

# Singapore electronic permit system

9 April 2020

Virtual eCITES workshop



# Introduction

- The **National Parks Board (NParks)** is designated as the CITES Management Authority in Singapore.
- Regulates the import, export and re-export of CITES specimens through the issuance of CITES permits and certificates
- Conducts inspection of CITES and wildlife shipments and enforcement of illegal wildlife trade
- The **Endangered Species (Import & Export) Act** enacted in 1989 to give legal effect to CITES

# CITES Trade in Singapore


- Issues ~14,000 CITES permits/certs annually
- Commonly imported/export/re-exported specimens include zoo animals and birds, reptile skins, dragonfish, hard corals, caviar, reptilian finished leather products, food turtles, agarwood, orchids



# Electronic Permit System

- Issuance of CITES permits via online system – [GoBusiness Licensing Portal](#)
- Implemented [electronic signature](#) for all CITES permits/certificates on 1 Oct 2019 – allows applicant to self-print via a compatible watermark printer
- All CITES permits/certificates are [watermarked](#) with security features to prevent fraudulent use


REPUBLIC OF SINGAPORE Page 1 of 2







**CONVENTION ON INTERNATIONAL TRADE IN ENDANGERED SPECIES OF WILD FAUNA AND FLORA**

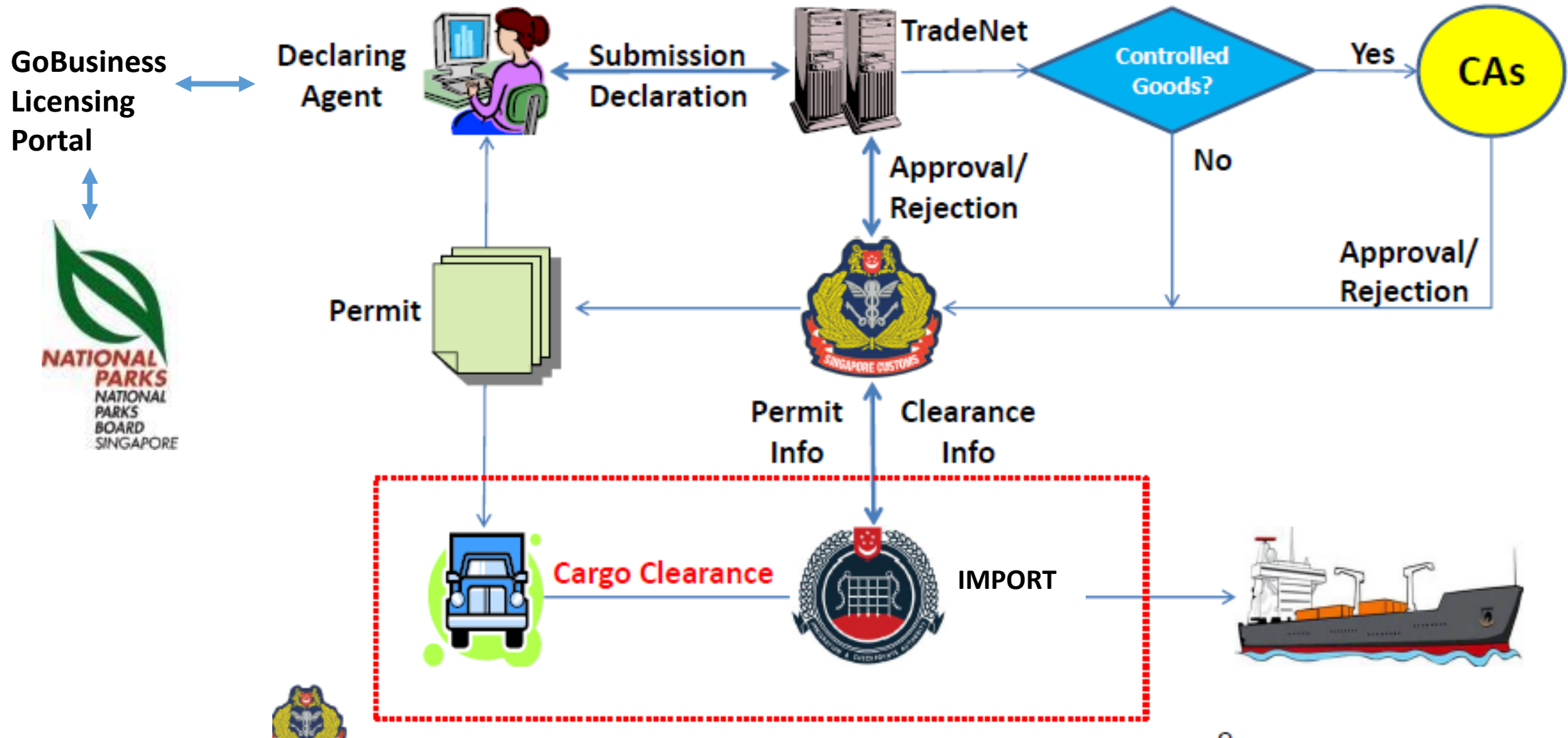
<permit type>

1. Permit No:  
2. Valid Until:

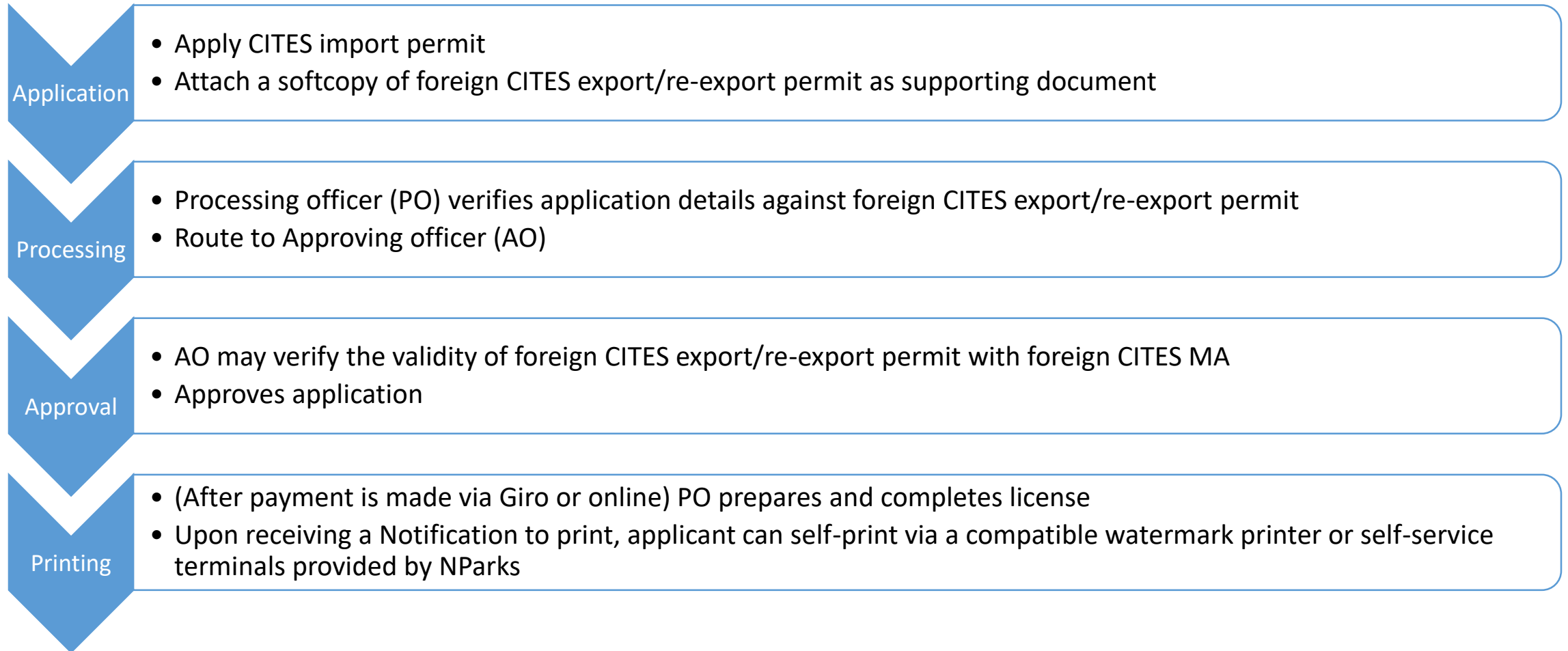


3. Consignee (Name and address, country/region)	4. Permittee (Name and address, country/region)													
5. Special Conditions  <small>For live animals, must comply with IATA Live Animals Regulations (air) or CITES guidelines for transport (other).</small>	6. Name, address, national seal/stamp and country of Management Authority <b>NATIONAL PARKS BOARD MINISTRY OF NATIONAL DEVELOPMENT</b> National Parks Board Headquarters Singapore Botanic Gardens 1 Cluny Road Singapore 259569 REPUBLIC OF SINGAPORE 													
7/8. SCIENTIFIC NAME AND COMMON NAME (genus and species) OF ANIMAL OR PLANT	9. Description & Markings	10. Appendix No. & Source *12a. Country/Region of Origin												
 <p style="color: red; font-weight: bold; font-size: 1.2em;">SAMPLE</p>		11. Quantity and/or Unit *12b. Permit No												
*12. Country in which the specimens were taken from the wild, bred in captivity or artificially propagated.		13. Purpose: <Purpose Type>												
14. THIS PERMIT IS ISSUED BY:														
SINGAPORE Place of Issue (SEE BLOCK 7)	<Date of Issue> Date	 <Name of Issuing Officer> Signature 												
15. IMPORT/EXPORT ENDORSEMENT BY CUSTOMS/CITES AUTHORITY: (SEE BLOCK 7)		16. Bill of Lading/Air-Way-Bill No:												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">S/N</th> <th style="width: 25%;">Quantity &amp; Unit</th> <th style="width: 25%;">S/N</th> <th style="width: 25%;">Quantity &amp; Unit</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		S/N	Quantity & Unit	S/N	Quantity & Unit									17. Validity Extended to:
S/N	Quantity & Unit	S/N	Quantity & Unit											
<Port> Port	<Date> Date	Signature	Official Stamp and Title											
		Stamp	Signature											

# INFORMATION FLOW



# CITES *Import* application process





# CITES **Export/Re-export** application process

Reptilian finished products (only CITES App II reptiles and small leather products)

- Applicant creates stock card (CITES import permit is not required for such products)
- Submit original foreign CITES export/re-export permit
- PO processes and approves the stock card application
- Applicant applies for CITES re-export permit
- **Auto-approval of application**
- PO assigns AO name on permit
- PO prepares and completes license
- Applicant self-prints after receiving Notification to print

Live animals and birds, parts, non-reptilian finished products, large leather products, non-App II reptilian finished products

- **PO activates import stock card** upon receipt of original foreign CITES export/re-export permit and copy of endorsed CITES import permit
- Applicant applies for CITES re-export permit
- PO processes application and route to AO for approval
- After approval, PO prepares and completes license
- Applicant self-prints after receiving Notification to print

# Application via GoBusiness Licensing Portal (<https://www.gobusiness.gov.sg/licences>)

The screenshot shows a web browser window with the GoBusiness Licensing Portal. The browser's address bar displays <https://www.gobusiness.gov.sg/licences>. The page features the GoBusiness Licensing logo at the top left. Below the logo, there are two main sections. The left section is titled "For new food services business owners" and includes an illustration of a chef in a kitchen with a four-step guided journey diagram. The right section is titled "For all other business owners" and includes an illustration of a woman holding documents. At the bottom of each section is a purple button: "Use Guided Journey" on the left and "Use Self-Service" on the right. The Windows taskbar is visible at the bottom of the browser window, showing the search bar, taskbar icons, and system tray with the date 11/12/2019 and time 4:46 pm.

**gobusiness LICENSING**

**For new food services business owners**

Get step-by-step help to apply for the licences you need, with our **Guided Journey** feature. Select this if you are a new business owner in the food services industry.

**Use Guided Journey**

**For all other business owners**

LicenceOne is now rebranded as **Self-Service**, a feature of GoBusiness Licensing. Self-Service is for everyone except new food services business owners.

**Use Self-Service**

Type here to search

ENG 4:46 pm 11/12/2019



# Login page for applicant

The screenshot displays the login page for an applicant. At the top, there is a navigation bar with three links: [HOME](#), [LICENCE APPLICATION](#), and [OTHER LICENCES](#). A red button labeled [LOGIN](#) is positioned in the top right corner. The main content area features three login options, each with a 'via' label above it:

- CorpPass:** Singapore Corporate Access. Includes a button labeled "Login via CorpPass >".
- SingPass:** Singapore Personal Access. Includes a button labeled "Login via SingPass >".
- LicenceOne ID:** Login for foreigners without SingPass. Includes input fields for "Your Email" and "Your Password", a "Login >" button, and links for "Forgot Password?" and "Request User Account".

The options are separated by "or" labels. The background features a faint grid and icons related to security and user accounts.

# Applicant's profile

HOME MY PORTFOLIO LICENCE APPLICATION

Dashboard Applications Licences Payments Requests for Action Stock Cards Correspondences

## Dashboard

ARCHIE CONNER  
*Your last login was on Friday 02 November 2018 at 02:14 PM* [Update Profile](#)

Application Status  [Check](#)

<b>APPLICATIONS</b> 3 Require Attention 3 In Progress	<b>DRAFTS</b> 1 Due for Removal 1 All Drafts	<b>LICENCES</b> 0 Due for Renewal 0 Active	<b>PAYMENTS</b> 0 Pending Payments
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Processing & Approval via  
LicenceOne backend portal

# Login > LicenceOne intranet

https://intranet-licence1.business.gov.sg/AVA/authentication/shr

LicenceOne Intranet

File Edit View Favorites Tools Help

AVANET Self Service Pass... SAP NetWeaver Portal Cases My Team Cases (All... AVA Connect AVASHARE - Home CITES Appendices e-CLIPS Login Frontier (intranet) Google Home AVA https--sgdcs.sgnet.gov.sg...

LicenceOne

Contact Us Help

Licence Management at your fingertips...

**LOGIN**

User Name

User Id

Password

Password

Login Reset Password

**Announcement**

- [Nov 2018] System Maintenance >
- Change of Company Name and Register ... >
- AVA Licence Renewal - Food Recall P ... >

**How it works?**

1. Introduction >
2. System Requirements >
3. End Users Function >

SEE ALL >

10:09 AM 23/11/2018

# Licence Management > Licence Inbox

The screenshot displays the Licence One web application interface. At the top, the browser address bar shows the URL <https://intranet-licence1.business.gov.sg/AVA/licenceinbox/retrie>. The application header includes the Licence One logo, a 'Contact Us' link, and a 'Help' link. A navigation menu contains items like 'Home', '360 Enquiry', 'Licence Management', 'Compliance', 'Payment', 'Report', 'UAM', 'Agency Config', 'WOG Config', and 'System Config'. The user 'Yap Chui Lian, Janice' is logged in. A dropdown menu under 'Licence Management' is open, listing options: 'Licence Inbox', 'Stock Card Application Inbox', 'Manager Inbox', 'Assign Approver', 'Reset Watermark Print Count', 'Enquiry', 'Show Stock Card', and 'Task Enquiry'. Below the menu, there are 'Group Inbox' and 'My Inbox' buttons. A 'Search' section contains various filters: Licence Name (All), Application Type (All), Application Number, Priority (All), Application Status (All), Applicant's Name (Contains), Licensee (Contains), Company's UEN, Company's Name (Contains), Applicant's ID Type (All), and Applicant's ID. A date range selector is set to 'To DD/MM/YYYY'. The Windows taskbar at the bottom shows the time as 10:12 AM on 23/11/2018.

# Group inbox – Click on application no. to acquire application into officer's inbox

https://intranet-licence1.business.gov.sg/AVA/licenceinbox/retrie Licence Group Inbox

Biz Group Inbox My Inbox

Search

## Group Inbox

All Tasks Overdue/Expedite Tasks RFA Tasks

Page 1 of 31 First Next Last Show All Export to Excel Export To PDF 601 Records

response(seconds): 7

	Application Number	Pending Withdrawal	Service Level	Task Priority	Licence Name	Application Type	Application Status	Activity Name	Company Name	Applicant Name	Submission Date	RFA Status	Elapsed / Remaining	Due Date	Action
<input type="checkbox"/>	C1810065795	N	Express	Normal	CITES Permit	NEW	Pending Evaluation	Evaluate Application		NAMBIR SINGH THAKRAL	08/10/2018 16:08	Pending	33 / 0	-	
<input type="checkbox"/>	C1810048495	N	Express	Normal	CITES Permit	NEW	Pending Evaluation	Evaluate Application	GOYARD SINGAPORE PTE. LTD.	samuel	25/07/2018 11:19	Pending	87 / 0	-	
<input type="checkbox"/>	C1810076441	N	Normal	Normal	CITES Permit	NEW	Pending Evaluation	Evaluate Application	SWEE LEE HOLDINGS PTE LTD	PHUA BEE LIAN	23/11/2018 10:01		0 / 1	23/11/2018	
<input type="checkbox"/>	C1810076431	N	Normal	Normal	CITES Permit	NEW	Approved	Prepare Licence	HERMES MIDDLE EAST SOUTH ASIA PTE. LTD.	TOH KIM YIE	23/11/2018 09:11		0 / 1	23/11/2018	
<input type="checkbox"/>	C1810076427	N	Normal	Normal	CITES Permit	NEW	Approved	Prepare Licence	HERMES MIDDLE EAST SOUTH ASIA PTE. LTD.	TOH KIM YIE	23/11/2018 09:01		0 / 1	23/11/2018	
<input type="checkbox"/>	C1810076423	N	Normal	Normal	CITES Permit	NEW	Approved	Prepare Licence	HERMES MIDDLE EAST SOUTH ASIA PTE. LTD.	TOH KIM YIE	23/11/2018 08:51		0 / 1	23/11/2018	

10:13 AM 23/11/2018



# Workspace - Click 'Application Info' to view details of application

The screenshot shows the top navigation bar of the application workspace. It includes a breadcrumb trail: Home > 360 Enquiry > Licence Management > Compliance > Payment > Report > UAM > Agency Config > WOG Config > System Config. A user profile dropdown for 'Yap Chui Lian, Janice' is visible on the right. Below the navigation bar, the word 'Workspace' is displayed in a large font, followed by a 'Workspace' dropdown menu.

This section displays key application information in a two-column layout:

Application No. :	C1810002518	Submission Date :	11 Jan 2018 05:37 PM
Application Type :	New	Status :	Pending Approval
Business Type :	BUSINESS	Status Date :	15 Jan 2018
UEN :	200007450N	Assignment Date :	15 Jan 2018
Licensee Name :	MURUHESAN RHAJ	Due Date :	16 Jan 2018
Licence Name :	CITES Permit	Activity Name :	Approve Application

An 'Application Info' button is located at the bottom left of this section.

A red horizontal bar contains the text 'Select Action Item' followed by four radio button options: Clarification, Form Changes, Request For Document, and Prepare Action Item. The 'Prepare Action Item' option is currently selected.

### System Check

Execution Date/Time	Rules	Execution Outcome	Outcome	Code	Comments
11 Jan 2018 05:38PM	Check GIRO Account	SUCCESS	FAILED	SYS4	

The 'Application Details' modal window provides a comprehensive overview of the application. It is divided into two main sections:

#### Application Details

Agency	Agri-Food and Veterinary Authority
Application Number	C1810002518
Application Type	NEW
Name of Licence	CITES Permit
Date and Time of Submission	11-01-2018 17:37:50
Application Status	Pending Approval

#### Applicant Information

Salutation	Mr
Name	MURUHESAN RHAJ
Identification Type	NRIC
Identification Number	S6842288D
Nationality	SINGAPORE CITIZEN
Gender	Male
Date of Birth	11/11/1968
Designation	Managing Director
Other Description (if OTHERS is selected)	

The modal includes a 'Close' button at the bottom right.

# Select Document to go to supporting document page

The screenshot displays a web application interface with a navigation menu and a main content area. The navigation menu includes options like Home, 360 Enquiry, Licence Management, Compliance, Payment, Report, UAM, Agency Config, WOG Config, and System Config. The user is identified as Yap Chui Lian, Janice.

The main content area is divided into two sections:

- Application Document (Supporting Document):** A table listing documents with columns for Document, File Name, Submitted By, Submission Date, Size (KB), Remarks, and Action. A single document is listed: Crocodile Tag List, AVA LOU Cites Application Ensure International\_000039.pdf, submitted by KOH SWAN CHYI GRACE on 27/12/2017, 420 KB. There are 'Change' and 'New Version' buttons for this document.
- Agency Officer Document (Internal Document):** A table with columns for Document, File Name, Submitted By, Submission Date, Size (KB), Remarks, Action, Applicant, and Officer. It includes a 'Delete' button and an 'Attach Document' button.

On the right side, there is a 'Submission Date' section with a list of dates: 27 Dec 2017 03:00 PM, Pending Approval, 15 Jan 2018, 15 Jan 2018, 16 Jan 2018, and Approve Application. Below this is a red bar and a 'Hide All' / 'Show All' toggle.

At the bottom, there is a table with columns for Outcome, Code, and Comments. The first row shows 'FAILED' with code 'SYS4' and a 'Manual Trigger' button. There is also an 'Update status' button.

The system tray at the bottom right shows the time as 3:05 PM on 16/1/2018, with the language set to ENG.

# Click on pencil icon under Officer Inputs to complete the Checklist.

The screenshot displays a web application interface for 'AVA Officer Checklist'. The main page shows the 'Officer Inputs' section with a table of checklist progress. A modal window titled 'AVA Officer Checklist' is open, showing a table of checklist items with radio buttons for 'Yes', 'No', and 'NA', and a 'Comment' field for each item.

**Officer Inputs**

Checks progress	Status
0/3	Not Started

**AVA Officer Checklist**

S/No.	Check	Answer	Comment
1	To verify the accuracy of details	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	
2	To verify the completeness of supporting documents	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	
3	Comments		

# Select 'Recommend for approval' (PO) / 'Approve Application' (AO)

AVA\_15\_EXR\_01\_ANPLT\_OT\_01 BOX 15 OF PERMIT MUST BE ENDORSED BY AVA OR ICA PRIOR TO OR AT THE TIME OF EXPORT/RE-EXPORT. THIS PERMIT IS VALID FOR ONE CONSIGNMENT ONLY. 31/12/2099

Delete

### Recommendation & Routing Details

Licence Validity Period \* 3 Month(s)

Recommendation \* Approve Application

Routing Options

No.	Action	Next Activity Name	Route To
1	Approve Application	Monitor Applicant Payment	Group

Remarks

Save Submit < Back

2:59 PM 16/1/2018

# Moving forward.....EPIX

- e-permit data exchange with MAs that are ready eg. Switzerland and France
- Integration of CITES permit system with Singapore Customs' National Single Window
  - Paperless trade
  - Seamless application
  - Efficient yet secured
  - do away with manual endorsement of CITES permits
  - Automated update of actual imported/exported quantities in permit system