

**USER MANUAL FOR**  
**SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY**  
**(IP SAVE-CorpPass)**  
**FOR**  
**IMMIGRATION & CHECKPOINTS AUTHORITY**  
**(PUBLIC)**

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# **1 INTRODUCTION**

## **1.1 Overview**

IP (Integrated Portal) SAVE Public – Individual module is a web-based application to allow members of public 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 IP SAVE Public – Individual module for public, using CorpPass.

The users of IP SAVE Public-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 IP SAVE Public – Individual module includes application of Visa, printing Form 14A and enquiry of Visa application.

### 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 IP SAVE website by following the steps in the link

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

If the user is using a pop-up blocker, please add the following as your allowed sites. Otherwise, the relevant transaction pages from the banks may not display, 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.
- **[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
- **[Form 14A]** button displays the form 14A in pdf for user to print
- **[Form 39A]** button displays the form 39A in pdf for user to print
- **[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.

SAVE system uses the following formats:

- 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/MasterCard Credit Card and Debit Card

## FUNCTIONS

### 2 Public – Individual VISA application

Go to the IP SAVE Public - Individual module at

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

The IP SAVE Public – Individual page will be displayed as follows:

The screenshot displays the ICA website interface. At the top, the ICA logo is on the left, and the Singapore Government logo is on the right. The main header includes the text 'Immigration & Checkpoints Authority' and 'A member of the Home Team'. A search bar is located in the top right corner. The left sidebar contains a navigation menu with the following items: 'Entering and Departing', 'Applying to Stay', 'Identity Cards and Documents', 'Check Status / Make Appointment', 'e-Services and Forms', and 'FAQs'. The main content area is titled 'Apply for Entry Visa' and includes a sub-header 'Information Required' with a list of requirements: 'Your Passport Number and Date of Passport Expiry (only applicable to local contact)', 'Duly completed Form 14A signed by applicant', 'Duly completed Form 39A signed by local contact (if applicable)', 'Applicant's recent passport-sized colour photograph (taken within the last three months)', 'A photocopy of the applicant's passport bio-data page (valid for at least six months) from the date of his entry into Singapore', and 'VISA or Master Credit/Debit Card or Internet Banking Details'. Below this, there is a section 'I want to...' with five icons representing different application types: 'Apply for Entry Visa as a Local Contact (SingPass)', 'Apply for Entry Visa as a Local Contact (CorpPass)', 'Apply for Entry Visa as an Authorised Visa Agent', 'Apply for Entry Visa as a Strategic Partner', and 'Enquire Application Status'. An 'Important Notes' section follows, providing instructions on browser settings and a list of allowed sites for transactions. At the bottom, there is a footer with navigation links for 'ABOUT US', 'NEWS & PUBLICATIONS', 'CAREERS', and 'STAY CONNECTED', along with social media icons for Facebook, Twitter, and YouTube.

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## 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:

- Your Passport Number and Date of Passport Expiry (only applicable to local contact)
- Duly completed [Form 14A](#) signed by applicant
- Duly completed [Form 39A](#) signed by local contact (if applicable)
- Applicant's recent passport-sized colour photograph (taken within the last three months)
- 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 (SingPass)
- Apply for Entry Visa as a Local Contact (CorpPass)
- 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.
  - [www.enets.sg](http://www.enets.sg)
  - [www.enets.com.sg](http://www.enets.com.sg)
  - [dbsd2pay.dbs.com](http://dbsd2pay.dbs.com) (for DBS/POSB Account holders)
  - [pibenets.uob.com.sg](http://pibenets.uob.com.sg) (for UOB Account holders)
  - [www.citibank.com.sg](http://www.citibank.com.sg) (for Citibank Account holders)
  - [www.ocbc.com](http://www.ocbc.com) (For OCBC account holders)
  - [www.plus.com.sg](http://www.plus.com.sg) (For Plus! account holders)
  - [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](#).

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.

Last Updated: 18 July 2018

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

**ABOUT US**  
Mission, Vision & Values  
Our Checkpoints  
Our People

**NEWS & PUBLICATIONS**  
Media Releases  
Media Replies  
Statistics

**CAREERS**  
Join Us  
Career Opportunities  
Scholarships & Sponsorships

**STAY CONNECTED**  
[f](#) [t](#) [v](#)

- Click on the **[Form 14A]** hyperlink to download the pdf copy of Form 14A
- Click on the **[Form 39A]** hyperlink to download the pdf copy of Form 39A
- To apply for Visa as an Individual Local Contact, click on the **[Apply for Entry Visa as a Local Contact (SingPass)]** to log in using SingPass
- To apply for Visa on behalf of a Company as a Local Contact, click on the **[Apply for Entry Visa as a Local Contact (CorpPass)]** to log in using CorpPass.
  - After log in with CorpPass, the user will be redirected to <https://eservices.ica.gov.sg/save-public/index.xhtml>
- To apply for Visa as an Authorised Visa Agent, click on the **[Apply for Entry Visa as an Authorised Visa Agent]** to be redirected to <https://eservices.ica.gov.sg/save-oval/index.xhtml>
- To apply for Visa as a Strategic Partner, click on the **[Apply for Entry Visa as a Strategic Partner]** to be redirected to <https://eservices.ica.gov.sg/save-oval/index.xhtml>
- To enquire a Visa application status, click on the **[Enquire Application Status]**

## 2.1.1 CorpPass Authentication Service

Singapore Corporate Access  
**CorpPass**

Singapore Government  
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### Log in with CorpPass

UEN/ENTITY ID ⓘ

CORPPASS ID ⓘ

Password ⓘ

Remember Entity ID ⓘ

Forgot [Entity / CorpPass ID](#) or [Password](#)

Don't have a CorpPass Account?  
[Get Started](#)

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To login into the Public - Individual module

- Enter UEN/Entity ID
- Enter CorpPass ID
- Enter Password
- Click on the **[Login]** button



## 2.1.2 List of Draft Applicants

This function allows Local Contact to save a draft copy of a visa application. If there are no draft applications, the user will be redirected to the form entry page (Refer to section 2.1.4: Submission of Application).

Note:

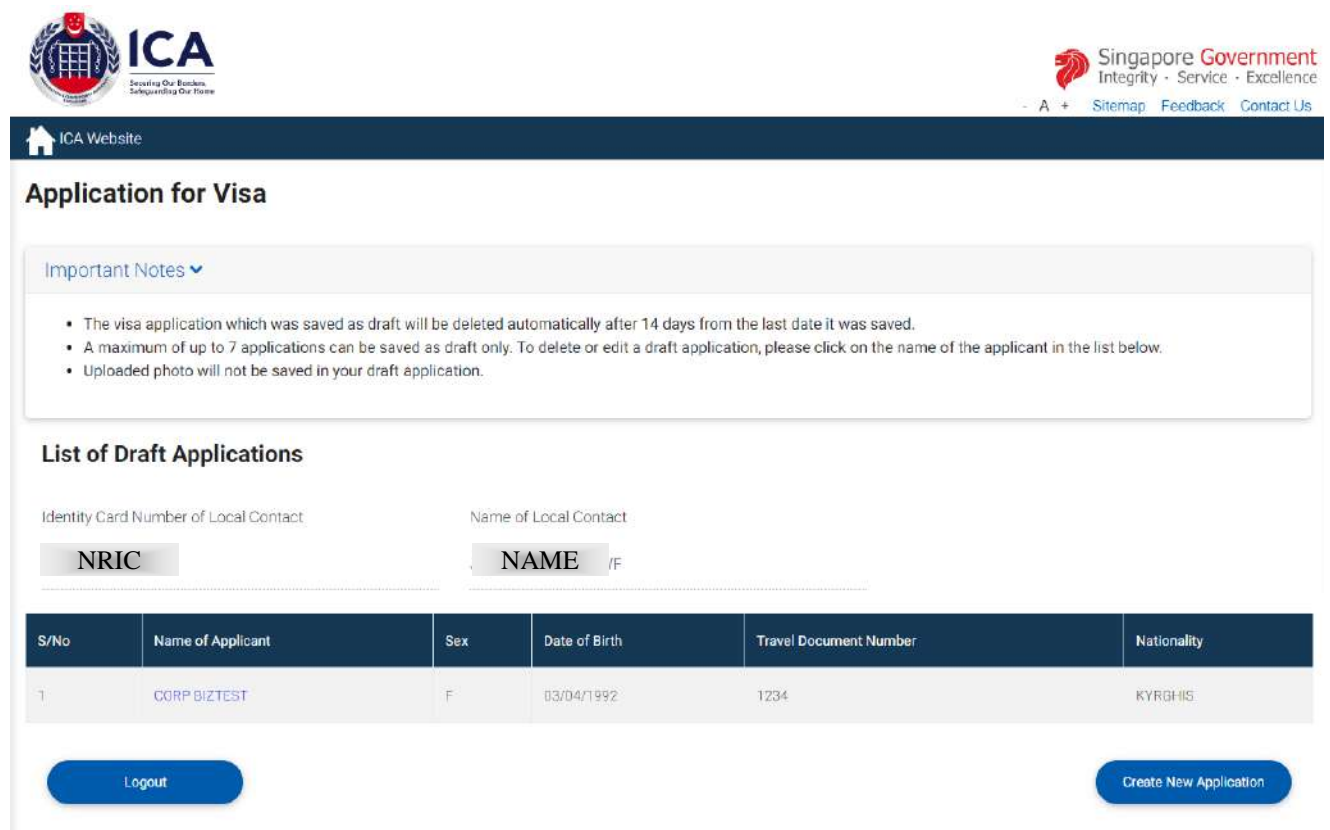
- The Visa application which was saved as “draft” by the Local Contact will be displayed in this page
- Local Contact can save up to **seven** visa applications.

To edit or delete an existing draft application,

- Click on the hyperlink with the Name of the Applicant.
- Refer to section 2.1.4 on how to edit or delete an application

To create a new application,

- Click on the [\[Create New Application\]](#) button
- Refer to section 2.1.4 on how to create a new application



The screenshot shows the ICA Website interface for 'Application for Visa'. It includes the ICA logo, Singapore Government logo, and navigation links. The page features an 'Important Notes' section with three bullet points, a 'List of Draft Applications' section with search filters for 'Identity Card Number of Local Contact' (NRIC) and 'Name of Local Contact' (NAME /F), and a table of draft applications. The table has columns for S/No, Name of Applicant, Sex, Date of Birth, Travel Document Number, and Nationality. A single application is listed with S/No 1, Name of Applicant CORP BIZTEST, Sex F, Date of Birth 03/04/1992, Travel Document Number 1234, and Nationality KYRGHIS. At the bottom, there are 'Logout' and 'Create New Application' buttons.

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Safeguarding Our Home

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ICA Website

### Application for Visa

Important Notes ▾

- The visa application which was saved as draft will be deleted automatically after 14 days from the last date it was saved.
- A maximum of up to 7 applications can be saved as draft only. To delete or edit a draft application, please click on the name of the applicant in the list below.
- Uploaded photo will not be saved in your draft application.

### List of Draft Applications

Identity Card Number of Local Contact:

Name of Local Contact:

S/No	Name of Applicant	Sex	Date of Birth	Travel Document Number	Nationality
1	CORP BIZTEST	F	03/04/1992	1234	KYRGHIS

[Logout](#) [Create New Application](#)

## 2.1.3 Submission of Application – Particulars of Applicant

This function allows Local Contact to enter the particulars of the applicant

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### Application for Visa

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

**Important Notes**

Please submit the visa application 30 days prior to your arrival in Singapore, so as to avoid any delay in obtaining a visa for your trip.


Failure to provide any of the required information or meet the requirements of the photo image for submission of visa application may result in a delay or rejection of the visa application.

- The service may take about 20 minutes to complete. You will need:
  - Your Passport Number
  - Your Date of Passport Expiry
  - Duly completed Form 14A (PDF, 52KB) signed by applicant. The visa application shall be made based on the information declared in this form. ICA may request for the form to be submitted.
  - Visa or MasterCard credit/debit card. A non-refundable processing fee is payable.
  - Applicant's photograph with the following requirements:
    - All entries must be in English and only certain Basic Latin characters will be accepted.
    - The visa application which was saved as draft will be deleted automatically after 14 days from the last date it was saved.
    - A maximum of up to 7 applications can be saved as draft only. To delete or edit a draft application, please click on the name of the applicant that you want to delete/amend.
    - Uploaded photo will not be saved in your draft application.
- The digital photo must be:
  - Taken within the last 3 months.
  - In colour taken against plain white background.
  - Show the full face without headgear (headgear worn in accordance to religious/racial customs is acceptable but facial features must be clearly visible).
  - 400 by 514 pixels in JPEG format with file size of about 100 kbytes;
- See photo guide for more details or use online photo cutting tool for adjustment.


### Particulars of Applicant

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

Full name as shown on the travel document. See examples below. Cancel link if not applicable



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



If the last name is "SHIROUKE" and the first name is "SURESH KUNWAR", enter the name as "SHIROUKE SURESH KUNWAR".

Date of Birth: \_\_\_\_\_ Sex:  FEMALE  MALE Race:

Country of Birth:  State / Province of Birth:  Nationality:

Religion:  Marital Status:

### Travel Document

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

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

Please omit spaces

### Address in Country of Origin/Residence

Country of Origin/Residence:  Address:

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

To save this page of current Visa application

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

## Particulars of Applicant

The application has been saved.

Name

JEREMY TAN

Full name as shown in the travel document. See examples below.

Alias

Leave blank if not applicable

To proceed to the next page

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

To reset the values entered for the current visa application

- Click on the [\[Clear\]](#) button
- Fields which have been filled will be reset

To return to the previous page

- Click on the [\[Back\]](#) button
- A popup message “Do you want to save your changes?” will be displayed
  - Click “OK” to save the changes and user will be redirected back to the List of Draft Applicants page after the changes are saved.
  - Click “Cancel” to discard your changes and user will be redirected back to the List of Draft Applicants page without saving the changes.

### Important

Do you want to save your changes?  
Click OK to save the changes or Cancel to discard your changes.

Cancel

OK

Should the user wish to delete a draft application, after clicking on the draft, the user will see [\[Delete\]](#) button at the bottom of the page.

- Click on the [\[Delete\]](#) button at the bottom of the page
- A popup message will be displayed
  - Click “OK” to confirm the deletion of draft application
  - Click “Cancel” to continue editing the draft application

### 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

## 2.1.4 Submission of Application – Additional Information of Applicant

This function allow Local Contact to enter other details of the applicant


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### Application for Visa

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



#### Additional Information of Applicant

##### Occupation & Education Information

Occupation:

Highest Academic / Professional Qualifications Attained:

##### Information of Visit

Expected Date of Arrival:

Type of Visa:

How long does the applicant intend to stay in Singapore?  
 Less than 30 days     More than 30 days

Purpose of visit:  
 Social     Business

Choose a purpose:

Additional information to support this application:

Local Contact's Email Address:

Please furnish a valid email address.

##### Address in Singapore

Where will applicant be staying in Singapore?:

Postal Code:

Block/House Number:

Street Name:

Floor Number:

Unit Number:

Contact Number:

Has the applicant resided in other countries, other than the country of origin, for one year or more during the last 5 years? (if yes, please furnish details)  
 Yes     No

## Antecedent of Applicant

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

If any of the answer is 'Yes', please furnish details below.

Back

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.

This website is optimised for 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

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To save this page of current visa application

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

To proceed to the next page

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

To reset the values entered for the current Local Contact details

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

To return to the previous page

- Click on the **[Back]** button
- A popup message “Do you want to save your changes. Click ‘OK’ to save the changes. Click ‘Cancel to save without the changes” will be displayed
  - Click “OK” to save and return to the previous page
  - Click “Cancel” to return to previous page without saving the changes

## Important

Do you want to save your changes?

Click OK to save the changes or Cancel to discard your changes.

Cancel

OK

## 2.1.5 Particulars of Local Contact

Note: Under the following situations, Applicant needs to fill in the particulars of Local Contact in the Particulars of Local Contact page as shown below:

- Applicant's Visa Type Group is 'SOCIAL'

The screenshot displays the ICA Application for Visa portal. At the top, there are logos for ICA (Immigration and Checkpoints Authority) and the Singapore Government. The navigation bar includes 'ICA Website' and links for 'Singapore Government', 'Integrity · Service · Excellence', 'Sitemap', 'Feedback', and 'Contact Us'. The main heading is 'Application for Visa', followed by a progress bar with five steps: 'Applicant's Particulars', 'Applicant's Additional Information', 'Local Contact's Particulars', 'Upload Photo', and 'Confirmation'. The 'Local Contact's Particulars' step is currently active.

**Particulars of Local Contact**

Applicant's Country of embarkation before arriving Singapore:

Relationship of Applicant to Local Contact:

Person acting on behalf of the Company/Firm:

Name	Identity Card Number	Designation/Capacity
<input type="text" value="NAME"/>	<input type="text" value="NRIC"/>	<input type="text"/>

I declare that I have a valid Singapore International Passport:

Yes  No

**Details of Company**

Name of Company/Firm	Unique Entity Number (UEN) of Company/Firm
<input type="text"/>	<input type="text" value="180002982R"/>

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

**Company Address**

Postal Code	Block/House Number	Street Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Floor Number:  Unit Number:  Contact Number:

Please indicate a valid 8-digit Singapore mobile/telephone number

Buttons: Back, Clear, Save, Next

The following page will be shown if

- Applicant's Visa Type Group is 'BUSINESS'

The screenshot shows the ICA website interface for a visa application. At the top, there is the ICA logo and the Singapore Government logo. The main heading is 'Application for Visa'. Below this, a progress bar shows five steps: 'Applicant's Particulars', 'Applicant's Additional Information', 'Local Contact's Particulars', 'Upload Photo', and 'Confirmation'. The 'Local Contact's Particulars' step is currently active. The form contains several sections: 'Particulars of Local Contact' with dropdown menus for 'Applicant's Country of embarkation before arriving Singapore' and 'Relationship of Applicant to Local Contact'; a section for 'Person acting on behalf of the Company/Firm' with fields for 'Name' (containing 'NAME'), 'Identity Card Number' (containing 'NRIC'), and 'Designation/Capacity'; a declaration section with radio buttons for 'Yes' and 'No'; 'Details of Company' with fields for 'Name of Company/Firm' and 'Unique Entity Number (UEN) of Company/Firm' (containing '180002582R'); and 'Company Address' with fields for 'Postal Code', 'Block/House Number', 'Street Name', 'Floor Number', 'Unit Number', and 'Contact Number'. At the bottom, there are four buttons: 'Back', 'Clear', 'Save', and 'Next'.

To save this page of current visa application

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

To proceed to the next page

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

To reset the values entered for the current Local Contact details

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

To return to the previous page

- Click on the **[Back]** button

- A popup message “Do you want to save your changes. Click ‘OK’ to save the changes. Click ‘Cancel to save without the changes” will be displayed
  - Click “OK” to save and return to the previous page
  - Click “Cancel” to return to previous page without saving the changes

Important

---

Do you want to save your changes?  
Click OK to save the changes or Cancel to discard your changes.

---

Cancel

OK



## 2.1.6 Upload Applicant Photo

To proceed to upload applicant photo

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Application for Visa

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

Upload Photo

Your file

Browse

Please click here for our Image Editing Tool to crop and resize your photograph image to 400 by 514 pixels.

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

\*Must show full face with upper shoulder visible

\*Must be taken against a plain background

\*Must be forward facing

Back

To proceed with the Individual Visa application

- Upload Passport-size Photo Image by clicking on the **[Browse]** button
  - User may click on the **[Click here]** link, redirecting user to <https://iconline.ica.gov.sg/iconline/xhtml/photoediting/tool/imaging.jsp>, to resize their photograph image
- Click on the **[Next]** button

To return to the previous page

- Click on the **[Back]** button to return to the previous page
- The Local Contact Details page will be displayed

## 2.1.7 Application Preview



ICA Website

### Application for Visa

Applicant's Particulars

Applicant's Additional Information

Local Contact's Particulars

Upload Photo

Confirmation



#### Particulars of Applicant

Name

TAN TETE

Date of Birth

20/02/2002

Sex

FEMALE

Race

CHINESE

Country of Birth

BANGLADESH

State / Province of Birth

KHULNA

Nationality

KYRGHIS

Religion

BUDDHISM

Marital Status

SINGLE

#### Travel Document

Type

INTERNATIONAL PASSPORT

Country of Issue

ALBANIA

Place of Issue

ASD

Travel Document Number

S0686737E

Issue Date

17 Jul 2019

Expiry Date

20 Jul 2021

#### Address in Country of Origin/Residence

Country of Origin/Residence

ALGERIA

Address

ASD

## Additional Information of Applicant

### Occupation & Education Information

Occupation Highest Academic / Professional Qualifications Attained

RELIGIOUS TEACHER POST GRADUATE

### Information of Visit

Expected Date of Arrival Type of Visa How long does the applicant intend to stay in Singapore?

27 Jul 2019 DOUBLE JOURNEY LESS THAN 30 DAYS

If the applicant intends to stay in Singapore for more than 30 days, please state the reason for his or her intended length of stay and the duration

NOT APPLICABLE

Purpose of visit Choose a purpose

SOCIAL COMPLETION OF FORMALITIES FOR ICA LONG-TERM PASSES

Local Contact's Email Address

123@GMAIL.COM

### Address in Singapore

Where will applicant be staying in Singapore? Postal Code Block/House Number

NEXT-OF-KIN'S PLACE 123503 123

Street Name Floor Number Unit Number

SEMBAWANG 02 052

Contact Number

98765432

Has the applicant resided in other countries, other than the country of origin, for one year or more during the last 5 years?

NO

### Antecedent of Applicant

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

### Particulars of Local Contact

Applicant's Country of embarkation before arriving Singapore	Relationship of Applicant to Local Contact	
ALBANIA	CHILD	
Person acting on behalf of the Company/Firm		
Name	Identity Card Number	Designation/Capacity
NAME	NRIC	SINGAPORE
I declare that I have a valid Singapore International Passport		
NO		

### Details of Company

Name of Company/Firm	Unique Entity Number (UEN) of Company/Firm
TESTEST	180002582R

### Company Address

Postal Code	Block/House Number	Street Name
123503	321	SEMBAWANG
Floor Number	Unit Number	Contact Number
12	122	98765432

### Declaration

I declare that the information furnished by me in this application are true and correct.

I understand that that if there is any discrepancy in the information declared, a resubmission with a new processing fee of \$30/- is required.

I understand that the grant of a visa does not exempt the holder from compliance, registration or application for the relevant pass, permit, license, as the case may be, to carry out the proposed activity(ies) declared in the visa application, as required under Singapore's laws.

I have read and agreed to the declaration

[Back](#) [Amend](#) [List of Drafts](#) [Save this Page](#) [Submit](#)

To submit the Individual Visa application

- Select the checkbox to declare that user have read and agreed to the declaration
  - Click on the **[Submit]** button to confirm the application
- The Make Payment page will be displayed

To amend the Individual Visa application

- Click on the **[Amend]** button
- The Form 14A Particulars of Applicant Page will be displayed

To return to the Main Page

- Click on the **[List of Drafts]** button
- The List of Draft Page will be displayed

To return to the previous page

- Click on the **[Back]** button to return to the previous page
- The Upload Applicant Photo page will be displayed

To print/download a copy of the Form 14A

- Click on the **[Save this Page]** button
- The Upload Applicant Photo page will be displayed

## 2.1.8 Payment for Application

**Payment Selection**


**Attention:**

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

🔒 You are now on a secure site.

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

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

Payment Mode	Description
	For Visa/MasterCard Credit Cards

**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 **eNET's Debit**, please include "www.enets.sg", "dbs2spay.dbs.com" (for DBS/POSB Account holders), "www.citibank.com.sg" (for Citibank Account holders)", "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus! Account Holders), "uniseservices1.usbgroup.com" (for UOB Account holders)" and "https://bank.standardchartered.com.sg" (for SCB Account Holders) to your list of allowed sites in the pop-up blocker settings as well.

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


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

## I. Mastercard/Visa Payment Page

Payment Details \* Required field

Card Type \*  
 VISA Visa  MasterCard

Card Number \*

CVN  
This code is a three or four digit number printed on the back or front of credit cards.  
 

Expiration Date \*

[Cancel Order](#)

Your Order

Total amount SGD 30.00

To submit the Credit Card payment

- Select the Card Type
- Enter the credit card details
- Click on the **[Next]** button to review the payment
- To cancel the transaction, click on the **[Cancel Order]** button

Review your Order

Payment Details

Card Type Visa

Card Number xxxxxxxxxxxxxx0002

Expiration Date 01-2020

Your Order

Total amount SGD 30.00

[Cancel Order](#)

- Review the payment details and order information before making the payment for the application
- Click on the **[Pay]** button to confirm the payment
- The Tax invoice/receipt will be displayed

## 2.1.9 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. At the top left is the ICA logo with the tagline 'Secure Our Borders, Empowering Our People'. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and links for 'Sitemap', 'Feedback', and 'Contact Us'. Below the navigation bar, the page title is 'Application for Visa'. A green checkmark icon indicates a successful submission. The text states: 'Your transaction for the following application(s) has been **successfully** submitted on 12 Jul 2019, 11:17 am.' Below this, a yellow box contains the following information: 'Your Visa Application reference number for TAN TETE (MOLDAVIAN) [REDACTED]'. It also provides processing time details and a link to 'Enquire Application Status'. At the bottom of the page, there are two buttons: 'Main' and 'Save as PDF'.

- To save the acknowledgement page, click on the [\[Save to PDF\]](#) button. You will need the visa reference number for future references or for application enquiry.
- To return to List of Draft Applicants, click on the [\[Main\]](#) button.
- To enquire the status of the application, click on the [\[Enquire Application Status\]](#) hyperlink.

## 2.2 Public – Individual Visa Application Status Enquiry

This function allows Public users to enquire on the Individual Visa application submitted and print Form 14A using the application reference number and applicant's travel document number.

For visa application enquiry

- Go to ICA website: <https://eservices.ica.gov.sg/esvclandingpage/save>
- Click on **[Enquire Application Status]** logo to check the status of the visa application.





The Visa Application Enquiry Page will be displayed.

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Singapore Government  
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ICA Website

## Enquire for Application of Visa

Application Details      Enquiry Results

Particulars of Applicant

Visa Reference Number      Applicant's Travel Document Number

Back      Clear      Submit

If you encounter any problems with this e-Service, please email [ica\\_sare\\_helpdesk@ica.gov.sg](mailto:ica_sare_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.

This website is optimised for 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

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To enquire on an **Approved, Pending, Withdrawn, Documents Submitted** or **Rejected** Visa application/ appeal,

- Enter the Visa application reference number.
- Enter the Visa applicant's travel document number.
- Click on the **[Submit]** 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/ appeal Status and enquiry inputs.

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

To return to previous page, ICA website, click on the **[Back]** button.

## 2.2.1 Status of Visa Application

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

ICA Website

Enquire for Application of Visa

Application Details Enquiry Results

Visa Application is Pending.

**Summary of Application Details**

Visa Reference Number	Name of Applicant
VSC0006625A01932019	TAN TETE
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / S29742581	FEMALE
Date of Birth	Nationality
20/02/2002	MOLDAVIAN
Name of Local Contact	Submitted on
TEST	12 Jul 2019 00:00:00

Back Print Form 14A Print Notification Slip

- To go back to Visa Application Enquiry page, click on the [\[Back\]](#) button
- To print the Form 14A, click on the [\[Print Form 14A\]](#) hyperlink.
- To print notification slip, click on the [\[Print Notification Slip\]](#) 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 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.

e-Visa Number: AA0000484  
Name: TAN CHENG XIN  
Date of Birth: 04/03/1977  
Sex: FEMALE  
Nationality: CHINESE  
Travel Document Number: E1234 5678  
Visa issue date: 09-JAN-2017  
Visa valid till: 13-MAR-2017  
Type of Visa: MULTIPLE JOURNEY  
Remarks: Not Valid for Employment  
Visa Issuing Authority: IMMIGRATION & CHECKPOINTS AUTHORITY  
Visa Processing Fee: 30 SINGAPORE DOLLARS

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

### Important Note

This e-Visa is issued to you based on the information provided in the application VSC565720SA00672016 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.

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

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ICA Website

### Enquire for Application of Visa

Application Details Enquiry Results

Visa Application is Approved.

#### Summary of Application Details

Visa Reference Number	Name of Applicant
[REDACTED]	AFGHAN
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality
05/05/1988	AFGHAN
Name of Local Contact	Submitted on
[REDACTED]	01 Sep 2014 12:36:34
Approved on	
27 Nov 2014	

We are pleased to inform you that a **DOUBLE JOURNEY** visa valid for 3 weeks from the date of collection for a **short stay per entry** is approved subject to the verification of documents to be submitted at the time of collection of the visa.

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

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

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

This website is optimised for 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

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- To print Form 14A, click on the [\[Print Form 14A\]](#) button. The Form14A will be displayed as shown below in Section 2.2.3.
- To go back to Visa Application Enquiry page, click on the [\[Back\]](#) button
- To print the paper Approval Letter, click on the [\[Print Approval Letter\]](#) button.
- To print notification slip, click on the [\[Print Notification Slip\]](#) 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 paper Approval Letter will appear as shown below:

**Visa application is Approved**

**Summary of Application Details:**

Visa Reference Number:   
VSC000100SA02572016  
Name of Applicant: ALIEN PASSPORT PHIB  
Travel Document Type and Number: LATVIAN ALIEN PASSPORT/011111111  
Sex: MALE  
Date of Birth: 01/01/1987  
Nationality: STATELESS  
Submitted on: 13/09/2016 14:38:09  
Approved on: 13/09/2016  
Name of Local Contact: UXGG UAQ LECU  
Identification Number of Local Contact: NRIC

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-in-principle subject to the verification of documents to be submitted at the time of collection of the visa.

Please print a copy of this notification page and proceed to the Self-Service Ticketing Kiosk 3 on the 4th floor of ICA Building to obtain a queue ticket from Monday to Friday (except public holiday) between 8.30am to 10.30am and 2.30pm to 4.30pm

**The local contact must be present to collect the visa.**

Please bring along the following documents for our verification:

- Original duly completed and signed Form 14A with the applicant's photograph
- Original duly completed and signed Form V39A (Letter of Introduction)
- Photocopy of the applicant's passport bio-data page
- Local contact's original and a photocopy of Singapore Identity Card

**Important Note:**

Please note that if the required documents submitted are not in order or if there is any discrepancy in the information declared, the visa issuing authority has every right to refuse the issue of the visa.

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

The screenshot shows the ICA website header with the Immigration & Checkpoints Authority logo and Singapore Government branding. The main heading is "Enquire for Application of Visa". Below this, there are two tabs: "Application Details" and "Enquiry Results". A message box states "Visa Application is Pending." The "Summary of Application Details" section contains the following information:

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
03/09/1991	KAZAKH
Name of Local Contact	Submitted on
[REDACTED]	11 Oct 2018 19:12:04

At the bottom, there are three buttons: "Back", "Print Form 14A", and "Print Notification Slip". A footer contains a disclaimer about browser optimization and copyright information for 2018.

- 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 2.2.3.

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

The screenshot displays the ICA website interface. At the top, the ICA logo and 'Immigration & Checkpoints Authority' are on the left, and the Singapore Government logo is on the right. Below the header, the page title is 'Enquire for Application of Visa'. Two tabs are visible: 'Application Details' and 'Enquiry Results'. A message box states 'Visa Application is Withdrawn.' Below this, a 'Summary of Application Details' section lists the following information:

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
17/07/1993	CHINESE
Submitted on	
03 Oct 2018 14:36:39	

At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the buttons, a small text block provides contact information for technical issues and a warning not to use browser back/forward buttons. The footer contains the website's optimization details and navigation links.

- 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 2.2.3.

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

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## Enquire for Application of Visa

Application Details      Enquiry Results

Visa Application is Pending.

### Summary of Application Details

Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	MALE
Date of Birth	Nationality
20/08/1958	PAKISTANI
Name of Local Contact	Submitted on
██████████	07 Mar 2016 11:14:40

We have yet to receive the requested documents. Please refer to our email for details.

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

If you encounter any problems with this e-Service, please email [ica\\_ssrn\\_helpdesk@ica.gov.sg](mailto:ica_ssrn_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.

This website is optimised for 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

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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 2.2.3.



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

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## Enquire for Application of Visa

Application Details      Enquiry Results

Visa Application is Rejected.

### Summary of Application Details

Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	FEMALE
Date of Birth	Nationality
06/03/1980	CHINESE
Name of Local Contact	Submitted on
██████████	15 Mar 2016 16:33:16

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

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

If you encounter any problems with this e-Service, please email [ica\\_serve\\_helpdesk@ica.gov.sg](mailto:ica_serve_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.

This website is optimised for 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

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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 2.2.3.

## 2.2.2 Status of Visa Appeal

If the Individual Visa appeal is **Approved** with e-Visa, the enquiry result page is as follows:

Immigration & Checkpoints Authority  
A member of the Home Team

Singapore Government  
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ICA Website

### Enquire for Application of Visa

Application Details      Enquiry Results

Visa Appeal is Approved.

#### Summary of Application Details

Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	MALE
Date of Birth	Nationality
09/07/1983	CHINESE
Name of Local Contact	Submitted on
██████████	11 Aug 2018

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.

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

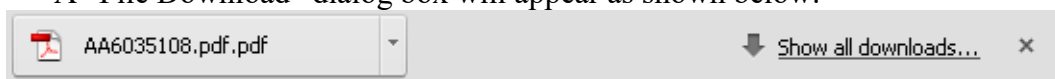
If you encounter any problems with this e-Service, please email [ica\\_serve\\_helpdesk@ica.gov.sg](mailto:ica_serve_helpdesk@ica.gov.sg) with a screenshot of the error message.  
Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.

This website is optimised for 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

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- To go back to Visa Application/Appeal Enquiry page, click on the **[Back]** button
- To print the paper e-Visa, click on the **[Print e-Visa]** button.
- To print notification slip, click on the **[Print Notification Slip]** 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 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.

e-Visa Number: AA0000484  
Name: TAN CHENG XIN  
Date of Birth: 04/03/1977  
Sex: FEMALE  
Nationality: CHINESE  
Travel Document Number: E1234 567  
Visa issue date: 09-JAN-2017  
Visa valid till: 13-MAR-2017  
Type of Visa: MULTIPLE JOURNEY  
Remarks: Not Valid for Employment  
Visa Issuing Authority: IMMIGRATION & CHECKPOINTS AUTHORITY  
Visa Processing Fee: 30 SINGAPORE DOLLARS

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 VSC565720SA00672016 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.

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

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ICA Website

### Enquire for Application of Visa

Application Details      Enquiry Results

Visa Appeal is Approved.

#### Summary of Application Details

Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	MALE
Date of Birth	Nationality
08/03/2016	BANGLADESHI
Name of Local Contact	Submitted on
██████████	11 Aug 2018

Back      Print Approval Letter      Print Form 14A      Print Notification Slip

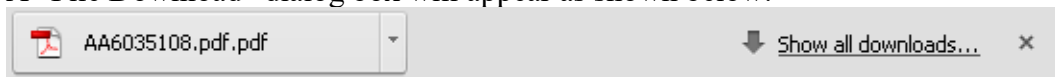
If you encounter any problems with this e-Service, please email [ica\\_ssrn\\_helpdesk@ica.gov.sg](mailto:ica_ssrn_helpdesk@ica.gov.sg) with a screenshot of the error message.  
Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.

This website is optimised for 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

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- To print Form 14A, click on the **[Print Form 14A]** button. The Form14A will be displayed as shown below in Section 2.2.3.
- To go back to Visa Application/ Appeal Enquiry page, click on the **[Back]** button
- To print the paper Approval Letter, click on the **[Print Approval Letter]** button.
- To print notification slip, click on the **[Print Notification Slip]** 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 paper Approval Letter will appear as shown below:

### **Visa application is Approved**

#### **Summary of Application Details:**

Visa Reference Number:   
VSC000100SA02572016  
Name of Applicant: ALIEN PASSPORT PHIB  
Travel Document Type and Number: LATVIAN ALIEN PASSPORT/T/011111111  
Sex: MALE  
Date of Birth: 01/01/1987  
Nationality: STATELESS  
Submitted on: 13/09/2016 14:38:09  
Approved on: 13/09/2016  
Name of Local Contact: UXGG UAQ LECU  
Identification Number of Local Contact: NRIC

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-in-principle subject to the verification of documents to be submitted at the time of collection of the visa.

Please print a copy of this notification page and proceed to the Self-Service Ticketing Kiosk 3 on the 4th floor of ICA Building to obtain a queue ticket from Monday to Friday (except public holiday) between 8.30am to 10.30am and 2.30pm to 4.30pm

#### **The local contact must be present to collect the visa.**

Please bring along the following documents for our verification:

- Original duly completed and signed Form 14A with the applicant's photograph
- Original duly completed and signed Form V39A (Letter of Introduction)
- Photocopy of the applicant's passport bio-data page
- Local contact's original and a photocopy of Singapore Identity Card

#### **Important Note:**

Please note that if the required documents submitted are not in order or if there is any discrepancy in the information declared, the visa issuing authority has every right to refuse the issue of the visa.

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

The screenshot shows the ICA website interface. At the top, there is a header with the ICA logo and 'Immigration & Checkpoints Authority' on the left, and 'Singapore Government' with the tagline 'Integrity · Service · Excellence' on the right. Below the header is a dark blue navigation bar with 'ICA Website' on the left. The main content area is titled 'Enquire for Application of Visa' and features two tabs: 'Application Details' and 'Enquiry Results'. A progress indicator shows the current step. A message box states 'Visa Appeal is Pending.' Below this is a 'Summary of Application Details' section with a table of information:

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality
23/09/1998	INDIAN
Name of Local Contact	Submitted on
[REDACTED]	01 Jan 2018

Below the table, a message reads: '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.' At the bottom of the main content area are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. A small disclaimer text is located below the buttons. The footer contains technical information about browser optimization and copyright for 2018.

- 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 2.2.3.

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

The screenshot displays the ICA website interface. At the top, the ICA logo and 'Immigration & Checkpoints Authority' are on the left, and the Singapore Government logo with 'Integrity · Service · Excellence' is on the right. Below the navigation bar, the page title is 'Enquire for Application of Visa'. Two tabs are visible: 'Application Details' and 'Enquiry Results', both with person icons. A central message box states 'Visa Appeal is Withdrawn.' Below this, a 'Summary of Application Details' section is shown in a table format:

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality
12/12/2000	BANGLADESHI
Name of Local Contact	Submitted on
[REDACTED]	12 Jun 2018

At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the buttons, a small text block reads: 'If you encounter any problems with this e-Service, please email [ica.usave\\_helpdesk@ica.gov.sg](mailto:ica.usave_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 contains the text: 'This website is optimised for 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'. Navigation links for 'Sitemap', 'Terms of Use', 'Privacy Statement', and 'Rate Our Website' are provided, along with the copyright notice '© 2018 Government of Singapore'.

- To go back to Visa Application/ Appeal 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 2.2.3.

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

Immigration & Checkpoints Authority  
A member of the Home Team

Singapore Government  
Integrity · Service · Excellence

ICA Website

## Enquire for Application of Visa

Enquiry Details      Enquiry Results

Visa Appeal is Pending.

### Summary of Application Details

Visa Reference Number	Name of Applicant
██████████	██
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	MALE
Date of Birth	Nationality
07/12/1981	IRANIAN
Name of Local Contact	Submitted on
██	28 Apr 2016

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

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

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

This website is optimised for 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

[Sitemap](#)   [Terms of Use](#)   [Privacy Statement](#)   [Rate Our Website](#)   © 2016 Government of Singapore

- To go back to Visa Application/ Appeal 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 2.2.3.



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

The screenshot displays the ICA website interface. At the top, the ICA logo and 'Immigration & Checkpoints Authority' are on the left, and the Singapore Government logo with 'Integrity · Service · Excellence' is on the right. Below the header, the page title is 'Enquire for Application of Visa'. The main content area is divided into two sections: 'Application Details' and 'Enquiry Results'. A blue box with the text 'Visa Appeal is Not Successful.' is prominently displayed. Below this, a 'Summary of Application Details' table provides the following information:

Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	MALE
Date of Birth	Nationality
01/01/1982	BANGLADESHI
Name of Local Contact	Submitted on
[REDACTED]	23 Jun 2018

Below the table, a message states: 'After careful consideration, we regret to inform you that the visa appeal is not successful.' Three blue buttons are visible: 'Back', 'Print Form 14A', and 'Print Notification Slip'. A small disclaimer at the bottom of the main content area reads: 'If you encounter any problems with this e-Service, please email [ica\\_serve\\_helpdesk@ica.gov.sg](mailto:ica_serve_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.'

At the very bottom, a footer contains the text: 'This website is optimised for 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' and navigation links for 'Sitemap', 'Terms of Use', 'Privacy Statement', and 'Rate Our Website'. The copyright notice '© 2018 Government of Singapore' is also present.

- To go back to Visa Application/ Appeal 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 2.2.3.

## 2.2.3 Form 14A Printing



Print Form 14A | Back

Visa application reference number: VSC0005883401232019

Notes:  
\*\*Delete where appropriate

FORM 14A  
IMMIGRATION ACT [CHAPTER 133, SECTION - 55(1)]  
PASSPORTS ACT [NO.33 of 2007]

Affix a recent  
Passport-sized  
photograph here

### APPLICATION FOR ENTRY VISA

#### PART I - PARTICULARS OF APPLICANT

Name:	CHINA STICKER		
Full name as it appears in passport/travel document			
Alias:			
Date of Birth:	06/09/1991 (DD/MM/YYYY)	Sex:	MALE
Marital Status:	SINGLE		
Nationality of Spouse:			
Spouse's Identity Card Number:			
Country of Birth:	CHINA		
State / Province of Birth:	FUJIAN		
Race:	CHINESE		
Nationality:	CHINESE		
Type:	INTERNATIONAL PASSPORT		
Travel Document Number:	[REDACTED]		
Travel Document			
Issue Date:	03/09/2017 (DD/MM/YYYY)	Expiry Date:	08/08/2028 (DD/MM/YYYY)
Country of issue:	CHINA		
Place of issue:	FUJIAN		
Address in Country of Origin			
Country of Origin/Residence:	CHINA		
Province/State of Origin/Residence:	FUJIAN		
Prefecture of Origin/Residence:	LONGYAN		
County/District of Origin/Residence:	SHANGHANG		
Address:	ASDFGHJ		

- 1 -

Visa application reference number: [REDACTED]

#### PART II - OTHER DETAILS

Occupation:	STUDENT		
Highest Academic / Professional Qualifications Attained:	POST GRADUATE		
Religion/Denomination:	NO RELIGION		
Expected Date of Arrival:	10/05/2019		
How long does the applicant intend to stay in Singapore?	Less than 30 days		
Purpose of Visit:	VISIT FRIEND		
Address in Singapore			
Where will applicant be staying in Singapore?	HOTEL		
Block/House Number:	Floor Number:	Unit Number:	
Street Name:	Postal Code:		
Hotel/Building Name:	Contact Number:		
Has the applicant resided in other countries, other than the country of origin, for one year or more during the last 5 years?	NO		

- 2 -

Visa application reference number: VSC0005883401232019

#### PART III - ANTECEDENT OF APPLICANT

Has the applicant ever been refused entry into or deported from any country, including Singapore?	NO
Has the applicant ever been convicted in a court of law in any country, 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 the particulars and documents furnished in respect of this application are true and correct.

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

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

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

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

I further undertake not to be engaged in any form of employment, business or occupation whilst in Singapore without the written consent of the Controller of Immigration.

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

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

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

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

Date

Signature of Applicant

- 3 -

Controller of Immigration  
Singapore

Name of Local Contact: WEE BEING ENG  
Address:  
Telephone No. [REDACTED]  
Date: 12/07/2019

Dear Sir

**LETTER OF INTRODUCTION FOR VISA APPLICATION**

The applicant for the visa, CHINA STICKER (*name of applicant*) of CHINA (*country*) holder of passport/travel document no. FU1224568 is coming to Singapore from CHINA (*country of embarkation*) for the purpose of VISIT FRIEND (e.g., holiday, transit, business, meeting, exhibition, visiting friends & relatives, employment, education for others, please specify). The applicant is my PATIENT (e.g., father, mother, brother, sister, son, daughter, spouse, business partner, for others, please specify).

Yours faithfully

Only for application where Local Contact is an individual

\_\_\_\_\_  
Signature of Local Contact

\_\_\_\_\_  
NRIC (Fin/Bus) No.

\_\_\_\_\_  
Name of Local Contact

Only for application where Local Contact is a company

\_\_\_\_\_  
Signature of person acting on behalf of the company/firm

\_\_\_\_\_  
Name, NRIC No and Designation/Capacity

\_\_\_\_\_  
Official Stamp & Unique Entity Number (UEN) of company/firm

V39A

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

If you encounter any problems with this e-Service, please email [ICA\\_Serve\\_Hotdesk@ica.gov.sg](mailto:ICA_Serve_Hotdesk@ica.gov.sg) with a screenshot of the error message.  
Click on the buttons or links only, do not use the Back or Forward button on your browser as this may void your transactions.

- To go back to Visa Application Enquiry page, click on the **[Back]** button.
- To print Form 14A, click on the **[Print Form 14A]** button.

### 3 Frequently Asked Questions

#### 1) Why do I get the message “Internal Error” even when I have logged in to the system?

Application is unable to detect the current session, as the session has been lost. Close the browser and log in again.

#### 2) 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 don't 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 submit your application.

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

Below are the specifications for the required photograph:

- a. Image file must be JPEG file format.
- b. Image file size must be less than 60Kbytes.
- c. Image dimension must be 400 x 514 pixels

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

- i. Opening the photograph using MS paint
- ii. Using the attribute under Image in Menu to set the size to 400x514 pixels
- iii. Press the button Ctrl and button 'A' on the keyboard to select the image.
- iv. Stretch the image to the required dimension
- v. Finally save it under JPG format.

#### 4) 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.

#### 5) 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"

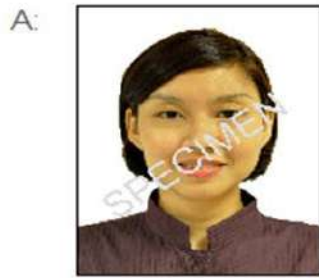
**6) MRZ ID FAQ**

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"

**7) Photo FAQ**

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



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

