	<a href="#">Form 14A</a>
2	VSC [REDACTED]	SP APPLICANT ONE	INTERNATIONAL PASSPORT / TD [REDACTED]	FEMALE	01/01/1991	EGYPTIAN	Pending	<a href="#">Form 14A</a>
3	VSC [REDACTED]	SP APPLICANT TWO	INTERNATIONAL PASSPORT / TD [REDACTED]	MALE	01/01/2011	EGYPTIAN	Pending	<a href="#">Form 14A</a>

Submitted on  
30/01/2022 01:26:59 PM

[Back](#)

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Submitted on  
27/09/2020 11:28:11 PM

[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 view Form 14A

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

- To go back to the applicant result page, click on the [\[BACK\]](#) button
- To look at application individually, click on the Visa Reference Number hyperlink respectively.
- To go back to Family Visa Application Enquiry page, click on the [\[Back\]](#) button

To print Form 14A, click on the [\[Form 14A\]](#) hyperlink.

After clicking on the Visa Reference Number hyperlink, it will display Summary of Application Details.

The screenshot shows the ICA Website interface for an Application Enquiry. At the top, there is a navigation bar with the ICA logo and the text 'ICA Website'. Below this, the page title is 'Application Enquiry'. A progress indicator shows 'Application Enquiry' and 'Search Result' steps, with the first step being active. A message box states 'Visa Application is Pending.' Below this, the 'Summary of Application Details' section is displayed. It is divided into 'Submission Details' and 'Application Details'. The 'Submission Details' section includes fields for Name (redacted), Mission (SINGAPORE), Submitted on (30/01/2022 13:26:59), and Individual/Family Visa Reference Number (redacted). The 'Application Details' section includes fields for Name of Applicant (SP FAM MAIN), Travel Document Type and Number (PASSPORT / [redacted]), Sex ([redacted]), Date of Birth (01/01/1990), Nationality/Citizenship (EGYPTIAN), Purpose of visit (VISITING FAMILY/RELATIVES IN SINGAPORE), Type of visa applied for (SINGLE JOURNEY), and Date of intended arrival in Singapore (04/02/2022). At the bottom of the details section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the buttons, there is a small disclaimer: 'If you encounter any problems with this e-Service, please email ICA\_Save\_Helpdesk@ica.gov.sg with a screenshot of the error message. Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.'

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- To go back to Family Visa Application result page, click on the [\[Back\]](#) button
- To print notification slip, click on the [\[Print Notification Slip\]](#) button.

Alternatively, Form 14A can be printed from this page too

- To print Form 14A, click on the [\[Print Form 14A\]](#) button. The Form14A will be displayed as shown in Section 4.3.

## 4.2 Application Enquiry – Enquiry by Applicant

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

To enquire the status of the Family Visa application using the applicant's details:

- Enter the Name, or
- Enter the Date of Birth, or
- Enter Travel Document No., or
- Period of submission of Visa application with any of the above three
- Click on the **[NEXT]** button
- Upon successful enquiry of Family Visa, the enquiry result page will be displayed. Note that the result page will differ, depending on the application status and enquiry inputs.

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

If enquiry is made based on the **applicant's details**, the applicant enquiry result page is as follows:

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ICA Website

### Enquire for Application of Visa

Application Enquiry      Search Result

Family Visa Application is pending.

#### Summary of Family Application Details

S/No	Visa Reference Number	Name of Applicant	Travel Document Type and Number	Sex	Date of Birth	Nationality/Citizenship	Status	Print
1	[REDACTED]	AVA MAIN FAM	INTERNATIONAL PASSPORT / TD [REDACTED]	MALE	01/01/1990	INDONESIAN	Pending	<a href="#">Form 14A</a>
2	[REDACTED]	AVA FAM ONE	INTERNATIONAL PASSPORT / TD [REDACTED]	MALE	01/01/2010	INDONESIAN	Pending	<a href="#">Form 14A</a>

Submitted on  
26/01/2022 10:09:30 PM

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

To view Form 14A

1. Click on the **[FORM 14A]** hyperlink
2. The Form 14A will be displayed
3. To print the Form 14A, click on the **[PRINT FORM 14A]** button
4. To go back to the applicant result page, click on the **[BACK]** button

To enquire on the Family Visa Application Details

1. Click on the hyperlinked Visa Reference No.
2. To view the Form 14A, click on the **[PRINT FORM 14A]** button
3. To go back to the applicant result page, click on the **[BACK]** button
4. To print the Notification slip, click on the **[PRINT NOTIFICATION SLIP]** button

### 4.3 Printing of Visa Application Form 14A

A Singapore Government Agency Website



ICA Website

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

Visa application reference number: [REDACTED]  
Family Visa application reference number: [REDACTED]

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

Affix a recent  
Passport-sized  
photograph here

APPLICATION FOR ENTRY VISA

**PART I - PARTICULARS OF APPLICANT**

Name: TEST AVA FAM MAIN			
Full name as it appears in passport/travel document			
Alias:			
Date Of Birth: 01/01/1990 (DDMMYYYY)	Sex: MALE		
Marital Status: MARRIED			
Nationality/Citizenship of Spouse: AUSTRALIAN			
Spouse's Identity Card Number:			
Country/Place of Birth: AUSTRALIA			
State/Province of Birth:			
Race: CHINESE			
Nationality/Citizenship: INDONESIAN			
Type: INTERNATIONAL PASSPORT			
Travel Document Number: [REDACTED]			
Travel Document			
Issue Date: 08/03/2019 (DDMMYYYY)	Expiry Date: 08/03/2030 (DDMMYYYY)		
Country/Place of Issue: AUSTRALIA			
Place of Issue: AUS			
Address in Country/Place of Origin			
Country/Place of Origin/Residence: AUSTRALIA			
Province/State of Origin/Residence:			
Prefecture of Origin/Residence:			
County/District of Origin/Residence:			
Address: TEST			
<i>Details of Travelling Companion (Only for Applicant who is 12 years old or less at the point of application)</i>			
Relationship of Travelling Companion to Applicant:			
Name of Travelling Companion:			
Date of Birth: // (DDMMYYYY)			
Nationality/Citizenship:			
Travel Document Number:			

- 1 -

Visa application reference number: BKK602025A1082022  
Family Visa application reference number: BKK0009/PA10/102022

**PART II - OTHER DETAILS**

Applicant's Email Address: TESTAVAFAM@FAM.COM
Applicant's Contact Number: 614011111
Occupation: BUSINESSMAN
Highest Academic / Professional Qualifications Attained: POST GRADUATE
Annual Income (Singapore Dollars - in numbers only): 100000
Religion/Denomination: CHRISTIANITY
Expected Date of Arrival: 31/03/2022
How long does the applicant intend to stay in Singapore? Less than 30 days
Purpose of Visit: VISITING FAMILY/RELATIVES IN SINGAPORE
Address in Singapore
Where will the applicant be staying in Singapore? HOTEL
Block/ House Number: Floor Number: Unit Number:
Street Name: Postal Code: Contact Number:
Has the applicant resided in other countries/places, other than the country/place of origin, for one year or more during the last 5 years? NO

**PART III - ANTECEDENT OF APPLICANT**

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

**PART IV - DECLARATION BY APPLICANT**

I declare that all information submitted in this application is true, accurate and complete to the best of my knowledge and belief.

I understand that, if I have concealed relevant information or provided false, inaccurate or misleading information, I may be prosecuted and any facilities, rights or privileges granted under this application may be withdrawn.

I undertake not to misuse controlled drugs or to take part in any political or other activities during my stay in Singapore which would make me an undesirable or prohibited immigrant under the Immigration Act 1959.

I undertake to comply with the provisions of the Immigration Act 1959 and any regulations made thereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.

I undertake not to involve in any criminal offences in Singapore.

I undertake not to indulge in any activities which are inconsistent with the purpose for which the immigration passes have been issued.

I further undertake not to be engaged in any form of employment, business or occupation whilst in Singapore without a valid work pass issued under the Employment of Foreign Manpower Act 1990.

I am aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.

I understand that if the Controller of Immigration is satisfied that I or any member of my family breaches this undertaking or becomes an undesirable or prohibited immigrant, he will cancel my immigration pass and the passes of the members of my family, and we may be required to leave Singapore within 24 hours of such cancellation.

I understand that this application for and possession of a visa does not guarantee entry into Singapore and permission to enter is entirely discretionary at the point of entry.

I give my consent for your department to obtain and verify information from or with any source as you deem appropriate for the assessment of my application for immigration facilities.

Date: \_\_\_\_\_ Signature of Applicant: \_\_\_\_\_

- 2 -

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

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

## 5. Frequently Asked Questions

### 1) Why am I unable to log on to the system?

You may check that the user id and password that you have keyed in is correct. Please note that password is Case Sensitive. Please confirm with ICA System Administrator that the account for Authorised Visa Agent/Strategic Partner Programme has been approved and created.

### 2) Why was my account revoked? How do I reset my password?

Your account is being revoked as you have exceeded the number of 3 tries for your login. You would need to contact respective Overseas Missions (for AVAs) or ICA-HQ (for Strategic Partners) to reset the password.

The system will prompt you to change your password when you login for the first time using the password you received in the mail. Please note that the "Old Password" refers to the password in the email given to you when you reset your password and the password is case-sensitive.

### 3) Why do I get the message “Internal Error” even when I have logged into the system.

If the user has logged in to the SAVE system correctly, this occurs because the application is unable to detect the current session as the session has been lost. Close the browser and log in again.

### 4) Why do I get the message “Invalid e-Service State”?

- Do not click on the **BACK, FORWARD** or **REFRESH** button when using SAVE
- At any part of the application, please do not click on the button for more than one time
- The system may need some time to process your application, please be patience. The system will auto generate an error message page if any problem occurred during the application.
- You are reminded that the session will expire if the **page remains idle for 15 minutes**, even though you may be filling up details on that page. You may try to login again and resubmit your application.

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

Below are the specifications for the required photograph:

- 1) Image file must be JPEG file format.
- 2) Image file size must be less than 60Kbytes.
- 3) Image dimension must be 400 x 514 pixels

You may want to use the photo editor, Paint, which comes with windows OS to adjust the dimensions of the photographs in the future. You may wish to follow the steps using, Paint, below to adjust the dimensions.

- 1) To open the photograph using MS paint

- 2) To use the attribute under Image in Menu to set the size to 400x514 pixels
- 3) To press the button Ctrl and button 'A' on the keyboard to select the image.
- 4) To stretch the image to the required dimension
- 5) To save it under JPG format finally.

#### **6) Basic Latin character FAQ**

	'	(	)	,	-	.	/	0	1	2	3	4	5	6	7	8	9
@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
R	S	T	U	V	W	X	Y	Z	a	b	c	d	e	f	g	h	i
j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	

**Note:**

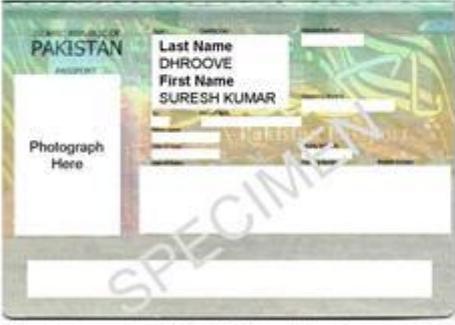
1) # is accepted for Address in Country of Origin, Address which resided in other country for more than 1 year during the last 5 years, Address of Local Contact, Address of Company/Firm.

2) & is accepted for Name of Company/Firm.

### 7) Name FAQ



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



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

### 8) MRZ ID FAQ

If you are holding a PRC non e-Passport, please enter the last 4 characters as indicated below



If you are holding a PRC e-Passport, please enter "0000"



## 9) Photo FAQ

### Q1: Photograph image that meets ICA's requirements



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

