USER MANUAL FOR

SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY
(SAVE)
FOR

IMMIGRATION & CHECKPOINTS AUTHORITY

(AUTHORISED VISA AGENT/STRATEGIC PARTNER - GROUP)
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1. INTRODUCTION

1.1 Overview

The Authorised Visa Agent/Strategic Partner – Group module is a web-based application to allow Authorised Visa Agent/Strategic Partners to apply Entry Visa into Singapore. There is a hyperlink from the existing ICA website (URL: http://www.ica.gov.sg/) or the Government’s eCitizen Portal (URL: http://www.ecitizen.gov.sg), to this front-end Internet application.

1.2 About This Manual

The objective of this document is to explain the step-by-step guidelines on how to use the Authorised Visa Agent/Strategic Partner – Group module for Authorised Visa Agent/Strategic Partners.

The users of Authorised Visa Agent/Strategic Partner – Group module should have basic knowledge of using a web browser such as Internet Explorer (IE), navigating from one page to another.

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

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

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

1.3 Installation/Setup

The user will require the following:

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

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

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

This manual uses the following conventions:
- ‘*’ next to a field to show that the field is a mandatory field.
- [BUTTON NAME] to show it is a button.
- [Proceed] 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 is from.
- [Clear] button will clear all fields and reset lists of 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
2 FUNCTIONS

2.1 Login

Go to the Authorised Visa Agent/Strategic Partner module at https://save.ica.gov.sg/save-public. The SAVE main page will be displayed as follows:

**Submission of Application for Visa Electronically (SAVE)**

**Welcome to SAVE**

This facility allows you to submit a visa application online through the authorised visa agents of the overseas missions, strategic partners in Singapore or your local contact.

**Submission through Authorised Visa Agent/Strategic Partner**

You may submit your application through the authorised visa agents and strategic partners. Please consult the respective overseas missions and ICA for more information about the authorised visa agents/strategic partners.

**Submission through your Local Contact**

You can also submit your application through your local contact if he/she is a Singapore Citizen/Singapore Permanent Resident who is at least 21 years old and has a SingPass account. Please submit the visa application within 30 days prior to arrival in Singapore. Your local contact is required to furnish his/her passport details in SAVE.

**For Authorised Visa Agent/Strategic Partner:**

Please click here to download the user manual for submission of application for CollectiveGratis Visa (English).

Please click here to download the user manual for submission of application for Individual Visa (English).

**For Local Contact:**

Please click here to download the user manual for submission of application for Individual Visa (English).

**Status Enquiry**

You can check the status of your visa application online using the “Status Enquiry” function in SAVE at http://www.ica.gov.sg.

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.
Important Notes

- To apply for Visa online as a local contact, you will need a SingPass account. To apply for a SingPass, please visit [http://www.singpass.gov.sg](http://www.singpass.gov.sg).
- For payment online, you will need a VISA or Mastercard Credit/Debit Card. For eNETS payment, Java Version 6 Update 2 is required for your browser. Please verify your Java installation [here](http://www.java.com).
- You will require Adobe Acrobat Reader to view the supplementary forms. You can download the Acrobat Reader at [http://www.adobe.com](http://www.adobe.com).
- 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. Please refer to [Help](http://www.ps.gov.sg) for more details.
  - www.pst.gov.sg
  - www.singbc.com.sg
- You are advised to add the following to enable cookies. Please refer to [Help](http://www.ps.gov.sg) for more details.
  - www.pst.gov.sg

Main Menu

Submission of Application

- Local Contact
- Authorised Visa Agent/Strategic Partner

Enquiry on Application

- Status Enquiry

To proceed to login into the Authorised Visa Agent/Strategic Partner module

- Click the ‘Authorised Visa Agent/ Strategic Partner’ link
- If the user is a Strategic Partner in Singapore, select the first ‘click here’ option to login
- If the user is an Authorised Visa Agent not in Singapore, select the second ‘click here’ option to login

Main Menu

Please read the Terms and Conditions carefully before clicking on the ‘Login’ button. By accessing or using this site, you shall be deemed to have accepted to the Terms of Use, conditions and all applicable laws.

For Strategic Partners in Singapore, please [click here](http://www.ps.gov.sg)
For Authorised Visa Agents in overseas, please [click here](http://www.singbc.com.sg) to login
For Strategic Partners, the page will be redirected to choose to login using either SingPass or CorpPass.

- To login using SingPass, click on the first [click here] and 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.

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• To login using CorpPass, click on the second [click here] and key in the UEN/Entity ID, CorpPass ID and password.

For both Strategic Partners and Authorised Visa Agents,
• Enter User ID for SAVE account
• Enter Password
• Click on the [LOGIN] button

Note:
• All fields are mandatory

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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For first time users or when the password expires, they will be prompted to change their password. Otherwise, the Authorised Visa Agent/Strategic Partner Main Menu Page will be displayed if they have entered their User ID and Password correctly. If the user account is revoked,

- Enter a valid User ID
- Click on the [HERE] hyperlink
- An acknowledgement page will be displayed.

The new password will be sent to the Authorised Visa Agent/Strategic Partner’s registered email address.
2.2 Authorised Visa Agent/Strategic Partner Main Menu

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

To submit group application

- Click on the [GROUP APPLICATION] hyperlink. Refer to Section 3 for information on how to submit a group application.

To submit group application by uploading a Batch document

- Click on the [BATCH GROUP FILE] hyperlink. Refer to Section 4 for information on how to submit a group application.

To enquire the application status of an existing visa group application

- Click on the [APPLICATION STATUS] hyperlink. Refer to Section 6 for information on enquiring for an application status.
2.3 Change Password

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 if it is the first time the user logs in to the system. This screen will also be displayed when the user’s password has been reset.

The user can also change his password at any time before it expires. To do that:

- Click on the [CHANGE PASSWORD] hyperlink at the Main Menu
- The screen above will be displayed.

To change password

- Enter the Old Password and New Password
- Re-enter the New Password
- Click on the [SAVE] button

To reset the fields that have been filled, click on the [CLEAR] button.

To return to main menu, click on the [BACK] button.

The users are reminded that new passwords are valid for a period of 90 days; it must be eight characters and should be different from existing (Old) password and the two previous ones.

Note: The password is case sensitive and must be alphanumeric.

2.4 Logout

To logout from Authorised Visa Agent/Strategic Partner module, click on the [LOGOUT] hyperlink.

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 – Group Visa Application

This function allows the Authorised Visa Agent/Strategic Partner to apply for a Group Visa.

3.1 Visa Application – Submit Visa Application (Form14A)

Note:

The fields mention below will be defaulted:

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

![Form Entry](image)

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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Caution:
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This function allows the Authorised Visa Agent/Strategic Partner to apply for Group Visa. A Group Visa consists of minimum of 3 and a maximum of 35 applicants.

To add rows for the details of the countries that the applicant has resided in before
- Click on the [ADD ROW] button
- You can add up to a maximum of 3 rows

To delete rows for the details of the countries that the applicant has resided in before
- Click on the [DELETE ROW] button

To apply for Group Visa
- Enter the mandatory fields
- Click on the [Clear] button to reset the values entered for the current Group Visa application
- Click on the [ADD APPLICANT] button to add another applicant (until you have added all the applicants)
- Click on the [VIEW SUMMARY] button to view the summary of all the applicants that were added. The Group Visa List page will be displayed.
3.2 Visa Application – Group Visa List

To add Itinerary (maximum 10 rows) for the Group Visa application
- Enter the Date
- Enter the Description
- Click on the [ADD ROW] button if there are insufficient rows. You can add up to a maximum of 10 rows.

To add another applicant for a Group Visa
- Click on the [ADD APPLICANT] button
- Refer to the first part of section 2.5 to add new

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

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.
To amend an applicant details for a Group Visa

- Click on the [AMEND] that corresponds to the applicant
- Make necessary amendments and click on the [VIEW SUMMARY] button. The Group Visa List page will be displayed

To delete an applicant for a Group Visa

- Click on the [DELETE] button that corresponds to the applicant
- If the applicant to be deleted is the last on the list, the Authorised Visa Agent/Strategic Partner Main Menu will be displayed
- If the applicant to be deleted is not last on the list, the Group Visa List page will be displayed

To cancel the current Group Visa application

- Click on the [CANCEL] button
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

To Submit the Group Visa application of at least three applicants

- Click on the [SUBMIT] button
- Upon successful application of Group Visa, the acknowledgement page will be displayed
3.3 Print Acknowledgement for Visa Application

Click on the [PRINT ACKNOWLEDGEMENT] button to print the acknowledgment form

Click on the [NEXT] button to view the Form 14A.

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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3.4 Print Form14A

If the Group Visa application consists of 5 or less applicants, the Form 14A for Group Visa Application page will be displayed as follows:

- Enter the range and click on the [PROCEED] button
- Click on the [BACK] button to return to acknowledgement page
Applicant 1

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### 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.
## Applicant 2

<table>
<thead>
<tr>
<th>Name:</th>
<th>CHEN XIAO MEI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>02/03/2011</td>
</tr>
<tr>
<td>Sex:</td>
<td>MALE</td>
</tr>
<tr>
<td>Nationality:</td>
<td>ALGERIAN</td>
</tr>
<tr>
<td>Country of Birth:</td>
<td>CHINA</td>
</tr>
<tr>
<td>Race:</td>
<td>CHINESE</td>
</tr>
<tr>
<td>Type of Travel Document Held:</td>
<td>INTERNATIONAL PASSPORT</td>
</tr>
<tr>
<td>Travel Document No:</td>
<td>E123456</td>
</tr>
<tr>
<td>Issue Date:</td>
<td>03/03/2011</td>
</tr>
<tr>
<td>Expiry Date:</td>
<td>03/03/2020</td>
</tr>
</tbody>
</table>

### 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.
PART III - ANTECEDENT OF APPLICANT

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

PART IV - DECLARATION BY APPLICANT

I declare that the particulars and documents furnished in respect of this application are true and correct.
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.
I undertake to comply with the provisions of the Immigration Act 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 the written consent of the Controller of Immigration.
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  ____________________
### Applicant 3

**Group Visa application reference number:** VSC020001/SA0010012014

**Notes:**
- *Delete where appropriate

**APPLICATION FOR ENTRY VISA**

**PART I. PARTICULARS OF APPLICANT**

<table>
<thead>
<tr>
<th>Name:</th>
<th>CHEN XIAO ME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full name as it appears in passport/travel document</td>
<td></td>
</tr>
<tr>
<td>Alias:</td>
<td></td>
</tr>
<tr>
<td>Date Of Birth:</td>
<td>03/03/2011 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Sex:</td>
<td>FEMALE</td>
</tr>
<tr>
<td>Marital Status:</td>
<td>SINGLE</td>
</tr>
<tr>
<td>Nationality:</td>
<td>CHINESE</td>
</tr>
<tr>
<td>Country of Birth:</td>
<td>CHINA</td>
</tr>
<tr>
<td>Race:</td>
<td>ANHUI</td>
</tr>
<tr>
<td>Type of Travel Document Held:</td>
<td>INTERNATIONAL PASSPORT</td>
</tr>
<tr>
<td>Travel Document No:</td>
<td>E123456</td>
</tr>
<tr>
<td>Travel Document Issue Date:</td>
<td>03/03/2011 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Country of Issue:</td>
<td>CHRISTMAS ISLAND</td>
</tr>
<tr>
<td>Place of Issue:</td>
<td>ASDF</td>
</tr>
</tbody>
</table>

**Address in Country of Origin**

| Country of Origin: | AFGHANISTAN                  |
| Division/Province/State of Origin: |                         |
| Prefecture of Origin: |                          |
| County/District of Origin: |                        |
| Address:            | ASDF                          |

**PART II. OTHER DETAILS**

**Occupation:** BUSINESSMAN

**Highest Academic / Professional Qualifications Attained:** NO FORMAL EDUCATION

**Religion/Denomination:** BEEBBEE

**Date of Intended Arrival in Singapore:** TWO WEEKS

**How long do you intend to stay in Singapore?** Less than 30 days

**Purpose Of Visit:** GROUP TOUR

**Address in Singapore**

<table>
<thead>
<tr>
<th>Block/House No:</th>
<th>NEXT-OF-KIN'S PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Name:</td>
<td></td>
</tr>
<tr>
<td>Building Name:</td>
<td></td>
</tr>
</tbody>
</table>

**Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years?** NO

---

**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 print the Form 14A for the Group Visa application, click on the [PRINT FORM 14A] button
If the Group Visa application consists of more than 5 applicants, the Form 14A Print page will be displayed as follows:

- To view the next 5 applicants, click on the [NEXT 5 APPLICANTS] button.
- Click on the [PRINT FORM 14A] button to print the Form 14A.
- To return to the previous page, click on the [BACK] button.
## PART II - OTHER DETAILS

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupation</td>
<td>STUDENT</td>
</tr>
<tr>
<td>Highest Academic / Professional Qualifications Attained</td>
<td>UNIVERSITY</td>
</tr>
<tr>
<td>Religion/Denomination</td>
<td>FREE THINKER</td>
</tr>
<tr>
<td>Date of Intended Arrival in Singapore</td>
<td>TWO WEEKS</td>
</tr>
<tr>
<td>How long do you intend to stay in Singapore?</td>
<td>Less than 30 days</td>
</tr>
<tr>
<td>Purpose Of Visit</td>
<td>GROUP TOUR</td>
</tr>
<tr>
<td>Address in Singapore</td>
<td></td>
</tr>
<tr>
<td>Where will you be staying in Singapore</td>
<td>HOTEL</td>
</tr>
<tr>
<td>Block/House No.</td>
<td></td>
</tr>
<tr>
<td>Street Name</td>
<td></td>
</tr>
<tr>
<td>Building Name</td>
<td></td>
</tr>
<tr>
<td>Tel No.</td>
<td></td>
</tr>
<tr>
<td>Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years?</td>
<td>NO</td>
</tr>
</tbody>
</table>

## PART III - ANTECEDENT OF APPLICANT

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you ever been refused entry into or deported from any country, including Singapore?</td>
<td>NO</td>
</tr>
<tr>
<td>Have you ever been convicted in a court of law in any country, including Singapore?</td>
<td>NO</td>
</tr>
<tr>
<td>Have you ever been prohibited from entering Singapore?</td>
<td>NO</td>
</tr>
<tr>
<td>Have you ever entered Singapore using a different passport or name?</td>
<td>NO</td>
</tr>
</tbody>
</table>

## PART IV - DECLARATION BY APPLICANT

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

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.

I undertake to comply with the provisions of the Immigration Act 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 the written consent of the Controller of Immigration.

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: ____________________________

[Print Form 14A]  [Back]  [Next 5 Applicant(s)]
4 Visa Application – Batch Group File

This function allows the Authorised Visa Agent/Strategic Partner to apply for a Group Visa by uploading an excel spreadsheet containing the itinerary and applicant details.

4.1 Visa Application – Upload Batch Document

This function allows the Authorised Visa Agent/Strategic Partner to apply for Group Visa by retrieval the Group Application details from a Batch File.

To upload the Group Visa details click on the [CHOOSE FILE] button to upload an excel file (.xls) from the Local Computer.

To process the Group Visa detail from the document click on the [PROCEED] button

Note: The [PROCEED] button will be disabled if there is an error message been shown after the files has been uploaded.

After the [PROCEED] button has been clicked, a message will appear and stated that the “Loading application details, please wait ...”

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.
4.2 Visa Application – Upload Batch Document (In Process)

This function will continue to process the Authorised Visa Agent/Strategic Partner’s Group Batch File upload until the system finishes adding the remaining applicants from the uploaded file.

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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4.3 Visa Application – Group Visa List

This is the preview page after uploading the excel file for a group applications for at least 3 applicants.

- Click on the [SUBMIT] button to Submit the Group Visa application of at least three applicants
- Upon successful application of Group Visa, the acknowledgement page will be displayed
- Click one of the applicant names underlined and highlighted in blue (eg: SOPHIA EMMA) to view the confirmation page for an individual applicant,
- Click the [CANCEL] button to cancel the application

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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## PARTICULARS OF APPLICANT

<table>
<thead>
<tr>
<th>Name</th>
<th>SOPHIA EMMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alias</td>
<td></td>
</tr>
<tr>
<td>Date Of Birth</td>
<td>08/10/1965</td>
</tr>
<tr>
<td>Mental Status</td>
<td>SINGLE</td>
</tr>
<tr>
<td>Country of Birth</td>
<td>CHINA</td>
</tr>
<tr>
<td>Race</td>
<td>CHINESE</td>
</tr>
<tr>
<td>Religion</td>
<td>FREE THINKER</td>
</tr>
<tr>
<td>Religious Denomination</td>
<td></td>
</tr>
<tr>
<td>Type of Travel Document Held</td>
<td>INTERNATIONAL PASSPORT</td>
</tr>
<tr>
<td>Travel Document No</td>
<td>ASD123457017</td>
</tr>
<tr>
<td>Travel Document Issue Date</td>
<td>02/04/2013</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>01/04/2023</td>
</tr>
<tr>
<td>Country of Issue</td>
<td>CHINA</td>
</tr>
<tr>
<td>Place of Issue</td>
<td>TIANJIN</td>
</tr>
<tr>
<td>Address in Country of Origin</td>
<td>TIANJIN</td>
</tr>
<tr>
<td>Country of Origin</td>
<td></td>
</tr>
<tr>
<td>Division/Province/State of Origin</td>
<td>TIANJIN</td>
</tr>
<tr>
<td>Prefecture of Origin</td>
<td></td>
</tr>
<tr>
<td>County/District of Origin</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>TIAN JIN GATE 99</td>
</tr>
</tbody>
</table>

## OTHER DETAILS OF APPLICANT

<table>
<thead>
<tr>
<th>Occupation</th>
<th>STUDENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest Academic/Professional Qualifications Attained</td>
<td>UNIVERSITY</td>
</tr>
<tr>
<td>How long do you intend to stay in Singapore?</td>
<td>14 DAYS</td>
</tr>
<tr>
<td>Purpose Of Visit</td>
<td>GROUP TOUR</td>
</tr>
<tr>
<td>Nationality of Spouse</td>
<td></td>
</tr>
<tr>
<td>Spouse's NRIC No</td>
<td></td>
</tr>
<tr>
<td>Address in Singapore</td>
<td>HOTEL</td>
</tr>
<tr>
<td>Where will you be staying in Singapore?</td>
<td></td>
</tr>
<tr>
<td>Block/House No</td>
<td>Floor No :</td>
</tr>
<tr>
<td>Street Name</td>
<td>Postal Code :</td>
</tr>
<tr>
<td>Building Name</td>
<td>Tel No :</td>
</tr>
</tbody>
</table>

Did you reside in other countries, other than your country of origin, for one year or more during the last 5 years? (Yes, please furnish details)

**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.
Click on the [BACK] button on the group visa form entry page to go back to the preview page.
4.4 Acknowledgement Page

This is the confirmation page for group visa applications.

- Click on the [PRINT ACKNOWLEDGEMENT] button to print the acknowledgment form
- Click on the [NEXT] button to view the Form 14A.

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.
5 Printing of Visa Application Form 14A

5.1 Printing of Visa Application Form 14A (Single)
10. SOPHIA EMMA
Group Visa application reference number: V5C0000315SA30100014

PART II - OTHER DETAILS

Occupation: STUDENT
Highest Academic/Professional Qualifications Attained: UNIVERSITY
Religion/Denomination: FREE THINKER
Date of Intended Arrival in Singapore: TWO WEEKS
How long do you intend to stay in Singapore? Less than 30 days
Purpose Of Visit: GROUP TOUR

PART III - ANTECEDENT OF APPLICANT

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

PART IV - DECLARATION BY APPLICANT

I declare that the particulars and documents furnished in respect of this application are true and correct.
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.
I undertake to comply with the provisions of the Immigration Act 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 the written consent of the Controller of Immigration.
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 -

- Click on the [PRINT] button to print the Form 14A
- Click on the [BACK] button to go back to the Group Visa entry list page

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.
5.2 Printing of Visa Application Form 14A (Multiple)

- Enter the range to be printed
- Click on the [PROCEED] button to display the Form 14A for Group Visa Application.

**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.
The Form 14A pages that correspond to the range entered will be displayed.

<table>
<thead>
<tr>
<th>Name:</th>
<th>SOPHIA EMMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full name as it appears in passport/travel document:</td>
<td></td>
</tr>
<tr>
<td>Alias:</td>
<td></td>
</tr>
<tr>
<td>Date Of Birth:</td>
<td>08/16/1965 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Sex:</td>
<td>FEMALE</td>
</tr>
<tr>
<td>Marital Status:</td>
<td>SINGLE</td>
</tr>
<tr>
<td>Nationality of Spouse:</td>
<td></td>
</tr>
<tr>
<td>Spouse's NRIC No:</td>
<td></td>
</tr>
<tr>
<td>Country of Birth:</td>
<td>CHINA</td>
</tr>
<tr>
<td>State/Province of Birth:</td>
<td>TIANJIN</td>
</tr>
<tr>
<td>Race:</td>
<td>CHINESE</td>
</tr>
<tr>
<td>Nationality:</td>
<td>CHINESE</td>
</tr>
<tr>
<td>Type of Travel Document Held:</td>
<td>INTERNATIONAL PASSPORT</td>
</tr>
<tr>
<td>Travel Document No:</td>
<td>ASD123456789</td>
</tr>
<tr>
<td>Travel Document Issue Date:</td>
<td>02/04/2013 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Expiry Date:</td>
<td>01/04/2023 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Country of Issue:</td>
<td>CHINA</td>
</tr>
<tr>
<td>Place of Issue:</td>
<td>TIANJIN</td>
</tr>
<tr>
<td>Address in Country of Origin:</td>
<td></td>
</tr>
<tr>
<td>Country of Origin:</td>
<td>CHINA</td>
</tr>
<tr>
<td>Division/Province/State of Origin:</td>
<td>TIANJIN</td>
</tr>
<tr>
<td>Prefecture of Origin:</td>
<td></td>
</tr>
<tr>
<td>County/District of Origin:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>TIAN JIN GATE 99</td>
</tr>
</tbody>
</table>

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.
Click on the [PRINT FORM 14A] button to print the Form 14A
Click on the [BACK] button to go back to the Group Visa entry list page
6 Application Enquiry – Application Status

6.1 Application Enquiry – Enquire by Application Reference No

This function allows the Authorised Visa Agent/Strategic Partner user to enquire Group Visa application submitted by its Authorised Visa Agent/Strategic Partner by Visa reference number or by applicant’s particulars.

If the Group Visa application has been Approved or Rejected, the Authorised Visa Agent/Strategic Partner user can only view the Group Visa application.

To enquire the Group Visa application (Pending or Withdrawn) details based on the Visa application reference number:

- Enter the Visa application reference number
- Click on the [SUBMIT] button

To reset the values, click on the [CLEAR] 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.
If the Group Visa application is **Approved** and the enquiry is based on the Visa application reference number, the enquiry result page is as follows:

```
Visa Application is approved.
No. of applicants approved: 3
No. of applicants rejected: 0
```

### Summary of Application Details

This visa application has been submitted by:

- **Name of Strategic Partner / AVA**
- **Mission**
- **Email notification address**
- **Itinerary**
- **Submitted on**

<table>
<thead>
<tr>
<th>Mission</th>
<th>Email notification address</th>
<th>Itinerary</th>
<th>Submitted on</th>
</tr>
</thead>
<tbody>
<tr>
<td>SINGAPORE</td>
<td><a href="mailto:lexsin@singme.com.sg">lexsin@singme.com.sg</a></td>
<td>03/02/2014</td>
<td>02/09/2014 00:00:00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/02/2014</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>05/02/2014</td>
<td></td>
</tr>
</tbody>
</table>

**Submitted on**: 02/09/2014 00:00:00

### Summary list of approved applicants:

- **Visa Reference Number**: VSC0000005A30022014

<table>
<thead>
<tr>
<th>S/No</th>
<th>Name</th>
<th>Sex</th>
<th>Date Of Birth</th>
<th>Travel Doc No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MICKEY MOUSE</td>
<td>M</td>
<td>09/06/1977</td>
<td>01</td>
</tr>
<tr>
<td>2</td>
<td>MINNIE MOUSE</td>
<td>F</td>
<td>09/07/1985</td>
<td>H1</td>
</tr>
<tr>
<td>3</td>
<td>DAISY DUCK</td>
<td>F</td>
<td>09/08/1996</td>
<td>U1</td>
</tr>
</tbody>
</table>

The above application has been approved subject to the conditions that the applicants' particulars furnished by you in the applications are true and correct and that:

- a. They hold passports with at least 5 months validity on arrival in Singapore
- b. You undertake to guarantee the maintenance and repatriation of all applicants under the 14-day Collective Gratis Visa submitted by you.
- c. No extension of stay will be sought by them.
- d. The 14-day Collective Gratis Visa will be issued to the whole group.
- e. All applicants from the same group must arrive and depart together.

Please click [here](#) to print the approval letter and the visa for the group.

### 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 print Form 14A for a particular applicant

- Click on the hyperlinked Name of an applicant.
- Refer to Section 4.1 for information on printing one visa application

To print a range of Form 14A

- Click on the [PRINT FORM (S) 14A] button
- Refer to Section 4.2 for information on printing a more than one visa application

Click on the [BACK] button to go back to the enquiry result page

- To print the Approval Letter, click on the [HERE] hyperlink.

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.
The format of the e-Visa will appear as shown below:

Immigration & CheckPoints Authority

Your ref:
Our Ref: BEJ000348SA31182014

MANAGER

28-APR-2014
e-VISA NO: AA0000295

Dear Sir/Madam

APPLICATION FOR COLLECTIVE GRATIS VISA

I am pleased to inform you that your application for the above on 28/04/2014 for a stay of Two (2) weeks based on your itinerary (*) appended below is successful for the applicants listed in e-Visa No: AA0000295

2. As you have sponsored their stay in Singapore, you shall be responsible for the costs of maintenance and repatriation of any of the applicant(s), if necessary.

3. You are to strictly adhere to the requirement of having a minimum group size of 3 passengers at the time of each entry. If you do not, the arriving passengers will be refused entry.

Yours faithfully

This is a computer generated letter which requires no signature.

Itinerary: (*)
20/05/2014 :
21/05/2014 :
22/05/2014 :

Version 5.0
e-Visa for Collective Gratis Visa (CGV) for PRC Group Tourists

Tour Agent Identification:
e-Visa Number: AA0000295
Visa issue date: 28-APR-2014
Visa expiry date: 19-MAY-2014
Type of Visa: MULTIPLE JOURNEY (SD)
Period of Stay: Two (2) weeks
Visa Issuing Authority:
Remarks: 14-Day CGV. Not Valid for Employment

List of Approved Applicants:

<table>
<thead>
<tr>
<th>S/NO</th>
<th>NAME</th>
<th>SEX</th>
<th>DATE OF BIRTH</th>
<th>TRAVEL DOC NO</th>
<th>NATIONALITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>FEMALE</td>
<td></td>
<td></td>
<td>CHINESE</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>FEMALE</td>
<td></td>
<td></td>
<td>CHINESE</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>FEMALE</td>
<td></td>
<td></td>
<td>CHINESE</td>
</tr>
</tbody>
</table>

Itinerary:
20/05/2014
21/05/2014
22/05/2014

You are required to present this e-Visa to the airline and relevant Authorities at the airport, if requested. Information in this e-Visa may also be verified at our website at http://www.ica.gov.sg using SAVE.

Important Note
This e-Visa is issued to the applicants listed above, based on the information provided in the application BEJ000350SA31182014 for which your agency has truthfully declared to be so on their behalf and are fully aware of the information so provided by your tour agency in China.

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

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.
e-Visa for Collective Gratis Visa (CGV) for PRC Group Tourists

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

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

The grant of an immigration pass to a Singapore visa holder 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 the Singapore visa holder’s passport and it is not tied to the validity of this visa. Please advise them to check their passports for the arrival endorsement and to take note of the period of stay granted before leaving the checkpoint.

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.
If the Group Visa application is Pending and the enquiry is based on the Visa application reference number, the enquiry result page is as follows:

To print a Form 14A for a particular applicant
- Click on the hyperlinked Name of an applicant.
- Refer to Section 4.1 for information on printing one visa application

To print a range of Form 14A
- Click on the [PRINT FORM (S) 14A] button
- Refer to Section 4.2 for information on printing a more than one visa application

Click on the [BACK] button to go back to the enquiry result page

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.
6.2 Application Enquiry – Enquire by Applicant Details

If the Group Visa application has been Approved or Rejected, Authorised Visa Agent/Strategic Partner user can only view the Group Visa application.

To enquire the Group Visa application (Pending or Withdrawn) details based on the Applicant Detail:

- Enter the Name or
- Enter the Date of birth or
- Enter Travel Document No. or
- Period of submission of Visa application with any of the above three
- Click on the [SUBMIT] button
- Upon successful enquiry of Group 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.

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.
If the Group Visa application is **Withdrawn** and the enquiry is based on the **applicant details**, the enquiry result page is as follows:

<table>
<thead>
<tr>
<th>S/No</th>
<th>Name</th>
<th>Application Reference No.</th>
<th>Sex</th>
<th>Date Of Birth</th>
<th>Travel Doc No.</th>
<th>Applicant Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CHEN XIAO ME</td>
<td>VSC000014SA30102014</td>
<td>F</td>
<td>03/03/2011</td>
<td>E123456</td>
<td>WITHDRAWN</td>
</tr>
<tr>
<td>2</td>
<td>CHEN XIAO MEI</td>
<td>VSC000014SA30102014</td>
<td>M</td>
<td>02/03/2011</td>
<td>E123456</td>
<td>WITHDRAWN</td>
</tr>
<tr>
<td>3</td>
<td>CHEN XIAO MING</td>
<td>VSC000014SA30102014</td>
<td>F</td>
<td>03/03/2011</td>
<td>E123456</td>
<td>WITHDRAWN</td>
</tr>
</tbody>
</table>

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

To print a Form 14A for a particular applicant
- Click on the hyperlinked Name of an applicant.
- Refer to **Section 4.1** for information on printing one visa application.
To enquire on the Group Visa Application Details
- Click on the hyperlinked Visa Reference No.
- The result page will be displayed as follow:

![Summary of Application Details](image)

**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.
7 Frequently Asked Questions

1) Why I cannot 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 the Authorised Visa Agent/Strategic Partner Programme has been approved and created.

If you cannot find any password in your email, please double check your Authorised Visa Agent/Strategic Partner’s registered email address with the Singapore Consulate/Embassy/High Commissioner in your respective location.

2) Why my account was revoked? How do I reset my password?
Your account is being revoked as you have exceeded the number of 3 tries for your login. Please follow the steps below and the email containing the password will be sent to your Authorised Visa Agent/Strategic Partner's registered email address shortly:
1) If you have received several password emails, please delete all password emails you have receive earlier to avoid confusion.
2) Go to the link at https://save.ica.gov.sg/save-public
3) Click on the button that says 'Authorised Visa Agent/Strategic Partner'
4) Enter your user id at the login page
5) Click on the link "here", near the bottom of the page to reset your password
6) Check your registered email address for the password

If you cannot find any password in your email, please double check your Authorised Visa Agent/Strategic Partner's registered email address with the Singapore Consulate in your respective location

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

3) Why do I get the message “Internal Error” even when I have logged into the system.
If the user has logged in to the SAVE system correctly, this occurs because the application is unable to detect the current session as the session has been lost. Close the browser and log in again.
4) **Why do I get the message “Invalid e-Service State”?**
   - Do not click on the **BACK**, **FORWARD** or **REFRESH** button when using SAVE
   - At any part of the application, please do not click on the button for more than one time
   - The system may need some time to process your application, please be patience. The system will auto generate an error message page if any problem occurred during the application.
   - You are reminded that the session will expire if the page remains idle for **15 minutes**, even though you may be filling up details on that page. You may try to login again and resubmit your application.

5) **How can I adjust my photograph to the correct specification?**
   Below are the specifications for the required photograph:
   
   a. Image file must be JPEG file format.
   b. Image file size must be less than 60Kbytes.
   c. Image dimension must be 400 x 514 pixels

   You may want to use the photo editor, Paint, which comes with windows OS to adjust the dimensions of the photographs in the future. You may wish to follow the steps using, Paint, below to adjust the dimensions.
   
   a. To open the photograph using MS paint
   b. To use the attribute under Image in Menu to set the size to 400x514 pixels
   c. To press the button Ctrl and button ‘A’ on the keyboard to select the image.
   d. To stretch the image to the required dimension
   e. To save it under JPG format finally.