

**USER MANUAL FOR**

**SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY**

**(SAVE)**

**FOR**

**IMMIGRATION & CHECKPOINTS AUTHORITY**

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

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## **1. INTRODUCTION**

### **1.1 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 web site (URL: <http://www.ica.gov.sg/>) to this front-end Internet application.

### **1.2 About This Manual**

The objective of this document is to explain the step-by-step guidelines on how to use the 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, 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:  
Edge, Firefox, and Safari, Chrome

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

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

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

- www.enets.sg
- www.enets.com.sg
- dbsd2pay.dbs.com
- pibenets.uob.com.sg
- www.citibank.com.sg
- www.ocbc.com
- www.plus.com.sg
- ibank.standardchartered.com.sg

### 1.4 Convention

This manual uses the following conventions:

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

The following format is used by the SAVE system:

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

### 1.5 Supported Payment Modes

This manual uses the following payment modes:


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


## 2 FUNCTIONS

### 2.1 Login

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

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 **ICA**  
Serving Our Borders,  
Safeguarding Our Home

 MyICA Home


### Apply for Entry Visa

This facility allows you to apply for a Singapore entry visa as a local contact or authorised visa agent or strategic partner.


#### Information Required


Please have the following information ready when submitting the visa application:


- Duly completed [Form 14A](#) (PDF, 445KB) signed by the applicant. The visa application shall be made based on the information declared in this form. ICA may request for the form to be submitted.
- Duly completed [Form V39A](#) (PDF, 191KB) signed by the local contact (if applicable).
- Applicant's recent passport-sized colour photograph (taken within the last three months). Please see [Photo Guidelines](#) for information on photo requirements.
- A photocopy of the applicant's passport bio-data page (valid for at least six months) from the date of his entry into Singapore
- VISA or Master Credit/Debit Card or Internet Banking Details.





#### I want to...

  
Apply for Entry Visa  
as a Local Contact  
(Individual Users)

  
Apply for Entry Visa  
as a Local Contact  
(Business Users)

  
Apply for Entry Visa  
as an Authorised Visa Agent

  
Apply for Entry Visa  
as a Strategic Partner

  
Enquire Application Status

#### Important Notes

- If you are using a pop-up blocker, please add the following as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be complete.
  1. [www.enets.sg](http://www.enets.sg)
  2. [www.enets.com.sg](http://www.enets.com.sg)
  3. [dbsd2pay.dbs.com](http://dbsd2pay.dbs.com) (for DBS/POSB Account holders)
  4. [pibenets.uob.com.sg](http://pibenets.uob.com.sg) (for UOB Account holders)
  5. [www.citibank.com.sg](http://www.citibank.com.sg) (for Citibank Account holders)
  6. [www.ocbc.com](http://www.ocbc.com) (For OCBC account holders)
  7. [www.plus.com.sg](http://www.plus.com.sg) (For Plus! account holders)
  8. [ibank.standardchartered.com.sg](http://ibank.standardchartered.com.sg) (For Standard Chartered account holders)
- You are advised to enable cookies in your browser settings for [www.ica.gov.sg](http://www.ica.gov.sg)
- For more information on Technical Help, please see [Technical Help](#) (PDF, 705KB).

If you encounter any problems with this e-Service, please email [ICA\\_SAVE\\_Helpdesk@ica.gov.sg](mailto:ICA_SAVE_Helpdesk@ica.gov.sg) with a screenshot of the error message.

**Immigration & Checkpoints Authority**

[Report Vulnerability](#) [Privacy Statement](#) [Terms of Use](#)

© 2022, Government of Singapore. Last updated on 26 January 2022.

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

**Caution:**

Click on the buttons or links once only.

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

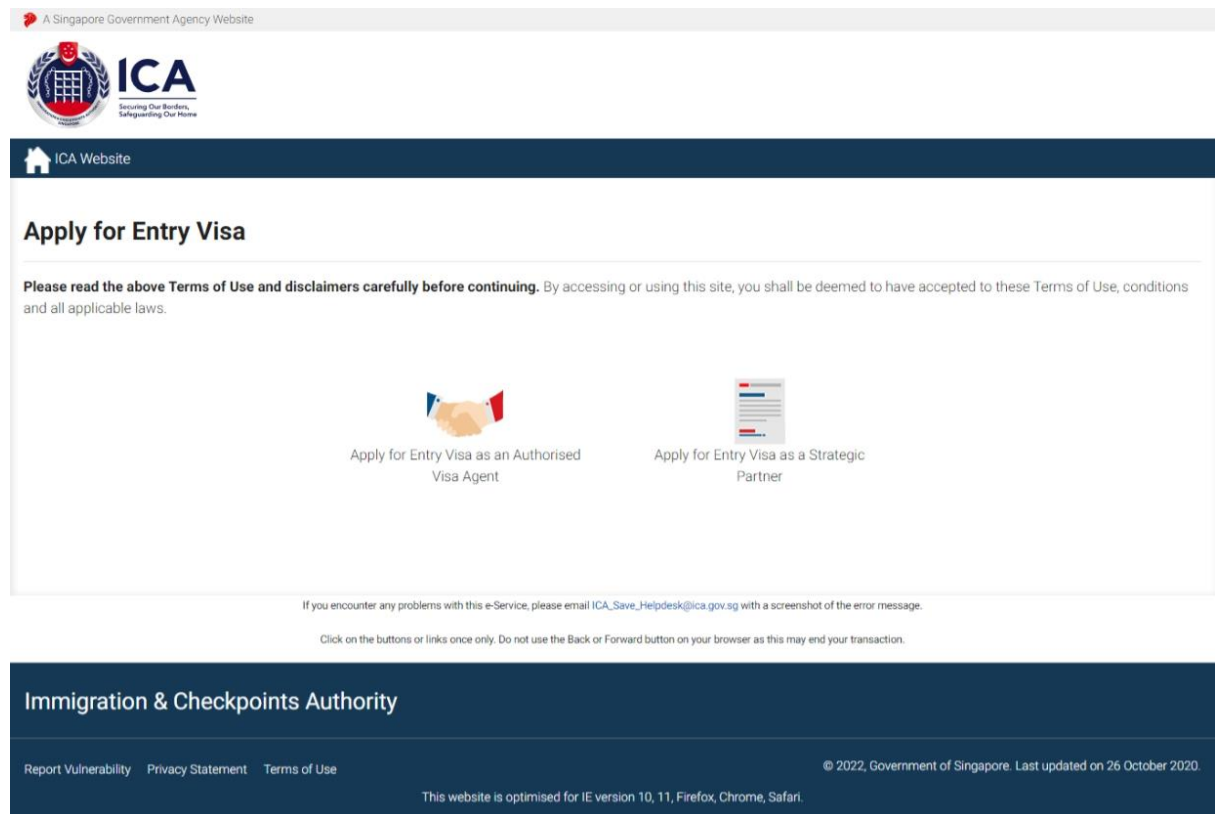
**Disclaimer:** The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

To proceed to login into the Authorised Visa Agent module

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

To proceed to login into the Strategic Partner module

- Click the **Apply for Entry Visa as a Strategic Partner** to be redirected to <https://eservices.ica.gov.sg/save-oval/index.xhtml>
- Click the **Apply for Entry Visa as a Strategic Partner** again to redirect to Singpass page (W.E.F 11 April 2021 Corppass Authentication will be done via Singpass)
- Key in the Singpass ID and password.
- After Singpass log in, user will be redirected to SAVE login page.



**Caution:**


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

A Singapore Government Agency Website



ICA Website

### Apply for Entry Visa

Please read the above Terms of Use and disclaimers carefully before continuing. By accessing or using this site, you shall be deemed to have accepted to these Terms of Use, conditions and all applicable laws.

User ID

Password

[Return to Homepage](#) [Login](#)

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

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For Authorised Visa Agents,

- Enter User ID
- Enter Password
- Click on the [\[Login\]](#) button

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

**Caution:**

Click on the buttons or links once only.

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

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


A Singapore Government Agency Website

**singpass**

T | T | T | T | Q

**Advisory Note** ^

Your SingPass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone.

 **Log in with Singpass**  
Your trusted digital identity

**Singpass app** **Password login**

**Logging in as Business User**

Singpass ID

Password

**Log in**

[Retrieve Singpass ID](#) [Reset password](#)


[Register For Singpass](#)


**singpass**

[Contact us](#) | [Share feedback](#) | [Read FAQs](#)  
[Report vulnerability](#) | [Privacy statement](#) | [Terms of use](#) | [Sitemap](#) | [Rate this website](#)

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Last updated on 07 March 2021

A Singapore Government Agency Website

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

 ICA Website

**Please read the above Terms of Use and disclaimers carefully before continuing.** By accessing or using this site, you shall be deemed to have accepted to these Terms of Use, conditions and all applicable laws.

User ID

Password

[Return to Homepage](#) [Login](#)

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto:ICA_Save_Helpdesk@ica.gov.sg) with a screenshot of the error message.

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

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

For Strategic Partner,

- Enter Singpass ID
- Enter User ID
- Enter Password
- Click on the **[Login]** button

Caution:

Click on the buttons or links once only.

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

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



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

**Caution:**

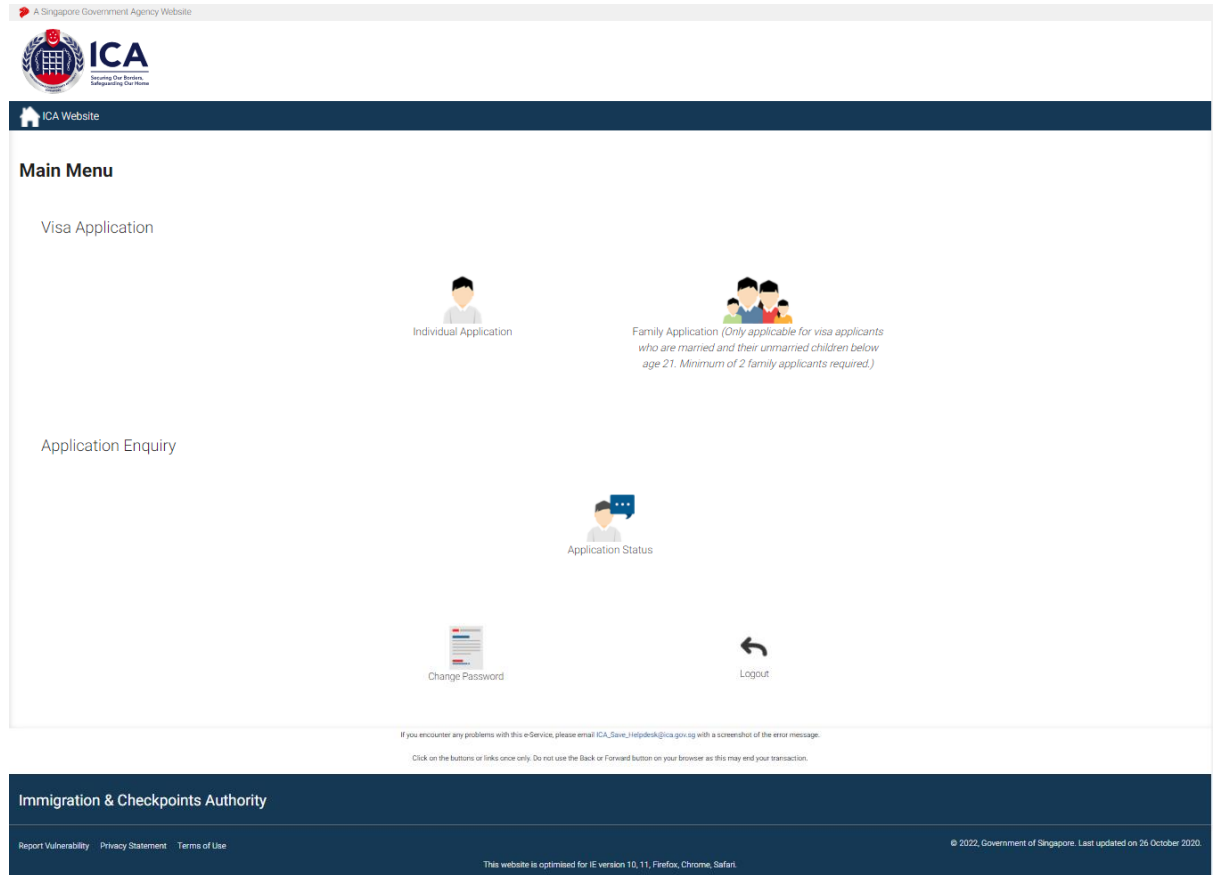
Click on the buttons or links once only.

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

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## 2.2 Authorised Visa Agent/Strategic Partner Main Menu

### Authorised Visa Agent



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

To submit Individual Visa application

- Click on the [\[Individual Application\]](#) button

To enquire the application status of an existing individual visa application

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

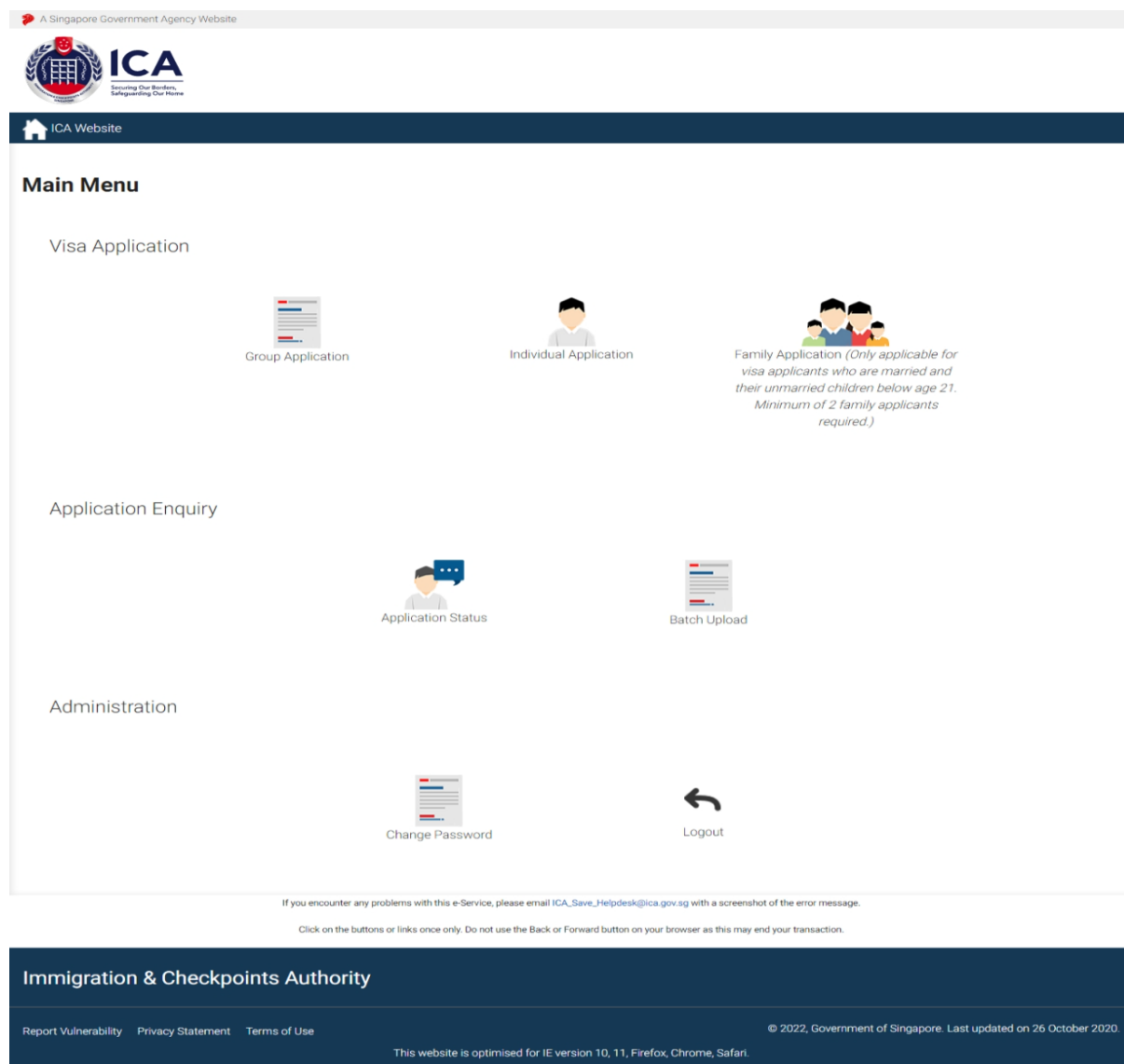
**Caution:**

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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## Strategic Partner



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

To submit Individual Visa application

- Click on the [\[Individual Application\]](#) button

To enquire the application status of an existing individual visa application

- Click on the [\[Application Status\]](#) 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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## 2.3 Change Password

The screenshot shows the 'Change Password' page on the ICA Website. At the top, there is a header with the ICA logo and the tagline 'Securing Our Borders, Safeguarding Our Home'. Below the header, the page title 'Change Password' is displayed. The form contains three input fields: 'Current password', 'New password', and 'Re-enter new password'. Below the 'New password' field, there is a blue 'Back' button. Below the 'Re-enter new password' field, there is a blue 'Next' button. At the bottom of the page, there is a footer with the text 'Immigration & Checkpoints Authority' and a copyright notice '© 2022, Government of Singapore. Last updated on 26 October 2020.'.

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

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

To change password

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

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

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

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

**Caution:**

Click on the buttons or links once only.

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

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## **2.4 Logout**

To logout from Authorised Visa Agent/Strategic Partner module, click the [\[Logout\]](#) 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 Visa Application – Individual Visa Application (Form 14A)**

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

Note:

For China Authorised Visa Agent, 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

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

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

OR

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

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

**Caution:**

Click on the buttons or links once only.

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

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## 3.1 Submission of Individual Application – Particulars of Applicant

A Singapore Government Agency Website

ICA  
Immigration & Checkpoints Authority

ICA Website

### Application for Visa

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



Important Notes

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

#### Particulars of Applicant

Name Alias

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



Date Of Birth Sex

☐ FEMALE ☐ MALE

Country/Place of Birth

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

State/Province of Birth Nationality/Citizenship Religion

Please Indicate Please Indicate Please Indicate

Race Marital Status

Please Indicate Please Indicate

#### Travel Document

Type Country/Place of Issue Place of Issue

INTERNATIONAL PASSPORT Please Indicate

Travel Document Number Issue Date Expiry Date

Please omit spaces

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

Country/Place of Origin/Residence Address

Please Indicate

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

Please Indicate Please Indicate Please Indicate

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

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

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

### Caution:

Click on the buttons or links once only.

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

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

To save the current Individual 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 box will appear. Click on the **[Ok]** button
- The Authorised Visa Agent/Strategic Partner Main Menu will be displayed

Important

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

Cancel

OK

To reset the values entered for the current 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 **[Next]** button

**Caution:**

Click on the buttons or links once only.

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

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

The screenshot shows the ICA Website interface for the 'Application for Visa' process. The top navigation bar includes the ICA logo and the text 'Singapore Government Agency Website'. Below this, a progress bar indicates the current step: 'Applicant's Additional Information'. The form is divided into several sections:

- Additional Information of Applicant**
  - Contact Information**
    - Applicant's Email Address (with a note: '(Please furnish a valid email address.)')
    - Applicant's Contact Number
  - Occupation & Education Information**
    - Occupation (dropdown menu: 'Please Indicate')
    - Highest Academic / Professional Qualifications Attained (dropdown menu: 'Please Indicate')
    - Annual Income (Singapore Dollars - in numbers only)
  - Information of Visit**
    - Expected Date of Arrival
    - Type Of Visa (dropdown menu: 'MULTIPLE JOURNEY')
    - How long does the applicant intend to stay in Singapore? (radio buttons: 'Less than 30 days', 'More than 30 days')
    - Purpose of visit (radio buttons: 'Social', 'Business')
    - Choose a purpose (dropdown menu: 'Please Indicate')
    - Additional information to support this application (text area)
  - Address in Singapore**
    - Where will the applicant be staying in Singapore? (dropdown menu: 'Please Indicate')
    - Postal Code
    - Block/House Number
    - Street Name
    - Floor Number
    - Unit Number
    - Contact Number
  - Antecedent of Applicant**
    - Has the applicant ever been refused entry into or deported from any country/place, including Singapore? (radio buttons: 'Yes', 'No')
    - Has the applicant ever been convicted in a court of law in any country/place, including Singapore? (radio buttons: 'Yes', 'No')
    - Has the applicant ever been prohibited from entering Singapore? (radio buttons: 'Yes', 'No')
    - Has the applicant ever entered Singapore using a different passport or name? (radio buttons: 'Yes', 'No')
    - If any of the answer is 'YES', please furnish details below: (text area)

At the bottom of the form, there are four buttons: 'Cancel', 'Clear', 'Save', and 'Next'. Below the buttons, a small note states: 'If you encounter any problems with this e-Service, please email ICA\_Save\_helpdesk@ica.gov.sg with a screenshot of the error message. Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.'

The footer of the page includes the 'Immigration & Checkpoints Authority' logo, links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use', and copyright information: '© 2022, Government of Singapore. Last updated on 26 October 2020. This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

To save the current Individual Visa application

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

#### 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 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

Important

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

Cancel

OK

To reset the values entered for the current 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 **[Next]** button

**Caution:**

Click on the buttons or links once only.

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

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### 3.3 Local Contact Details

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

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 Visa Type Group is '**SOCIAL**'
- Your applicant is holding visa-required travel document issued by the following countries.

Afghanistan	Algeria	Armenia	Azerbaijan
		Democratic People's Republic of Korea	Egypt
Bangladesh	Belarus		
Georgia	India	Iran	Iraq
Jordan	Kazakhstan	Kosovo	Kyrgyzstan
Lebanon	Libya	Mali	Moldova
Morocco	Nigeria	Pakistan	People's Republic of China (PRC)
Russia	Saudi Arabia	Somalia	Sudan
Syria	Tajikistan	Tunisia	Turkmenistan
Ukraine	Uzbekistan	Yemen	

OR

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

OR

- Your applicant is holding a Palestinian Authority passport.

OR

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

OR

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

**Caution:**


Click on the buttons or links once only.

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

A Singapore Government Agency Website

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

ICA Website

### Application for Visa

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

Particulars of Local Contact

If your local contact is an Individual

Name	Identity Card Number	Contact Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
		Please indicate a valid 8-digit Singapore mobile/telephone number
Address		
<input type="text"/>		
Email Address	Relationship of Applicant to Local Contact	
<input type="text"/>	<input type="text" value="Please Indicate"/>	
(Please furnish a valid email address.)		

If your local contact is a Company

Name of Company/Firm	Unique Entity Number (UEN) of Company/Firm	Contact Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
		Please indicate a valid 8-digit Singapore mobile/telephone number

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

#### Caution:

Click on the buttons or links once only.

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

Address

Email Address

Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

Person acting on behalf of the Company/Firm

Name

Identity Card Number

Designation/Capacity

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

DFVDFF

Cancel

Clear

Save

Next

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto:ICA_Save_Helpdesk@ica.gov.sg) with a screenshot of the error message.

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

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

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

Note: You are required to fill in the 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 Visa Type Group is '**SOCIAL**'
- Your applicant is holding visa-required travel document issued by the following countries.

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

OR

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

OR

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

**Caution:**


Click on the buttons or links once only.

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

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

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

A Singapore Government Agency Website

 ICA  
Serving Our Residents  
Securing Our Home

ICA Website

## Application for Visa

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

Particulars of Local Contact

If your local contact is an Individual

Name

Contact Number

Email Address

Please indicate a valid 8-digit Singapore mobile/telephone number (Please furnish a valid email address.)

Relationship of Applicant to Local Contact

If your local contact is a Company/Firm/Hotel

Name of Company/Firm/Hotel

Contact Number

Email Address

Please indicate a valid 8-digit Singapore mobile/telephone number (Please furnish a valid email address.)

Relationship of Applicant to Local Contact

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

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto:ICA_Save_Helpdesk@ica.gov.sg) with a screenshot of the error message.

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

Immigration & Checkpoints Authority

[Report Vulnerability](#) [Privacy Statement](#) [Terms of Use](#)

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

### Caution:

Click on the buttons or links once only.

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

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

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

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

OR

- Your applicant is holding a Palestinian Authority passport.

OR

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

OR

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

**Caution:**

Click on the buttons or links once only.


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

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



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

A Singapore Government Agency Website

 ICA  
Securing Our Borders,  
Safeguarding Our Home

ICA Website

## Application for Visa

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

Particulars of Local Contact

If your local contact is a Company

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

Address    [Click here for more information on UEN](#)    Please indicate a valid 8-digit Singapore mobile/telephone number

Email Address    Relationship of Applicant to Local Contact

(Please furnish a valid email address.)

Person acting on behalf of the Company/Firm

Name    Identity Card Number    Designation/Capacity

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

Cancel    Clear    Save    Next

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

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

### Caution:

Click on the buttons or links once only.

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

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

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


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


OR

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

OR

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

 Singapore Government Agency Website

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

ICA Website

**Application for Visa**

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

Particulars of Local Contact

If your local contact is a Company/Firm/Hotel

Name of Company/Firm/Hotel    Contact Number    Email Address

Relationship of Applicant to Local Contact

Please Indicate

**Caution:**

Click on the buttons or links once only.

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

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

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

---

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

Cancel

Clear

Save

Next

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

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### 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 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

Important

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

Cancel

OK

To proceed with Individual Visa application

- Enter the mandatory fields
- Click on the [\[NEXT\]](#) button

Please take note: If local contact is filled in, it will be shown in the preview 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.**

### 3.4 Upload Applicant Photo

A Singapore Government Agency Website

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Safeguarding Our Home


ICA Website



**Application for Visa**



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

**Upload Photo**

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

  
Your file  
[Browse](#)

   
\*Must show full face with upper shoulder visible

   
\*Must be taken against a white background  
\*Must be forward facing

[Cancel](#)

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto:ICA_Save_Helpdesk@ica.gov.sg) with a screenshot of the error message.

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

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

To cancel the current 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

Important

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

[Cancel](#)

[OK](#)

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 with the Individual Visa application

- Upload Passport-size Photo Image by clicking on the [\[Browse\]](#) button
- Click on the [\[Next\]](#) button

Caution:

Click on the buttons or links once only.

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

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

## 3.5 Application Preview

The screenshot displays the ICA Application for Visa form, which is a multi-step process. The steps are: Applicant's Particulars, Applicant's Additional Information, Local Contact's Particulars, Upload Photo, and Confirmation. The form is currently on the 'Applicant's Particulars' step, which is highlighted with a blue circle and a checkmark. The form contains the following sections and data:

- Particulars of Applicant**
  - Name: TEST AVA INDV
  - Date Of Birth: 01/01/1990
  - Sex: MALE
  - Race: CHINESE
  - Country/Place of Birth: CANADA
  - Nationality/Citizenship: INDONESIAN
  - Religion: CHRISTIANITY
  - Marital Status: SINGLE
- Travel Document**
  - Type: INTERNATIONAL PASSPORT
  - Country/Place of Issue: CANADA
  - Place of Issue: CAN
  - Travel Document Number: TD1111
  - Issue Date: 01 Mar 2019
  - Expiry Date: 01 Mar 2030
- Address in Country/Place of Origin/Residence**
  - Country/Place of Origin/Residence: CANADA
  - Address: AAA
- Additional Information of Applicant**
  - Applicant's Email Address: TESTAVA@TEST.COM
  - Applicant's Contact Number: 6140111111
- Occupation & Education Information**
  - Occupation: PROFESSIONAL
  - Highest Academic / Professional Qualifications Attained: UNIVERSITY
  - Annual Income (Singapore Dollars - in numbers only): 50000
- Information of Visit**
  - Expected Date of Arrival: 31 Mar 2022
  - Type Of Visa: MULTIPLE JOURNEY
  - How long does the applicant intend to stay in Singapore?: LESS THAN 30 DAYS
- Address in Singapore**
  - Where will the applicant be staying in Singapore?: HOTEL
  - Postal Code: [Empty]
  - Block/House Number: [Empty]
  - Street Name: [Empty]
  - Floor Number: [Empty]
  - Unit Number: [Empty]
  - Contact Number: [Empty]
- Antecedent of Applicant**
  - Has the applicant ever been refused entry into or deported from any country/place, including Singapore?: NO
  - Has the applicant ever been convicted in a court of law in any country/place, including Singapore?: NO
  - Has the applicant ever been prohibited from entering Singapore?: NO
  - Has the applicant ever entered Singapore using a different passport or name?: NO
- Declaration**
  - I declare that all information submitted in this application is true, accurate and complete to the best of my knowledge and belief.
  - I understand that, if I have concealed relevant information or provided false, inaccurate or misleading information, I may be prosecuted and any facilities, rights or privileges granted under this application may be withdrawn.
  - I understand that if there is any discrepancy in the information declared, a resubmission with a new processing fee of \$30/- is required.
  - ☐ I have read and agreed to the declaration

At the bottom of the form, there are three buttons: Cancel, Amend, and Submit. The Submit button is highlighted in blue.

To cancel the current Individual application

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

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 the Individual Visa application

- Click on the [\[AMEND\]](#) button
- Make the necessary amendments and click on [\[Next\]](#) 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 Payment Selection page will be displayed



### 3.6 Payment for Application

#### Authorised Visa Agent


A Singapore Government Agency Website



ICA Website


## Payment Selection

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

 You are now on a secure site.

**Total Amount Payable : S\$ 30.00**

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

Payment Mode	Description
	For Visa/MasterCard Credit Cards via eNETS

[Cancel Transaction](#)

**Important Notes:**  
Please make sure that all other opened browsers are closed before proceeding to make payment.  
**DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.  
**DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.  
For **eNETS Debit**, please include "www.enets.sg", "dbs42pay.dbs.com" (for DBS/POSB Account holders), "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus! Account Holders), "uniservicest1.uobgroup.com" (for UOB Account holders) and "https://ibank.standardchartered.com.sg" (for SCB Account Holders) to your list of allowed sites in the pop-up blocker settings as well.

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

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

## Strategic Partners


A Singapore Government Agency Website



ICA Website


### Payment Selection

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

 You are now on a secure site.

**Total Amount Payable : S\$ 30.00**

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

Payment Mode	Description
	For Visa/MasterCard Credit Cards via eNETS

[Cancel Transaction](#)

**Important Notes:**  
Please make sure that all other opened browsers are closed before proceeding to make payment.  
DO NOT close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.  
DO NOT click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.  
For eNETS Debit, please include "www.enets.sg", "dbsd2pay.dbs.com" (for DBS/POSB Account holders), "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus Account Holders), "uniservices1.uobgroup.com (for UOB Account holders)" and "https://ibank.standardchartered.com.sg" (for SCB Account Holders) to your list of allowed sites in the pop-up blocker settings as well.

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

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

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

## eNETS

Display Name	NETS DEV API TEST 05
Merchant Reference Code	CR20220126165051581
Nets Reference Code	20220126165052299
Amount	SGD 30.00

### Payment Methods



Name on Card

Card Number

CVV/CVV2

Expiry Date

Month

Year

Email  
(Optional)

Submit

Cancel

To submit the credit card payment

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



**ICA**  
Serving Our Borders,  
Subservient Our Nation

Website : <https://www.ica.gov.sg>  
GST Registration No. : MG-8400000-5

**TAX INVOICE / RECEIPT**

Receipt No : SAVEOVAL-0000000052832 Date/Time : 27/01/2022 22:29  
Agency : ICA-SAVE - Immigration & Checkpoints Authority  
Application : Submission of Application for Visa Electronically (SAVE)  
Paid via : CREDIT  
EP Ref No : CR20220127222919600

Applicant Name : AWA IND  
Date of Birth : 01011990

Sno	Code/Description	Unit Price(S\$)	Qty	Amount(S\$)
1.	Visa Application Processing Fees	30.00	1	30.00
Total (S\$)				30.00

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

Please print a copy of the receipt for your reference.

To print the Tax Invoice/Receipt

- Enter CTRL + P
- Click on the **[Print]** button to print the Tax Invoice/Receipt

### 3.7 Print Acknowledgement for Visa Application

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

The screenshot shows the ICA Website interface for a successful visa application. At the top, it says 'A Singapore Government Agency Website' and displays the ICA logo with the tagline 'Securing Our Borders, Safeguarding Our Home'. Below the logo, it says 'ICA Website'. The main heading is 'Application for Visa'. A green checkmark icon indicates success, followed by the text: 'Your transaction for the following application(s) has been **successfully** submitted on 27 Jan 2022, 10:30 pm.' Below this is a barcode. A yellow box contains the following information: 'Your Visa Application reference number for AVA IND (EGYPTIAN) is BKH', 'EPayment Reference No: CR', and a paragraph stating: 'Please ensure that your application is accurately and correctly completed. You are required to re-submit a new application if any discrepancy is discovered in the visa application. The processing time is within 3 working days (excluding the day of submission). However, some applications may take a longer time to process. The grant of a visa does not exempt the holder from compliance, registration or application for the relevant pass, permit or license, as the case may be, to carry out the proposed activity(ies) declared in the visa application, as required under Singapore's laws.' Below the yellow box, it says 'Please save this screen for reference and take note of all application reference number(s)'. At the bottom of the main content area, there are three buttons: 'Main', 'Print Form 14A', and 'Save as PDF'. Below the buttons, there is a small text block: 'If you encounter any problems with this e-Service, please email ICA\_Save\_Helpdesk@ica.gov.sg with a screenshot of the error message. Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.' The footer of the page is dark blue and contains the text 'Immigration & Checkpoints Authority', 'Report Vulnerability Privacy Statement Terms of Use', '© 2022, Government of Singapore. Last updated on 26 October 2020.', and 'This website is optimised for IE version 10, 11, Firefox, Chrome, Safari.'

- Click [\[MAIN\]](#) button to go back to the Main Menu page
- To print Form 14A, click on the [\[Print Form 14A\]](#) button. The Form14A will be displayed as shown below in Section 4.3.
- To print the acknowledgement page, click on the [\[SAVE AS PDF\]](#) button. You will need the visa reference number for future references or for application enquiry.

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

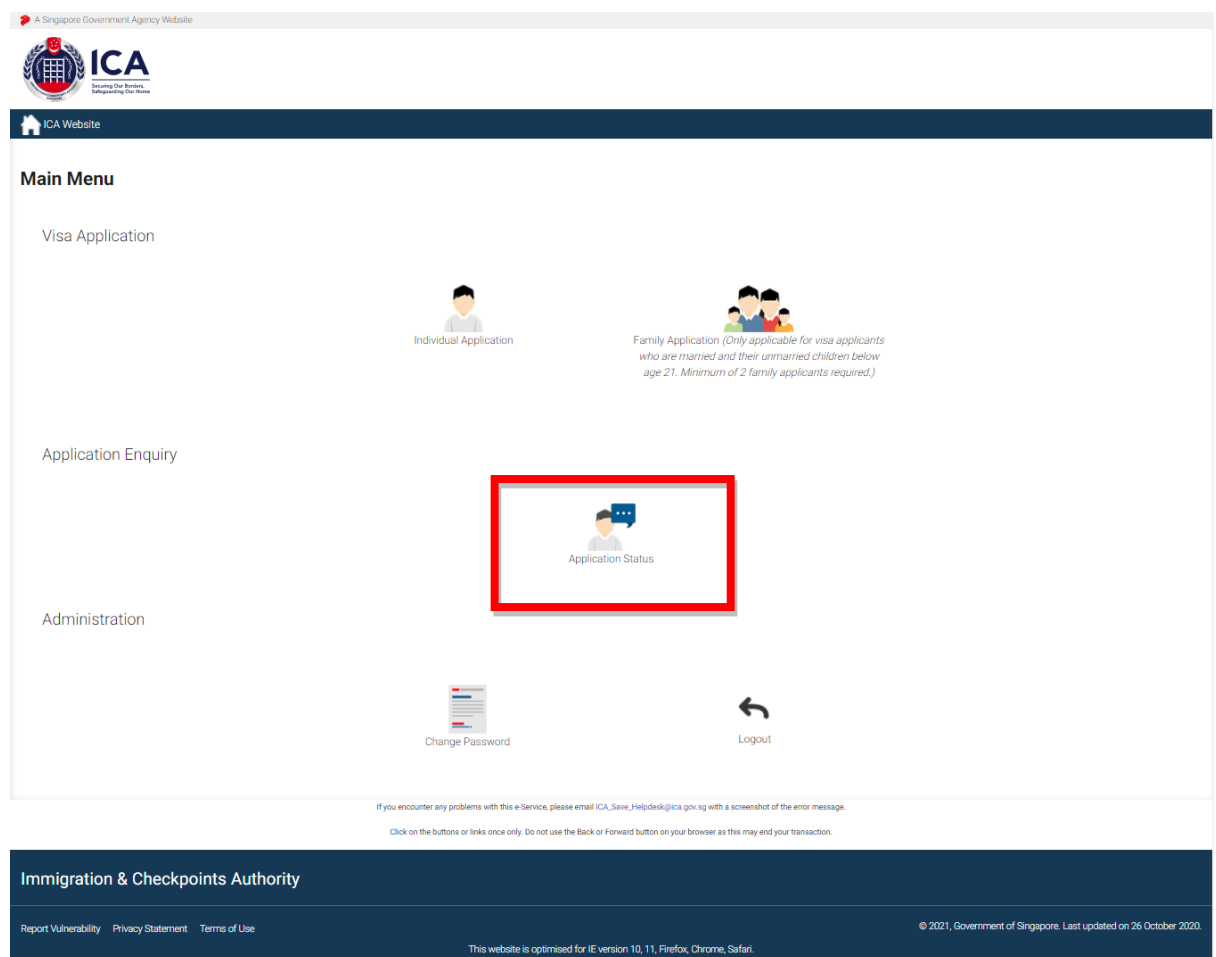
### **4.1 Application Enquiry – Enquiry by Application Reference No**

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

For visa application enquiry


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

Authorised Visa Agent Menu



## Strategic Partner Menu


A Singapore Government Agency Website




ICA Website

### Main Menu


Visa Application



Group Application




Individual Application




Family Application *(Only applicable for visa applicants who are married and their unmarried children below age 21. Minimum of 2 family applicants required.)*

Application Enquiry




Application Status




Batch Upload

Administration



Change Password



Logout

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto:ICA_Save_Helpdesk@ica.gov.sg) with a screenshot of the error message.

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


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Sustaining Our Future

ICA Website

## Application Enquiry

Application Enquiry Search Result

**Important Notes** ▾

This service may take 5 minutes to complete.

To enquire by applicant, please enter any one of the applicant details (name, date of birth or travel document number).

### Visa Application Enquiry

User Identification

BKKVFG03

### Application Details

Individual/Family Visa Reference Number

OR

Name Date of Birth

DDMMYYYY

Travel Document Number Period of submission of visa application

(To be accompanied by 1 or more field(s) above)

**Main** **Clear** **Next**

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto:ICA_Save_Helpdesk@ica.gov.sg) with a screenshot of the error message.

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

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

To enquire on Individual Visa application:

- Enter the Visa application reference number


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

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



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

A Singapore Government Agency Website

 ICA  
Ensuring Our Borders, Safeguarding Our Home

ICA Website

### Application Enquiry

Application Enquiry

Search Result

✓

✓

Visa Application is Approved.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BEIJING
Submitted on	
[REDACTED]	

##### Application Details

Visa Reference Number	Name of Applicant
BEI [REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
12/12/1992	AFGHAN
Purpose of visit	Type of visa applied for
SOLEMNISATION OF MARRIAGE	
Duration of visa approved.	

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

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

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

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

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

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



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

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



The image shows a specimen of an e-Visa for the Republic of Singapore. It features the ICA logo and the Singapore flag. The visa details are as follows:

e-Visa Number:	AA0001139
Name:	HENG WAN
Date of Birth:	09/09/2009
Sex:	FEMALE
Nationality/Citizenship:	CHINESE
Travel Document Number:	388
Visa issue date:	29-JUN-2019
Visa valid till:	27-AUG-2024
Type of Visa:	MULTIPLE JOURNEY
Remarks:	NOT VALID FOR EMPLOYMENT
Visa Issuing Authority:	SGP CONSULATE-GENERAL IN CHENGDU (CHN)
Visa Processing Fee:	30 SINGAPORE DOLLARS

**SPECIMEN**

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

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


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

**IMPORTANT NOTE**

- This e-Visa is issued to you based on the information provided in the application CDU0014345A22412919 for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.
- Possession of a valid visa alone does not guarantee entry into Singapore. You must also meet the entry requirements as stated at <https://www.ica.gov.sg/entryrequirements/entryrequirements>.
- The grant of an immigration pass to you will be determined by the Immigration & Checkpoints Authority (ICA) officers at the point of entry. The period of stay granted is shown on the visit pass endorsement given on your passport and it is not tied to the validity of this visa. If you are arriving in Singapore from 10 Oct 2021 onwards, you will be notified digitally of your Visit Pass (e-Pass) through email. The e-Pass notification will indicate the period of stay granted and last day of stay allowed. Please check your passport/email for the arrival endorsement/e-Pass respectively and take note of the period of stay granted before leaving the checkpoint.
- Travellers must submit their arrival information, including their health declaration, using the SG Arrival Card e-Service (<https://eservices.ica.gov.sg/sgarrivalcard>), up to three (3) days before their entry into Singapore.

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

A Singapore Government Agency Website

 ICA  
Securing Our Borders,  
Safeguarding Our Home

ICA Website

### Application Enquiry

Application Enquiry      Search Result

Visa Application is Withdrawn.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	
27/08/2019 15:42:04	

##### Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	ALGERIAN
Purpose of visit	Type of visa applied for
ATTENDING WEDDING CELEBRATION	SINGLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

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

If you encounter any problems with this e-Service, please email [ICA\\_Save\\_Helpdesk@ica.gov.sg](mailto:ICA_Save_Helpdesk@ica.gov.sg) with a screenshot of the error message.

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Immigration & Checkpoints Authority

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- To go back to Visa Application Enquiry page, click on the [\[Back\]](#) button
- To print notification slip, click on the [\[Print Notification Slip\]](#) button.
- To print Form 14A, click on the [\[Print Form 14A\]](#) button. The Form14A will be displayed as shown below in Section 4.3.

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

A Singapore Government Agency Website

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

ICA Website

### Application Enquiry

Application Enquiry

Search Result

Visa Application is Pending.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	
27/01/2022 22:30:14	

##### Application Details

Individual/Family Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality/Citizenship
01/01/1990	EGYPTIAN
Purpose of visit	Type of visa applied for
VISITING FAMILY/RELATIVES IN SINGAPORE	SINGLE JOURNEY
Date of intended arrival in Singapore	
31/01/2022	

Back

Print Form 14A

Print Notification Slip

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

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

A Singapore Government Agency Website

 ICA  
Ensuring Our Borders,  
Safeguarding Our Future

ICA Website

### Application Enquiry

Application Enquiry

Search Result

Visa Application is Rejected.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	SINGAPORE

Submitted on

[REDACTED]

#### Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	INDIAN
Purpose of visit	Type of visa applied for
VISITING FAMILY/RELATIVES IN SINGAPORE	SINGLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

Back

Print Form 14A

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- To go back to Visa Application Enquiry page, click on the [\[Back\]](#) button
- To print Form 14A, click on the [\[Print Form 14A\]](#) button. The Form14A will be displayed as shown below in Section 4.3.

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



A Singapore Government Agency Website

 ICA  
Securing Our Borders,  
Safeguarding Our Home

ICA Website

### Application Enquiry

Application Enquiry      Search Result

Visa Application is Pending.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BEIJING
Submitted on	
[REDACTED]	

##### Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality
20/02/2002	CHINESE
Purpose of visit	Type of visa applied for
SEAFARER SIGNING-OFF VESSEL	MULTIPLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

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

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To view Form 14A

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




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

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

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



A Singapore Government Agency Website

 ICA  
Serving Our Nation, Empowering Our Home

ICA Website

### Application Enquiry

Application Enquiry      Search Result

 ..... 

Visa Appeal is Pending.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	

##### Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	ALGERIAN
Purpose of visit	Type of visa applied for
ATTENDING TO LEGAL MATTERS	SINGLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

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

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To view Form 14A


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

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

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

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



A Singapore Government Agency Website

 ICA  
Serving Our Residents, Safeguarding Our Home

ICA Website

### Application Enquiry

Application Enquiry      Search Result

Visa Appeal is Not Successful.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	

##### Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	BANGLADESHI
Purpose of visit	Type of visa applied for
COMPLETION OF FORMALITIES FOR ICA LONG-TERM PASSES	DOUBLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

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

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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:



A Singapore Government Agency Website

 ICA  
Securing Our Borders  
Simplifying Our Process

ICA Website

### Application Enquiry

Application Enquiry      Search Result

Visa Appeal is Withdrawn.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	

##### Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
20/02/2002	ARMENIAN
Purpose of visit	Type of visa applied for
CONNECTING FLIGHTS	SINGLE JOURNEY
Date of intended arrival in Singapore	
[REDACTED]	

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

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To view Form 14A


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

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

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

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



A Singapore Government Agency Website

 ICA  
Entering Our Borders,  
Safeguarding Our Home

ICA Website

### Application Enquiry

Application Enquiry      Search Result

 ..... 

Visa Appeal is Pending.

#### Summary of Application Details

##### Submission Details

Name	Mission
██████████	BANGKOK
Submitted on	

##### Application Details

Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	MALE
Date of Birth	Nationality
20/02/2002	INDIAN
Purpose of visit	Type of visa applied for
ATTENDING WEDDING CELEBRATION	SINGLE JOURNEY
Date of intended arrival in Singapore	
██████████	

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

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To view Form 14A

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

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

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button



### 4.2 Application Enquiry – Enquiry by Applicant

The screenshot shows the ICA Website's 'Application Enquiry' page. At the top, there's a navigation bar with the ICA logo and 'ICA Website'. Below this, the page title 'Application Enquiry' is displayed. A progress indicator shows 'Application Enquiry' as the current step. A 'Search Result' button is visible on the right. An 'Important Notes' section states that the service may take 5 minutes and requires applicant details. The 'Visa Application Enquiry' section contains a 'User Identification' field with the value 'BKKVFG03'. The 'Application Details' section includes fields for 'Individual/Family Visa Reference Number', 'Name', 'Date of Birth' (with a 'DDMMYYYY' format hint), 'Travel Document Number', and 'Period of submission of visa application'. A note indicates that at least one of these fields must be accompanied by one or more others. At the bottom of the form are three buttons: 'Main', 'Clear', and 'Next'. A footer section contains contact information, a disclaimer, and copyright information for the Government of Singapore.


To enquire on Individual Visa application 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 **[NEXT]** 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:

A Singapore Government Agency Website

 ICA  
Securing Our Borders,  
Safeguarding Our Home

ICA Website

### Application Enquiry

Application Enquiry      Search Result

Visa Application is Pending.

#### Summary of Application Details

##### Submission Details

Name	Mission
[REDACTED]	BANGKOK
Submitted on	
27/01/2022 22:30:14	

##### Application Details

Individual/Family Visa Reference Number	Name of Applicant
BKM [REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality/Citizenship
01/01/1990	EGYPTIAN
Purpose of visit	Type of visa applied for
VISITING FAMILY/RELATIVES IN SINGAPORE	SINGLE JOURNEY
Date of intended arrival in Singapore	
31/01/2022	

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

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


To view Form 14A

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

To print the Notification slip, click on the [\[PRINT NOTIFICATION SLIP\]](#) button

### 4.3 Printing of Visa Application Form 14A

A Singapore Government Agency Website

 ICA  
Immigration & Checkpoints Authority

ICA Website

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

Visa application reference number: [REDACTED]

Notes:  
\*Indicate where appropriate

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

Affix a recent  
Passport-sized  
photograph here

APPLICATION FOR ENTRY VISA

**PART I - PARTICULARS OF APPLICANT**

Name: TEST AVA INDV  
Full name as it appears in passport/travel document  
Alias:  
Date of Birth: 01/01/1990 (DD/MM/YYYY) Sex: MALE  
Marital Status: SINGLE  
Nationality/Citizenship of Spouse:  
Spouse's Identity Card Number:  
Country/Place of Birth: CANADA  
State/Province of Birth:  
Race: CHINESE  
Nationality/Citizenship: INDONESIAN  
Type: INTERNATIONAL PASSPORT  
Travel Document Number: [REDACTED]  
Issue Date: 01/03/2019 (DD/MM/YYYY) Expiry Date: 01/03/2030 (DD/MM/YYYY)  
Country/Place of Issue: CANADA  
Place of Issue: CAN  
Address in Country/Place of Origin:  
Country/Place of Origin/Residence: CANADA  
Province/State of Origin/Residence:  
Prefecture of Origin/Residence:  
County/District of Origin/Residence:  
Address: AAA  
*Details of Traveling Companion (Only for Applicant who is 12 years old or less at the point of application)*  
Relationship of Traveling Companion to Applicant:  
Name of Travelling Companion: // (DD/MM/YYYY) Sex:  
Date of Birth: // (DD/MM/YYYY)  
Nationality/Citizenship:  
Travel Document Number:

- 1 -

Visa application reference number: [REDACTED]

**PART II - OTHER DETAILS**

Applicant's Email Address: TESTAVA@TEST.COM  
Applicant's Contact Number: 614011111  
Occupation: PROFESSIONAL  
Highest Academic / Professional Qualifications Attained: UNIVERSITY  
Annual Income (Singapore Dollars - in numbers only): 50000  
Religion/Denomination: CHRISTIANITY  
Expected Date of Arrival: 31/03/2022  
How long does the applicant intend to stay in Singapore? Less than 30 days  
Purpose of Visit: VISITING FAMILY/RELATIVES IN SINGAPORE  
Address in Singapore  
Where will the applicant be staying in Singapore? HOTEL  
Block/House Number: Floor Number: Unit Number:  
Street Name: Postal Code: Contact Number:  
Hotel/Building Name:

Has the applicant resided in other countries/places, other than the country/place of origin, for one year or more during the last 5 years? NO

**PART III - ANTECEDENT OF APPLICANT**

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

**PART IV - DECLARATION BY APPLICANT**

I declare that all information submitted in this application is true, accurate and complete to the best of my knowledge and belief.  
I understand that, if I have concealed relevant information or provided false, inaccurate or misleading information, I may be prosecuted and any facilities, rights or privileges granted under this application may be withdrawn.  
I undertake not to misuse controlled drugs or to take part in any political or other activities during my stay in Singapore which would make me an undesirable or prohibited immigrant under the Immigration Act 1959.  
I undertake to comply with the provisions of the Immigration Act 1959 and any regulations made thereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.  
I undertake not to involve in any criminal offences in Singapore.  
I undertake not to indulge in any activities which are inconsistent with the purpose for which the immigration passes have been issued.  
I further undertake not to be engaged in any form of employment, business or occupation whilst in Singapore without a valid work pass issued under the Employment of Foreign Manpower Act 1960.  
I am aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.  
I understand that if the Controller of Immigration is satisfied that I or any member of my family breaches this undertaking or becomes an undesirable or prohibited immigrant, he will cancel my immigration pass and the passes of the members of my family, and we may be required to leave Singapore within 24 hours of such cancellation.  
I understand that this application for and possession of a visa does not guarantee entry into Singapore and permission to enter is entirely discretionary at the point of entry.  
I give my consent for your department to obtain and verify information from or with any source as you deem appropriate for the assessment of my application for immigration facilities.

Date: Signature of Applicant

- 2 -

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

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

## 5. Frequently Asked Questions

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

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

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

Your account is being revoked as you have exceeded the number of 3 tries for your login. 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 received earlier to avoid confusion.
- 2) Go to the link at <https://eservices.ica.gov.sg/esvclandingpage/save>
- 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

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

**Note:**

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

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

## Page 63 of 64

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




Diagram illustrating the machine-readable zone (MRZ) for a PRC non e-Passport. The MRZ is located at the bottom of the passport page. A red arrow points to the 11th character from the left, which is '2'. The last four characters of the MRZ are '2112'.

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




Diagram illustrating the machine-readable zone (MRZ) for a PRC e-Passport. The MRZ is located at the bottom of the passport page. The MRZ contains the text "0000".

## 9) Photo FAQ

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



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

