

National Parks Board (NParks)



PALS User Guide

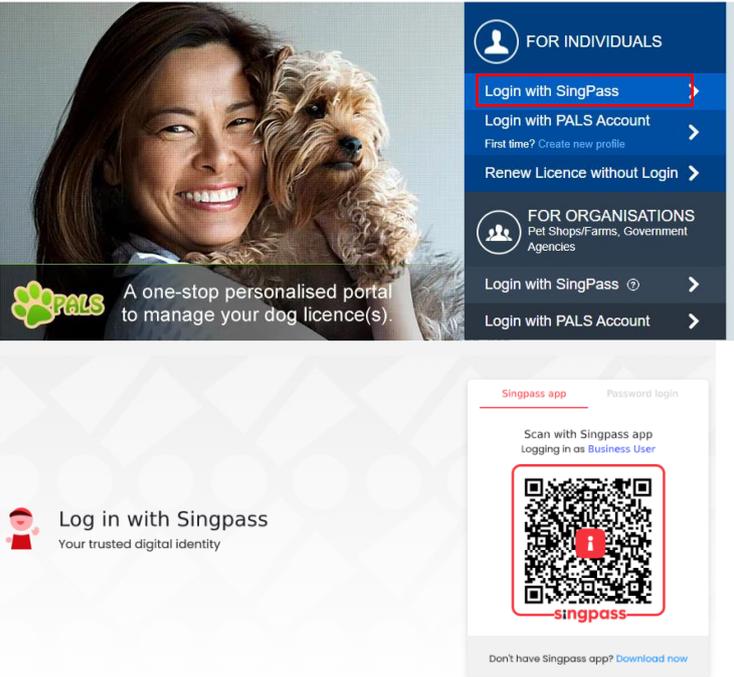
For Pet Owners

Table of Contents

| | | |
|----------|---|---------------------------|
| 1 | <u>Account Registration for First-time SingPass and Non-SingPass Users.....</u> | <u>3</u> |
| 2 | <u>Account Login for Existing Users.....</u> | <u>7</u> |
| 3 | Password Management | |
| 3.1. | <u>Password Reset (Applicable to PALS Account only)</u> | <u>9</u> |
| 3.2. | <u>Change Password.....</u> | <u>10</u> |
| 4 | Applying for New Licence | |
| 4.1. | <u>Applying for New Licence.....</u> | <u>11</u> |
| 4.2. | <u>Download licence.....</u> | <u>19</u> |
| 4.3. | <u>View Application.....</u> | <u>20</u> |
| 5 | Licence Renewal | |
| 5.1. | <u>Licence Renewal.....</u> | <u>21</u> |
| 6 | Update Licence Details | |
| 6.1. | <u>Update User Profile.....</u> | <u>24</u> |
| 6.2. | <u>Update Dog Details (e.g. Sterilisation Status, Dog Address).....</u> | <u>27</u> |
| 7 | Cancellation of Licence | |
| 7.1. | <u>Cancel Licence.....</u> | <u>30</u> |
| 8 | Change of Dog Owner | |
| 8.1. | <u>Initiate Change of Dog Ownership.....</u> | <u>33</u> |
| 8.2. | <u>Accept Change of Dog Ownership.....</u> | <u>35</u> |

1. Account Registration for First-time SingPass and Non-SingPass Users

First-time users who have a SingPass account can log in using their SingPass; For those without a SingPass account, please create a PALS account.

| SN | Step | Screenshot |
|----|--|---|
| 1 | <p>Go to AVS PALS website: pals.avsgov.sg</p> |  |
| 2a | <p>For first-time users with Singpass:</p> <p>Click on “Login with SingPass”</p> <p>Log in with your SingPass app or enter your SingPass ID and password.</p> |  |

| | | |
|------------------|---|---|
| <p>2b</p> | <p>For first-time users without SingPass:</p> <p>Click on "Create new profile"</p> |  <p>The screenshot shows a user interface for the PALS system. On the left, there is a photograph of a smiling woman holding a small dog. Below the photo is the PALS logo and the text: "A one-stop personalised portal to manage your dog licence(s)." On the right, there is a dark blue menu with two main sections: "FOR INDIVIDUALS" and "FOR ORGANISATIONS". Under "FOR INDIVIDUALS", there are three options: "Login with SingPass", "Login with PALS Account", and "First time? Create new profile". The "Create new profile" option is highlighted with a red box. Under "FOR ORGANISATIONS", there are two options: "Login with SingPass" and "Login with PALS Account".</p> |
|------------------|---|---|

3

Complete “Create Profile” by entering your particulars. Mandatory fields are marked with red asterisk (*).

Click “Save” to proceed.

Note: Password must contain:
(i) At least one alphabet and numeric;
(ii) At least one special characters:
~!@#%\$%^&* _ -
+=`|\(){}[]:;'"<>,.?/
(iii) At least 8 characters.

E.g. abc#1234

Create Profile

Home > Create Profile

Personal Info

Salutation.*

Name.*

Gender.* Male Female

Residence Type.* Singapore Citizen Permanent Resident Foreigner (FIN) Foreigner (Passport)

Country of Citizenship.*

NRIC/FIN/Passport No.*

Date of Birth.*

Password.*

Confirm Password.*

Password must contain:
a. At least one alphabet and numeric
b. At least one special characters ~!@#%\$%^&* _ -+`=|\(){}[]:;'"<>,.?/
c. At least 8 characters
For example: abc#1234

Contact Info

Mobile No.*

Home Tel No.

Office Tel No.

Email.*

Postal Code.*

Address Type.*

Blk / House No.*

Level

Unit No.

Building Name

Street Name.*

Alternate Contact Details

Name.*

Relationship.*

Mobile No.*

Email Address

Electronic Notification

Electronic Notification.* Email
Yes, I wish to opt for electronic delivery of all correspondences from AVA via my email address provided above. I understand that it is my responsibility to ensure that my email address is correct, updated and not subjected to unauthorised access.

Postal Mail
No, I wish to receive all correspondences from AVA via postal mail.

SMS
In addition, I wish to receive renewal reminders and other notifications via SMS.



Enter the characters as shown in the image above.

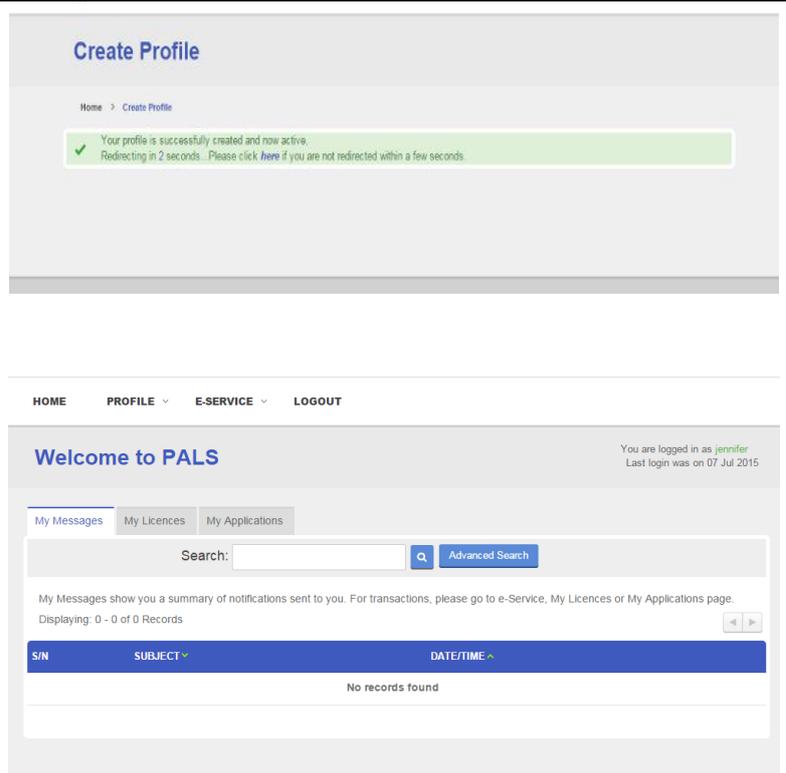
Verification Code

Terms of Use.* Yes, I agree to the [Terms of Use](#) and [Privacy Statement](#) governing the use of this site. I declare that all the information given is correct and true to the best of my knowledge.

4

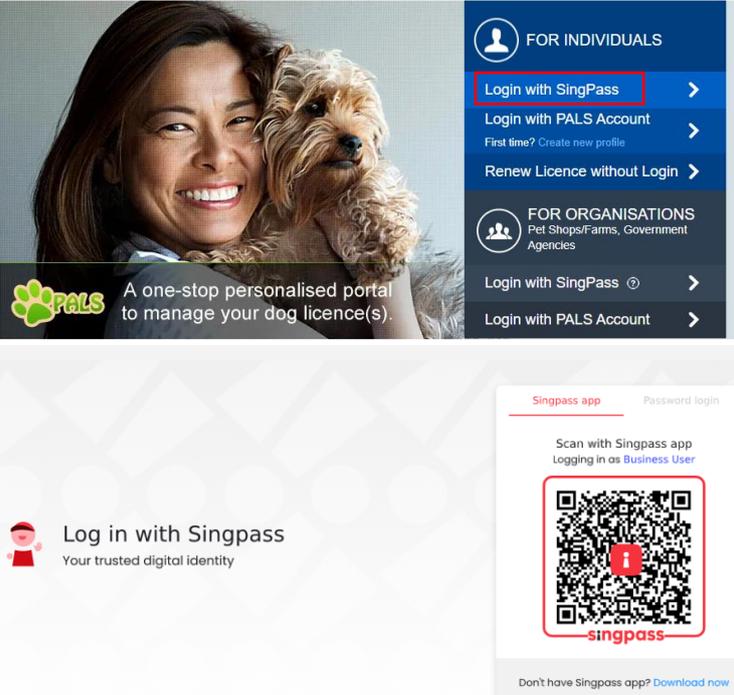
Once your user profile is saved, a notification will inform you that your profile is successfully created and active.

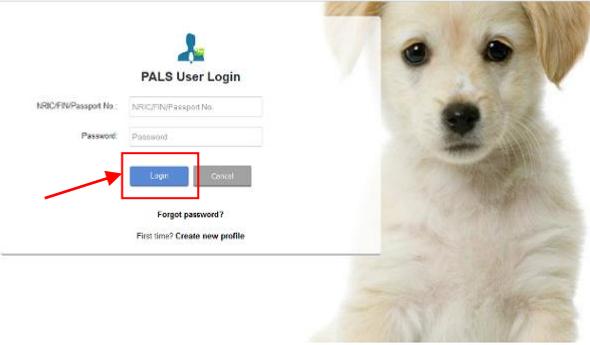
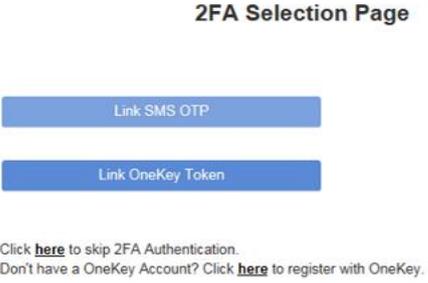
You will be redirected automatically to the post-login landing page.



PALS Landing Page

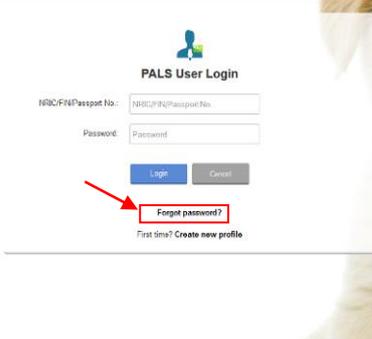
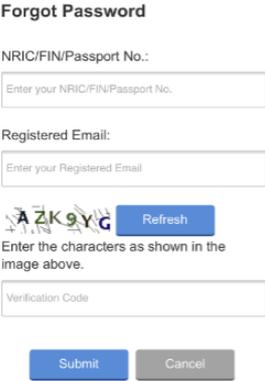
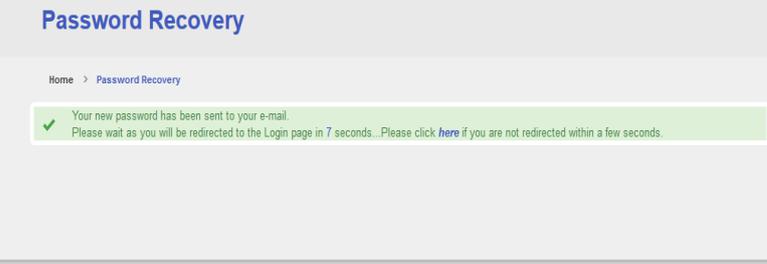
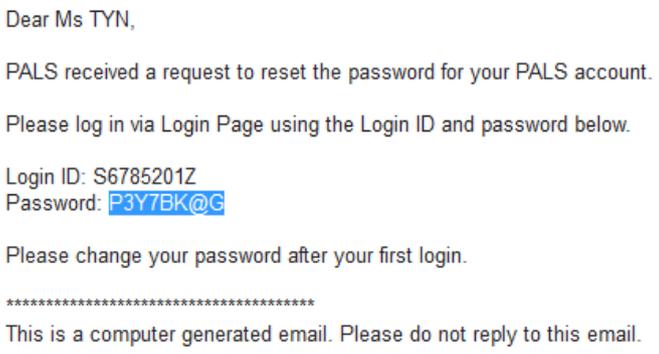
2. Account Login for Existing Users

| SN | Step | Screenshot |
|----|--|--|
| 1 | Go to AVS PALS website: pals.avsgov.sg |  |
| 2a | <p>For existing SingPass users:</p> <p>Click on “Log in with SingPass”</p> <p>Log in with your SingPass app or enter your SingPass ID and password.</p> <p>Click “Login” to proceed.</p> |  |
| 2b | <p>For existing users without SingPass:</p> <p>Click on “Login with PALS Account”</p> |  |

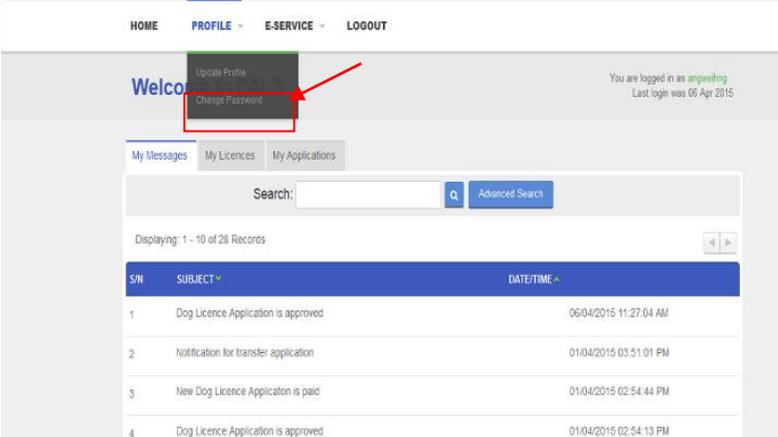
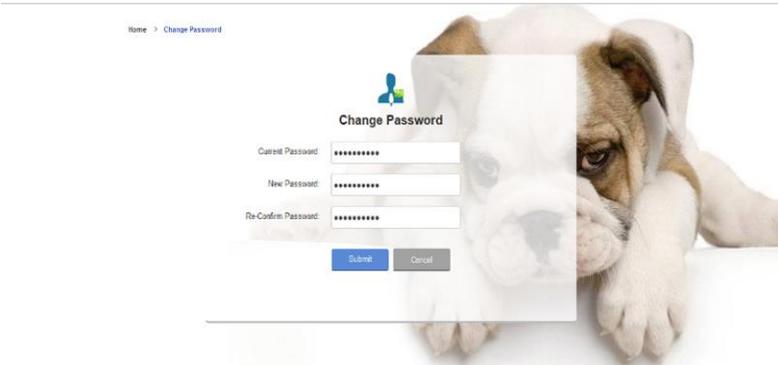
| | | |
|------------------|---|--|
| | <p>Enter “NRIC/FIN/Passport No” and “Password”.</p> <p>Click on “Login” to proceed.</p> |  |
| <p>2c</p> | <p>To complete 2FA authentication, select</p> <ol style="list-style-type: none"> “Link SMS OTP” for one time password to be sent to your mobile “Link OneKey Token” for one time password to be sent to your one key token Click “here to register with OneKey” <p>To skip authentication ,click on ” here to skip 2FA Authentication” Click on “here” to register with OneKey</p> |  |

3 . Password Management

3.1 Password Reset (Applicable to PALS Account only)

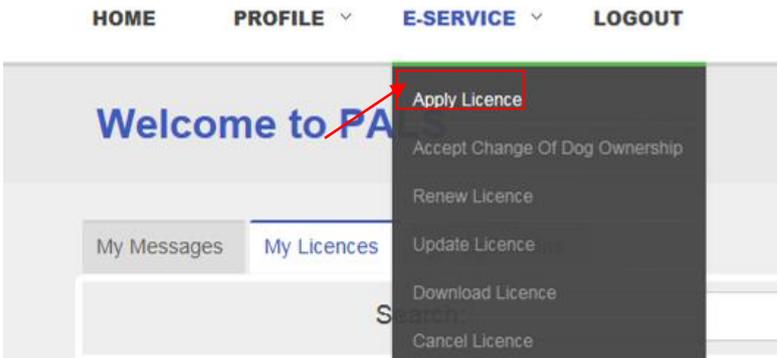
| SN | Step | Screenshot |
|----|---|--|
| 1 | Click on “Forgot Password” in PALS login page to reset your password. |  |
| 2 | Enter “NRIC/FIN/Passport”, “Registered Email” and the “verification code”. Click “Submit” to continue. |  |
| 3 | A new password will be sent to your email. |  |
| 4 | Retrieve the new password from your email and login to PALS with the new password. |  |

3.2 Change Password

| SN | Step | Screenshot | | | | | | | | | | | | | | | |
|-----|--|--|-----|---------|-----------|---|-------------------------------------|------------------------|---|---------------------------------------|------------------------|---|-------------------------------------|------------------------|---|-------------------------------------|------------------------|
| 1 | <p>Click on 'Profile' → 'Change Password'.</p> |  <p>The screenshot shows a user interface with a navigation bar containing 'HOME', 'PROFILE', 'E-SERVICE', and 'LOGOUT'. Below the navigation bar, there is a 'Welcome' message and a user profile section with options for 'Update Profile' and 'Change Password'. A red arrow points to the 'Change Password' option. Below this, there are sections for 'My Messages', 'My Licences', and 'My Applications', a search bar, and a table of records.</p> <table border="1" data-bbox="746 568 1362 741"> <thead> <tr> <th>S/N</th> <th>SUBJECT</th> <th>DATE/TIME</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Dog Licence Application is approved</td> <td>06/04/2015 11:27:04 AM</td> </tr> <tr> <td>2</td> <td>Notification for transfer application</td> <td>01/04/2015 03:51:01 PM</td> </tr> <tr> <td>3</td> <td>New Dog Licence Application is paid</td> <td>01/04/2015 02:54:44 PM</td> </tr> <tr> <td>4</td> <td>Dog Licence Application is approved</td> <td>01/04/2015 02:54:13 PM</td> </tr> </tbody> </table> | S/N | SUBJECT | DATE/TIME | 1 | Dog Licence Application is approved | 06/04/2015 11:27:04 AM | 2 | Notification for transfer application | 01/04/2015 03:51:01 PM | 3 | New Dog Licence Application is paid | 01/04/2015 02:54:44 PM | 4 | Dog Licence Application is approved | 01/04/2015 02:54:13 PM |
| S/N | SUBJECT | DATE/TIME | | | | | | | | | | | | | | | |
| 1 | Dog Licence Application is approved | 06/04/2015 11:27:04 AM | | | | | | | | | | | | | | | |
| 2 | Notification for transfer application | 01/04/2015 03:51:01 PM | | | | | | | | | | | | | | | |
| 3 | New Dog Licence Application is paid | 01/04/2015 02:54:44 PM | | | | | | | | | | | | | | | |
| 4 | Dog Licence Application is approved | 01/04/2015 02:54:13 PM | | | | | | | | | | | | | | | |
| 2 | <p>Enter "Current Password", "New Password" and "Re-confirm Password".</p> <p>Note: Password must contain: (i) At least one alphabet and numeric; (ii) At least one special characters: ~!@#%\$%^&* _ - += ` \(){}[];:"' <> , . ? / (iii) At least 8 characters.</p> <p>E.g. abc#1234</p> <p>Click "Submit" to proceed</p> |  <p>The screenshot shows a 'Change Password' form overlaid on a background image of a puppy. The form has three input fields: 'Current Password', 'New Password', and 'Re-Confirm Password', each with a password mask. There are 'Submit' and 'Cancel' buttons.</p> | | | | | | | | | | | | | | | |
| 3 | <p>An acknowledgement message indicating "Your password has been changed" will be displayed.</p> |  <p>The screenshot shows a confirmation message in a green box: "Your password has been changed. Please wait as you will be redirected to the Login page in 1 seconds. Please click here if you are not redirected within a few seconds."</p> | | | | | | | | | | | | | | | |

4. Applying for New Licence

4.1 Applying for New Licence

| SN | Step | Screenshot |
|----|---|---|
| 1 | Click on 'e-Service' → 'Apply Licence'. |  A screenshot of a web application interface. At the top, there is a navigation bar with links for 'HOME', 'PROFILE', 'E-SERVICE', and 'LOGOUT'. Below this, a dark grey dropdown menu is open under 'E-SERVICE'. The menu items are: 'Apply Licence' (highlighted with a red box and a red arrow), 'Accept Change Of Dog Ownership', 'Renew Licence', 'Update Licence', 'Download Licence', and 'Cancel Licence'. The background shows a 'Welcome to PA' message and 'My Messages' and 'My Licences' tabs. |

2 Complete the details for:

- (i) "Dog Owner Particulars" ;and
- (ii) "Address (where dog is kept)".

(Click the checkbox indicating "Same as Dog owner" if the dog is kept at the same address as indicated under the Dog Owner Particulars)

Mandatory fields are marked with red asterisk (*).

Click "Next" to proceed.

HOME PROFILE E-SERVICE LOGOUT

Application for New Dog Licence You are logged in as hng
Last login was 09 Apr 2015

Home > Licence > Application for New Dog Licence

FILL IN APPLICATIONS UPLOAD DOCUMENTS CONFIRM SUBMIT MAKE PAYMENT

Step 1 of 2: Address

Application for New Dog Licence
This form may take 15 minutes to complete

Please have the following ready (*mandatory):

- *Dog microchip number
- *Sterilisation Certificate (for application of sterilised licence fee)
- *Photograph of Dog (optional)
- *Microchip Certificate (optional)

Note: The maximum file size for each document is 4MB

Payment modes:

- *Credit/debit cards (VISA/MasterCard)
- *GRDO (for applicants with existing GRDO accounts with AWA)

*SCHEDULED DOGS
Only ONE Scheduled dog per non-HDB premises. Click [here](#) for more details.

Additional licensing conditions for Scheduled dog owners:

- *Insurance Policy with at least \$100,000 coverage against injury to persons and damage to property (submit within 4 weeks of licence approval)
- *Banker's Guarantee of \$2,000 for Part II breeds (submit within 4 weeks of licence approval)
- *Obedience Training Certificate from an AWA-accredited dog trainer (submit within 10 weeks of licence approval)

*Scheduled dog breeds
Part I: Pit Bull (American Pit Bull Terrier or American Pit Bull or Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, American Bull dog), Akita, Neapolitan Mastiff, Tosa, Dogo Argentino, Fila Brasileiro, Boerboel, Plem de Prens Canario, and their crosses. (Not allowed for import)

Part II: Bull Terrier, Doberman Pinscher, Rottweiler, German Shepherd (Belgian Shepherd, East European Shepherd), Mastiffs including the Bull Mastiff, Cane Corso and Dogue de Bordeaux, and their crosses.

Fields marked with asterisk (*) are mandatory.

Non-Sterilised (S\$/dog/annum) \$90.00

ii) Only one Scheduled dog can be kept at a non-HDB premise with effect from 15 Nov 2010. Please refer to [www.awa.gov.sg](#) for more details on the dog licensing regulations.

Breeds listed in the Second Schedule

Dog Owner Particular

| | |
|-----------------------|---------------------|
| Name of Licensee | hng |
| NRIC/FIN/Passport No. | s3257575g |
| Contact No. | 90887766 |
| Postal Code | 140057 |
| Email Address | gang566@hotmail.com |
| Address Type | HDB Block |
| Blk / House No. | 67 |
| Level | 23 |
| Unit No. | 32 |
| Building Name | |
| Street Name | COMMONWEALTH DRIVE |

Address (where dog is kept)

Same as Dog Owner

Postal Code * Retrieve

Address Type * -Please Select-

Blk / House No. *

Level

Unit No.

Building Name

Street Name *

Type of Residence * -Please Select-

Next

3 Complete the details for “Dog Particulars”. Mandatory fields are marked with red asterisk (*).

Select licence type.

Click “Next” to proceed.

Step 2 of 2: Dog Details

Dog Particulars

Microchipped in Overseas
 Singapore

Microchip No. *

Name of Dog

Sex Female
 Male

Colour *

Breed *

Estimated Date of Birth(dd/mm/yyyy)

Dog obtained from Animal Welfare Group
 Pet Shop
 Pet Farm
 Breeder
 Import
 Others

Sterilization Status

Sterilised Yes
 No

Licence Type Selection

| Licence Type | 1-year licence | 2-year licence | 3-year licence | One-time licence |
|------------------------|---------------------|---------------------|---------------------|--|
| Dog Below 5 Months Old | \$15.00 (\$13.50) | N.A. | N.A. | N.A. |
| Sterilised Dog | \$15.00 (\$13.50) | \$25.00 (\$22.50) | N.A. | \$35.00 (\$31.50) |
| Non-Sterilised Dog | \$90.00 (\$81.00) | \$165.00 (\$148.50) | \$230.00 (\$207.00) | N.A. |
| 4th or Subsequent Dog | \$180.00 (\$162.00) | \$325.00 (\$292.50) | \$460.00 (\$414.00) | \$460.00 (\$414.00) *for sterilised dogs only |

* Fees with 10% rebate for payment made via electronic payment platforms i.e. GIRO, online or AXS stations are indicated in (brackets).

Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.

The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.

For dogs less than 5 months of age, you can only apply for a 1-year licence.

Licence Type *

Total Amount

I understand that:

- The default licence type for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal;
- No refund will be given after licence is paid.

4 Only click on the “Apply Diplomatic Dog Licence” checkbox if you are a foreign diplomat on official duty in Singapore.

Click “Next” to proceed.

Step 2 of 2: Dog Details

Dog Particulars

Microchipped in Overseas
 Singapore

Microchip No. *

Name of Dog

Sex Female
 Male

Colour *

Breed *

Estimated Date of Birth(dd/mm/yyyy)

Dog obtained from Animal Welfare Group
 Pet Shop
 Pet Farm
 Breeder
 Import
 Others

Apply Diplomatic Dog Licence

Sterilization Status

5

Upload the required supporting documents (where relevant).

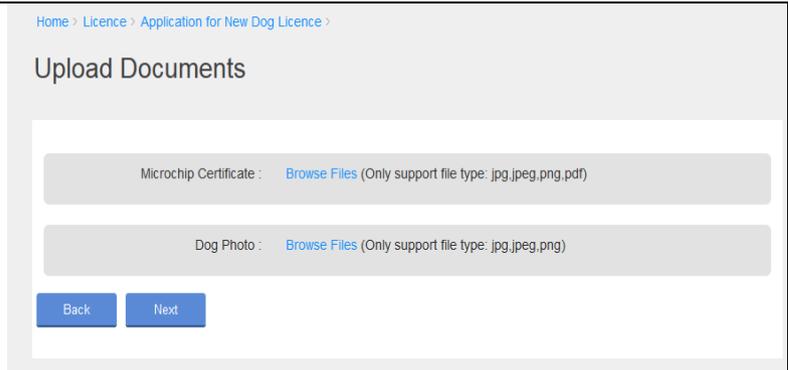
Click “Next” to proceed.

Note: For owners of a Specified Dog, you are not required to upload any documents at this point of licence application.

The respective deadlines for the documents to be submitted after the licence is approved are as follows:

- a) 4 weeks: Insurance Policy and Banker’s Guarantee.
- b) 10 weeks: Obedience Training Certificate

Visit www.avs.gov.sg for more information on Specified dog breeds and the additional licensing conditions.



The following table list the supporting documents to be uploaded based on the various application criteria.

| Application Criteria | Supporting Documents |
|--|--|
| Breed of dog -Specified Dogs or their crosses | <ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Obedience Training Certificate |
| Dog is adopted from an Animal Welfare Group (AWG) | AWG Adoption / Fosterer Agreement |
| Dog is imported | Import Permit |
| Dog is sterilised | Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed |
| Licensee is a diplomat | <ul style="list-style-type: none"> • MFA ID card • Copy of passport |

6

Verify the details you have entered are correct.

Click "Next" to proceed.

[Print this page](#)

Dog Licensee Particulars

| | |
|-----------------------|--|
| Name of Licensee | One-Time Licensing CR tester 002(non GIRO) |
| NRIC/PIN/Passport No. | S8363825B |
| Contact No. | 93377733 |
| Email Address | Melissa_LEE@nparks.gov.sg |
| Postal Code | 750418 |
| Address Type | HDB Block |
| Blk / House No. | 41B |
| Level | 12 |
| Unit No. | 77666 |
| Building Name | -NA- |
| Street Name | CANBERRA ROAD |

Address (where dog is kept)

| | |
|----------------------|------------------------------|
| Same as Dog Licensee | <input type="checkbox"/> Yes |
| Postal Code | 750418 |
| Address Type | HDB Block |
| Blk / House No. | 41B |
| Level | 1B |
| Unit No. | 41B |
| Building Name | -NA- |
| Street Name | CANBERRA ROAD |
| Type of Residence | HDB |

Dog Particulars

| | |
|-------------------------------------|--|
| Microchipped in | <input type="radio"/> Overseas <input checked="" type="radio"/> Singapore |
| Microchip No. | 12345678901234 |
| Name of Dog | Spitz |
| Sex | <input type="radio"/> Female <input checked="" type="radio"/> Male |
| Colour | white |
| Breed | JAPANESE SPITZ |
| Estimated Date of Birth(dd/mm/yyyy) | 01/01/2020 |
| Dog obtained from | <input type="radio"/> Animal Welfare Group <input checked="" type="radio"/> Pet Shop <input type="radio"/> Pet Farm <input type="radio"/> Breeder <input type="radio"/> Import <input type="radio"/> Others |
| Pet Shop | Pet Stop |

Sterilisation Status

Sterilised Yes
 No

Licence Type Selection

| Licence Type | 1-year licence | 2-year licence | 3-year licence | One-time licence |
|------------------------|---------------------|---------------------|---------------------|---|
| Dog Below 6 Months Old | \$15.00 (\$13.50) | N.A. | N.A. | N.A. |
| Sterilised Dog | \$15.00 (\$13.50) | \$25.00 (\$22.50) | N.A. | \$35.00 (\$31.50) |
| Non-Sterilised Dog | \$90.00 (\$81.00) | \$165.00 (\$148.50) | \$230.00 (\$207.00) | N.A. |
| 4th or subsequent dog | \$190.00 (\$171.00) | \$325.00 (\$292.50) | \$460.00 (\$414.00) | \$480.00 (\$432.00) *for sterilised dogs only |

* Fees with 10% rebate for payment made via electronic payment platforms (i.e. GIRO, online or AXS stations are indicated in brackets).

Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.
The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.
For dogs less than 6 months of age, you can only apply for a 1-year licence.

| Licence Type | 1-year |
|--------------|---------|
| Total Amount | \$13.50 |

I understand that

- The default licence type for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal.
- No refund will be given after licence is paid.

Upload Documents

Microchip Certificate:

Dog Photo:

Sterilisation Certificate / Document: **document pic.JPG (34 KB)**

[Back](#) [Next](#)

7

Read the declaration terms carefully.

Click on the checkbox to indicate that you have read and understood the terms of the declaration.

Click "Submit" to proceed.

[HOME](#) [PROFILE](#) [E-SERVICE](#) [FAQ](#) [LOGOUT](#)

You are logged in as **angweihong**
Last login was 06 Apr 2015

Application for New Dog Licence

Home > Licence > Application for New Dog Licence

I, angweihong, NRIC/Passport/FIN NO. s3439644b, declare that

(1) I am aware that under the Housing & Development (Animals) Rules, only one (1) dog of an approved breed can be kept in the flat (see breeds allowed in HDB flats). Any HDB lessee who contravenes the Rules is guilty of an offence and on conviction, can be fined up to a maximum of \$4,000.

(2) I also understand that any fee paid for a licence is non-refundable.

(3) I have read and understood the notes to applicants.

(4) All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a false declaration is made.

* Dogs are not allowed to be kept in HDB commercial and industrial premises. This dog licence is solely for licensing purposes and is not an approval for you to keep the dog at the stated premises. It is your responsibility to ensure that you are allowed by HDB to keep the dog in the registered premises, as stated in your licence application.

I have read and understood the above declaration.

[Submit](#)

8a For online payment:

Click on the “Make Payment” button to proceed with payment.

Click on “Go back to amend licence type” button if you wish to amend the licence type selected.

An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.

Refer to Section 4.2 on how to download your licence.

The screenshot shows the 'Application for New Dog Licence' page. At the top, a progress bar indicates the steps: FILL IN APPLICATIONS, UPLOAD DOCUMENTS, CONFIRM, SUBMIT, and MAKE PAYMENT. Below this, a table summarizes the licence fee payable:

| APPLICATION NUMBER | APPLICATION TYPE | LICENCE TYPE (\$) |
|--------------------|------------------|-------------------|
| 20200900001933 | NEW | 1-year (\$13.50) |

Total: \$13.50

A red box highlights the 'Go back to amend licence type' link. Below, two payment methods are offered: 'Immediately' (Online payment with PayPal, MasterCard or VISA) and 'After 3 Working Days' (Payment via AXS terminals). A 'Make Payment' button is highlighted in red. A note states: 'It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.'

Payment via online

The bottom part of the screenshot shows a confirmation message: 'You have successfully submitted the licence application on 23/03/2015 at 15:58. Application No.: 20150300002000'

8b If you have exited the payment page and wish to return to make payment, go to 'Home' → "My Applications" tab.

Select and click on the application that had been submitted earlier.

Click on “Make Payment” to proceed with the payment.

The screenshot shows the PALS user interface. The user is logged in as 'Toh Kiat Seng' (last login on 09 Jun 2015). The 'My Applications' tab is selected and highlighted with a red box and arrow. Below, a table lists applications:

| S/N | SUBJECT | DATE/TIME |
|-----|---------|-----------|
| 1 | ... | ... |

The second screenshot shows the 'Licence Application' page for application 20150400100035. The status is 'Pending Payment'. A red box highlights the 'Make Payment' button.

Note: Payment must be made within 2 weeks from the time of licence approval. In the event that payment is not received within 2 weeks, you will be required to resubmit your dog licence application and make payment for a new dog licence.

Select licence type. Read and understand the terms, click the checkbox and “Confirm”.

Click on “Make payment” button.

An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.

Refer to Section 4.2 on how to download your licence.

| Licence Type | 1-year licence | 2-year licence | 3-year licence | One-time licence |
|------------------------|---------------------|---------------------|---------------------|--|
| Dog Below 6 Months Old | \$15.00 (\$13.50) | N.A. | N.A. | N.A. |
| Sterilised Dog | \$15.00 (\$13.50) | \$25.00 (\$22.50) | N.A. | \$35.00 (\$31.50) |
| Non-Sterilised Dog | \$90.00 (\$81.00) | \$165.00 (\$148.50) | \$230.00 (\$207.00) | N.A. |
| 4th or Subsequent Dog | \$180.00 (\$162.00) | \$325.00 (\$292.50) | \$460.00 (\$414.00) | \$460.00 (\$414.00) *for sterilised dogs only |

* Fees with 10% rebate for payment made via electronic payment platforms (i.e. GIRO, online or AXS stations are indicated in brackets).

Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.

The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.

For dogs less than 6 months of age, you can only apply for a 1-year licence.

| APPLICATION NUMBER | APPLICATION TYPE | LICENCE TYPE (\$) |
|--------------------|------------------|-------------------|
| 20200900001933 | NEW | 1-year (\$13.50) |
| | | Total: \$13.50 |

I understand that:

- The default licence type for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal.
- No refund will be given after licence is paid.

[Confirm](#)

[Home](#) > [Licence](#) > [Application for New Dog Licence](#)



The licence fee payable is summarized in the table below.

| APPLICATION NUMBER | APPLICATION TYPE | LICENCE TYPE (\$) |
|--------------------|------------------|-------------------|
| 20200900001933 | NEW | 1-year (\$13.50) |
| | | Total: \$13.50 |

[Go back to amend licence type](#)

You may make the payment for the above licence via the following methods.

Immediately:

Online payment with PayPal, MasterCard or VISA



[Make Payment](#)

After 3 Working Days:

OR Payment via AXS terminals. You can download the payment invoice below.



[Download Payment Invoice](#) [156KB]

It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.

8c For payment via AXS terminals:

Click "Download Payment Invoice" to download and print the invoice.

You may key in the application number, or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station.

Your licence status will take 2-3 days to be updated in PALS upon AXS payment.

Refer to Section 4.2 on how to download your licence.

Home > Licence > Application for New Dog Licence

FILL IN APPLICATIONS → UPLOAD DOCUMENTS → CONFIRM → SUBMIT → MAKE PAYMENT

The licence fee payable is summarized in the table below.

| APPLICATION NUMBER | APPLICATION TYPE | LICENCE TYPE (\$) |
|--------------------|------------------|-----------------------|
| 20200900001933 | NEW | 1-year (\$13.50) |
| | | Total: \$13.50 |

[Go back to amend licence type](#)

You may make the payment for the above licence via the following methods.

Immediately:
Online payment with PayPal, MasterCard or VISA

[Make Payment](#)

After 3 Working Days:
 Payment via AXS terminals.
 You can download the payment invoice below.

[Download Payment Invoice \[156KB\]](#)

It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.

Payment via AXS

Save As

File name: Payment Notice_20150500108589.pdf
 Save as type: Adobe Acrobat Document

[Save](#) [Cancel](#)

Download Payment Invoice

| | |
|---|----------------------------------|
| MR Philip 1 YISHUN AVENUE 7, #2-3, Singapore 768925 | Generation Date 28/05/2015 |
| | Generation Time 3:22 PM |
| | Application No 20150500108589 |
| | Amount \$15.00 |
| | Expiry Date 23/07/2016 |

| Particular of Dog Owner | |
|------------------------------|--|
| Name | Philip |
| NRIC/Passport/FIN No | S2015106D |
| Description of Dog | |
| Breed | CHIHUAHUA |
| Colour | WHITE FAWN |
| Sex | Female |
| Microchip No. | 1232 |
| Address (Where the dog kept) | 738 CLEMENTI WEST STREET 2, #2-2, Singapore 120730 |

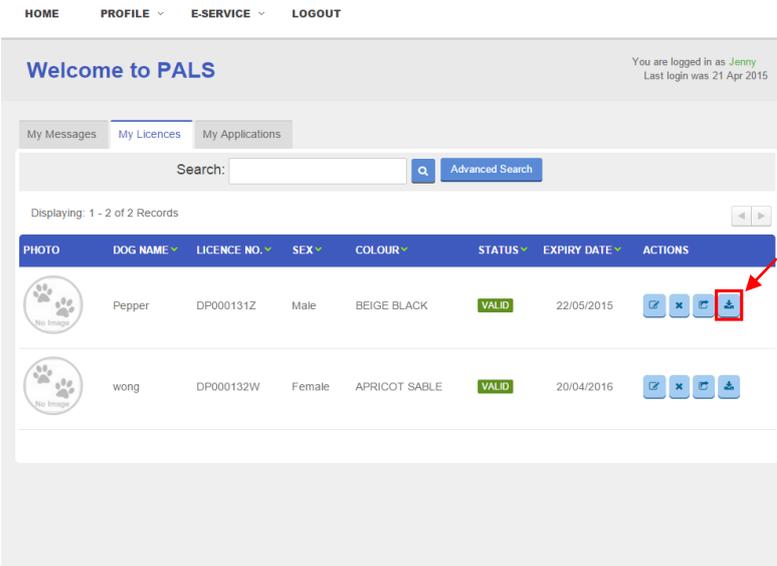
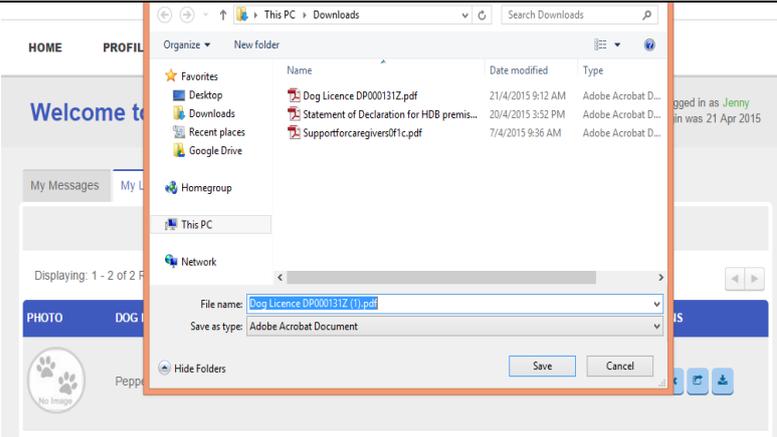
A Pet is for Life

| | | | |
|----------------|----------------|-------------|-----------|
| Name | Philip | NRIC/PP No. | S2015106D |
| Application No | 20150500108589 | Amount Due | \$15.00 |

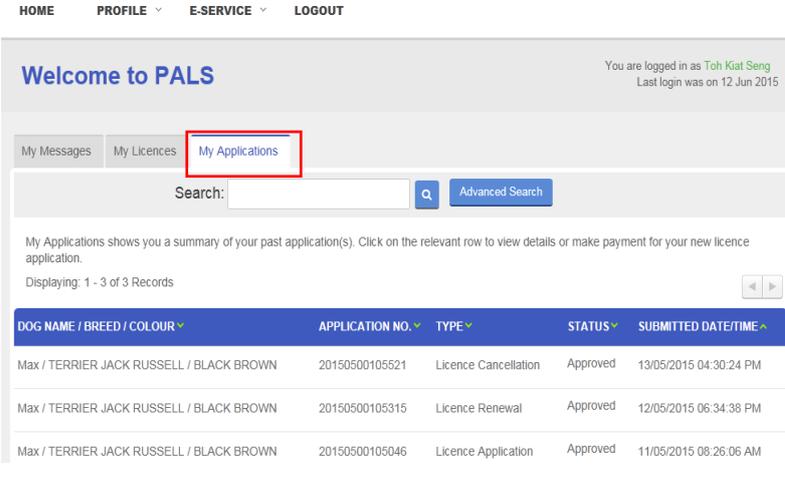
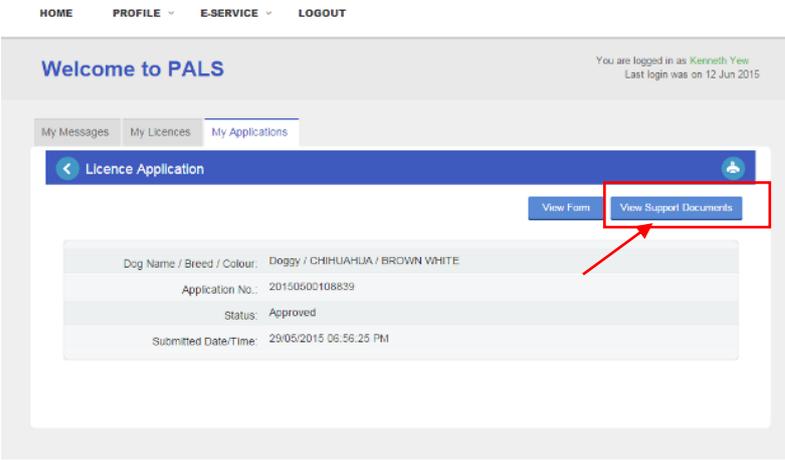
20150500108589

Sample Payment Invoice (PDF)

4.2 Download Licence

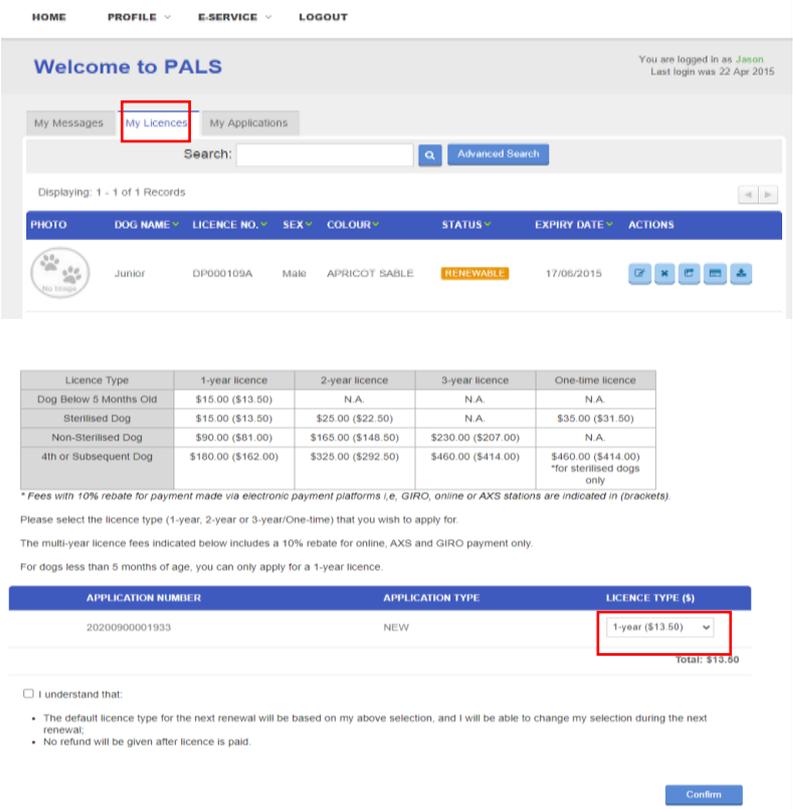
| SN | Step | Screenshot |
|----|---|---|
| 1 | <p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Download Licence' icon.</p> |  |
| 2 | <p>A "Save As" window will appear.</p> <p>Save the licence into your desired file location for ease of retrieval.</p> |  |

4.3 View Application

| SN | Step | Screenshot | | | | | | | | | | | | | | | | | | | | |
|--|-------------------|---|-----------------------------|------------------------|--------|----------|-----------------------|--|----------------|----------------------|----------|------------------------|--|----------------|-----------------|----------|------------------------|--|----------------|---------------------|----------|------------------------|
| <p>1</p> <p>Click on 'My Applications' tab.</p> <p>Click on the relevant application to view its details.</p> | |  <p>HOME PROFILE ▾ E-SERVICE ▾ LOGOUT</p> <p>Welcome to PALS You are logged in as Toh Kiat Seng Last login was on 12 Jun 2015</p> <p>My Messages My Licences My Applications</p> <p>Search: <input type="text"/> <input type="button" value="q"/> <input type="button" value="Advanced Search"/></p> <p>My Applications shows you a summary of your past application(s). Click on the relevant row to view details or make payment for your new licence application.</p> <p>Displaying: 1 - 3 of 3 Records ◀ ▶</p> <table border="1"> <thead> <tr> <th>DOG NAME / BREED / COLOUR ▾</th> <th>APPLICATION NO. ▾</th> <th>TYPE ▾</th> <th>STATUS ▾</th> <th>SUBMITTED DATE/TIME ▾</th> </tr> </thead> <tbody> <tr> <td>Max / TERRIER JACK RUSSELL / BLACK BROWN</td> <td>20150500105521</td> <td>Licence Cancellation</td> <td>Approved</td> <td>13/05/2015 04:30:24 PM</td> </tr> <tr> <td>Max / TERRIER JACK RUSSELL / BLACK BROWN</td> <td>20150500105315</td> <td>Licence Renewal</td> <td>Approved</td> <td>12/05/2015 06:34:38 PM</td> </tr> <tr> <td>Max / TERRIER JACK RUSSELL / BLACK BROWN</td> <td>20150500105046</td> <td>Licence Application</td> <td>Approved</td> <td>11/05/2015 08:26:06 AM</td> </tr> </tbody> </table> | DOG NAME / BREED / COLOUR ▾ | APPLICATION NO. ▾ | TYPE ▾ | STATUS ▾ | SUBMITTED DATE/TIME ▾ | Max / TERRIER JACK RUSSELL / BLACK BROWN | 20150500105521 | Licence Cancellation | Approved | 13/05/2015 04:30:24 PM | Max / TERRIER JACK RUSSELL / BLACK BROWN | 20150500105315 | Licence Renewal | Approved | 12/05/2015 06:34:38 PM | Max / TERRIER JACK RUSSELL / BLACK BROWN | 20150500105046 | Licence Application | Approved | 11/05/2015 08:26:06 AM |
| DOG NAME / BREED / COLOUR ▾ | APPLICATION NO. ▾ | TYPE ▾ | STATUS ▾ | SUBMITTED DATE/TIME ▾ | | | | | | | | | | | | | | | | | | |
| Max / TERRIER JACK RUSSELL / BLACK BROWN | 20150500105521 | Licence Cancellation | Approved | 13/05/2015 04:30:24 PM | | | | | | | | | | | | | | | | | | |
| Max / TERRIER JACK RUSSELL / BLACK BROWN | 20150500105315 | Licence Renewal | Approved | 12/05/2015 06:34:38 PM | | | | | | | | | | | | | | | | | | |
| Max / TERRIER JACK RUSSELL / BLACK BROWN | 20150500105046 | Licence Application | Approved | 11/05/2015 08:26:06 AM | | | | | | | | | | | | | | | | | | |
| <p>2</p> <p>Click on "View Form" to view the application details.</p> <p>Click on "View Support Documents" to view the uploaded supporting documents.</p> | |  <p>HOME PROFILE ▾ E-SERVICE ▾ LOGOUT</p> <p>Welcome to PALS You are logged in as Kenneth Yew Last login was on 12 Jun 2015</p> <p>My Messages My Licences My Applications</p> <p>← Licence Application 🔍</p> <p><input type="button" value="View Form"/> <input type="button" value="View Support Documents"/></p> <p>Dog Name / Breed / Colour: Doggy / CHIHUAHUA / BROWN WHITE</p> <p>Application No.: 20150500108839</p> <p>Status: Approved</p> <p>Submitted Date/Time: 29/05/2015 06:56:25 PM</p> | | | | | | | | | | | | | | | | | | | | |

5 Licence Renewal

5.1 Licence Renewal

| SN | Step | Screenshot | | | | | | | | | |
|--|------------------|---|--------------------|------------------|-------------------|----------------|-----|------------------|----------------|--|--|
| <p data-bbox="204 479 240 510">1a</p> <p data-bbox="284 479 587 577">For first-time PALS user, refer to Section 1 to create your profile.</p> <p data-bbox="284 595 520 627">For online payment:</p> <p data-bbox="284 658 592 808">(i) Login to PALS (ii) Go to 'Home' → 'My Licences' (iii) Click on the 'Payment' icon to make payment</p> <p data-bbox="284 871 596 987">Select licence type. Read and understand the terms, click the checkbox and "Confirm".</p> <p data-bbox="284 1019 579 1081">Click on "Make payment" button.</p> <p data-bbox="284 1144 584 1357">An acknowledgement page stating that your licence has been successfully renewed will be displayed upon the completion of your online payment.</p> <p data-bbox="284 1388 558 1480">Refer to Section 4.2 on how to download your licence.</p> <p data-bbox="284 1512 596 1693">Note: For GIRO customers, the licence fee will be deducted from your GIRO account on the date stated in your renewal notice.</p> <p data-bbox="284 1724 576 1964">Visit www.av.s.gov.sg for information on GIRO application. Licence fees for licensees with successful GIRO application will be deducted at the next renewal.</p> | | <p data-bbox="932 434 1094 465" style="text-align: center;">Screenshot</p>  <p data-bbox="746 1301 1278 1332" style="text-align: center;">Payment via online (amend licence type)</p> <p data-bbox="639 1386 959 1404">The licence fee payable is summarized in the table below.</p> <table border="1" data-bbox="639 1413 1385 1503"> <thead> <tr> <th>APPLICATION NUMBER</th> <th>APPLICATION TYPE</th> <th>LICENCE TYPE (\$)</th> </tr> </thead> <tbody> <tr> <td>20200900001933</td> <td>NEW</td> <td>1-year (\$13.50)</td> </tr> <tr> <td colspan="3" style="text-align: right;">Total: \$13.50</td> </tr> </tbody> </table> <p data-bbox="1193 1518 1377 1536" style="text-align: right;">Go back to amend licence type</p> <p data-bbox="788 1552 1238 1570">You may make the payment for the above licence via the following methods.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="699 1570 922 1731" style="border: 1px solid red; padding: 5px;"> <p data-bbox="772 1592 849 1610">Immediately:</p> <p data-bbox="727 1619 895 1648">Online payment with PayPal, MasterCard or VISA</p>  <p data-bbox="772 1709 849 1727" style="text-align: center;">Make Payment</p> </div> <div data-bbox="979 1592 1310 1731"> <p data-bbox="1102 1592 1238 1610">After 3 Working Days:</p> <p data-bbox="1031 1619 1310 1648">Payment via AXS terminals. You can download the payment invoice below.</p>  <p data-bbox="1078 1709 1270 1727" style="text-align: center;">Download Payment Invoice [156KB]</p> </div> </div> <p data-bbox="999 1753 1342 1794" style="color: red; font-size: small;">It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.</p> <p data-bbox="887 1830 1139 1861" style="text-align: center;">Payment via online</p> | APPLICATION NUMBER | APPLICATION TYPE | LICENCE TYPE (\$) | 20200900001933 | NEW | 1-year (\$13.50) | Total: \$13.50 | | |
| APPLICATION NUMBER | APPLICATION TYPE | LICENCE TYPE (\$) | | | | | | | | | |
| 20200900001933 | NEW | 1-year (\$13.50) | | | | | | | | | |
| Total: \$13.50 | | | | | | | | | | | |

1b

For online payment without logging into PALS:

(i) Click on “Renew Licence without Login”

(ii) Key in the last 5 characters of your NRIC/FIN/Passport no. and dog licence no.

(iii) Click on “Next”.

Select licence type. Read and understand the terms, click the checkbox and “Confirm”.

Click on “Make payment” button.

An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.

Refer to Section 4.2 on how to download your licence.

FOR INDIVIDUALS

- Login with SingPass
- Login with PALS Account
- First time? Create new profile
- Renew Licence without Login**

FOR ORGANISATIONS
Pet Shops/Farms, Government Agencies

- Login with SingPass
- Login with PALS Account

A one-stop personalised portal to manage your dog licence(s).

Online Payment for Dog Licence Renewal

You may take about 5 minutes to complete this transaction. You will need the following:

- The NRIC/FIN/Passport No. of the dog licensee.
- Dog Licence No.
- PayPal account, or a valid credit / debit card (VISA or MasterCard only) for payment

Note:

- Your dog licence is renewable 6 weeks before licence expiry.
- If your dog is sterilised, please update your dog's sterilisation status at <https://pals.ava.gov.sg> before renewing your licence.

NRIC/FIN/Passport No.* Input last 5 characters, e.g. 4567A

Dog Licence No.*

Next

| Licence Type | 1-year licence | 2-year licence | 3-year licence | One-time licence |
|------------------------|---------------------|---------------------|---------------------|--|
| Dog Below 5 Months Old | \$15.00 (\$13.50) | N.A. | N.A. | N.A. |
| Sterilised Dog | \$15.00 (\$13.50) | \$25.00 (\$22.50) | N.A. | \$35.00 (\$31.50) |
| Non-Sterilised Dog | \$90.00 (\$81.00) | \$165.00 (\$148.50) | \$230.00 (\$207.00) | N.A. |
| 4th or Subsequent Dog | \$180.00 (\$162.00) | \$325.00 (\$292.50) | \$460.00 (\$414.00) | \$460.00 (\$414.00) *for sterilised dogs only |

* Fees with 10% rebate for payment made via electronic payment platforms (i.e. GIRO, online or AXS stations) are indicated in (brackets).

Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.

The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.

For dogs less than 5 months of age, you can only apply for a 1-year licence.

| APPLICATION NUMBER | APPLICATION TYPE | LICENCE TYPE (\$) |
|--------------------|------------------|-------------------|
| 2020090001933 | NEW | 1-year (\$13.50) |

Total: \$13.50

I understand that:

- The default licence type for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal.
- No refund will be given after licence is paid.

Confirm

I understand that:

- The default licence period for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal.
- No refund will be given after licence is paid.

Confirm

Online Payment for Dog Licence Renewal

NRIC/FIN/Passport No.: ****S741C
Licence No.: DP002002Z

| APPLICATION NUMBER | STERILISATION STATUS | LICENCE PERIOD (\$) |
|--------------------|----------------------|---------------------|
| 20180200000894 | Non-sterilised | 2 years (\$148.50) |

Total: \$148.50

[Go back to amend licence type](#)

Make Payment

1c For payment via AXS terminals:

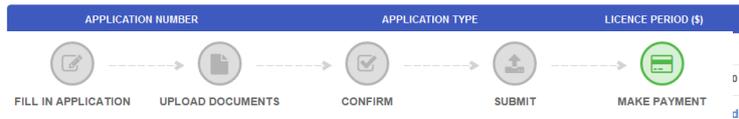
Click “Download Payment Invoice” to download and print the invoice.

You may key in the application number, or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station.

Your licence status will take 2-3 days to be updated in PALS upon AXS payment.

Refer to Section 4.2 on how to download your licence.

The licence fee payable is summarized in the table below.



You may make the payment for the above licence via the following methods.

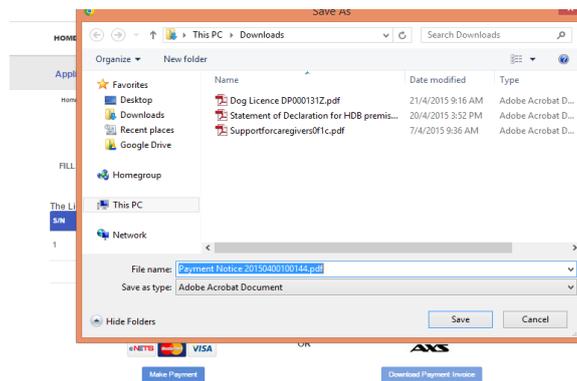
Immediately:
Online payment with PayPal, MasterCard or VISA

Make Payment

After 3 Working Days:
Payment via AXS terminals.
You can download the payment invoice below.

It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.

Payment via AXS



Download Payment Invoice

| | |
|---|---|
| MR Philip 1 YISHUN AVENUE 7, #2-3, Singapore 768523 | Generation Date: 20/05/2015 Generation Time: 3:22 PM Application No: 20150500108589 Amount: \$15.00 Expiry Date: 23/07/2015 |
|---|---|

| Particular of Dog Owner | |
|------------------------------|--|
| Name | Philip |
| NRIC/Passport/FIN No | S2015106D |
| Description of Dog | |
| Breed of Dog | CHIHUAHUA |
| Colour | WHITE FAWN |
| Sex | Female |
| Microchip No. | 1232 |
| Address (Where the dog kept) | 730 CLEMENTI WEST STREET 2, #2-2, Singapore 120730 |



| | | | |
|----------------|----------------|-------------|-----------|
| Name | Philip | NRIC/PP No. | S2015106D |
| Application No | 20150500108589 | Amount Due | \$15.00 |

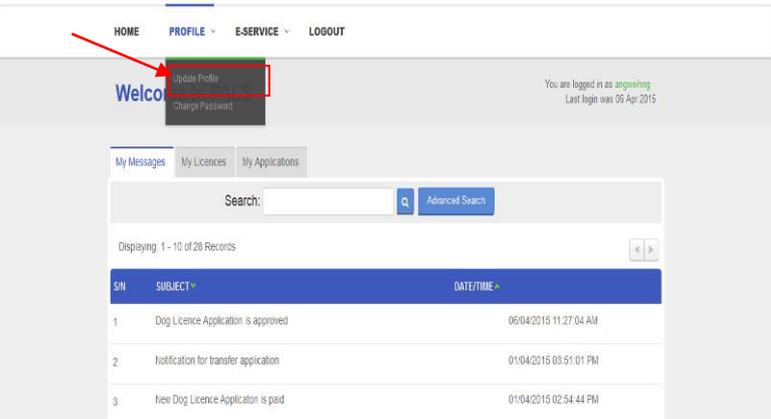


20150500108589
52 Jurong Gateway Road #09-01 Singapore 605050
1100-476 1050 | web_cen@ava.gov.sg | www.ava.gov.sg

Sample Payment Invoice (PDF)

6 Update Licence Details

6.1 Update User Profile

| SN | Step | Screenshot | | | | | | | | | | | | |
|----|--|---|----|---------|-----------|---|-------------------------------------|------------------------|---|---------------------------------------|------------------------|---|-------------------------------------|------------------------|
| 1 | Click on 'Profile' → 'Update Profile'. |  <p>The screenshot shows a user interface with a navigation bar at the top containing 'HOME', 'PROFILE', 'E-SERVICE', and 'LOGOUT'. Below the navigation bar, there is a 'Welcome' message and a dropdown menu for the 'PROFILE' section. The dropdown menu is open, showing two options: 'Update Profile' and 'Change Password'. A red box highlights the 'Update Profile' option, and a red arrow points to it from the left. Below the dropdown menu, there are tabs for 'My Messages', 'My Licences', and 'My Applications'. A search bar is visible with the text 'Search:' and a search button. Below the search bar, there is a table displaying records. The table has three columns: 'SN', 'SUBJECT', and 'DATE/TIME'. The table contains three rows of data.</p> <table border="1"><thead><tr><th>SN</th><th>SUBJECT</th><th>DATE/TIME</th></tr></thead><tbody><tr><td>1</td><td>Dog Licence Application is approved</td><td>06/04/2015 11:27:04 AM</td></tr><tr><td>2</td><td>Notification for transfer application</td><td>01/04/2015 03:51:01 PM</td></tr><tr><td>3</td><td>New Dog Licence Application is paid</td><td>01/04/2015 02:54:44 PM</td></tr></tbody></table> | SN | SUBJECT | DATE/TIME | 1 | Dog Licence Application is approved | 06/04/2015 11:27:04 AM | 2 | Notification for transfer application | 01/04/2015 03:51:01 PM | 3 | New Dog Licence Application is paid | 01/04/2015 02:54:44 PM |
| SN | SUBJECT | DATE/TIME | | | | | | | | | | | | |
| 1 | Dog Licence Application is approved | 06/04/2015 11:27:04 AM | | | | | | | | | | | | |
| 2 | Notification for transfer application | 01/04/2015 03:51:01 PM | | | | | | | | | | | | |
| 3 | New Dog Licence Application is paid | 01/04/2015 02:54:44 PM | | | | | | | | | | | | |

2

Update details where required.

Click "Next" to proceed.

Note: Updating of licensee's address is applicable to foreigners only.

For Singaporeans and Permanent Residents, your address will be updated through OSCARS.

HOME PROFILE E-SERVICE LOGOUT

You are logged in as **angweihng**
Last login was 13 Apr 2015

Home > Profile > Update Details

Update Details

This e-service to allows you to update the licensee particular.
This form may take 5 minutes to complete.

NOTES TO DOG LICENCE APPLICANT
i) Only one Scheduled dog can be kept at a non-HDB premise with effect from 15 Nov 2010. Please refer to www.ava.gov.sg for more details on the dog licensing regulations.

Breeds listed in the Second Schedule
Part I: Pit Bull (American Pit Bull Terrier or American Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, American Bull dog), Akita, Neapolitan Mastiff, Tosa, Dogo Argentino, Fila Brasileiro, Boerboel, Perro de Presa Canario, and their crosses
Part II: Bull Terrier, Doberman Pinscher, Rottweiler, German Shepherd (Belgian Shepherd, East European Shepherd), Mastiffs including the Bull Mastiff, Cane Corso and Dogue De Bordeaux, and their crosses.

ii) Please read the Term and Conditions before proceeding further.

Particulars of Applicant

| | |
|-----------------------|-------------------|
| Salutation | MR |
| Name | angweihng |
| NRIC/FIN/Passport No. | s3439644b |
| Residence Type | Singapore Citizen |
| Gender | Male |
| Date of Birth | 04/05/1992 |

Contact Details

| | |
|-----------------|-------------------------------|
| Mobile No * | 98264288 |
| Home Tel No. | 68954874 |
| Office Tel No. | |
| Email Address * | weihngweifighting@hotmail.com |

Dog Owner Address

| | | |
|------------------|--------------------|--------------------------|
| Postal Code * | 140067 | Retrieve |
| Address Type * | HDB Block | |
| Blk / House No * | 67 | |
| Level | 7 | |
| Unit No. | 9 | |
| Building Name | | |
| Street Name * | COMMONWEALTH DRIVE | |

Alternate Contact Details

| | |
|----------------|-------------------------------|
| Name * | weihng |
| Relationship * | father |
| Mobile No * | 97997766 |
| Email Address | weihngweifighting@hotmail.com |

Electronic Notification

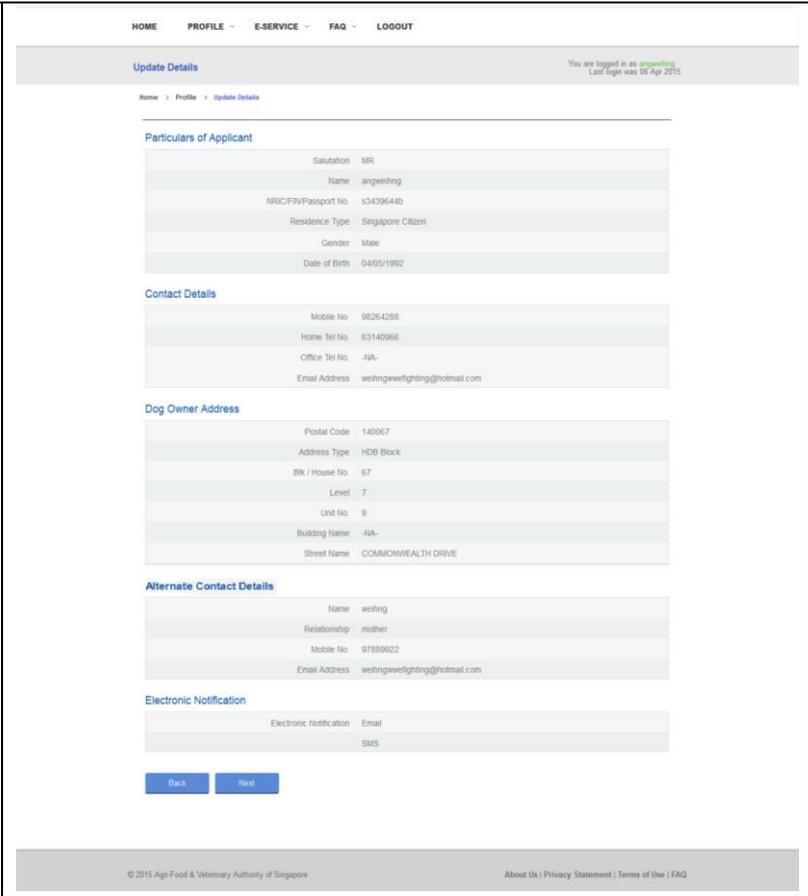
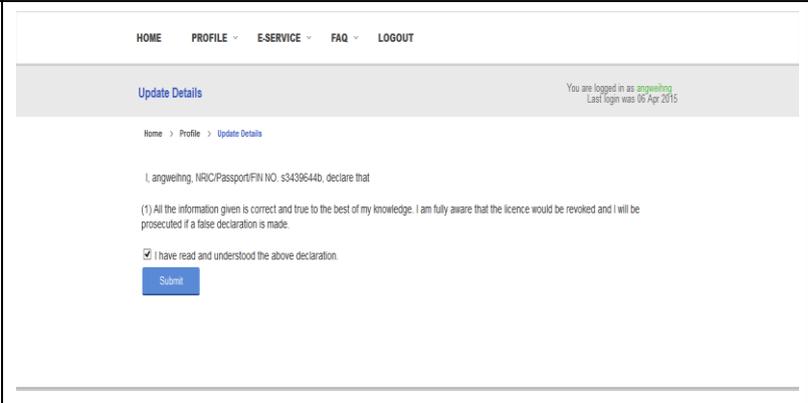
Electronic Notification

Email
Yes, I wish to opt for electronic delivery of all correspondences from AVA via my email address provided above. I understand that it is my responsibility to ensure that my email address is correct, updated and not subjected to unauthorised access.

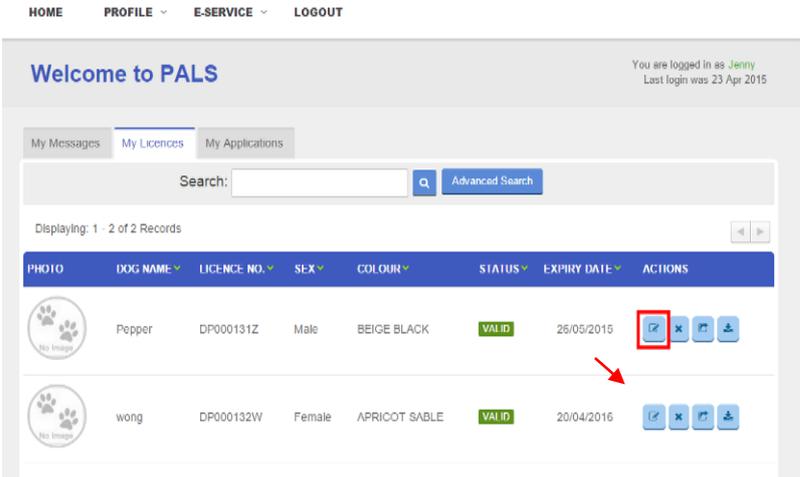
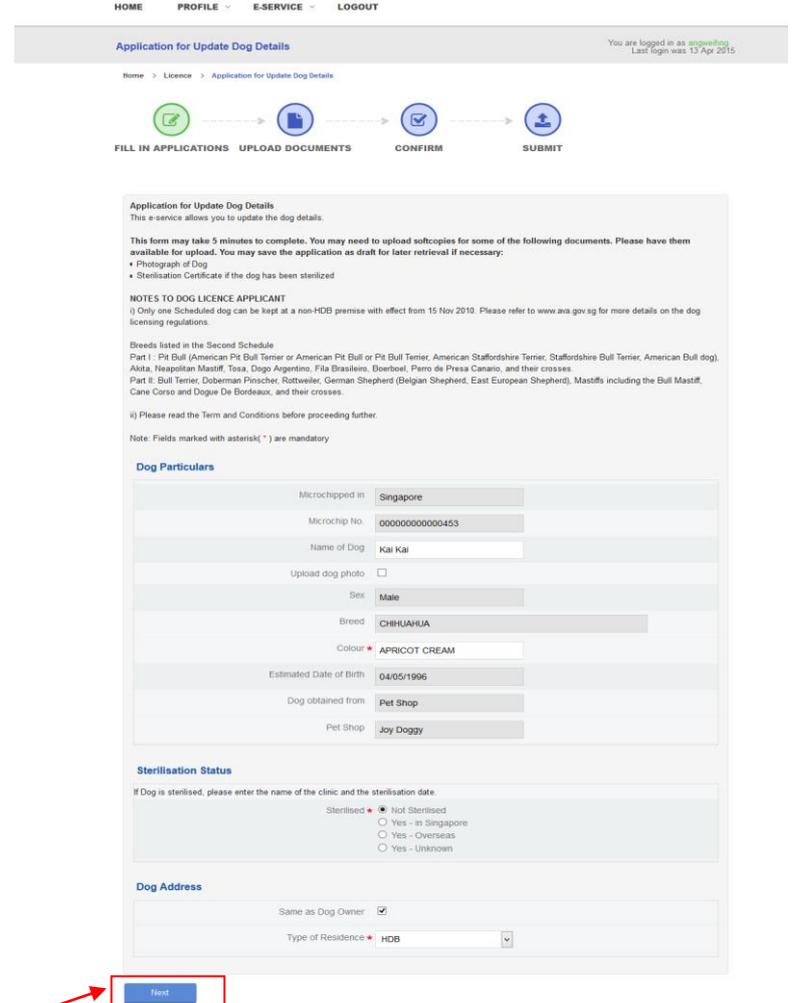
Postal Mail
No, I wish to receive all correspondences from AVA via postal mail.

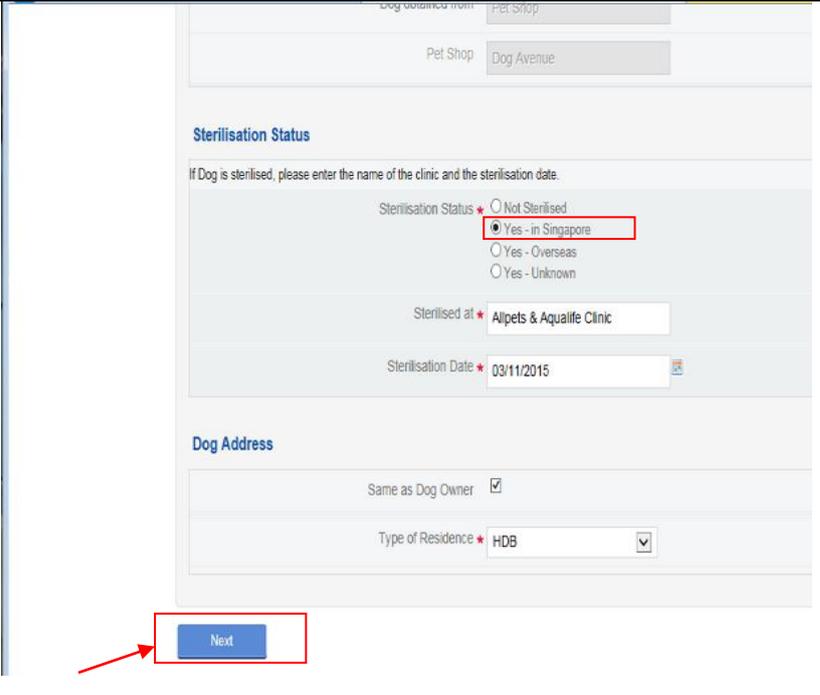
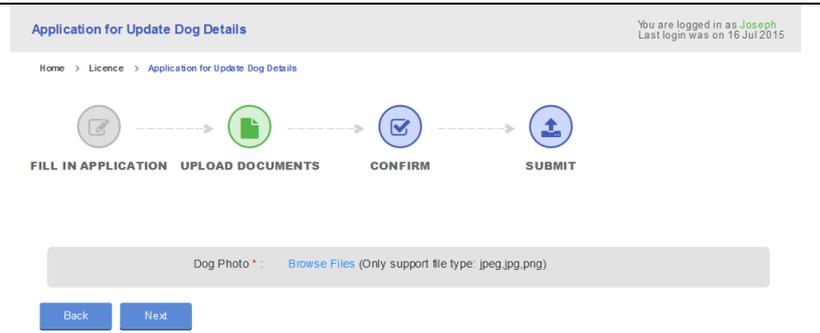
SMS
In addition, I wish to receive renewal reminders and other notifications via SMS.

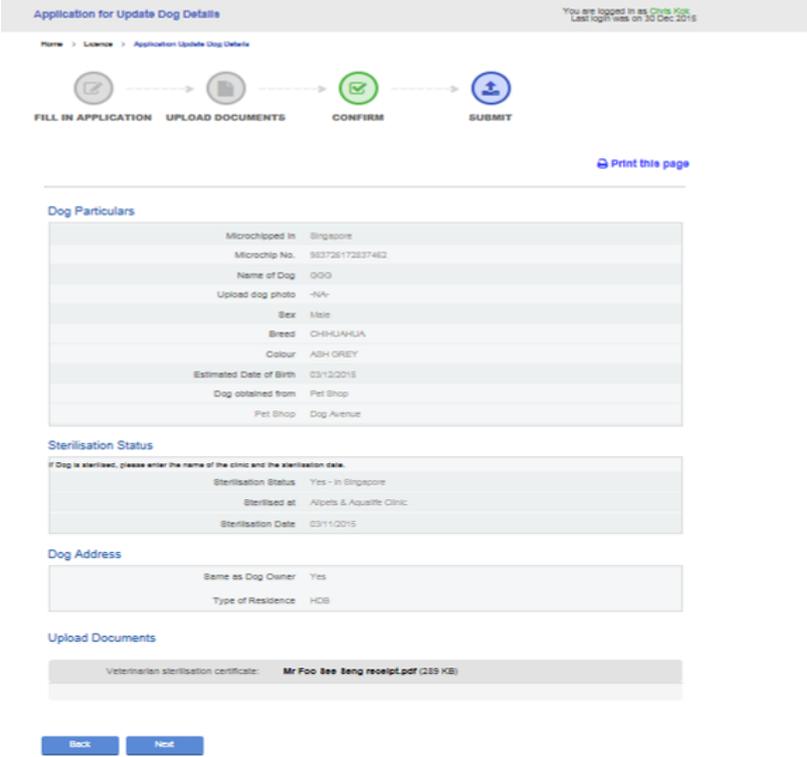
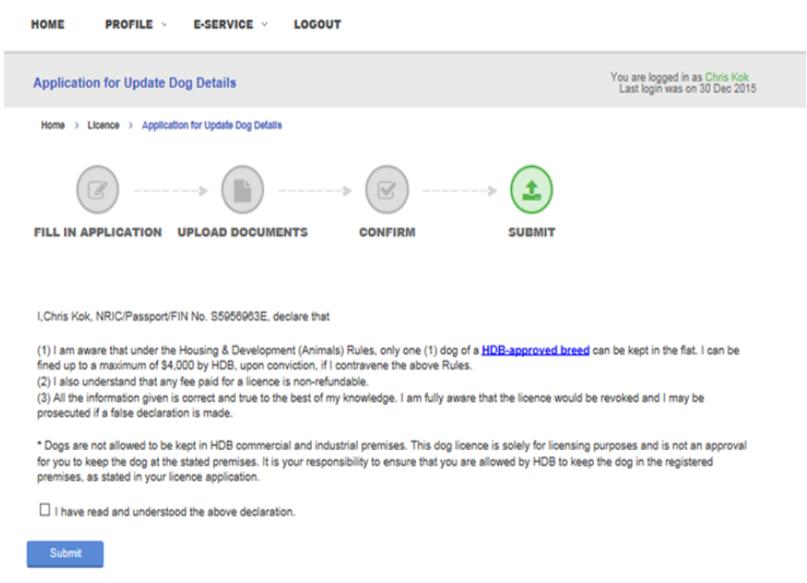
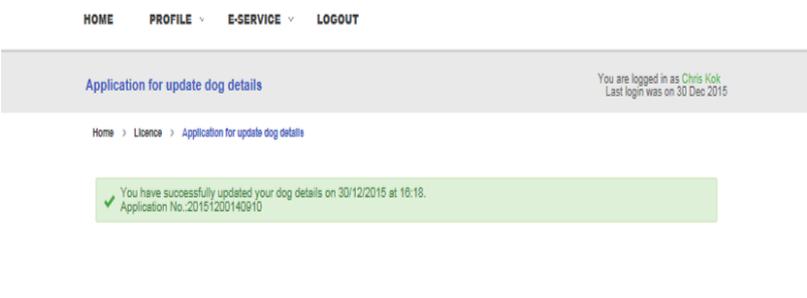
[Next](#)

| | | |
|---|--|---|
| <p>3</p> <p>Verify the information entered is correct.</p> <p>Click “Next” to proceed.</p> | |  <p>The screenshot shows the 'Update Details' page for an applicant. The page is titled 'Update Details' and includes a navigation menu with 'HOME', 'PROFILE', 'E-SERVICE', 'FAQ', and 'LOGOUT'. The user is logged in as 'angweihing' and last signed in on 06 Apr 2015. The page is divided into several sections: 'Particulars of Applicant', 'Contact Details', 'Dog Owner Address', 'Alternate Contact Details', and 'Electronic Notification'. Each section contains a table of information. At the bottom, there are 'Back' and 'Next' buttons.</p> |
| <p>4</p> <p>Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click “Submit” to proceed.</p> | |  <p>The screenshot shows the 'Update Details' page with a declaration form. The user is logged in as 'angweihing'. The page contains a declaration statement: 'I, angweihing, NRIC/Passport/FIN NO. s3439644b, declare that (1) All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a false declaration is made.' Below the declaration, there is a checked checkbox with the text 'I have read and understood the above declaration.' and a 'Submit' button.</p> |
| <p>5</p> <p>An acknowledge page indicating that you have successfully submitted your changes will be displayed.</p> | |  <p>The screenshot shows the 'Update Details' page with a success message. The user is logged in as 'angweihing'. A green message box at the bottom of the page states: 'You have successfully submitted your changes on applicant details on 06/04/2015 at 17:51. Application No. : 20150400100045'.</p> |

6.2 Update Dog Details (e.g. Sterilisation Status, Address)

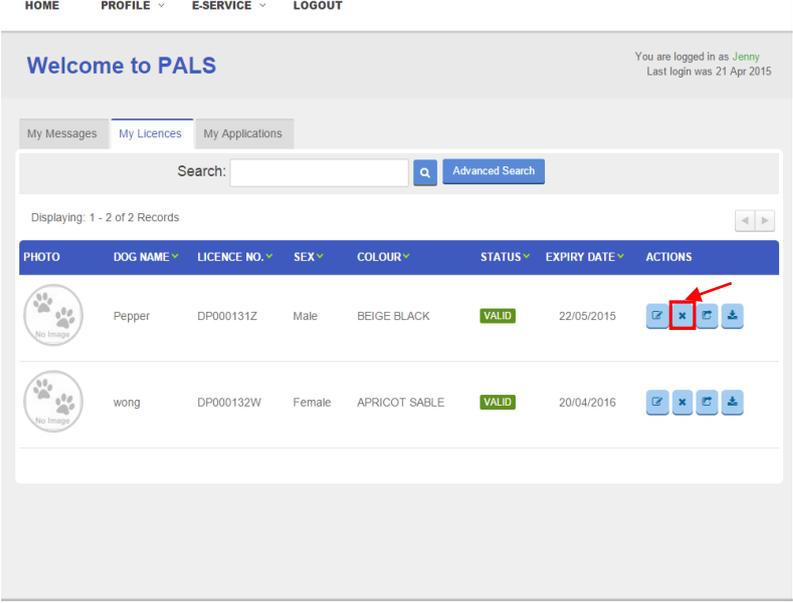
| SN | Step | Screenshot |
|----|--|---|
| 1 | <p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Update' icon.</p> |  |
| 2 | <p>Update the details for the "Dog Particulars".</p> <p>Click on the "Upload dog photo" checkbox to attach a photo at the "Upload Documents" page.</p> |  |

| <p>Update the “Sterilisation Status” for the dog.</p> <p>Click on the “Sterilisation Status checkbox to Yes-Singapore/Overseas/Unknown.</p> <p>Update the dog sterilisation details accordingly.</p> <p>Click “Next” to proceed.</p> <p>Note: Sterilisation status can only be amended for non-sterilised dogs.</p> |  | | | | | | |
|--|--|----------------------|----------------------|--------------------------------------|---|-------------------|---|
| <p>3 Upload the relevant supporting documents.</p> <p>Click “Next” to proceed.</p> |  <p>The following table indicates the supporting documents to be uploaded.</p> <table border="1" data-bbox="624 1339 1412 1742"> <thead> <tr> <th>Application Criteria</th> <th>Supporting Documents</th> </tr> </thead> <tbody> <tr> <td>‘Upload dog photo’ checkbox selected</td> <td> <ul style="list-style-type: none"> Dog photo </td> </tr> <tr> <td>Dog is sterilised</td> <td> Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed </td> </tr> </tbody> </table> | Application Criteria | Supporting Documents | ‘Upload dog photo’ checkbox selected | <ul style="list-style-type: none"> Dog photo | Dog is sterilised | Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed |
| Application Criteria | Supporting Documents | | | | | | |
| ‘Upload dog photo’ checkbox selected | <ul style="list-style-type: none"> Dog photo | | | | | | |
| Dog is sterilised | Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed | | | | | | |

| | | |
|---|--|--|
| <p>4 Verify the information entered is correct.</p> <p>Click “Next” to proceed. (screenshot updated)</p> | |  |
| <p>5 Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click “Submit” to proceed. (screenshot updated)</p> | |  |
| <p>6 An acknowledge page indicating that you have successfully submitted the changes will be displayed. (screenshot updated)</p> | |  |

7. Cancellation of Licence

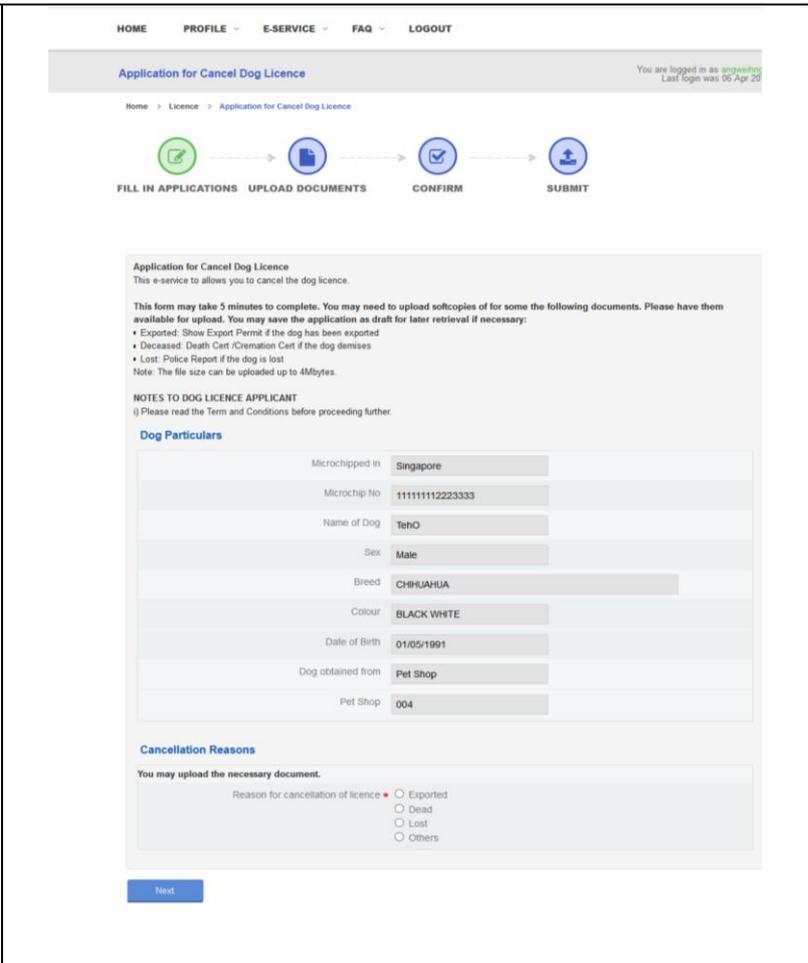
7.1 Cancel Licence

| SN | Step | Screenshot |
|----|---|--|
| 1 | Click on 'My Licences' tab. Select and click on the 'Cancel licence' icon. |  <p>The screenshot shows the 'Welcome to PALS' dashboard. At the top, there are navigation links: HOME, PROFILE, E-SERVICE, and LOGOUT. The user is logged in as 'Jenny' with a last login of '21 Apr 2015'. Below the navigation, there are tabs for 'My Messages', 'My Licences', and 'My Applications'. A search bar is present with a search button and an 'Advanced Search' link. The main content area displays a table of dog records with the following columns: PHOTO, DOG NAME, LICENCE NO., SEX, COLOUR, STATUS, EXPIRY DATE, and ACTIONS. Two records are shown: 'Pepper' (DP000131Z, Male, BEIGE BLACK, VALID, 22/05/2015) and 'wong' (DP000132W, Female, APRICOT SABLE, VALID, 20/04/2016). The 'ACTIONS' column for each record contains four icons: a pencil (edit), an 'X' (cancel), a refresh (refresh), and a download (download). A red box highlights the 'X' icon for the 'Pepper' record, with a red arrow pointing to it.</p> |

2 Select and click on the reason for cancellation.

If dog is sold or given away, select “Others” and key in the new owner’s name and contact information.

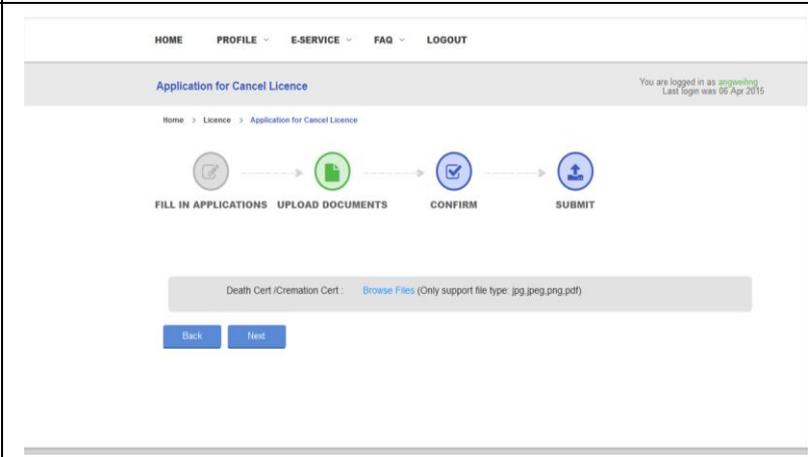
Click “Next” to proceed.



3 Upload the relevant documents:

- a) export permit for exported dog,
- b) death/cremation certificate for dead dog,
- c) Police report for lost dog.

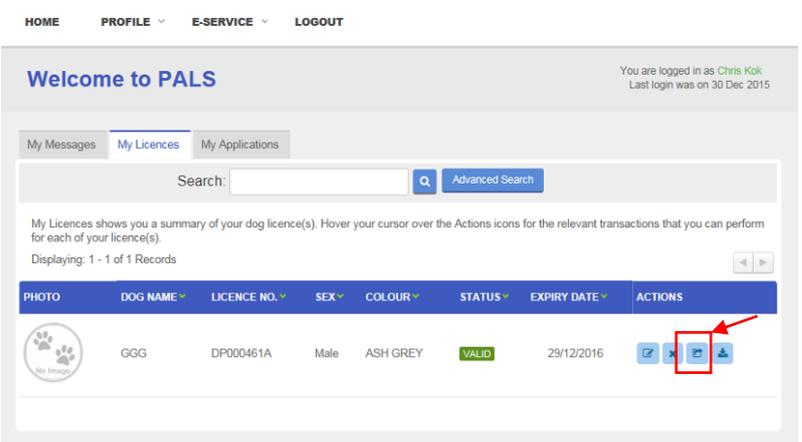
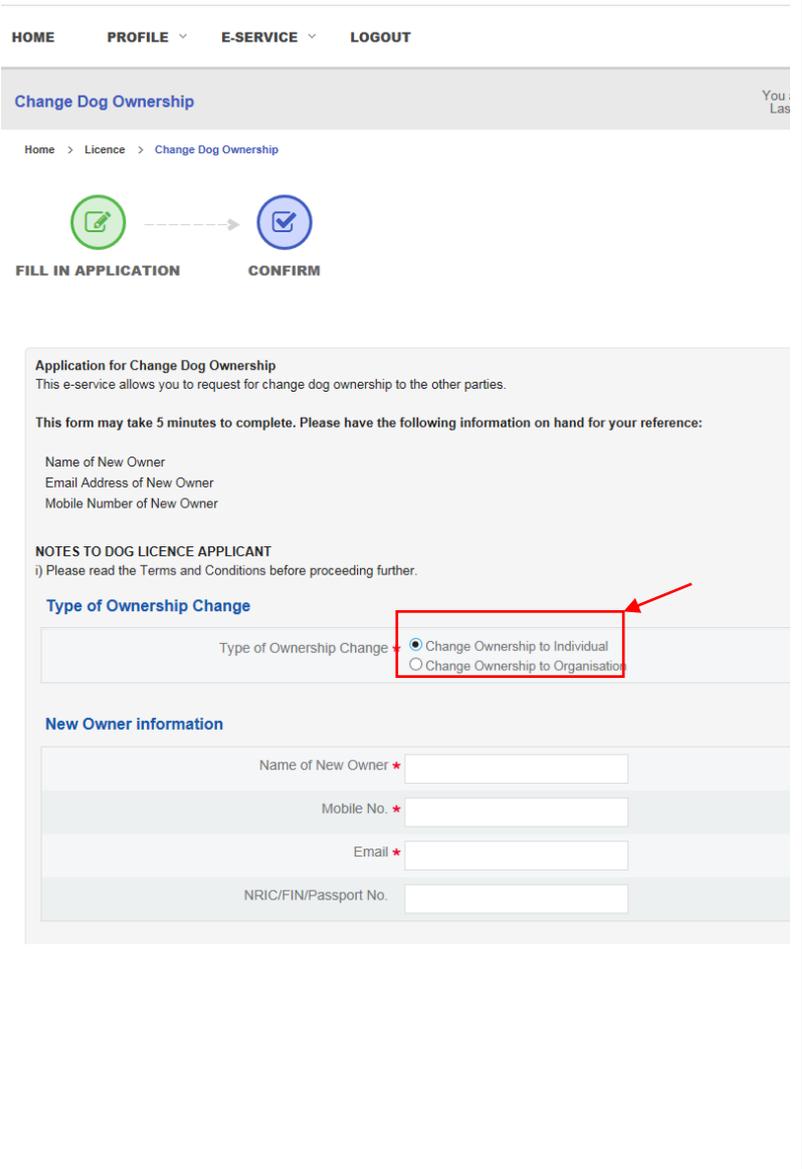
Click “Next” to proceed.

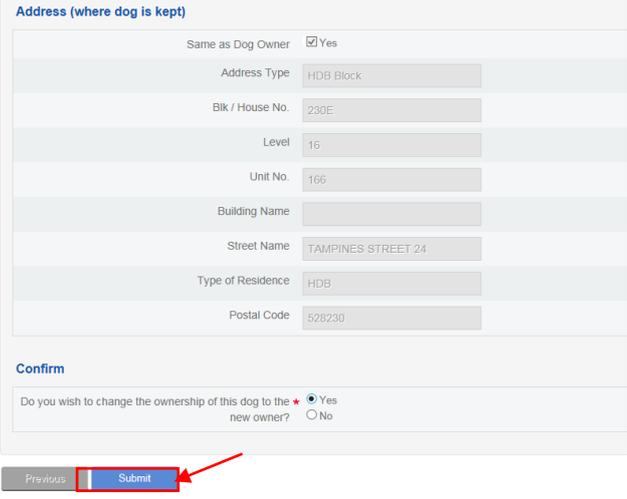
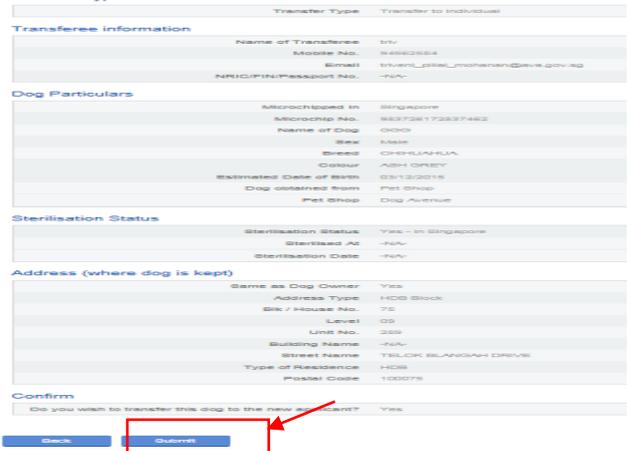
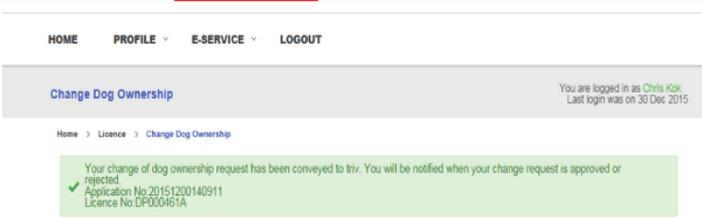


| | | |
|---|--|--|
| <p>4</p> <p>Verify the details of the licence to be cancelled are correct.</p> <p>Click “Next” to proceed.</p> | | |
| <p>5</p> <p>Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click “Submit” to proceed.</p> | | |
| <p>6</p> <p>An acknowledge page indicating that the licence is successfully cancelled will be displayed.</p> | | |

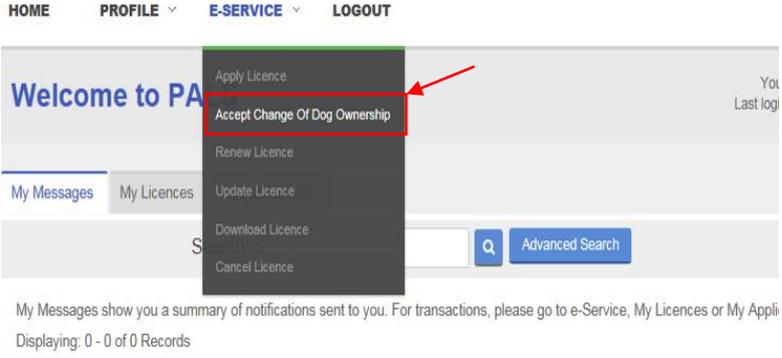
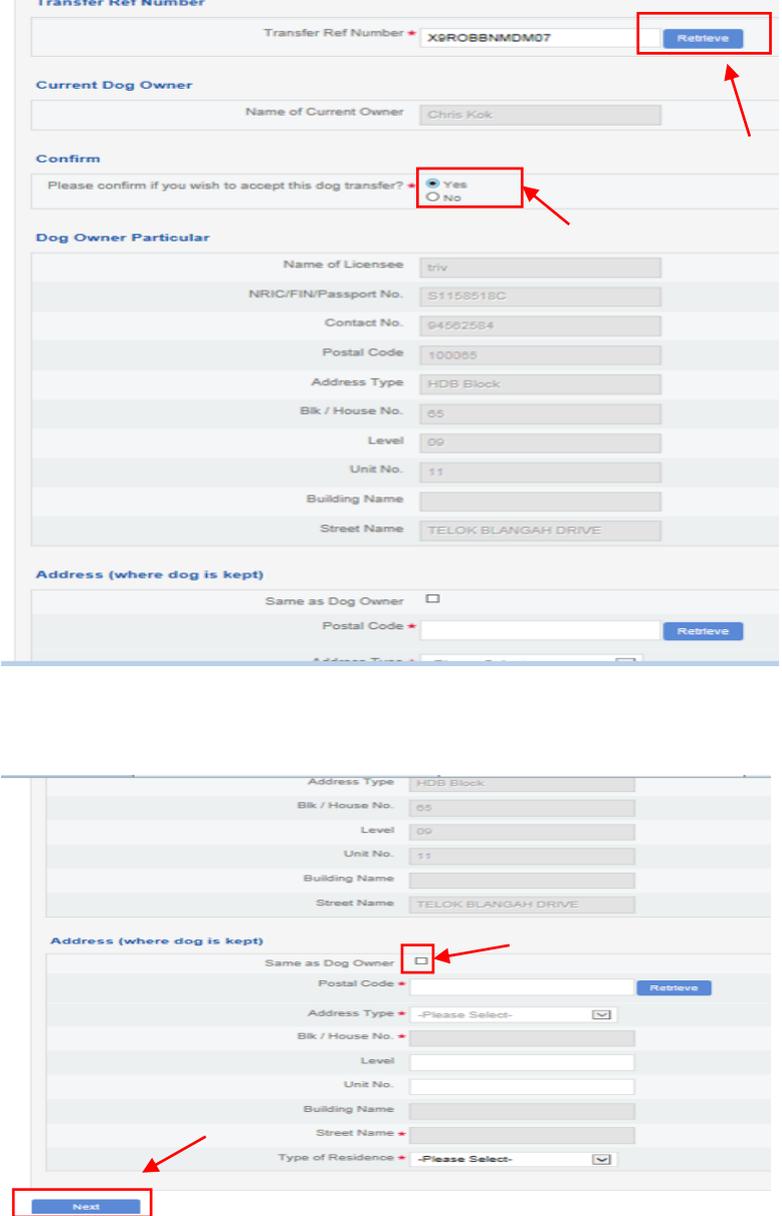
8 Change of Dog Owner

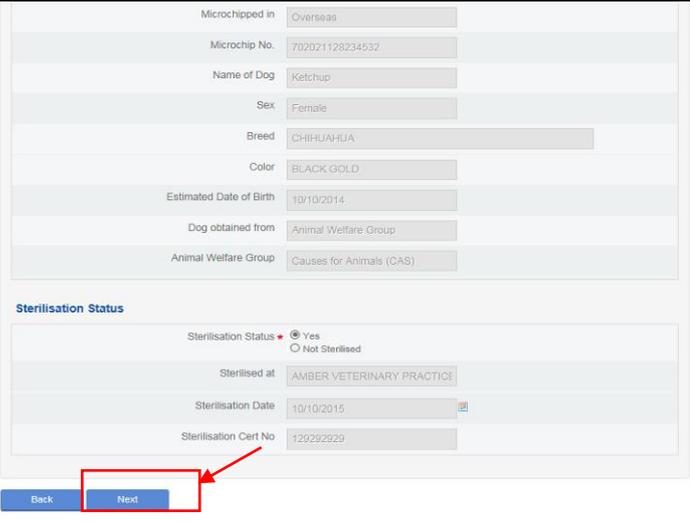
8.1 Initiate Change of Dog Ownership

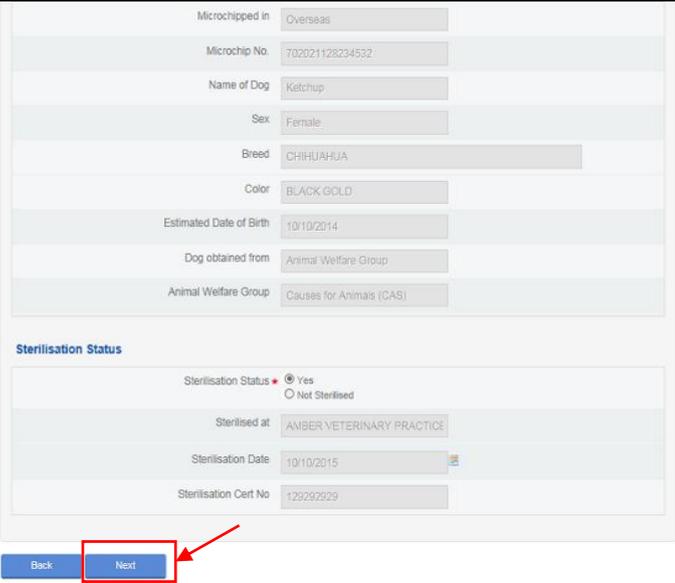
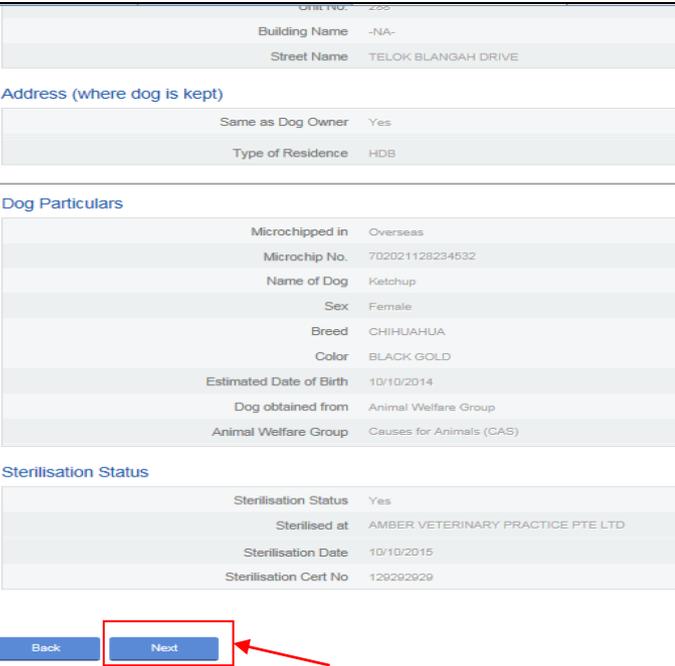
| SN | Step | Screenshot |
|----|---|---|
| 1 | <p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Change Dog Ownership' icon.</p> |  |
| 2 | <p>Complete "Change Dog Ownership". Click on 'Change Ownership to Individual'.</p> <p>If the new owner is a pet shop or dog farm, click on 'Change Ownership to Organisation'.</p> <p>Enter the new owner's particulars. Mandatory fields are marked with red asterisk (*).</p> |  |

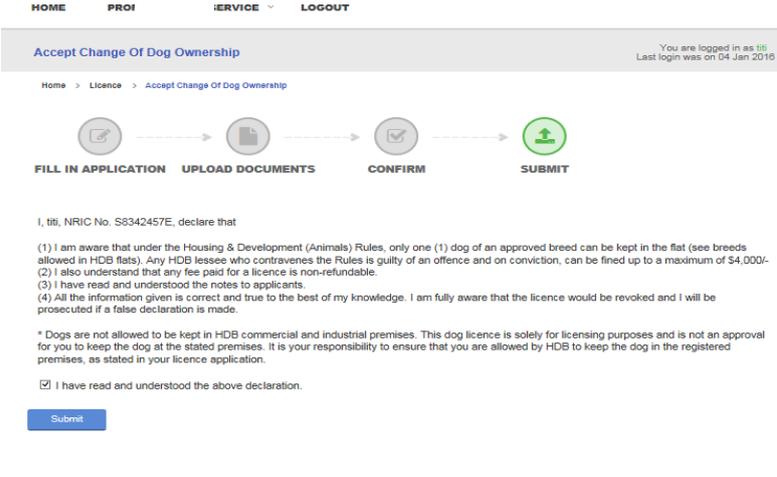
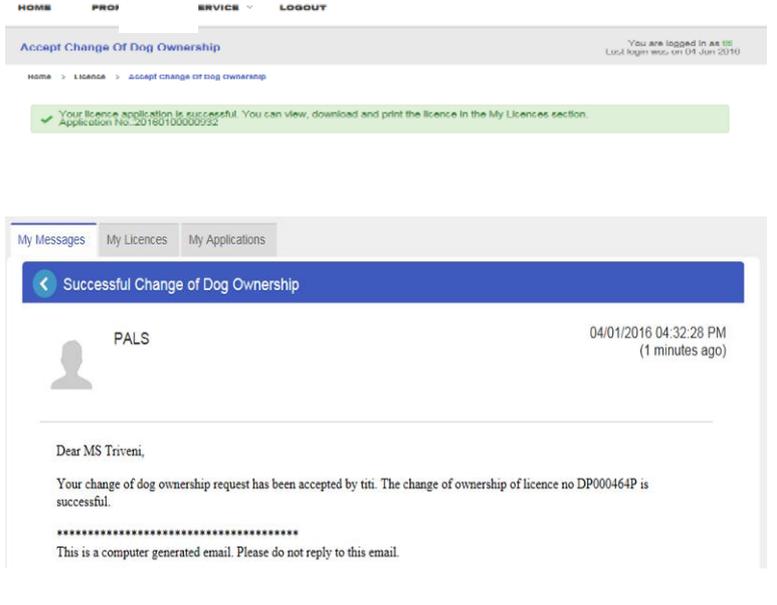
| | | |
|-----------------|--|---|
| | <p>Select the 'Yes' button to indicate that you wish to transfer the dog to the new applicant.</p> <p>Click 'Submit' to proceed.</p> |  |
| <p>3</p> | <p>Verify the information entered is correct.</p> <p>Click "Submit" to proceed.</p> |  |
| <p>4</p> | <p>An acknowledge page indicating that you have successfully submitted the change of dog ownership request will be displayed.</p> |  |
| <p>5</p> | <p>The new dog owner will receive a notification containing the reference number to accept/reject the change of dog ownership.</p> <p>You will be notified of the outcome when the new owner accepts or rejects the request.</p> | <p>Dear Mr/Mrs Triv,</p> <p>A request to change a dog's ownership to you has been initiated. Please log in to PALS at pals.avsg.gov.sg and go to e-Services > Accept Change Dog Ownership to accept or reject the change request by <date>.</p> <p>Reference Number: X9ROBBNXXXXX</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p> |

8.2 Accept Change of Dog Ownership

| SN | Step | Screenshot |
|----|---|--|
| 1 | Click on 'e-Service' → 'Accept Change Dog Ownership'. |  <p>The screenshot shows the 'e-SERVICE' menu with 'Accept Change Of Dog Ownership' highlighted in a red box. A red arrow points to this option. Other menu items include 'Apply Licence', 'Renew Licence', 'Update Licence', 'Download Licence', and 'Cancel Licence'. The background shows a navigation bar with 'HOME', 'PROFILE', 'E-SERVICE', and 'LOGOUT', and a 'Welcome to PA' message.</p> |
| 2 | <p>Key in reference number that you received to accept/reject the change of dog ownership. Click on Retrieve.</p> <p>Click "Yes" to confirm that you wish to accept the dog transfer.</p> <p>Complete the details for:</p> <p>(iii) "Address (where dog is kept)".</p> <p><i>(Click on the checkbox indicating "Same as Dog owner" if the dog is kept at the same address as indicated under the Dog Owner Particulars)</i></p> <p>Mandatory fields are marked with red asterisk (*).</p> <p>Click 'Next' to proceed.</p> |  <p>The top screenshot shows the 'Transfer Ref Number' field with 'XGROBBNMDM07' and a 'Retrieve' button highlighted in a red box. Below it is the 'Current Dog Owner' section with 'Name of Current Owner' as 'Chris Kok'. The 'Confirm' section has 'Please confirm if you wish to accept this dog transfer?' with 'Yes' selected. The 'Dog Owner Particular' section includes fields for 'Name of Licensee', 'NRIC/FIN/Passport No.', 'Contact No.', 'Postal Code', 'Address Type', 'Blk / House No.', 'Level', 'Unit No.', 'Building Name', and 'Street Name'. The 'Address (where dog is kept)' section has a 'Same as Dog Owner' checkbox and a 'Postal Code' field. The bottom screenshot shows the 'Address (where dog is kept)' section with the 'Same as Dog Owner' checkbox highlighted in a red box. A 'Next' button is highlighted in a red box at the bottom.</p> |

| <p>3</p> | <p>Update sterilisation status, if applicable.</p> <p>Click "Next" to proceed.</p> |  | | | | | | | | | | | | |
|--|--|--|----------------------|----------------------|--|--|--|--|------------------------|----------------------|--------------------------|---|-------------------------------|---|
| <p>4</p> | <p>Upload the required supporting documents (where relevant).</p> | <p>The following table list the supporting documents to be uploaded based on the various application criteria.</p> <table border="1" data-bbox="624 797 1401 1588"> <thead> <tr> <th>Application Criteria</th> <th>Supporting Documents</th> </tr> </thead> <tbody> <tr> <td>Breed of dog -Specified Dogs or their crosses</td> <td> <ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Obedience Training Certificate </td> </tr> <tr> <td>Dog is adopted from an Animal Welfare Group (AWG)</td> <td>AWG Adoption / Fosterer Agreement</td> </tr> <tr> <td>Dog is imported</td> <td>Import Permit</td> </tr> <tr> <td>Dog is sterilised</td> <td>Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed</td> </tr> <tr> <td>Licensee is a diplomat</td> <td> <ul style="list-style-type: none"> • MFA ID card • Copy of passport </td> </tr> </tbody> </table> | Application Criteria | Supporting Documents | Breed of dog -Specified Dogs or their crosses | <ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Obedience Training Certificate | Dog is adopted from an Animal Welfare Group (AWG) | AWG Adoption / Fosterer Agreement | Dog is imported | Import Permit | Dog is sterilised | Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed | Licensee is a diplomat | <ul style="list-style-type: none"> • MFA ID card • Copy of passport |
| Application Criteria | Supporting Documents | | | | | | | | | | | | | |
| Breed of dog -Specified Dogs or their crosses | <ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Obedience Training Certificate | | | | | | | | | | | | | |
| Dog is adopted from an Animal Welfare Group (AWG) | AWG Adoption / Fosterer Agreement | | | | | | | | | | | | | |
| Dog is imported | Import Permit | | | | | | | | | | | | | |
| Dog is sterilised | Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed | | | | | | | | | | | | | |
| Licensee is a diplomat | <ul style="list-style-type: none"> • MFA ID card • Copy of passport | | | | | | | | | | | | | |

| | | |
|----------|--|--|
| | <p>Click "Next" to proceed.</p> <p>Note: For owners of a Specified Dog, you are not required to upload any documents at this point of licence application.</p> <p>The respective deadlines for the documents to be submitted after the licence is approved are as follows:</p> <ul style="list-style-type: none"> c) 4 weeks: Insurance Policy and Banker's Guarantee. d) 10 weeks: Obedience Training Certificate <p>Visit www.avsgov.sg for more information on Specified dog breeds and the additional licensing conditions.</p> |  |
| <p>5</p> | <p>Verify the details you have entered are correct.</p> <p>Click "Next" to proceed.</p> |  |

| | | |
|--|--|---|
| <p>6</p> <p>Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click "Submit" to proceed.</p> | |  <p>HOME PROFILE SERVICE LOGOUT</p> <p>Accept Change Of Dog Ownership You are logged in as titi Last login was on 04 Jan 2016</p> <p>Home > Licence > Accept Change Of Dog Ownership</p> <p>FILL IN APPLICATION → UPLOAD DOCUMENTS → CONFIRM → SUBMIT</p> <p>I, titi, NRIC No. S8342457E, declare that</p> <p>(1) I am aware that under the Housing & Development (Animals) Rules, only one (1) dog of an approved breed can be kept in the flat (see breeds allowed in HDB flats). Any HDB lessee who contravenes the Rules is guilty of an offence and on conviction, can be fined up to a maximum of \$4,000/-.</p> <p>(2) I also understand that any fee paid for a licence is non-refundable.</p> <p>(3) I have read and understood the notes to applicants.</p> <p>(4) All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a false declaration is made.</p> <p>* Dogs are not allowed to be kept in HDB commercial and industrial premises. This dog licence is solely for licensing purposes and is not an approval for you to keep the dog at the stated premises. It is your responsibility to ensure that you are allowed by HDB to keep the dog in the registered premises, as stated in your licence application.</p> <p><input checked="" type="checkbox"/> I have read and understood the above declaration.</p> <p>Submit</p> |
| <p>7</p> <p>An acknowledge page indicating that you have successfully submitted the change of dog ownership request will be displayed.</p> <p>The previous licensee will be notified of the outcome when you have accepted the change of dog ownership.</p> | |  <p>HOME PROFILE SERVICE LOGOUT</p> <p>Accept Change Of Dog Ownership You are logged in as titi Last login was on 04 Jan 2016</p> <p>Home > Licence > accept change of dog ownership</p> <p>✓ Your licence application is successful. You can view, download and print the licence in the My Licences section. Application No: 20160100000932</p> <p>My Messages My Licences My Applications</p> <p>Successful Change of Dog Ownership</p> <p>PALS 04/01/2016 04:32:28 PM (1 minutes ago)</p> <p>Dear MS Triveni,</p> <p>Your change of dog ownership request has been accepted by titi. The change of ownership of licence no DP000464P is successful.</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p> |