

## Electronic Certificates, Licences and Permits System (eCLiPS) Online Electronic Services for VETERINARY CERTIFICATE

### What is e-CLiPS

The electronic Certificate, Licences and Permits System (eCLiPS) is an electronic system to facilitate the end-to-end processes supported by the Agri-Food & Veterinary Authority of Singapore (AVA). The eCLiPS enables the public/traders to submit applications via the Internet and enables the AVA officers to process and approve the application at AVA offices.

### Pre-Application Preparation

1. Ensure that you have read through the explanatory note/relevant information on the AVA website ([www.ava.gov.sg](http://www.ava.gov.sg)) → e-Services → Online Application for Veterinary Certificate).
2. Ensure that you have a SingPass account (id and password) ready. If you are a Singaporean or Singapore Permanent Resident (PR), you may apply / obtain a new password for your SingPass account at CPF offices or the CPF website ([www.cpf.gov.sg](http://www.cpf.gov.sg)).

### Application for new Veterinary Certificate

1. Access the AVA website ([www.ava.gov.sg](http://www.ava.gov.sg)), go to **e-Services** and access **Online Application for Veterinary Certificate**. Click on 'Apply for New Veterinary Certificate now'.
2. Follow the instructions and log in using your SingPass id and password.

Welcome to SingPass - Microsoft Internet Explorer

File Edit View Favorites Tools Help

SingPass Singapore Personal Access

Secure HELP

## Welcome to SingPass

Please enter your SingPass ID.  
Please do not use the "Enter" key on the keyboard.

SingPass ID\* S

\* For Singapore Citizens and Permanent Residents, enter your NRIC number.  
For Foreigners, enter your FIN / CPF Account number.

Submit Cancel

[Need help with your login? Click here.](#)

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Internet

## Step 1 of 6

3. The application page, Step 1 - General Information – Particulars, is displayed. Proceed to enter the information and click 'Next' to proceed to Step 2.

**Application Form for Veterinary Certificate**

**Step 1 of 6 - General Information - Particulars**

Note: Fields marked with asterisk (\*) are mandatory

**Applicant's Particulars:**

Salutation*	:	<input type="text"/>	Name*	:	<input type="text"/>
NRIC/FIN/Passport No.*	:	<input type="text"/>	(e.g. S1234567A)		
Gender*	:	<input checked="" type="radio"/> Male <input type="radio"/> Female	Nationality*	:	SINGAPORE
Date of Birth (dd/mm/yyyy)	:	<input type="text"/>	Designation	:	<input type="text"/>

**Contacts:**

Office Tel No.*	:	<input type="text"/>	Home Tel No.	:	<input type="text"/>
Mobile No.	:	<input type="text"/>	Pager No.	:	<input type="text"/>
Fax No.	:	<input type="text"/>			
Email	:	<input type="text"/>			

Note: If you are transacting on behalf of your company, please provide the Central Registration (CR) No. issued by IE Singapore. If CR No. is not available, please provide the Business Registration No.

**Company's Details:**

Name of Company/Business*	:	<input type="text"/>			
Business Registration No.*	:	<input type="text"/>	Central Registration No.*	:	<input type="text"/>
Business Email Address	:	<input type="text"/>			

## Step 2 of 6

4. The page Step 2 – Addresses is displayed. Proceed to enter the information and click 'Next' button to proceed or click 'Back' button to go back to the previous page.

**Step 2 of 6 - Addresses**

Note: Fields marked with asterisk (\*) are mandatory

**Business Operating Address:**

Postal Code*	:	<input type="text"/>	<a href="#">Retrieve address</a>
Address Type*	:	APARTMENT	<input type="text"/>
Blk/House No.*	:	<input type="text"/>	
Level	:	<input type="text"/>	(e.g. 01) Unit No.: <input type="text"/>
Building Name	:	<input type="text"/>	
Street Name*	:	<input type="text"/>	
Type of Premises*	:	FARM	<input type="text"/>

**Mailing Address:**

Same As Business Operating Address	:	<a href="#">Retrieve Address</a>	
Postal Code*	:	<input type="text"/>	<a href="#">Retrieve address</a>
Address Type*	:	APARTMENT	<input type="text"/>
Blk/House No.*	:	<input type="text"/>	
Level	:	<input type="text"/>	(e.g. 01) Unit No.: <input type="text"/>
Building Name	:	<input type="text"/>	
Street Name*	:	<input type="text"/>	
Type of Premises*	:	FARM	<input type="text"/>
Foreign/Non Standard Address	:	<input type="text"/>	



## Feed Premix

**Application Form for Veterinary Certificate**

Description of Consignment

**APPLICATION FOR FEED PREMIX VETERINARY CERTIFICATE:**

PRODUCT/MERCHANDISE\* :

PRODUCT CODE :

LOT NO./BATCH NO. :

QUANTITY\* :

WEIGHT(KG)\* :

PRESENCE OF ANIMAL INGREDIENTS :

MANUFACTURING DATE(dd/mm/yyyy) :

REMARKS :

Add Copy Previous Remove Row

PRODUCT/MERCHANDISE	PRODUCT CODE	LOT NO./BATCH NO.	QUANTITY	WEIGHT (KG)	PRESENCE OF ANIMAL INGREDIENTS	MANUFACTURING DATE	REMARKS
No records to show							

Back Next

## General

**Application Form for Veterinary Certificate**

Description of Consignment

**APPLICATION FOR GENERAL VETERINARY CERTIFICATE:**

TYPE OF ANIMAL\* : ANIMAL PRODUCTS/SAMPLES ▾

BREED :

SEX\* :

AGE\* :  yrs  mths

COLOR\* :

QUANTITY\* :  Units\*: BAG ▾

IDENTIFICATION/MARKINGS :

Add Copy Previous Remove Row

TYPE OF ANIMAL	BREED	SEX	AGE	COLOR	QUANTITY	UNITS	IDENTIFICATION/MARKINGS
No records to show							

Back Next

## Horse

**Application Form for Veterinary Certificate**

Description of Consignment

**APPLICATION FOR HORSE VETERINARY CERTIFICATE:**

NAME	MRA	FROM TRAINER	TO TRAINER
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add Copy Previous Remove Row

NAME	MRA	FROM TRAINER	TO TRAINER
No records to show			

Back Next

## Step 5 of 6

7. The page Step 5 – Miscellaneous Application Details is displayed. Proceed to enter the information.

**Application Form for Veterinary Certificate**

**Step 5 of 6 (Miscellaneous Application Details)**

Note: Fields marked with asterisk (\*) are mandatory

**Application:**

Type of Service\* :  Normal  Express

You have an existing Giro Account with AVA. We encourage you to pay via Giro. However, if you do not wish to pay via Giro for this application, please un-check this checkbox.

**Supporting Document:**

*Please note that only the following file extensions (htm,txt,pdf,doc,gif,jpg,jpeg,xls,png,tiff) will be accepted. Files submitted should not exceed 2Mb.*

File :

Description :

File Name	Description	Size
No records to show		

Remarks :

8. Proceed to do one of the following:
  - Click 'Back' button to go to the previous page; or
  - Click 'Save As Draft' button to save the application. The application will not be routed to AVA for processing yet. The application can be accessed for further amendments; or
  - Click 'Save As Final' button to save the application and forward the application to AVA for processing.

## Step 6 of 6

9. If the application has been saved as draft or final, a confirmation page will be displayed. Click 'Back' button to return to amend or click 'Confirm' to proceed.

Application Form for Veterinary Certificate							
Step 6 of 6 - Confirmation							
<b>Personal Particulars:</b>							
Salutation	:	MDM					
Name	:	TAN KO KO					
Gender	:	FEMALE					
NRIC/FIN/Passport No.	:	S1234567H					
Nationality	:	SINGAPORE					
Date of Birth (DD/MM/YYYY)	:						
Designation	:						
<b>Contact:</b>							
Office Tel No	:	61234567					
Home Tel No	:						
Mobile No	:						
Pager No	:						
Fax No	:						
Email	:						
<b>Company Details:</b>							
Company Name	:	GLOBAL PVT LTD					
Organization No.	:	BR45756756					
Business Reg.No.	:	14800960000E					
Business Mail	:	tan_ko_ko@global.com.sg					
<b>Business Operating Address:</b>							
Address Type	:	BLOCK (RESIDENTIAL OR COMMERCIAL)					
Blk/House No.	:	5					
Level	:						
Unit No.	:						
Street Name	:	MAXWELL ROAD					
Building Name	:	MND BUILDING					
Postal Code	:	069110					
Type of Premises	:	FARM					
<b>Mailing Address:</b>							
Address Type	:	BLOCK (RESIDENTIAL OR COMMERCIAL)					
Blk/House No.	:	5					
Level	:						
Unit No.	:						
Street Name	:	MAXWELL ROAD					
Building Name	:	MND BUILDING					
Postal Code	:	069110					
Type of Premises	:	FARM					
<b>Consignment:</b>							
Declared means of conveyance	:	AIR					
Declared date of shipment	:	21/12/2005					
Declared point of Exit	:	CHANGI AIRPORT (CHANGI AIR FREIGHT CENTER)					
Country of final destination	:	AFGHANISTAN					
Flight/Vehicle No.	:						
Estimated Departure Time (hh:mm)	:						
<b>Consignor Details:</b>							
Exporter	:	XYZ CORP					
Address Type	:	BLOCK (RESIDENTIAL OR COMMERCIAL)					
Blk/House No.	:	5					
Level	:						
Unit No.	:						
Street Name	:	MAXWELL ROAD					
Building Name	:	MND BUILDING					
Postal Code	:	069110					
On behalf of/Care of	:						
<b>Consignee Details:</b>							
Importer	:	ABC COMPANY					
Foreign Address	:	UP STREET 6661 US					
Name and Address of Manufacturer	:						
<b>GENERAL VETERINARY DETAILS:</b>							
TYPE OF ANIMAL	BREED	SEX	AGE	COLOR	QUANTITY	UNITS	IDENTIFICATION/MARKINGS
DOG	PAMERIAN	FEMALE	1 yrs 6 mths	BLACK	6	HEAD(S)	
<b>Application:</b>							
Type of Service:	:	EXPRESS					
Application Number	:	A12200500000090					
GIRO DDA	:	No					
<b>Supporting Documents</b>							
File Name	Description						Size
tablenfiledcre.bt	CERTIFICATE FROM VET						1.0KB
<input type="button" value="Back"/> <input type="button" value="Confirm"/>							

10. If the application is submitted as final, AVA will proceed to process the application and generate the certificate. You may enquire the status of the application online through the e-Services on the AVA website. You will be required to quote the application number.

11. An 'application number' will be provided. Please note down the application number for the purpose of resuming a draft application (if application is saved as draft), enquiring the status of the application and for making payment.

Application Form for Veterinary Certificate

**Application Submission**

Thank you. Your application has been saved as Draft. Please note that your Application Number is **A12200500000090**. Please use this Application ID if you wish to resume this application.

### **Resuming Application for New Veterinary Certificate (Saved in 'Draft')**

1. If you have saved the application in draft earlier, you may resume the application through the e-Services on AVA website
2. Click the link 'Resume my Application for new Veterinary Certificate now'. You will be required to quote the application number and click 'List' button.

e-CLIPS Applications - Resuming a Draft Application

Application Number :

NRIC/FIN/Passport No. :

3. Select the radio button corresponding to the saved draft and click on the 'Retrieve' button to resume your application.

e-CLIPS Applications - Resuming a Draft Application

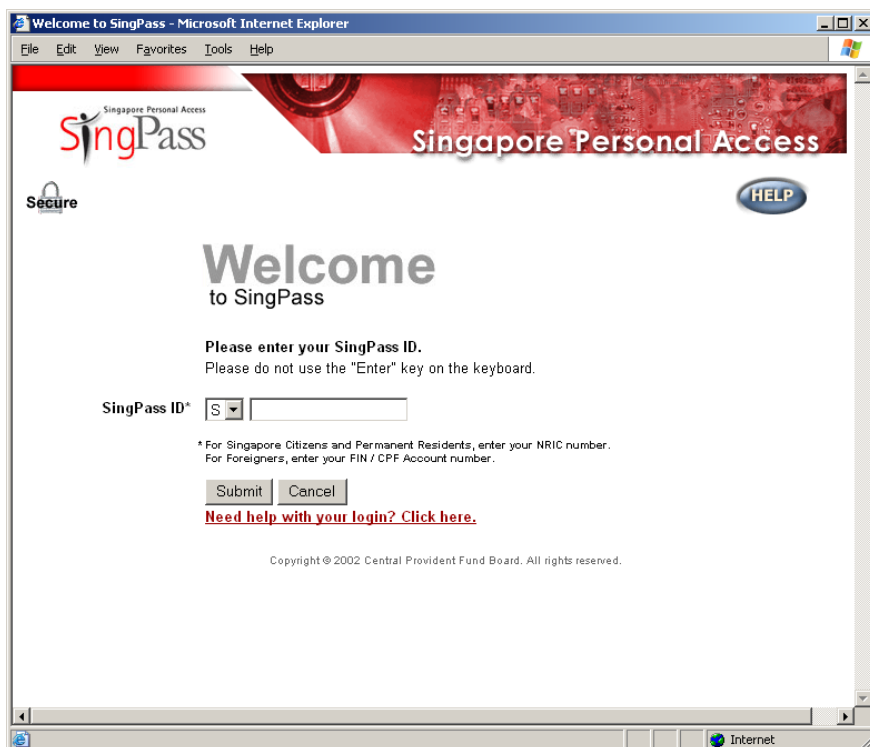
Application ID	Application Date	Filed By
<input type="radio"/> A12200500000090	15/12/2005 14:59	RootUser

4. The details in Steps 1 – 6 will be displayed (Refer to section on 'Application for new Veterinary Certificate' for more information).
5. After you have submitted the application as final, AVA will proceed to process the application and generate the certificate. You may enquire the status of the application online through the e-Services on the AVA website. You will be required to quote the application number.

### **Application for new Veterinary Certificate by Copying from existing application**

1. If you have submitted an application earlier, you may make use of the information that you have entered earlier for your new application. Click the link 'Apply for new Veterinary Certificate by copying from an existing application now'.

2. Follow the instructions and log in using your SingPass id and password.



3. You will be required to enter the Application Number and NRIC/FIN/Passport Number, and click 'Find' button.

e-CLIPS Applications - Copy Application

Application Number	:	<input type="text"/>
NRIC/FIN/Passport No.	:	<input type="text"/>

4. Click on the radio button beside the application ID and click on the 'Retrieve' button.

e-CLIPS Applications - Copy Application

Application ID	Application Date	Filed By
<input type="radio"/> A122005000000067	10/10/2005 17:45	RootUser

5. The information in all the steps is pre-populated. You may amend the details and proceed to save as 'Draft' or 'Final'. (Refer to section on 'Application for new Veterinary Certificate' for more information).
6. If the application is submitted as final, AVA will proceed to process the application and generate the certificate. You may enquire the status of the application online through the e-Services on the AVA website. You will be required to quote the application number.

## **Enquiry on Application Status**

1. If you have submitted an application as final, you may enquire on the application status. Click the link 'Enquire on my Application's Status now'.
2. You will be required to enter the Application Number and NRIC/FIN/Passport Number, and click 'Search' button.

**Enquiry**

Application Number	:	<input type="text" value="abc123"/>
Applicant NRIC	:	<input type="text" value="S777777A"/>

3. The results page is displayed with the application number with its respective application status.

**Enquiry:**

Application Number	:	abc123
Application Status	:	PROCESSING

## **Payment for Veterinary Certificate**

(This section does NOT apply if you had opted for GIRO payment at Step 5 of Application.)

1. If your application has been approved, you may proceed to pay for the certificate. Click the link 'Pay for my new certificate now'.
2. You will be required to quote the Application Number or NRIC/FIN/Passport No. and the application date, and click 'Show Details' button.

**Payment**

Please enter the Application Number Or NRIC Number:

Application Number	:	<input type="text" value="A1200500008"/>
Or		
NRIC/FIN/Passport No.	:	<input type="text"/>
Application Date	:	<input type="text"/> <input type="button" value=""/>

3. A list of matching record(s) will be displayed. Select the application (by choosing the respective radio button) and click 'Payment' button to proceed or click 'Back' button to go back to the previous page.

**Payment**

	Application ID	Application Date	Filed By
<input checked="" type="radio"/>	A1200500008	01072005 0000	S0750308A

4. Specify the mode of payment. The payment details will be displayed.

You are now on a secure site.

Please proceed to payment by clicking on the logo of your preferred payment mode:

Payment Mode	Description	Total Payable
	A GIRO based payment mode Please have the following: -Valid SingPass -Approved Direct Debit Authorization(DDA) -Sufficient funds in bank A/C <a href="#">Terms &amp; Conditions</a> <a href="#">More</a>	Amount: S\$ 20.50 Total payable: S\$ 20.50
	Please get ready your VISA or Master credit card <a href="#">More</a>	Amount: S\$ 20.50 Total payable: S\$ 20.50
	eNETS Debt Payment Service allows online payment through bank of Internet Banking facility. A valid Internet Banking Account with Citibank, CBS Bank or UOB Bank is required to proceed. <a href="#">More</a>	Amount: S\$ 20.50 Total payable: S\$ 20.50

**IMPORTANT:**

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- **DO NOT** close this browser while payment is in progress. 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 more information on each payment method, click on the "More" hyperlink of the respective payment mode.

5. The receipt will be generated for printing for successful transaction.