Agri-Food & Veterinary Authority of Singapore

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CIRCULAR

27 November 2014

AVA Customers, Traders, Declaring Agents

We would like to request declaring agents to inform their importers/exporters on the contents of the circular.

Dear Sir/Madam

LICENCE RENEWAL

The Agri-Food & Veterinary Authority (AVA) launched the "AVA e-Licensing" on 3 November 2014.

2.   As part of the system, you will be receiving licence renewal notification through your email address. You may renew your licence either by clicking on the hyperlink indicated in the email renewal notification or through AVA e-Licensing (https://licence1.business.gov.sg/).

3.   To avoid delay in licence renewal, we would like to advise you to update your email address and particulars via AVA e-Licensing. Your email address will be used primarily for login access and correspondences. We have prepared a user-friendly guide for your reference (Annex A).

4.   For first time user of AVA e-Licensing, please login to the system with your SingPass account ID. In the registration page, please fill in details like email address, name etc. Please register the email address which you prefer to use for future login to the system and to receive email notifications.

5.   If you do not have/own an email address, you are encouraged to obtain one. This can be using a web-based email account. Also, there is "Online Help" available in either printed or video format to guide you on how to use the system. It is located on the right hand-side of AVA e-Licensing home page (https://licence1.business.gov.sg/).

6.   For customers who have registered your email address and updated your particulars through AVA e-Licensing and have since used the system, we appreciate your continuous support. We would continue to improve the system to serve our customers better.

7.   Please do not hesitate to contact the helpdesk of Crimson Logic if you need assistance on any technical aspects of the system at Tel: 6774 1430 or email: licences-helpdesk@crimsonlogic.com. Alternatively, you may also contact AVA at Tel: 63257625 or AVA_elicensing@ava.gov.sg if you have any other enquiry.

Thank you.

Yours faithfully

Dr Chua Tze Hoong
Acting Group Director, Quarantine & Inspection Group
Agri-Food & Veterinary Authority

This is a computer generated circular and no signature is required.

TRANSACTIONS

RENEWAL

NEW LICENCE

USER FRIENDLY

BUSINE

PAYMENT

AVA | e-Services

Improvement to AVA's licensing e-Services

AVA will be upgrading its licencing e-Services to deliver a more user-friendly and effective licencing experience for business.

The improved e-services simplify the application and payment of licence-related fees and allow business to apply for multiple licences. Other features includes the amendment, renewal and cancellation of licences.

What's New ?

The improved system aims to give business a whole new experience

- 👍 Simpler and more interactive process to connect your business with licencing agencies

- 👍 Complete tracking of your current/past transactions

- 👍 360 view of your licences

- 👍 Be notified on items which require your actions

Manage Your Licences

NOTICE   RAJA   LOGOUT

| All Items | Applications | Licences | Request for Action | Correspondences | Payments |

Licences

Agri-Food and Veterin ▾ | Select Licence ▾ | Licence Number | **Search** ❯   ⚙ Advanced ⌄

	Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Licensee	Agency	Action
☐	DC1400250	Certificate of Freedom From Disease Within Singapore	Active	15 Apr 2014	15 Apr 2015	Raja	Agri-Food and Veterinary Authority	Action ⌄
☐	DC1400249	Certificate of Freedom From Disease Within Singapore	Active	15 Apr 2014	15 Apr 2015	Raja	Agri-Food and Veterinary Authority	

Action dropdown:
- Amend
- Cancel
- Renew
- Enrol Auto Renewal
- Cancel Auto Renewal

Get a quick view on items which require your actions

Find all your past and current applications here

Track all your past and current licences in one place

Receive alerts to revise information or supporting documents in your application

Keep track of all correspondences

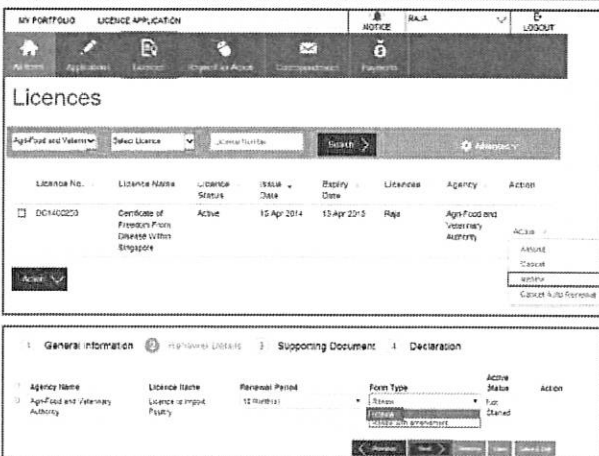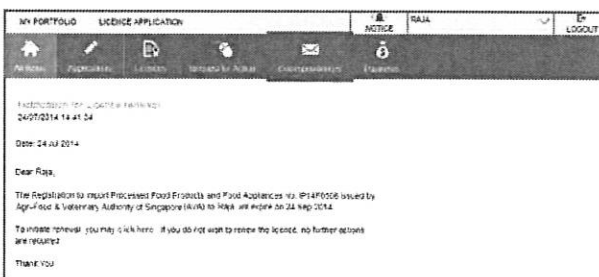Receive alerts on pending payments

New Features

Licence Portfolio

- Dashboard view of business' licence portfolio
- Track all your current and past applications or licences in one place
- Get a quick view on items which require your actions

Licence Renewal

- You will receive Licence Renewal Notifications before the licence expires
- Click on the hyperlink in the Renewal Notification to initiate the licence renewal or renew your licence listed under Licences tab in AVA e-Services
- Select Renewal Period and proceed to review your licence information before submitting your renewal application
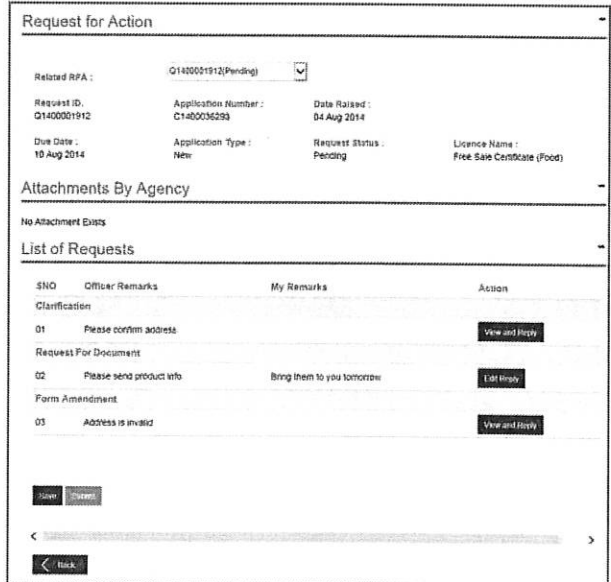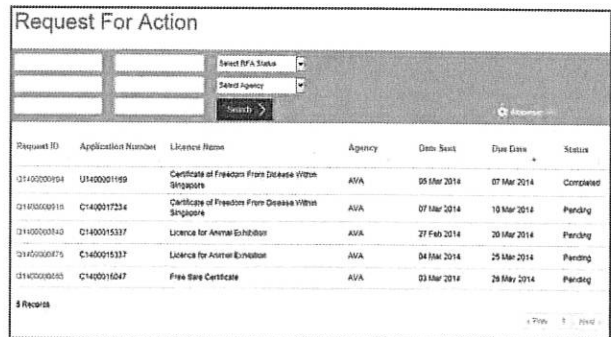

Request for Action (RFA)

Request for Action (RFA) is a new feature to allow AVA to reach out to you during application processing.

AVA may clarify, request for amendment or seek additional information from you.

- No more untraced clarification emails or phone calls
- Track all changes made by you
- Receive alerts to revise information or supporting documents in your application

Frequently Asked Questions

Q What are the various licenses available for AVA e-Services?

A For the rollout of AVA e-Services, the licences covered are shown in the table below:

1. Certificate Of Freedom From Disease Within Singapore
2. CITES Permit
3. Food Export Certificate
4. Free Sale Certificate
5. Free Sale Certificate (Animal Feed)
6. Free Sale Certificate (Vaccine)
7. Health Certificate For Export Of Live Food Fish
8. Health Certificate For Export Of Ornamental Fish
9. Licence For Animal Exhibition
10. Licence For Import/Transhipment Of Fresh Fruits And Vegetables
11. Licence For Import/Export/Transhipment Of Meat And Fish Products
12. Licence For Pet Shop
13. Licence To Import Animal Feed
14. Licence To Import Sheep & Goat
15. Licence To Import Or Export Ornamental Fish
16. Licence To Import Poultry
17. Licence To Import Table Eggs
18. Licence To Import/Export/Tranship Animal, Birds, Eggs And Biologics
19. Licence To Operate A Cold Store
20. Licence To Operate A Slaughterhouse
21. Licence To Operate Food Processing Establishment
22. Non-CITES Certificate
23. Phytosanitary Certification
24. Pre-Signed CITES Permit
25. Pre-Signed Non-CITES Certificate
26. Registration Of Food Storage Warehouses
27. Registration To Import Live Frogs For Consumption Or Fish Feeding
28. Registration To Import Processed Food Products And Food Appliances
29. Veterinary Certificate

Q How do I start using AVA e-Services?

A You will need a SingPass account to use AVA e-Services. You can login to AVA e-Services using your SingPass and the system will lead you through simple registration steps.

Q What are the different payment methods available on AVA e-Services?

A You can pay through a variety of methods - e-payment with Visa or Mastercard, or GIRO depending on the type of licences.

Q Will my transaction history be migrated over to AVA e-Services?

A Yes, information regarding existing licenses which are still valid and other key information can be found on AVA e-Services. For all further queries, please call AVA at Tel: 6325 7625 or www.ava.gov.sg/ContactUs.