



IMMIGRATION AND CHECKPOINTS AUTHORITY (ICA)

Submission of Application for Visa (SAVE) Public Submission by Individual User Manual

Version 5.0

Table of Contents

1. INTRODUCTION.....	3
1.1. OVERVIEW.....	3
1.2. ABOUT THIS MANUAL.....	4
1.3. INSTALLATION/SETUP.....	5
1.4. CONVENTION.....	6
1.5. SUPPORTED PAYMENT MODES.....	7
2. FUNCTIONS.....	8
2.1. PUBLIC – INDIVIDUAL VISA APPLICATION.....	8
2.1.1. <i>Singpass Authentication Service</i>	10
2.1.2. <i>List of Draft Applications</i>	11
2.1.3. <i>Submission of Application – Particulars of Applicant</i>	12
2.1.4. <i>Submission of Application – Additional Information of Applicant</i>	17
2.1.5. <i>Particulars of Local Contact</i>	20
2.1.6. <i>Upload Applicant Photo</i>	23
2.1.7. <i>Application Preview</i>	24
2.1.8. <i>MyCart Payment Summary</i>	28
2.1.9. <i>Payment for Application</i>	29
2.1.10. <i>Print Acknowledgement for Visa Application</i>	31
2.2. PUBLIC – INDIVIDUAL VISA APPLICATION STATUS ENQUIRY.....	33
2.2.1. <i>Status of Visa Application</i>	34
2.2.2. <i>Status of Visa Appeal</i>	41
2.2.3. <i>Form 14A Printing</i>	47
3. FREQUENTLY ASKED QUESTIONS.....	49

1. Introduction

1.1. Overview

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 ICA website (<https://www.ica.gov.sg>) to this front-end Internet application.

1.2. About This Manual

The objective of this manual is to provide detailed explanations and step-by-step guidelines on how to use SAVE Public – Individual module for member of public.

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

1.3. Installation/Setup

SAVE Public – Individual module is optimized and compatible with the following browsers (recommended to use latest browser version).

- Edge
- Firefox
- Chrome
- Safari

The users of SAVE Public – Individual module need to configure the settings of his internet browser before launching SAVE website (<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.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.

- **[Button Name]** to show it is a button
- **[Next]** button redirects to next page
- **[Save]** or **[Submit]** button indicates that the system will insert or update records in database and display the acknowledgement page
- **[Form 14A]** button displays the Form 14A in PDF format for printing
- **[Form V39A]** button displays the Form V39A in PDF format for printing
- **[Back]** button redirects to previous page
- **[Clear]** button clears input value from all fields

1.5. Supported Payment Modes

This manual uses the following payment modes.

- American Express Card
- Visa/MasterCard Credit Card and Debit Card
- Internet Banking Account from DBS/POSB, Citibank, OCBC/Plus!, Standard Chartered or UOB
- PayNow

2. Functions

2.1. Public – Individual Visa Application

Submission of application for Entry Visa website is accessible at (<https://eservices.ica.gov.sg/esvclandingpage/save>).

The screenshot shows the ICA SAVE website interface. At the top, there is a navigation bar with the ICA logo and the tagline "Immigration & Checkpoints Authority". Below the navigation bar, there is a "MyICA Home" button. The main content area features a dark blue banner with the text "Attention: Apply for Entry Visa". Below this banner, there is a section titled "Information Required" with a smiley face icon. This section lists the information needed for the application, including Form 14A, Form V39A, a recent passport-sized colour photograph, a photocopy of the applicant's passport bio-data page, and a VISA or Master Credit/Debit Card or Internet Banking Details. Below the "Information Required" section, there is a section titled "I want to..." with a smiley face icon. This section contains five icons representing different application paths: "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", and "Enquire Application Status". Below the "I want to..." section, there is a section titled "Important Notes" with a smiley face icon. This section lists several notes, including instructions on enabling cookies and enabling JavaScript. At the bottom of the page, there is a footer with the ICA logo, the text "Immigration & Checkpoints Authority", and various links and social media icons. The footer also includes copyright information and a note about the website's optimization.

A Singapore Government Agency Website

ICA
Immigration & Checkpoints Authority
Securing Our Borders,
Safeguarding Our Home

MyICA Home

Attention:

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.
 - www.enets.sg
 - www.enets.com.sg
 - dbsd2pay.dbs.com (for DBS/POSB Account holders)
 - piবেনets.uob.com.sg (for UOB Account holders)
 - www.citibank.com.sg (for Citibank Account holders)
 - www.ocbc.com (For OCBC account holders)
 - www.plus.com.sg (For Plus! account holders)
 - ibank.standardchartered.com.sg (For Standard Chartered account holders)
- You are advised to enable cookies in your browser settings for 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 with a screenshot of the error message.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

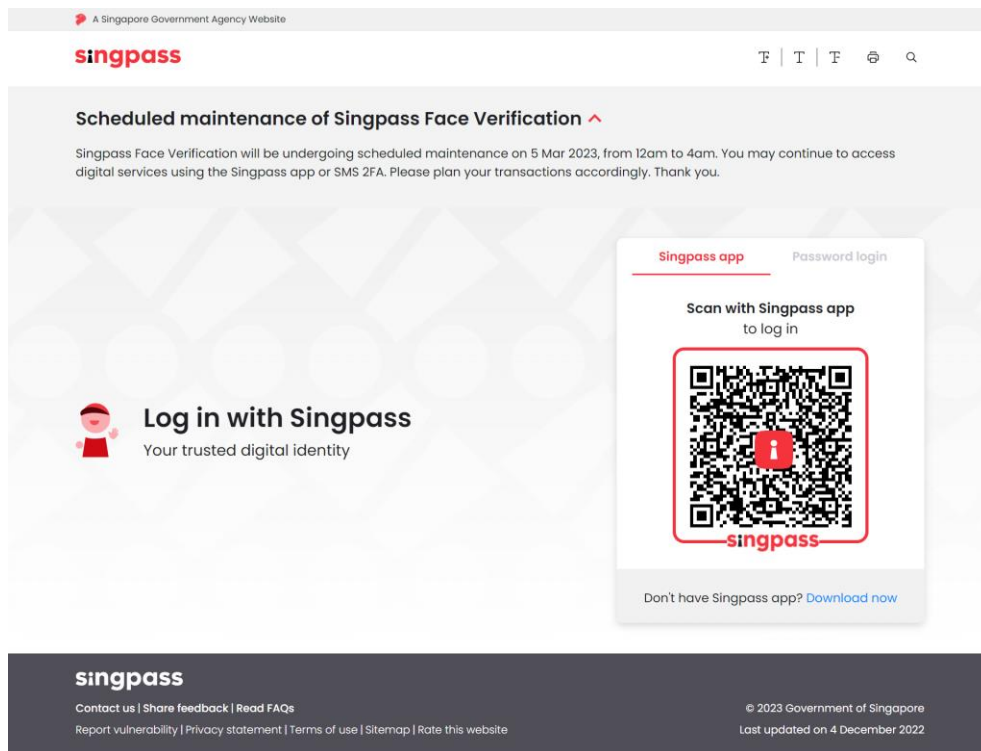
Report Vulnerability Privacy Statement Terms of Use Sitemap

© 2023, Government of Singapore.
Last updated on 22 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- Click on **[Form 14A]** hyperlink to download the PDF copy of Form 14A.
- Click on **[Form V39A]** hyperlink to download the PDF copy of Form V39A.
- To apply for Visa as an Individual Local Contact, click on **[Apply for Entry Visa as a Local Contact (Individual Users)]** to log in using Singpass.
- To apply for Visa on behalf of a Company as a Local Contact, click on **[Apply for Entry Visa as a Local Contact (Business Users)]** to log in using Singpass.
- To apply for Visa as an Authorised Visa Agent, click on **[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 **[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 **[Enquire Application Status]**.

2.1.1. Singpass Authentication Service



The screenshot shows the Singpass authentication service page. At the top, it says "A Singapore Government Agency Website" and "singpass". There are navigation icons for home, search, and other services. A prominent notice reads: "Scheduled maintenance of Singpass Face Verification ^". Below this, it states: "Singpass Face Verification will be undergoing scheduled maintenance on 5 Mar 2023, from 12am to 4am. You may continue to access digital services using the Singpass app or SMS 2FA. Please plan your transactions accordingly. Thank you." The main content area features a "Log in with Singpass" button with a person icon and the text "Your trusted digital identity". To the right, there is a "Singpass app" login option with a QR code and the text "Scan with Singpass app to log in". Below the QR code, it says "Don't have Singpass app? Download now". At the bottom, there is a footer with the Singpass logo, contact information, and copyright notice: "© 2023 Government of Singapore. Last updated on 4 December 2022."

To login into SAVE Public – Individual module

- Enter Singpass ID
- Enter Password
- Click on **[Log in]**

or

- Scan QR code with Singpass app

2.1.2. List of Draft Applications

This function allows Local Contact to save a draft copy of Visa application. If there are no draft applications, the user will be redirected to the application type selection page.

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 individual/family Visa applications

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 individual/family 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.
- Information retrieved from Myinfo will not be saved in your draft application.

List of Draft Applications

Identity Card Number of Local Contact: [REDACTED] Name of Local Contact: [REDACTED]

S/No	Name of Applicant	Sex	Date of Birth	Travel Document Number	Nationality/Citizenship	Type of Visa
1	JIA LIANG	M	01/01/2000	TD1111	CHINESE	Individual
2	LEE AGNES	F	01/01/1991	TD12345C	AFGHAN	Individual
	TAN LI TING	M	01/01/1990	TD321	GEORGIAN	Individual

Go to MyICA Home Create New Application

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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

To edit or delete an existing draft application,

- Click on the hyperlink of the Name of Applicant
- Refer to section 2.1.3 on how to edit or delete an application

To create a new application,

- Click on [\[Create New Application\]](#)
- Refer to section 2.1.3 on how to create a new application

2.1.3. Submission of Application – Particulars of Applicant

A Singapore Government Agency Website

ICA
Immigration & Checkpoints Authority

ICA Website Logout

Application for Entry Visa

This facility allows you to apply for an individual or family group entry visa as a local sponsor or authorised visa agent or strategic partner.

Information Required

- Photocopy of the travel document bio-data page of the applicant(s). The travel document must be valid for at least 6 months from the date of his/her entry into Singapore.
- VISA or Master Credit/Debit Card or Internet Banking Details.

I want to apply for a/an

- Individual Visa Application
- Family Visa Application
(Only applicable for visa applicants who are married and their unmarried children below age 21. Minimum of 2 family applicants required.)
- Back to Draft Listing

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
 2. www.enets.com.sg
 3. dbsd2pay.dbs.com (for DBS/POSB Account holders)
 4. pitbenets.uob.com.sg (for UOB Account holders)
 5. www.citibank.com.sg (for Citibank Account holders)
 6. www.ocbc.com (For OCBC account holders)
 7. www.plus.com.sg (For Plus account holders)
 8. ibank.standardchartered.com.sg (For Standard Chartered account holders)
- You are advised to enable cookies in your browser settings for 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 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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.


This website is optimised for Edge, Firefox, Chrome, Safari.

To create a new Individual Visa application,

- Click on [\[Individual Visa Application\]](#) icon

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

A Singapore Government Agency Website



ICA Website Logout

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.


- This service may take about 20 minutes to complete. You will need:
 - Duly completed Form 14A (PDF, 445KB) 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*
 - *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).
 - 4, 400 by 514 pixels in JPEG format with file size of about 100 Kbytes;
 - See photoguide for more details.
- 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.
- Information retrieved from Myinfo and the uploaded photo will not be saved in your draft application.
- For payment made via MyICA, items in the MyCart will not be saved once browser is closed.

Any changes to information retrieved from Myinfo will not be updated after submission.


Particulars of Applicant

Name Alias

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



If the surname is "TAN" and the given name is "WEIHAO".
Enter the name as "TAN WEIHAO"



If the last name is "DHROOVE" and the first name is "SURESH KUMAR".
Enter the name as "DHROOVE SURESH KUMAR"

Date of Birth Sex Country/Place of Birth

DDMMYYYY FEMALE MALE Please Indicate

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

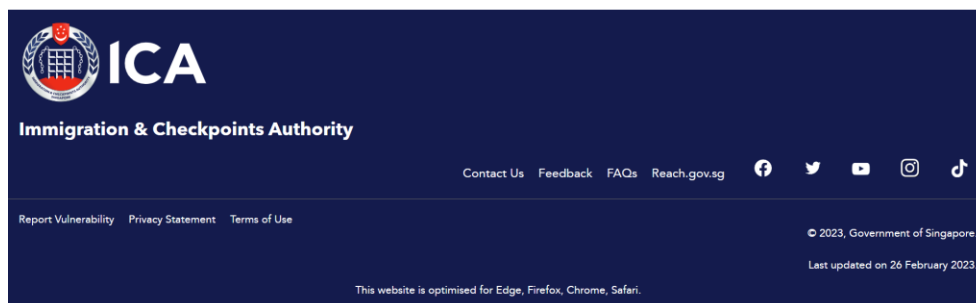
Type	Country/Place of Issue	Place of Issue
<input type="text" value="INTERNATIONAL PASSPORT"/>	<input type="text" value="Please Indicate"/>	<input type="text"/>
Travel Document Number	Issue Date	Expiry Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please omit spaces

Address in Country/Place of Origin/Residence

Country/Place of Origin/Residence	Address	
<input type="text" value="Please Indicate"/>	<input type="text"/>	
Province/State of Origin/Residence	Prefecture of Origin/Residence	County/District of Origin/Residence
<input type="text" value="Please Indicate"/>	<input type="text" value="Please Indicate"/>	<input type="text" value="Please Indicate"/>

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.



Should the user wish to delete a draft application, after clicking on the draft, the user will see **[Delete]** at the button of the page.

Province/State of Origin/Residence	Prefecture of Origin/Residence	County/District of Origin/Residence
<input type="text" value="Please Indicate"/>	<input type="text" value="Please Indicate"/>	<input type="text" value="Please Indicate"/>

- Click on **[Delete]** 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

To save this page of current Visa application,

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

Particulars of Applicant

The application has been saved.

Name

Alias

TAN LI TING

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

Leave blank if not applicable

To proceed to next page,

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

To clear the values entered for the current Visa application,

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

To return to the previous page,

- Click on **[Back]**
- A popup message will be displayed
 - Click **[OK]** to save the changes and redirect back to previous page
 - Click **[Cancel]** to discard the changes and redirect back to previous page

Important

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

Cancel

OK

To return to MyICA dashboard,

- Click on [\[Go to MyICA Home\]](#)
- A popup message will be displayed
 - Click [\[Stay on this Page\]](#) to stay at current page
 - Click [\[Leave this Page\]](#) to redirect to MyICA dashboard

You are about to navigate away from this page

The information you have provided will be lost if you navigate away from this page.
Are you sure you want to leave this page?


Stay on this Page

Leave this Page

2.1.4. Submission of Application – Additional Information of Applicant

This function allows Local Contact to enter other details of the applicant.

A Singapore Government Agency Website



ICA Website [Logout](#)

Application for Visa

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

Additional Information of Applicant

Contact Information

Applicant's Email Address
(Please furnish a valid email address.)

Applicant's Contact Number

Occupation & Education Information

Occupation:

Highest Academic / Professional Qualifications Attained:

Annual Income (Singapore Dollars - in numbers only)

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.)

Applicant's Country/Place of embarkation before arriving Singapore:

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/places, other than the country/place 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/place, including Singapore? Yes No

Has the applicant ever been convicted in a court of law in any country/place, including Singapore? Yes No

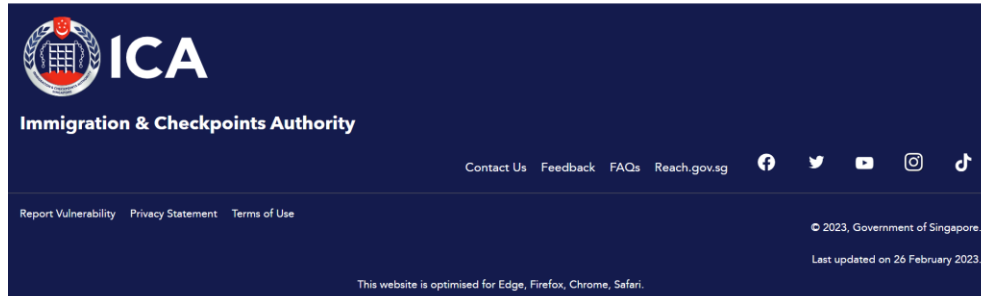
Has the applicant ever been prohibited from entering Singapore? Yes No

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:

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.



To save this page of current Visa application,

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

To proceed to next page,

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

To clear the values entered for the fields on current page,

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

To return to previous page,

- Click on **[Back]**
- A popup message will be displayed
 - Click **[OK]** to save the changes and redirect back to previous page
 - Click **[Cancel]** to discard the changes and redirect back to previous page

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 situation, applicant needs to fill in the particulars of Local Contact as shown below:

- Applicant's Visa Type Group is **“SOCIAL”**

A Singapore Government Agency Website



ICA Website Logout

Application for Visa

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

Important Notes ▾

Please note that the information retrieved from Myinfo will not be saved in your draft application.

[Retrieve Myinfo with singpass](#)

Particulars of Local Contact

Name:

Identity Card Number:

Relationship of Applicant to Local Contact:

Address in Singapore

Postal Code:

Block/House Number:

Street Name:

Floor Number:


Unit Number:

Contact Number:

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

[Back](#) [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.



ICA

Immigration & Checkpoints Authority

[Contact Us](#) [Feedback](#) [FAQs](#) [Reach.gov.sg](#) [Facebook](#) [Twitter](#) [YouTube](#) [Instagram](#) [TikTok](#)

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


© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

The following page will be shown when

- Applicant's Visa Type Group is "BUSINESS"

A Singapore Government Agency Website



ICA Website Logout

Application for Visa

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

Important Notes ▾

Please note that the information retrieved from Myinfo will not be saved in your draft application.

[Retrieve Myinfo with singpass](#)

Particulars of Local Contact

Relationship of Applicant to Local Contact

Please Indicate ▾

Person acting on behalf of the Company/Firm

Name	Identity Card Number	Designation/Capacity
██████████	██████████	

Details of Company

Name of Company/Firm

Unique Entity Number (UEN) of Company/Firm

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

Company Address

Postal Code	Block/House Number	Street Name
Floor Number	Unit Number	Contact Number

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

[Back](#) [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.

If the Local Contact has registered with Myinfo, clicking **[Retrieve Myinfo with Singpass]** retrieves the following information from Myinfo and populates the respective fields:

- Local Contact's address
- Local Contact's contact number

Clear Myinfo

Retrieve Myinfo with singpass

Clicking **[Clear Myinfo]** will clear the fields that is populated.

To save this page of current Visa application,

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

To proceed to next page,

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

To clear the values entered for the current Local Contact details,

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

To return to previous page,

- Click on **[Back]**
- A popup message will be displayed
 - Click **[OK]** to save the changes and redirect back to previous page
 - Click **[Cancel]** to discard the changes and redirect back to previous page

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

A Singapore Government Agency Website

ICA
Securing Our Borders,
Safeguarding Our Home

ICA Website Logout

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

Back

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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

To upload applicant photo,


- Click on **[Browse]**
- Click on **[Next]** once the photo preview is displayed

To return to previous page,

- Click on **[Back]**
- Local Contact's particulars page is displayed

2.1.7. Application Preview



A Singapore Government Agency Website



ICA Website [Logout](#)

Application for Visa

[Applicant's Particulars](#)
 [Applicant's Additional Information](#)
 [Local Contact's Particulars](#)
 [Upload Photo](#)
 [Confirmation](#)

Particulars of Applicant

Name		Date of Birth
AI TING		01/01/2000
Sex	Country/Place of Birth	State/Province of Birth
FEMALE	CHINA	JIANGXI
Nationality/Citizenship	PRC ID Number	Machine Readable Zone ID
CHINESE	[REDACTED]	[REDACTED]
Religion	Race	Marital Status
BUDDHISM	CHINESE	SINGLE

Travel Document

Type	Country/Place of Issue	Place of Issue
INTERNATIONAL PASSPORT	CHINA	JIANGXI
Travel Document Number	Issue Date	Expiry Date
[REDACTED]	01 Feb 2023	01 Feb 2028

Address in Country/Place of Origin/Residence

Country/Place of Origin/Residence: CHINA
 Address: CHINA

Province/State of Origin/Residence: JIANGXI

Additional Information of Applicant

Contact Information

Applicant's Email Address: [REDACTED]
 Applicant's Contact Number: [REDACTED]

Occupation & Education Information

Occupation	Highest Academic / Professional Qualifications Attained	Annual Income (Singapore Dollars - in numbers only)
BUSINESSMAN	DIPLOMA	1234

Information of Visit

Expected Date of Arrival	Type of Visa	How long does the applicant intend to stay in Singapore?
28 Feb 2023	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: BUSINESS
 Choose a purpose: ATTENDING BUSINESS EXHIBITION / CONFERENCE

Local Contact's Email Address: [REDACTED]
 Applicant's Country/Place of embarkation before arriving Singapore: CHINA

Address in Singapore

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

Street Name: _____
 Floor Number: _____
 Unit Number: _____

Contact Number: _____

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

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

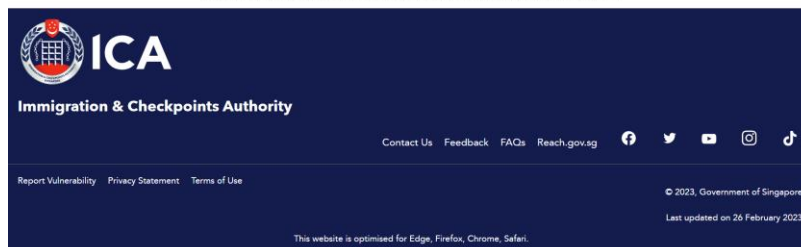
Has the applicant ever been prohibited from entering Singapore? NO

Has the applicant ever entered Singapore using a different passport or name? NO

Particulars of Local Contact		
Applicant's Country/Place of embarkation before arriving Singapore	Relationship of Applicant to Local Contact	
CHINA	BUSINESS ASSOCIATE	
Person acting on behalf of the Company/Firm		
Name	Identity Card Number	Designation/Capacity
██████████	██████	MANAGER
Details of Company		
Name of Company/Firm	Unique Entity Number (UEN) of Company/Firm	
ABC PTE LTD	██████████	
Company Address		
Postal Code	Block/House Number	Street Name
123456	123	ASD
Floor Number	Unit Number	Contact Number
12	34	91234567
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 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.		
<input type="checkbox"/> I have read and agreed to the declaration		
Back	Amend	List of Drafts
Save this Page	Submit	

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.



To submit the Individual Visa application,

- Select the checkbox to declare that user have read and agreed to the declaration
- Click on [\[Submit\]](#) to confirm the application
- Payment selection page will be displayed

To amend the Individual Visa application,

- Click on [\[Amend\]](#)
- Form 14A Particulars of Applicant page will be displayed

To return to main page,

- Click on [\[List of Drafts\]](#)
- List of Draft page will be displayed

To return to previous page,

- Click on [\[Back\]](#)
- Upload Applicant Photo page will be displayed

To print/download a copy of Form 14A,

- Click on [\[Save this Page\]](#)
- Upload Applicant Photo page will be displayed

2.1.8. MyCart Payment Summary

A Singapore Government Agency Website

ICA
Securing Our Borders,
Safeguarding Our Home

MyICA Home Search ICA Website SEARCH MyICA

MyCart Payment Summary

<input checked="" type="checkbox"/>	Application Details	Unit Price(\$S)	Quantity	Amount(\$S)
<input checked="" type="checkbox"/>	Visa Application for AI TING, 01/01/2000, CHINESE	30.00	1	30.00
				Total Payable Amount(\$S) : 30.00

Make Another Application Delete Selected Cart Item(s) Proceed To Payment

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use Sitemap © 2023, Government of Singapore. Last updated on 23 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

A Singapore Government Agency Website

ICA
Securing Our Borders,
Safeguarding Our Home

MyICA Home Search ICA Website SEARCH MyICA

MyCart Payment Summary

<input checked="" type="checkbox"/>	Application Details	Unit Price(\$S)	Quantity	Amount(\$S)
<input checked="" type="checkbox"/>	Visa Application for TAN LI TING, 01/01/1990, GEORGIAN	30.00	1	30.00
<input checked="" type="checkbox"/>	Visa Application for JIA LIANG, 01/01/2000, CHINESE	30.00	1	30.00
				Total Payable Amount(\$S) : 60.00

Make Another Application Delete Selected Cart Item(s) Proceed To Payment

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use Sitemap © 2023, Government of Singapore. Last updated on 23 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To submit another application, click on **[Make Another Application]**
- To delete item from cart, click on **[Delete Selected Cart Item(s)]**
- To proceed to payment, click on **[Proceed To Payment]**

2.1.9. Payment for Application

A Singapore Government Agency Website

ICA
Serving Our Nation
Empowering Our People

ICA Website

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. 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 American Express cards
	For customers with Internet Banking account from DBS/POSB, OCBC / Plus, Standard Chartered or UOB
	For Visa/MasterCard Credit Cards
	For Paynow via QR Code

[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", "dbas2pay.dbs.com" (for DBS/POSB Account holders), "www.ocbc.com" (for OCBC Account Holders) and "www.plus.com.sg" (for Plus Account Holders), "uniseservices1.uobgroup.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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use Sitemap

© 2023, Government of Singapore.
Last updated on 22 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- Click on respective payment icon to proceed with payment
- To cancel the transaction, click on [\[Cancel Transaction\]](#)

Website : <https://www.ica.gov.sg>
GST Registration No. : MG-8400000-5**TAX INVOICE / RECEIPT**Receipt No : ICA-0000000057294 Date/Time : 24/02/2023 09:41
Agency : Immigration & Checkpoints Authority
Paid via : DEBIT
EP Ref No : JNX20230224094110015 Bank Ref No : 20230224094115419000

Sno	Code/Description	Unit Price(S\$)	Qty	Amount(S\$)
1.	Visa Application for AI TING, 01/01/2000, CHINESE	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.

Website : <https://www.ica.gov.sg>
GST Registration No. : MG-8400000-5**TAX INVOICE / RECEIPT**Receipt No : ICA-0000000057297 Date/Time : 24/02/2023 10:00
Agency : Immigration & Checkpoints Authority
Paid via : DEBIT
EP Ref No : JNX20230224100009017 Bank Ref No : 20230224100014583000

Sno	Code/Description	Unit Price(S\$)	Qty	Amount(S\$)
1.	Visa Application for TAN LI TING, 01/01/1990, GEORGIAN	30.00	1	30.00
2.	Visa Application for JIA LIANG, 01/01/2000, CHINESE	30.00	1	30.00
			Total (S\$)	60.00

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

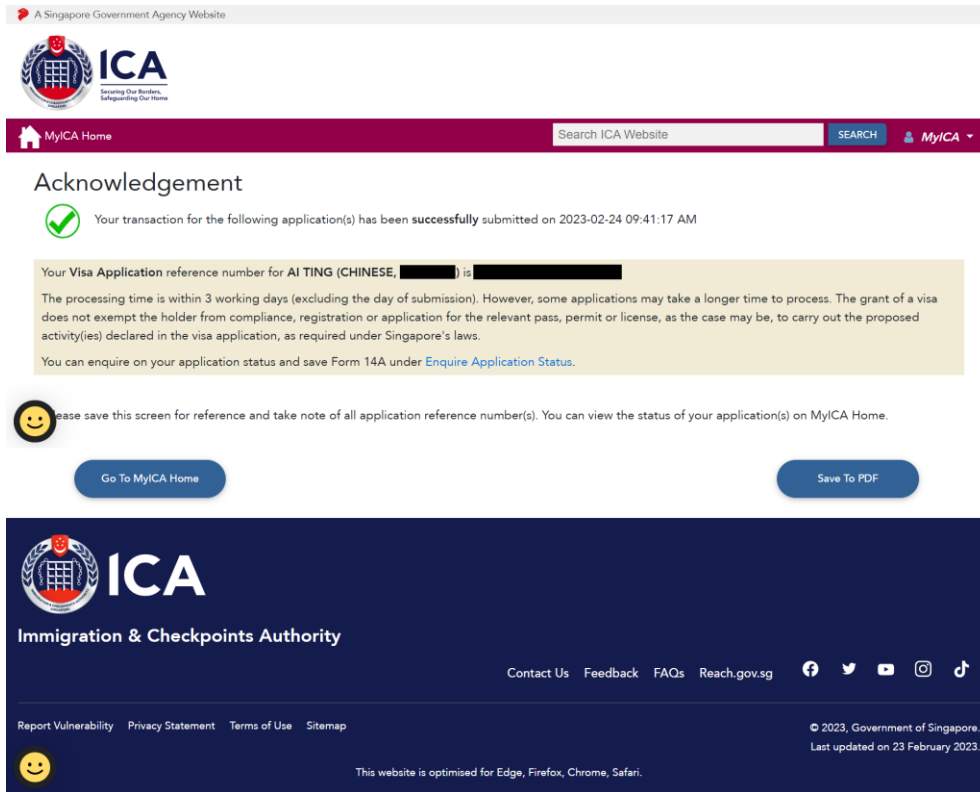
Please print a copy of the receipt for your reference.

To download/print the Tax Invoice/Receipt,

- Enter CTRL + P or right click **"Print"**
- Click on [\[Print\]](#) to download/print a copy of the Tax Invoice/Receipt

2.1.10. Print Acknowledgement for Visa Application

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



A Singapore Government Agency Website

ICA
Securing Our Borders,
Safeguarding Our Home

MyICA Home Search ICA Website SEARCH MyICA

Acknowledgement

Your transaction for the following application(s) has been **successfully** submitted on 2023-02-24 10:00:21 AM

Your **Visa Application** reference number for **JIA LIANG (CHINESE, [REDACTED])** is [REDACTED]

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.

You can enquire on your application status and save Form 14A under [Enquire Application Status](#).

Your **Visa Application** reference number for **TAN LI TING (GEORGIAN, [REDACTED])** is [REDACTED]

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.

You can enquire on your application status and save Form 14A under [Enquire Application Status](#).

Please save this screen for reference and take note of all application reference number(s). You can view the status of your application(s) on MyICA Home.

[Go To MyICA Home](#) [Save To PDF](#)

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use Sitemap

© 2023, Government of Singapore.
Last updated on 23 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To save the acknowledgement page, click on [\[Save To PDF\]](#). You will need the Visa reference number for future references or for application enquiry
- To return to MyICA home page, click on [\[Go To MyICA Home\]](#)
- To enquire the status of the application, click on [\[Enquire Application Status\]](#) 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 SAVE website <https://eservices.ica.gov.sg/esvclandingpage/save>
- Click on **[Enquire Application Status]** to check the status of the Visa application

The Visa application enquiry page will be displayed.

The screenshot shows the 'Enquire for Application of Visa' page on the ICA website. The page has a white background with a purple header. The header contains the ICA logo and the text 'ICA Website'. Below the header, there are two tabs: 'Application Details' and 'Enquiry Results'. The 'Application Details' tab is active. Below the tabs, there are two input fields: 'Individual/Family Visa Reference Number' and 'Applicant's Travel Document Number'. Below the input fields, there is a reCAPTCHA 'I'm not a robot' checkbox. At the bottom of the form, there are three buttons: 'Back', 'Clear', and 'Next'. Below the form, there is a small text message: 'If you encounter any problems with this e-Service, please email ICA_Serv_Helpdesk@ica.gov.sg with a screenshot of the error message.' and another 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.'

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

- Enter Visa application reference number
- Enter Visa applicant's travel document number
- Click on **[Next]**
- Upon successful enquiry, the result page will be displayed. Note that the result page will differ, depending on the application/appeal status and enquiry inputs.

To clear the values, click on **[Clear]**

To return to previous page, click on **[Back]**

2.2.1. Status of Visa Application

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

A Singapore Government Agency Website

ICA
Leading Our Business, Safeguarding Our Home

ICA Website

Enquire for Application of Visa

Application Details Enquiry Results

Visa Application is Approved.

Summary of Application Details

Individual/Family Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	MALE
Date of Birth	Nationality/Citizenship
1/2000	CHINESE
Name of Local Contact	Submitted on
██████████	11 Sep 2019 11:37:36

We are pleased to inform you that a MULTIPLE JOURNEY visa valid for 2 YEARS 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_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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To go back previous page, click on [\[Back\]](#)
- To download/print the e-Visa, click on [\[Print e-Visa\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)

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 at the top left, with the tagline "Securing Our Borders, Safeguarding Our Home". To the right is a stylized graphic of the Singapore flag. The main title is "e-Visa for Republic of Singapore". Below this, a warning states: "You are required to present this e-Visa to the airline and relevant Authorities at the airport, if requested." A list of personal and visa details follows, with some fields redacted with black boxes. A large, diagonal "SPECIMEN" watermark is overlaid across the center. Below the details, there is a barcode and a note: "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/esvclandingpage/save>." At the bottom, an "IMPORTANT NOTE" section contains four bullet points regarding the issuance, entry requirements, notification of e-Pass, and the submission of arrival information.

ICA
Securing Our Borders,
Safeguarding Our Home

e-Visa for Republic of Singapore

You are required to present this e-Visa to the airline and relevant Authorities at the airport, if requested.

e-Visa Number: [REDACTED]
Name: [REDACTED]
Date of Birth: 01/01/2000
Sex: MALE
Nationality/Citizenship: CHINESE
Travel Document Number: [REDACTED]
Visa issue date: 11-SEP-2019
Visa valid till: 10-SEP-2029
Type of Visa: MULTIPLE JOURNEY
Remarks: NOT VALID FOR EMPLOYMENT
Visa Issuing Authority: SGP HON. CONSULATE IN FRANKFURT, GERMANY

SPECIMEN

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/esvclandingpage/save>.

IMPORTANT NOTE

- This e-Visa is issued to you based on the information provided in the application [REDACTED] 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/enteringanddeparting/entry_requirements.
- The grant of an immigration pass to you will be determined by the Immigration & Checkpoints Authority (ICA) officers at the point of entry. From 11 March 2022, all foreign visitors arriving in Singapore will be notified digitally of their Visit Pass (e-Pass) through email. There will not be any endorsement on their passports. The e-Pass notification will indicate the period of stay granted and last day of stay allowed. Please ensure that they provide a valid email address when submitting the SG Arrival Card.
- Travellers **must** submit their arrival information, including their health declaration, using the SG Arrival Card e-Service (<https://eservices.ica.gov.sg/sparrivalcard>), up to three (3) days before their entry into Singapore.

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

Enquire for Application of Visa

Application Details Enquiry Results

Visa Application is Pending.

Summary of Application Details

Individual/Family Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	FEMALE
Date of Birth	Nationality/Citizenship
1/2000	CHINESE
Name of Local Contact	Submitted on
██████████	24 Feb 2023 09:41:16

Back Print Form 14A Print Notification Slip

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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for enquiring about a visa application. At the top, there is a navigation bar with 'ICA Website' and a home icon. Below this, the main heading is 'Enquire for Application of Visa'. A progress bar shows 'Application Details' as the active step, followed by 'Enquiry Results'. A message box states 'Visa Application is Withdrawn.' Below this, a 'Summary of Application Details' section provides the following information:

Individual/Family Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality/Citizenship
[REDACTED] / 0/1945	UZBEK
Name of Local Contact	Submitted on
[REDACTED]	11 Sep 2019 11:43:23

At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the summary, there are two lines of small text: 'If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.' and '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 ICA logo and name 'Immigration & Checkpoints Authority', social media icons for Facebook, Twitter, YouTube, Instagram, and TikTok, and links for 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg'. It also contains links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. Copyright information states '© 2023, Government of Singapore. Last updated on 26 February 2023.' and a note that the website is optimized for Edge, Firefox, Chrome, and Safari.

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for enquiring about a visa application. The page title is 'Enquire for Application of Visa'. It features a progress bar with two steps: 'Application Details' and 'Enquiry Results'. A message box indicates 'Visa Application is Pending.' Below this, a 'Summary of Application Details' section provides the following information:

Individual/Family Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Document Type and Number	Sex
INTERNATIONAL PASSPORT / [REDACTED]	FEMALE
Date of Birth	Nationality/Citizenship
09/09/2000	ARMENIAN
Name of Local Contact	Submitted on
[REDACTED]	01 Nov 2019 18:19:11

At the bottom of the summary, a message states: 'We have yet to receive the requested documents. Please refer to our email for details.' Below this message are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. The footer of the page includes the ICA logo, the text 'Immigration & Checkpoints Authority', and various links and social media icons.

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

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

Enquire for Application of Visa

Enquiry Details Enquiry Results

Visa Application is Pending.

Summary of Application Details

Individual/Family Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
OFFICIAL PASSPORT / ██████████	FEMALE
Date of Birth	Nationality/Citizenship
7/1997	SAUDI ARABIAN
Name of Local Contact	Submitted on
██████████	11 Sep 2019 12:08:52

We have received the documents and the visa application 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 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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

A Singapore Government Agency Website

ICA
Securing Our Borders,
Safeguarding Our Home

ICA Website

Enquire for Application of Visa

Application Details Enquiry Results

Visa Application is Rejected.

Summary of Application Details

Individual/Family Visa Reference Number	Name of Applicant
██████████	██████████
Travel Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	FEMALE
Date of Birth	Nationality/Citizenship
1/1/1992	INDIAN
Name of Local Contact	Submitted on
██████████	11 Sep 2019 12:26:06

Back Print Form 14A Print Notification Slip

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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to 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:

The screenshot shows the ICA website interface for enquiring about a visa application. At the top, there is a navigation bar with 'Application Details' and 'Enquiry Results' tabs. A message box states 'Visa Application is Approved.' Below this is a 'Summary of Application Details' section with a yellow smiley icon. The details are as follows:

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
[REDACTED] / 9/1991	CHINESE
Name of Local Contact	Submitted on
[REDACTED]	20 Aug 2019 19:00:06

Below the summary, a message reads: 'We are pleased to inform you that a MULTIPLE JOURNEY visa valid for 2 YEARS from the date of approval for a short stay per entry is approved.' At the bottom of the summary section are three buttons: 'Back', 'Print e-Visa', and 'Print Notification Slip'. A footer section contains the ICA logo, 'Immigration & Checkpoints Authority', and various links like 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg'. It also includes social media icons and copyright information: '© 2023, Government of Singapore. Last updated on 26 February 2023.' A note at the bottom states 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on **[Back]**
- To download/print the e-Visa, click on **[Print e-Visa]**
- To print notification slip, click on **[Print Notification Slip]**

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

The screenshot shows the ICA website interface for enquiring about a visa application. At the top, it says 'A Singapore Government Agency Website' and features the ICA logo with the tagline 'Securing Our Borders, Safeguarding Our Home'. The main heading is 'Enquire for Application of Visa'. Below this, there are two tabs: 'Application Details' (selected) and 'Enquiry Results'. A status message in a blue box states 'Visa Appeal is Pending.' Below this is a 'Summary of Application Details' section with a smiley face icon. The details are as follows:

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
[REDACTED] / 4/1970	SYRIAN
Name of Local Contact	Submitted on
[REDACTED]	16 Nov 2022

Below the details, a message states: '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.' There are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. At the bottom, there is a footer with the ICA logo, 'Immigration & Checkpoints Authority', and various links including 'Contact Us', 'Feedback', 'FAQs', 'Reach.gov.sg', and social media icons. It also includes 'Report Vulnerability', 'Privacy Statement', 'Terms of Use', and copyright information: '© 2023, Government of Singapore. Last updated on 26 February 2023.' A note at the very bottom says 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to 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 for enquiring about a visa application. At the top, there is a navigation bar with 'ICA Website' and a home icon. Below this, the main heading is 'Enquire for Application of Visa'. A progress indicator shows two steps: 'Application Details' (active) and 'Enquiry Results'. A message box states 'Visa Appeal is Withdrawn.' Below this, a 'Summary of Application Details' section provides the following information:

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
8/1998	SAUDI ARABIAN
Name of Local Contact	Submitted on
[REDACTED]	20 Sep 2019

At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the summary, 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 includes the ICA logo and name 'Immigration & Checkpoints Authority', contact information (Contact Us, Feedback, FAQs, Reach.gov.sg), social media icons (Facebook, Twitter, YouTube, Instagram, TikTok), and legal links (Report Vulnerability, Privacy Statement, Terms of Use). It also contains the copyright notice '© 2023, Government of Singapore. Last updated on 26 February 2023.' and a note 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

A Singapore Government Agency Website

ICA
Leading Our Nation,
Empowering Our People

ICA Website

Enquire for Application of Visa

Application Details Enquiry Results

Visa Appeal is Pending.

Summary of Application Details

Individual/Family Visa Reference Number	Name of Applicant
██████████	██████████
Document Type and Number	Sex
INTERNATIONAL PASSPORT / ██████████	FEMALE
Date of Birth	Nationality/Citizenship
12/09/1961	CHINESE
Name of Local Contact	Submitted on
██████████	15 Apr 2016

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_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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg [f](#) [t](#) [v](#) [i](#) [j](#)

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

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for enquiring about a visa application. At the top, there is a navigation bar with 'Enquiry Details' and 'Enquiry Results' tabs. The 'Enquiry Results' tab is active, displaying a message: 'Visa Appeal is Pending.' Below this, there is a 'Summary of Application Details' section with a yellow smiley face icon. The details are as follows:

Individual/Family Visa Reference Number	Name of Applicant
[REDACTED]	[REDACTED]
Travel Document Type and Number	Sex
CERTIFICATE OF IDENTITY / [REDACTED]	FEMALE
Date of Birth	Nationality/Citizenship
9/1990	STATELESS
Name of Local Contact	Submitted on
[REDACTED]	20 Sep 2019

Below the summary, a message states: 'We have received the documents and the visa appeal is receiving attention.' At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the summary, 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 includes the ICA logo and 'Immigration & Checkpoints Authority'. It also contains links for 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg', along with social media icons for Facebook, Twitter, YouTube, Instagram, and TikTok. At the bottom, there are links for 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use'. The footer also includes the copyright notice '© 2023, Government of Singapore.' and the date 'Last updated on 26 February 2023.' A small smiley face icon and the text 'This website is optimised for Edge, Firefox, Chrome, Safari.' are also present.

- To go back previous page, click on [\[Back\]](#)
- To print notification slip, click on [\[Print Notification Slip\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#). Refer to section 2.2.3.

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

The screenshot shows the ICA website interface for enquiring about a visa application. At the top, there is a navigation bar with 'ICA Website' and a home icon. Below this, the main heading is 'Enquire for Application of Visa'. A progress bar shows 'Application Details' and 'Enquiry Results' with user icons. A prominent message states 'Visa Appeal is Not Successful.' Below this is a 'Summary of Application Details' section with a yellow smiley face icon. The details are as follows:

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
[REDACTED] / 9/1991	INDIAN
Name of Local Contact	Submitted on
[REDACTED]	20 Sep 2019


At the bottom of the summary section, there are three buttons: 'Back', 'Print Form 14A', and 'Print Notification Slip'. Below the summary, 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 includes the ICA logo and name 'Immigration & Checkpoints Authority', social media icons for Facebook, Twitter, YouTube, Instagram, and TikTok, and links for 'Contact Us', 'Feedback', 'FAQs', and 'Reach.gov.sg'. It also contains 'Report Vulnerability', 'Privacy Statement', and 'Terms of Use' links. Copyright information states '© 2023, Government of Singapore.' and 'Last updated on 26 February 2023.' A note at the bottom indicates 'This website is optimised for Edge, Firefox, Chrome, Safari.'

- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

2.2.3. Form 14A Printing

A Singapore Government Agency Website



ICA Website

Print Form 14A | Back

Visa application reference number: [REDACTED]

Affix a recent
Passport-sized
photograph here

Notes:
**Delete where appropriate

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

APPLICATION FOR ENTRY VISA

PART I - PARTICULARS OF APPLICANT

Name: AI TING
Full name as it appears in passport/travel document

Alias:

Date of Birth: 01/01/2000 (DD/MM/YYYY) Sex: FEMALE

Marital Status: SINGLE

Nationality/Citizenship of Spouse:

Spouse's Identity Card Number:

Country/Place of Birth: CHINA
State/Province of Birth: JIANGXI
Race: CHINESE
Nationality/Citizenship: CHINESE

Type: INTERNATIONAL PASSPORT

Travel Document Number: [REDACTED]

Travel Document

Issue Date: 01/02/2023 (DD/MM/YYYY) Expiry Date: 01/02/2028 (DD/MM/YYYY)

Country/Place of Issue: CHINA
Place of Issue: JIANGXI

Address in Country/Place of Origin

Country/Place of Origin/Residence: CHINA
Province/State of Origin/Residence: JIANGXI
Prefecture of Origin/Residence:
County/District of Origin/Residence:
Address: CHINA

Details of Travelling Companion (Only for Applicant who is 12 years old or less at the point of application)

Relationship of Travelling Companion to Applicant:

Name of Travelling Companion: 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: [REDACTED]

Applicant's Contact Number: 98765432

Occupation: BUSINESSMAN

Highest Academic / Professional Qualifications Attained: DIPLOMA

Annual Income (Singapore Dollars - in numbers only): 1234

Religion/Denomination: BUDDHISM

Expected Date of Arrival: 28/02/2023

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

Purpose of Visit: ATTENDING BUSINESS EXHIBITION / CONFERENCE

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

- 2 -

Visa application reference number: [REDACTED]

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 1990.

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: [REDACTED]
Address:
Telephone No.: 91234567
Date: 24/02/2023

Dear Sir

LETTER OF INTRODUCTION FOR VISA APPLICATION

The applicant for the visa, AITING (name of applicant) of CHINA (country/place) holder of passport/travel document no. [REDACTED] is coming to Singapore from CHINA (country/place of embarkation) for the purpose of ATTENDING BUSINESS EXHIBITION / CONFERENCE (e.g., holiday, transit, business, meeting, exhibition, visiting friend & relatives, employment, education; for others, please specify). The applicant is my BUSINESS ASSOCIATE (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 (Pink/Blue) No. _____

Name of Local Contact _____

Only for application where Local Contact is a company:

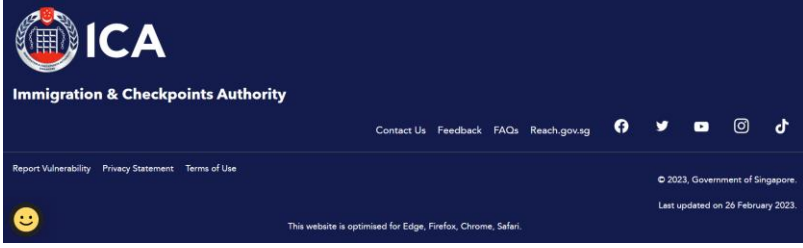
Signature of person acting on behalf of the company/firm _____

Name, NRIC No and Designation/Capacity _____ Official Stamp & Unique Entry Number (UEN) of company/firm _____

V39A _____

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

If you encounter any problems with this e-Service, please email ICA_Serv_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.



ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To go back previous page, click on [\[Back\]](#)
- To print Form 14A, click on [\[Print Form 14A\]](#)

3. Frequently Asked Questions

i. Encountered “Internal Error” when log in to SAVE system.

Application is unable to detect the current session as the session has been lost or expired. Close all browsers, clear cache, and try log in again.

ii. Encountered “403 Forbidden Error” when uploading applicant’s photo in SAVE.

The uploaded photo got blocked due to security. Upload a different photo to proceed with the Visa application.