



Agri-Food & Veterinary Authority of Singapore

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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), 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 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.

NEW LICENCE

USER FRIENDLY

BUSINE

PAYMENT



AVA | e-Services

Improvement to AVA's licensing e-Services



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
☐	DC1400250	Certificate of Freedom From Disease Within Singapore	Active	15 Apr 2014	15 Apr 2015	Raja	Agri-Food and Veterinary Authority	Amend Cancel Renew Enrol Auto Renewal Cancel Auto Renewal
☐	DC1400249	Certificate of Freedom From Disease Within Singapore	Active	15 Apr 2014	15 Apr 2015	Raja	Agri-Food and Veterinary Authority	

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

The screenshot shows the 'Licences' tab selected in the 'MY PORTFOLIO' section. The dashboard displays a table of licences with columns: Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Licencee, Agency, and Action. Two licences are listed, both for 'Certificate of Freedom From Disease Within Singapore' issued by 'Agi-Food and Veterinary Authority'. The 'Action' dropdown menu is open, showing options: Amend, Cancel, Renew, Enter Auto Renewal, and Cancel Auto Renewal.

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

The first screenshot shows a 'Notification for Licence renewal' email dated 24/07/2014. It informs the user that their registration to import processed food products and food appliances is issued by the Agri-Food & Veterinary Authority (AVA) to Raja and will expire on 24 Sep 2014. It provides a link to initiate renewal.

The second screenshot shows the 'Licences' tab with the 'Renew' button highlighted in the 'Action' dropdown menu.

The third screenshot shows the 'Renewal Details' step of the renewal process. It includes fields for Agency Name (Agi-Food and Veterinary Authority), Licence Name (Licence to Import Poultry), Renewal Period (12 Month(s)), Form Type (Renew), and Active Status (Flag). The 'Renew' button is highlighted.

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

The screenshot shows the 'Request For Action' dashboard. It includes a search bar with fields for 'Select RFA Status' and 'Select Agency'. Below the search bar is a table of requests with columns: Request ID, Application Number, Licence Name, Agency, Date Sent, Due Date, and Status. Five records are listed, all from 'AVA'. The 'Status' column shows 'Completed', 'Pending', and 'Pending'.

The screenshot shows the details of a specific Request for Action (RFA). It includes fields for 'Related RFA' (Q1400001912(Pending)), 'Request ID' (Q1400001912), 'Application Number' (C14000036290), 'Date Raised' (04 Aug 2014), 'Due Date' (10 Aug 2014), 'Application Type' (New), 'Request Status' (Pending), and 'Licence Name' (Free Sale Certificate (Food)).

Below the details is the 'Attachments By Agency' section, which shows 'No Attachment Exists'.

The 'List of Requests' section shows a table with columns: SNO, Officer Remarks, My Remarks, and Action. Three requests are listed, each with a 'View and Reply' button.

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.