USER MANUAL FOR

SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY

(SAVE)

FOR

IMMIGRATION & CHECKPOINTS AUTHORITY

(AUTHORISED VISA AGENT/STRATEGIC PARTNER - INDIVIDUAL)
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Introduction

1. Overview

The Authorised Visa Agent/Strategic Partner – Individual 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-Individual module for Authorised Visa Agent/Strategic Partners.

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

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

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

The functionality for the Authorised Visa Agent/Strategic Partner – Individual module includes application of individual 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:
  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-public/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 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 - Individual module at [https://save.ica.gov.sg/save-public](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 Collective 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](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.
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

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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.

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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
- Enter Password
- Click on the [LOGIN] button

Note:
- All fields are mandatory

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.

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If the user account is revoked,
• Enter a valid User ID
• Click on the [HERE] hyperlink below
• 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 individual application

- Click on the [INDIVIDUAL APPLICATION] hyperlink

To enquire the application status of an existing visa individual application

- Click on the [APPLICATION STATUS] hyperlink
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 which 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.

---

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2.4 Logout

To logout from Authorised Visa Agent/Strategic Partner module, click on the [LOGOUT] hyperlink.
3 Visa Application – Individual Visa Application (Form 14A)

This function allows the Authorised Visa Agent/Strategic Partner to apply for an Individual Visa.

Note:

If Authorised Visa Agent is from China, 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
- Type of visa: MULTIPLE JOURNEY

OR

If Authorised Visa Agent is from 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

If Authorised Visa Agent is from 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
3.1 Submission of Application – Particulars of Applicant

**PARTICULARS OF APPLICANT**

- **Name**: Full name as appeared in the passport/travel document, and in the same sequence of appearance. (Please click [here](#) for Name FAQs)
- **Alias**: Leave blank if not applicable
- **Date Of Birth**: (DDMMYYYY) Substitute DDMM with "0000" if there is no day or month
- **Sex**: Select Here
- **Marital Status**: Select Here
- **Nationality of Spouse**: Select Singapore Citizen, Singapore Permanent Resident, Others (Please Specify)
- **Spouse's NRIC No**: Select Here
- **Country of Birth**: Select Here
- **State / Province of Birth**: Select Here
- **Race**: Select Here
- **Religion**: Select Here
- **Religious Denomination**:

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

To cancel the current Individual Visa application
- Click on the [CANCEL] button
- A confirmation dialog box will be displayed

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

To proceed with the Individual Visa application
- Enter the mandatory fields
- Click on the [Proceed] 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

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 add row 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 row for the details of the countries that the applicant has resided in before

- Click on the [DELETE ROW] button

To save the current Individual Visa application

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

To cancel the current Individual Visa application

- Click on the [CANCEL] button
- A confirmation dialog box will be displayed

To reset the values entered for the current Individual Visa application

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

To proceed with the Individual Visa application

- Enter the mandatory fields
- Click on the [Proceed] button
3.3 Local Contact Details

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

- You are an Authorised Visa Agent
- Your applicant is an Assessment Level 2 national
- Your applicant Visa Type Group is ‘SOCIAL’

**PARTICULARS OF LOCAL CONTACT**

If your local contact is an Individual

<table>
<thead>
<tr>
<th>Relationship of Applicant to Local Contact</th>
<th>Select Here</th>
<th>If others, please specify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NRIC Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact No

If your local contact is a Company

<table>
<thead>
<tr>
<th>Relationship of Applicant to Local Contact</th>
<th>Select Here</th>
<th>If others, please specify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Company/Firm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unique Entity Number (UEN) of Company/Firm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Please click [here](#) for more information on UEN)

Address

Contact 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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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.
Please take note: You are required to fill in the local contact detail for the applicant as shown below if you meet ALL the conditions as below:

- You are not an Authorised Visa Agent/Strategic Partner from Singapore
- Your applicant is an Assessment Level 2 national
- Your applicant Visa Type Group is ‘BUSINESS’

PARTICULARS OF LOCAL CONTACT

If your local contact is a Company

Relationship of Applicant to Local Contact : Select Here

Name of Company/Firm :

Unique Entity Number (UEN) of Company/Firm : (Please click here for more information on UEN)

Address :

Contact No :

Person acting on behalf of the Company/Firm

Name :

NRIC/FIN :

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

Save  Proceed  Clear  Cancel
To cancel the current Individual 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

To apply for Individual Visa

- Enter the mandatory fields
- Click on the [PROCEED] button
- The Individual Visa Applicant’s Details Preview page will be displayed

Please take note: If local contact is filled in, it will be shown in the preview page
3.4 Upload Applicant Photo

To cancel the current Individual Visa application

- Click on the [CANCEL] button
- A confirmation dialog box will be displayed

To proceed with the Individual Visa application

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

Please take note of the steps to ensure that the photograph image will be displayed on the Preview Page. For more details, please click here.

To cancel the current Individual Visa application

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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3.5 Application Preview

If you are unable to see the photo image, please click here for more details.

Step 5 of 6: Confirmation

PARTICULARS OF APPLICANT

Name: TAN MING MING
Alias: 
Date Of Birth: 03/03/2011  Sex: FEMALE
Marital Status: MARRIED
Nationality of Spouse: AFGHAN
Spouse’s NRIC No: 
Country of Birth: AFGHANISTAN  State / Province of Birth: 
Nationality: AFGHAN  PRC ID No: 
Race: CHINESE
Religion: BUDDHIST
Religious Denomination: RELIGIOUS DENOMINATION
Type of Travel Document Held: INTERNATIONAL PASSPORT
Travel Document No: 1234567
Machine Readable Zone ID: 
Travel Document Issue Date: 03/03/2011  Expiry Date: 03/03/2020
Country of Issue: AFGHANISTAN
Place of Issue: AFGHANISTAN

Address in Country of Origin
Country of Origin: AFGHANISTAN
Division/Province/State of Origin: 
Prefecture of Origin: 
County/District of Origin: 
Address: AFGHANISTAN ADDRESS

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 cancel the current Individual Visa application

- Click on the [CANCEL] button
- A confirmation dialog box will be displayed
To amend the Individual Visa application

- Click on the [AMEND] button
- Make the necessary amendments and click on [Proceed] button
- The Application Preview page will be displayed

To submit the Individual Visa application

- Select the checkbox to declare that the information furnished are true and correct
- Click on the [Submit] button to confirm the application
- The Make Payment page will be displayed
3.6 Payment for Application

**TOTAL AMOUNT PAYABLE: $30.00**

<table>
<thead>
<tr>
<th>Payment Mode</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MasterCard</td>
<td>For VISA/MasterCard Credit and Debit cards</td>
</tr>
</tbody>
</table>

Please type the verification code below.

**IMPORTANT:**

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- **DO NOT** close this browser while payment is in progress. 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 Credit (or AMEX if available), please add “www.enets.sg” to your list of allowed sites in the pop-up blocker settings as well.

This page is best viewed using IE9 & above.

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- Check on [Mastercard / Visa] and click on the [Proceed] button to proceed to the next step.
  (This system supports VISA Credit/Debit Card and MasterCard Credit/Debit Card only)
- To cancel the transaction, click on the [CANCEL PAYMENT] 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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To submit the credit/debit card payment
- Enter the credit/debit card details
- Click on the [Submit] button to confirm the payment
- The Tax invoice/receipt will be displayed
**TAX INVOICE / RECEIPT**

- **Receipt No:** MHA-ICA-SA0001000087196
- **Date/Time:** 19/11/2014 12:39
- **Agency:** MHA-ICA-SA
- **Application:** SAVE
- **Paid via:** eNETS Credit
- **EP Ref No:** CC14111912394865

<table>
<thead>
<tr>
<th>Sno</th>
<th>Code/Description</th>
<th>Unit Price($)</th>
<th>Qty</th>
<th>Amount($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Visa Application Processing Fees</td>
<td>30.00</td>
<td>1</td>
<td>30.00</td>
</tr>
<tr>
<td></td>
<td>Name of Applicant: IRENE TAN JIAJIA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Date of Birth: 01/10/1988</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total ($) :** 30.00

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

- **PSR Ref No:** d73e9c83986a35a1-19112014-123048-1863505978

Please print a copy of the receipt for your reference.

Click on the **[CTRL-P]** to print the Tax Invoice/Receipt

---

**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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3.7 Print Acknowledgement for Visa Application

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

To print the acknowledgement page, click on the [PRINT ACKNOWLEDGEMENT] button. You will need the visa reference number for future references or for application enquiry.

To print the Form 14A, click on the [CLICK HERE TO PRINT ELECTRONIC FORM 14A] hyperlink.
### 3.8 Printing of Visa Application Form 14A

<table>
<thead>
<tr>
<th>Visa Application</th>
<th>Application Enquiry</th>
<th>Administration</th>
<th>Logout</th>
</tr>
</thead>
</table>

Visa application reference number: VS02003023A10092014

![Visa Application Form 14A](image)

<table>
<thead>
<tr>
<th>Notes: <em>Delete where appropriate</em></th>
</tr>
</thead>
</table>

**APPLICATION FOR ENTRY VISA**

<table>
<thead>
<tr>
<th>PART I. PARTICULARS OF APPLICANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: TAN XIAO WEI</td>
</tr>
<tr>
<td>Full name as it appears in passport/travel document</td>
</tr>
<tr>
<td>Alias:</td>
</tr>
<tr>
<td>Date of Birth: 03/03/2011 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Sex: FEMALE</td>
</tr>
<tr>
<td>Marital Status: SINGLE</td>
</tr>
<tr>
<td>Nationality of Spouse:</td>
</tr>
<tr>
<td>Spouse's NRIC No:</td>
</tr>
<tr>
<td>Country of Birth: ANDORRA</td>
</tr>
<tr>
<td>State/Province of Birth:</td>
</tr>
<tr>
<td>Race: INDIAN</td>
</tr>
<tr>
<td>Nationality: ALGERIAN</td>
</tr>
<tr>
<td>Type of Travel Document Held: INTERNATIONAL PASSPORT</td>
</tr>
<tr>
<td>Travel Document No: E321ADF</td>
</tr>
<tr>
<td>Issue Date: 03/03/2011 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Expiry Date: 03/03/2020 (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Country of Issue: AFGHANISTAN</td>
</tr>
<tr>
<td>Place of Issue: ASDF</td>
</tr>
<tr>
<td>Address in Country of Origin:</td>
</tr>
<tr>
<td>Country of Origin: AFGHANISTAN</td>
</tr>
<tr>
<td>Division/Province/State of Origin:</td>
</tr>
<tr>
<td>Prefecture of Origin:</td>
</tr>
<tr>
<td>County/District of Origin:</td>
</tr>
<tr>
<td>Address: ASDF</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.

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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
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 on an Individual Visa application submitted by its Authorised Visa Agent/Strategic Partner by Visa reference number or by applicant’s particulars.

To enquire on **Approved, Pending, Rejected, Documents Submitted** or **Withdrawn** the Individual Visa application/ appeal details by Application:

- Enter the Visa application reference number

To reset the values, click on the [CLEAR] button.
If the Individual Visa application is "Approved with e-Visa", the enquiry result page is as follows:

- To download and print the paper e-Visa, click on the [HERE] hyperlink.

Click on the PDF DOCUMENT to open the PDF document in your computer.

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

```
---
e-Visa for Republic of Singapore
---

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

<table>
<thead>
<tr>
<th>e-Visa Number:</th>
<th>AA0000484</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>TAN CHENG XIN</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>04/03/1977</td>
</tr>
<tr>
<td>Sex:</td>
<td>FEMALE</td>
</tr>
<tr>
<td>Nationality:</td>
<td>CHN</td>
</tr>
<tr>
<td>Travel Document Number:</td>
<td>E1234567</td>
</tr>
<tr>
<td>Visa issue date:</td>
<td>12-JAN-2017</td>
</tr>
<tr>
<td>Visa valid till:</td>
<td>12-MAR-2017</td>
</tr>
<tr>
<td>Type of Visa:</td>
<td>MULTIPLE JOURNEY</td>
</tr>
<tr>
<td>Remarks:</td>
<td>Not Valid for Employment</td>
</tr>
<tr>
<td>Visa Issuing Authority:</td>
<td>IMMIGRATION &amp; CHECKPOINTS AUTHORITY</td>
</tr>
<tr>
<td>Visa Processing Fee:</td>
<td>30 SINGAPORE DOLLARS</td>
</tr>
</tbody>
</table>

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

---
```

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

Important Note
This e-Visa is issued to you based on the information provided in the application VSC56789SA00372016 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.

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

Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the following entry requirements:
(i) Hold a passport with at least 6 months validity;
(ii) Have sufficient funds for the period of stay in Singapore; and
(iii) Have confirmed onward/return air ticket(s).

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

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 Individual Visa application is 'Approved without e-Visa', the enquiry result page is as follows:

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

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

- Click on the PDF DOCUMENT to open the PDF document in your computer.
The format of the paper Approval Letter will appear as shown below:

**Visa application is approved**

**Visa Reference Number:** VSC001289SA12262014

This Visa application is submitted by:

**Name:** XXX Strategic Partner  
**Mission:** SINGAPORE  
**Submitted on:** 14/09/2014 17:09:36

**Visa summary:**

**Name of Applicant:** HARRY POH  
**Travel Document Type and Number:** INTERNATIONAL PASSPORT/G67656547  
**Sex:** FEMALE  
**Date of Birth:** 03/05/1987  
**Nationality:** EGYPTIAN  
**Purpose of Visit:** TEST  
**Type of Visa approved:** DOUBLE JOURNEY  
**Duration of Visa approved:** 9 WEEKS

---

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

To print Form 14A

- Click on the [PRINT FORM 14] button
- To print the notification slip, click on the [PRINT NOTIFICATION SLIP] button
- To go back to the applicant result page, click on the [BACK] button
If the Individual Visa application is "Rejected", the enquiry result page is as follows:

To print Form 14A
- Click on the [PRINT FORM 14A] button
- To go back to the applicant result page, click on the [BACK] 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 Individual Visa application is "Withdrawn", the enquiry result page is as follows:

To view Form 14A
- Click on the [VIEW FORM 14A] button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the [PRINT] button
- To go back to the applicant result page, click on the [BACK] button
If ICA has received the documents requested for the Individual Visa application, the enquiry result page is as follows:

**Step 2 of 2: Enquiry Result**

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

**Summary of Application Details**

- This visa application has been submitted by:
  - Name: Name of Strategic Partner / AVA
  - Mission: SINGAPORE
  - Submitted on: 16/03/2016 16:01:36

**Visa Summary**

- Visa Reference Number: VS0349897SA10762016
- Name of Applicant: PARASLIN JAMIE
- Travel Document Type and Number: INTERNATIONAL PASSPORT no G1234321
- Sex: FEMALE
- Date of Birth: 09/02/1967
- Nationality: RUSSIAN
- Purpose of visit: MEDICAL ATTENDANCE
- Type of visa applied for: MULTIPLE JOURNEY
- Date of intended arrival in Singapore: 17/03/2016

To print notification slip

- Click on the [PRINT NOTIFICATION SLIP] button
- 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
If the Individual Visa appeal is "Approved with e-Visa", the enquiry result page is as follows:

Step 2 of 2: Enquiry Result

Visa Appeal is Approved.

Summary of Application Details

This visa application has been submitted by:
Name: Name of Strategic Partner / AVA
Mission: SINGAPORE
Submitted on: 23/05/2016 00:00:00

Visa Summary
Visa Reference Number: YBC061623SA10632016
Name of Applicant: JIANG YI
Travel Document Type and Number: INTERNATIONAL PASSPORT no G20458576
Sex: FEMALE
Date of Birth: 10/04/1976
Nationality: CHINESE
Purpose of visit: HOLIDAY WITH FAMILY
Type of visa applied for: MULTIPLE JOURNEY
Duration of visa approved: 9 WEEKS

We are pleased to inform you that a MULTIPLE JOURNEY visa valid for 9 WEEKS from the date of approval for a short stay per entry is approved.

Please click here to download and print the e-Visa.

• To download and print the paper e-Visa, click on the [HERE] hyperlink.

Click on the PDF DOCUMENT to open the PDF document in your computer.

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 paper e-Visa will appear as shown below:

```
<table>
<thead>
<tr>
<th>e-Visa for Republic of Singapore</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Visa Number: AA0000484</td>
</tr>
<tr>
<td>Name: TAN CHENG XIN</td>
</tr>
<tr>
<td>Date of Birth: 04/03/1977</td>
</tr>
<tr>
<td>Sex: FEMALE</td>
</tr>
<tr>
<td>Nationality: CHN</td>
</tr>
<tr>
<td>Travel Document Number: E1234567</td>
</tr>
<tr>
<td>Visa issue date: 17-JAN-2017</td>
</tr>
<tr>
<td>Visa valid till: 13-MAR-2017</td>
</tr>
<tr>
<td>Type of Visa: MULTIPLE JOURNEY</td>
</tr>
<tr>
<td>Remarks: Not Valid for Employment</td>
</tr>
<tr>
<td>Visa Issuing Authority: IMMIGRATION &amp; CHECKPOINTS AUTHORITY</td>
</tr>
<tr>
<td>Visa Processing Fee: 30 SINGAPORE DOLLARS</td>
</tr>
</tbody>
</table>
```

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

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

Important Note
This e-Visa is issued to you based on the information provided in the application VSC567250SA00672016 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.

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

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

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

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

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 Individual Visa appeal is 'Approved without e-Visa", the enquiry result page is as follows:

Step 2 of 2: Enquiry Result

Visa Appeal is Approved.

Summary of Application Details

<table>
<thead>
<tr>
<th>Visa Reference Number</th>
<th>MUB582877SA1110214</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Applicant</td>
<td>HOSEINI</td>
</tr>
<tr>
<td>Travel Document Type and Number</td>
<td>INTERNATIONAL PASSPORT no A12345</td>
</tr>
<tr>
<td>Sex</td>
<td>FEMALE</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>19/09/1973</td>
</tr>
<tr>
<td>Nationality</td>
<td>IRANIAN</td>
</tr>
<tr>
<td>Submitted by</td>
<td>Name of Strategic Partner / AVA</td>
</tr>
<tr>
<td>Submitted on</td>
<td>23/05/2016</td>
</tr>
</tbody>
</table>

Please click here to download and print the approval letter.

To print Form 14A

- Click on the [PRINT FORM 14A] button
- To go back to the application enquiry page, click on the [BACK] button

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

- Click on the PDF DOCUMENT to open the PDF document in your computer.

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 paper Approval Letter will appear as shown below:

**Visa application is approved**

**Visa Reference Number:** VSC001289SA12262014

This Visa application is submitted by:

**Name:** XXX Strategic Partner

**Mission:** SINGAPORE

**Submitted on:** 14/08/2014 17:09:36

**Visa summary:**

- **Name of Applicant:** HARRY POH
- **Travel Document Type and Number:** INTERNATIONAL PASSPORT/G67656547
- **Sex:** FEMALE
- **Date of Birth:** 03/05/1987
- **Nationality:** EGYPTIAN
- **Purpose of Visit:** TEST
- **Type of Visa approved:** DOUBLE JOURNEY
- **Duration of Visa approved:** 9 WEEKS
If the Individual Visa appeal is "Pending", the enquiry result page is as follows:

![Enquiry Result Page]

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

**Summary of Application Details**

- **Name**: Name of Strategic Partner / AVA
- **Mission**: SINGAPORE
- **Submitted on**: 23/05/2016

**Visa Summary**

- **Visa Reference Number**: BEJ001812SA12022015
- **Name of Applicant**: CHARLIE BROWN
- **Travel Document Type and Number**: INTERNATIONAL PASSPORT no Y767676
- **Sex**: MALE
- **Date of Birth**: 09/09/1969
- **Nationality**: CHINESE
- **Purpose of visit**: PLAY
- **Type of visa applied for**: MULTIPLE JOURNEY
- **Date of intended arrival in Singapore**: 20/07/2016

To print Form 14A

- Click on the [PRINT FORM 14] button
- To print the notification slip, click on the [PRINT NOTIFICATION SLIP] button
- To go back to the applicant result page, click on the [BACK] button
If the Individual Visa appeal is "Rejected", the enquiry result page is as follows:

Step 2 of 2: Enquiry Result

After careful consideration, we regret to inform you that the visa appeal is not successful.

Summary of Application Details

This visa application has been submitted by:
Name: Name of Strategic Partner / AVA
Mission: SINGAPORE
Submitted on: 23/05/2010

Visa Summary
Visa Reference Number: VSO61689SA10832016
Name of Applicant: JOHN MICHAEL
Travel Document Type and Number: INTERNATIONAL PASSPORT no A12345
Sex: MALE
Date of Birth: 10/11/1989
Nationality: CHINESE
Purpose of visit: HOLIDAY
Type of visa applied for: MULTIPLE JOURNEY
Date of intended arrival in Singapore: 29/05/2016

To print Form 14A
- Click on the [PRINT FORM 14A] button
- To go back to the application enquiry page, click on the [BACK] button
If the Individual Visa application is "Withdrawn", the enquiry result page is as follows:

**Step 2 of 2: Enquiry Result**

Visa Appeal is Withdrawn.

**Summary of Application Details**

<table>
<thead>
<tr>
<th>This visa application has been submitted by:</th>
<th>Name: Name of Strategic Partner / AVA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission</td>
<td>SINGAPORE</td>
</tr>
<tr>
<td>Submitted on</td>
<td>23/05/2016</td>
</tr>
</tbody>
</table>

**Visa Summary**

<table>
<thead>
<tr>
<th>Visa Reference Number</th>
<th>VSC051609SA1032016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Applicant</td>
<td>JOHN MICHAEL</td>
</tr>
<tr>
<td>Travel Document Type and Number</td>
<td>INTERNATIONAL PASSPORT no A12345</td>
</tr>
<tr>
<td>Sex</td>
<td>MALE</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>04/10/1976</td>
</tr>
<tr>
<td>Nationality</td>
<td>CHINESE</td>
</tr>
<tr>
<td>Purpose of visit</td>
<td>HOLIDAY</td>
</tr>
<tr>
<td>Type of visa applied for</td>
<td>MULTIPLE JOURNEY</td>
</tr>
<tr>
<td>Date of intended arrival in Singapore</td>
<td>29/05/2016</td>
</tr>
</tbody>
</table>

To print Form 14A

- Click on the [PRINT FORM 14A] button
- The Form 14A Print page will be displayed
- To print the Form 14A, click on the [PRINT] button
- To go back to the application enquiry page, click on the [BACK] button
If ICA has **received the documents requested** for the Individual Visa appeal, the enquiry result page is as follows:

![Enquiry Result Page](image)

- To print notification slip, click on the [PRINT NOTIFICATION SLIP] button
- To print the Form 14A, click on the [PRINT FORM 14A] button
- To go back to the application enquiry page, click on the [BACK] button
4.2 Application Enquiry – Enquiry by Applicant

To enquire on Approved, Pending, Rejected, Documents Submitted or Withdrawn Individual Visa application/appeal details by 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 [PROCEED] button
- Upon successful enquiry of Individual Visa, the enquiry result page will be displayed. Note that the result page will differ, depending on the application status and enquiry inputs.

To reset the values, click on the [CLEAR] button.
If enquiry is based on the **Applicant Details**, the applicant 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>TAN MING MING</td>
<td>VSC0000796A10072014</td>
<td>F</td>
<td>03/03/2011</td>
<td>1234567</td>
<td>PENDING</td>
</tr>
</tbody>
</table>

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

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

To enquire on the Individual Visa Application Details
5. Click on the hyperlinked Visa Reference No.
6. To view the Form 14A, click on the **[VIEW FORM 14A]** button
7. To go back to the applicant result page, click on the **[BACK]** button
5. 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 Authorised Visa Agent/Strategic Partner Programme has been approved and created.

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/Embassy/High Commission 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:

   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

   | ! | @ | 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
A: 

Q2: Photograph images that do not meet ICA’s requirements
A: 
B: 
C: 
D: 

[Image showing examples of photo requirements]