



## CIRCULAR

20 October 2014

All Traders / Declaring Agents

*All declaring agents are requested to inform the importers/exporters on the contents of the circular.*

Dear Sir/Madam

### SYSTEM DOWNTIME PERIOD

Further to our circular dated 10 July 2014, the Agri-Food & Veterinary Authority (AVA) would like to update you that the improved e-services for licensing are targeted for launch on 3 November 2014.

As part of the upgrade process for AVA licensing e-services in AVA's website ([www.ava.gov.sg](http://www.ava.gov.sg)), we would like to inform you that there will be a system downtime from 1300 hrs on 1 November 2014 to 0800 hrs on 3 November 2014.

We would like to advise you to make your e-applications prior to the system downtime, so that there would not be any delay in certificate/permit approval. We will resume service via the upgraded AVA e-Licensing system on 3 November 2014 from 0800hrs onwards.

We will be conducting hands-on session for you from 27 October to 6 November 2014. In the meantime, we have prepared a user-friendly guide for your reference (Annex A).

Please do not hesitate to contact AVA at Tel: 63257625 or [www.ava.gov.sg/ContactUs](http://www.ava.gov.sg/ContactUs) if you have any other enquiry.

Thank you.

Yours faithfully

Dr Yap Him Hoo  
Group Director, Quarantine & Inspection Group  
for Chief Executive Officer, Agri-Food & Veterinary Authority

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

TRANSACTIONS

98316546y1598375-1  
3549541365413795-1

RENEWAL

NEW LICENCE

USER FRIENDLY

PAYMENT

BUSINESS

98316546y1598375-1  
354954136541379547890  
59072465764791  
4890465256914785624966  
54908256427895547



AVA | e-Services

# Improvement to AVA's licensing e-Services





The screenshot displays the AVA e-Services website interface. At the top left is the AVA logo with the tagline 'e-Services'. The top right features the Singapore Government logo and navigation links for 'Help', 'Contact Us', and 'Feedback', along with a 'Text size' option. The main navigation bar includes 'HOME', 'GUIDELINES', and 'ABOUT US'. A large banner image shows a woman with the text 'Licence Management at your fingertips...'. Below this, a blue sidebar lists various license categories: 'Licence for Animal Exhibition/ Pet Shop', 'Licence for Food Products/ Food Appliances', and 'Licence to Operate a Food Establishment/Slaughter-houses/ coldstore & Registration of Food Storage Warehouse'. A 'Proceed to Apply' button is visible at the bottom of the sidebar. The main content area features a 'Login via SingPass' section with input fields for 'Your Email' and 'your Password', a 'Login' button, and links for 'Forgot Password' and 'Request Account'. Below the login section is an 'ANNOUNCEMENT' regarding the system's evolution and a section for 'INFO SEARCH'. At the bottom, logos for 'Joint effort by AVA, iDA, MTI, and MOF' are displayed.

AVA will be **upgrading its licensing e-Services** to deliver a more user-friendly and efficient licensing experience for businesses.

The improved e-Services simplify the application and payment of licence-related fees and allow businesses to apply for multiple licences. Other features include 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 licensing agencies
-  Complete tracking of your current/past transactions
-  360 view of your licences
-  Be notified on items which require your actions



# Manage Your Licences

MY PORTFOLIO LICENCE APPLICATION 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	Licencee	Agency	Action
<input type="checkbox"/> DC1400250	Certificate of Freedom From Disease Within Singapore	Active	15 Apr 2014	15 Apr 2015	Raja	Agri-Food and Veterinary Authority	Action
<input type="checkbox"/> DC1400249	Certificate of Freedom From Disease Within Singapore	Active	15 Apr 2014	15 Apr 2015	Raja	Agri-Food and Veterinary Authority	<ul style="list-style-type: none"> <li>Amend</li> <li>Cancel</li> <li>Renew</li> <li>Enrol Auto Renewal</li> <li>Cancel Auto Renewal</li> </ul>

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

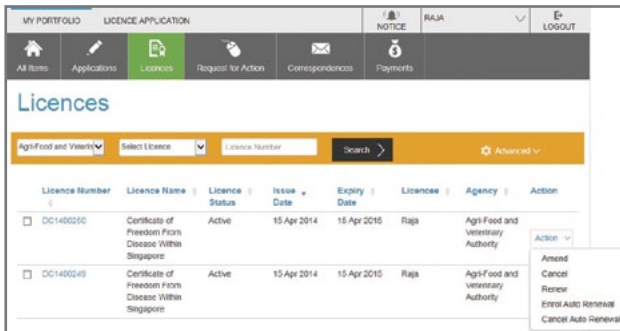


Receive alerts on pending payments

# New Features

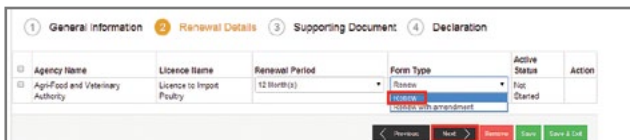
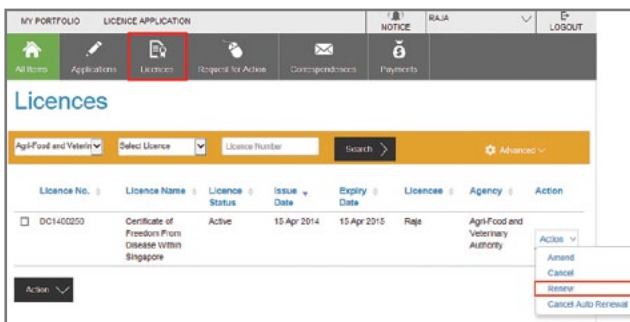
## Licence Portfolio

- 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

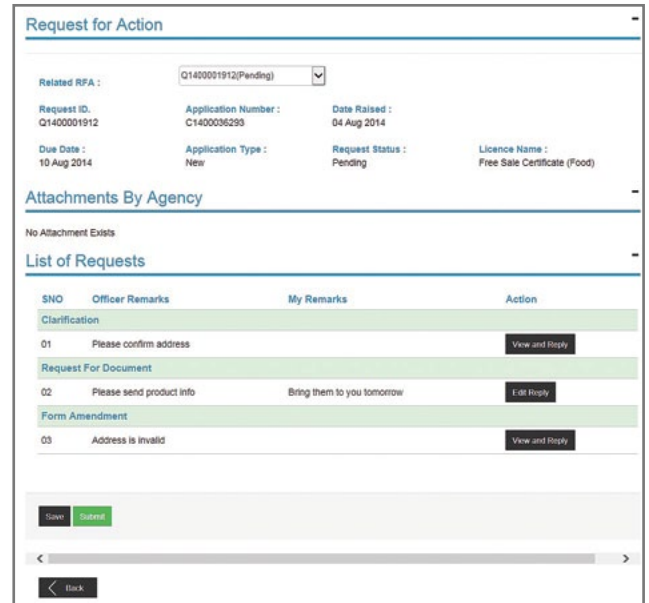
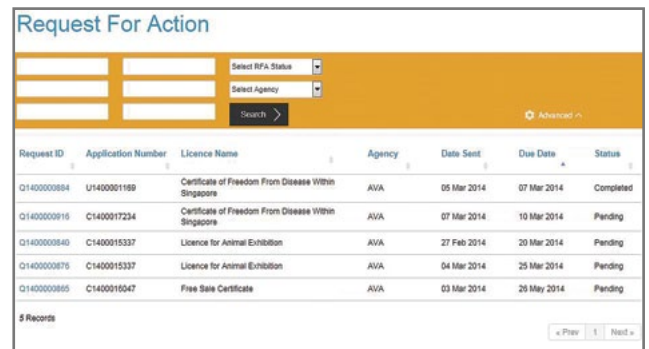


## Request for Action (RFA)

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