

National Parks Board (NParks)



PALS User Guide

For Pet Businesses

Table of Contents

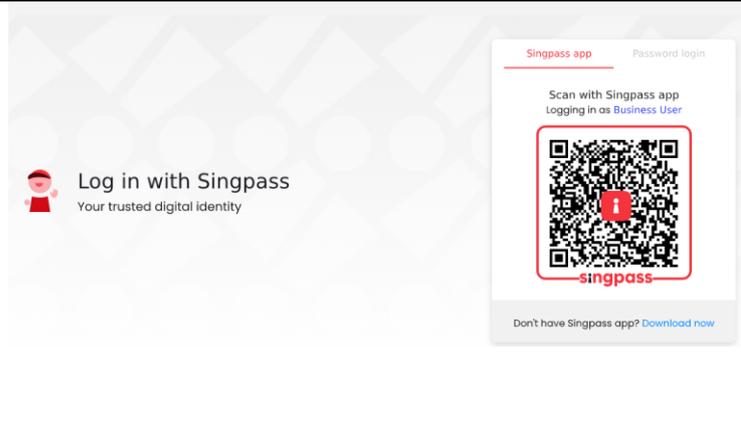
1	<u>Account Registration for First-time Users</u>	<u>3</u>
2	<u>Account Login for Existing Users</u>	<u>6</u>
3	Password Management	
3.1.	<u>Password Reset (Applicable to PALS Account only)</u>	<u>8</u>
3.2.	<u>Change Password</u>	<u>9</u>
4	Applying for New Group Dog Licence	
4.1.	<u>Apply New Group Dog Licence</u>	<u>10</u>
4.2.	<u>Make Payment for New Group Dog Licence</u>	<u>11</u>
4.3.	<u>Download Group Dog Licence</u>	<u>13</u>
4.4.	<u>View Notifications</u>	<u>14</u>
5	Group Dog Licence Renewal	
5.1.	<u>Group Dog Licence Renewal</u>	<u>15</u>
6	Managing List of Dogs in Group Dog Licence	
6.1.	<u>Add Dogs</u>	<u>17</u>
6.2.	<u>Update Dog Details</u>	<u>20</u>
7	Change of Dog Licensee	
7.1.	<u>Initiate Change of Dog Licensee (To Individual)</u>	<u>23</u>
7.2.	<u>Accept Change of Dog Licensee (By Individual)</u>	<u>25</u>
7.3.	<u>Initiate Change of Dog Licensee (To Organisation)</u>	<u>31</u>
7.4.	<u>Accept Change of Dog Licensee (By Organisation)</u>	<u>33</u>

1. Account Registration for First-time Users

Each pet shop or dog farm can assign CorpPass / PALS account users to manage your group licence(s) for dogs kept for breeding and/or sale in the premises. Contact AVS at <http://www.avsgov.sg/contactus> (Dog Licensing) to authorise additional users to access PALS. Refer to [Section 4.1](#) if your organisation does not have a group dog licence.

SN	Step	Screenshot																						
1a	<p>For first-time users logging in with SingPass:</p> <p>Create your CorpPass account: www.corppass.gov.sg</p> <p>For farm subtenants without an UEN (company entity no.): contact your landlord's CorpPass Admin to create your CorpPass user account.</p> <p>Provide AVS at www.avsgov.sg/contactus with the particulars of CorpPass users who will be managing the group licence. Mandatory fields are marked with asterisk (*).</p> <p>Upon receiving the information above, AVS will authorise these users to manage your group licence(s).</p> <p>After AVS has authorised the users, go to AVS PALS website: https://pals.avsgov.sg</p> <p>Click on "Login with SingPass" for organisations.</p>	 <p>Provide AVS with the following particulars of CorpPass users managing the group dog licence(s):</p> <table border="1" data-bbox="750 1187 1348 1646"> <thead> <tr> <th>S/N</th> <th>Particulars of CorpPass users</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>UEN of company*</td> </tr> <tr> <td>2</td> <td>Premises address where dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*</td> </tr> <tr> <td>3</td> <td>Salutation *</td> </tr> <tr> <td>4</td> <td>Name *</td> </tr> <tr> <td>5</td> <td>Gender*</td> </tr> <tr> <td>6</td> <td>Date of Birth*</td> </tr> <tr> <td>7</td> <td>NRIC/FIN No.*</td> </tr> <tr> <td>8</td> <td>Mobile No.*</td> </tr> <tr> <td>9</td> <td>Home/Office No.</td> </tr> <tr> <td>11</td> <td>Email Address*</td> </tr> </tbody> </table> 	S/N	Particulars of CorpPass users	1	UEN of company*	2	Premises address where dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*	3	Salutation *	4	Name *	5	Gender*	6	Date of Birth*	7	NRIC/FIN No.*	8	Mobile No.*	9	Home/Office No.	11	Email Address*
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9	Home/Office No.																							
11	Email Address*																							

Log in with your SingPass app or enter your SingPass ID and password.



1b

For first-time users logging in with PALS account:

Provide AVS at www.avs.gov.sg/contactus with the particulars of users who will be managing the group licence. Mandatory fields are marked with asterisk (*).

Upon receiving the information above, AVS will authorise these users to manage your group licence(s).

After AVS has authorised the users, your new account information will be emailed to you.

Go to **AVS PALS website:** <https://pals.avsgov.sg>

Click on “Login with PALS account” for organisations.

Enter “User ID” (NRIC/FIN/Passport No.), “UEN” (Company entity no.) and “Password”. Refer to the registration email for the temporary password.

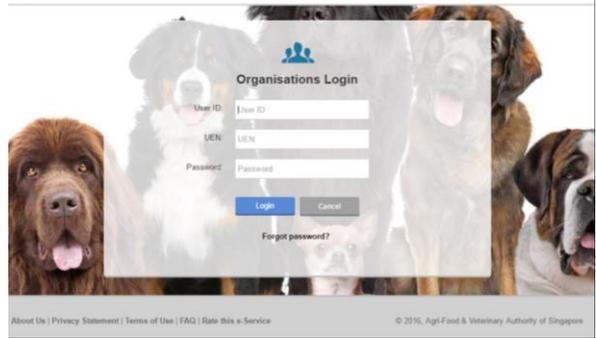
Provide AVS with the following particulars of CorpPass users managing the group dog licence(s):

S/N	Particulars of PALS Account users
1	UEN of company*
2	Premises address where dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*
3	Salutation *
4	Name *
5	Gender*
6	Date of Birth*
7	NRIC/FIN No. *
8	Mobile No.*
9	Home/Office No.
11	Email Address*

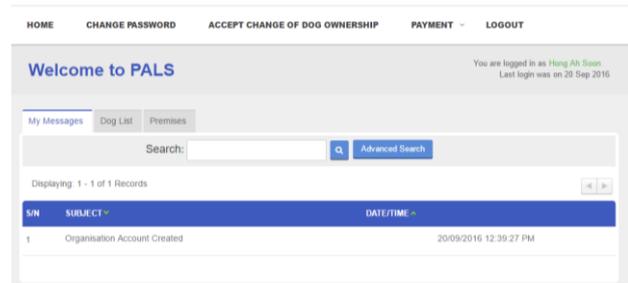


For subtenants without an UEN: Enter the UEN of the farm tenant who subleases the property to you.

Click on “Login” to proceed.



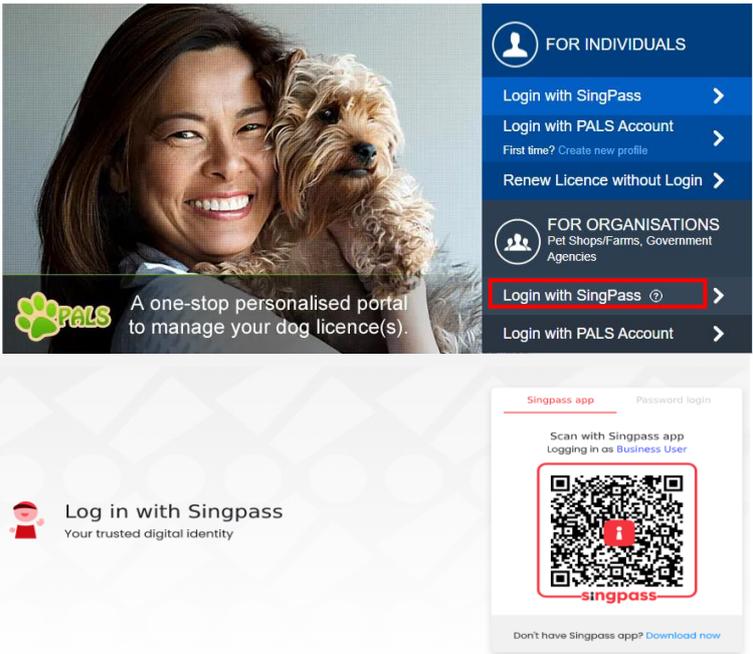
2 You will be redirected automatically to the post-login landing page:

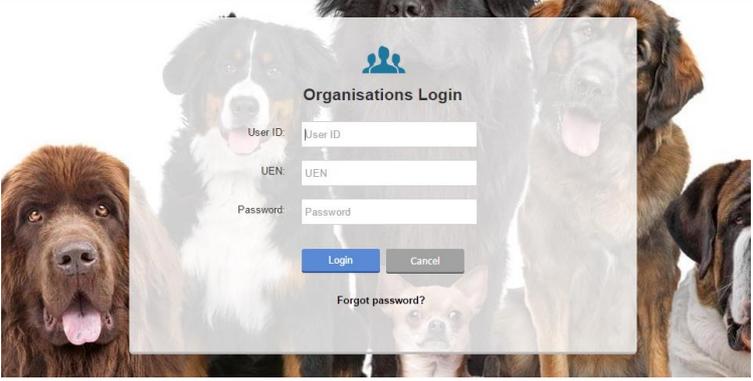
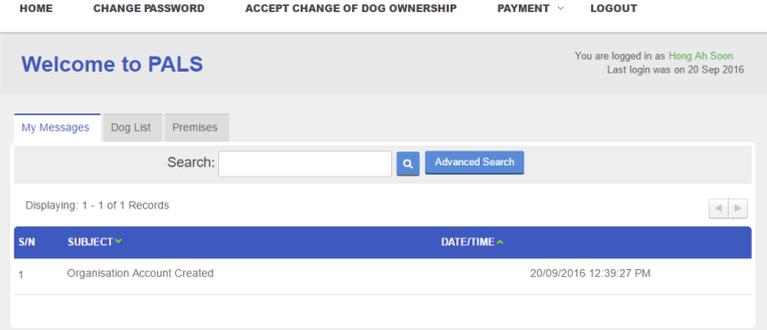


PALS Landing Page

Menu	Description
Home	Go back to landing page
Accept Change of Dog Licensee	Accept change of dog licensee from another organisation or individual. (Refer to Section 7)
Payment	Pay for group licence (Refer to Section 4.2 and 5)
Dashboard	Description
My Messages	A list of messages that are related to you and the premises managed by you. (Refer to Section 4.4)
Dog List	A list of dogs in all your premises. You can perform change of licensee for one or more dogs to another organisation or individual here. (Refer to Section 7)
Premises	A list of premises managed by you. You can add new dogs or update the existing list of dogs for a particular premise here. (Refer to Section 6)

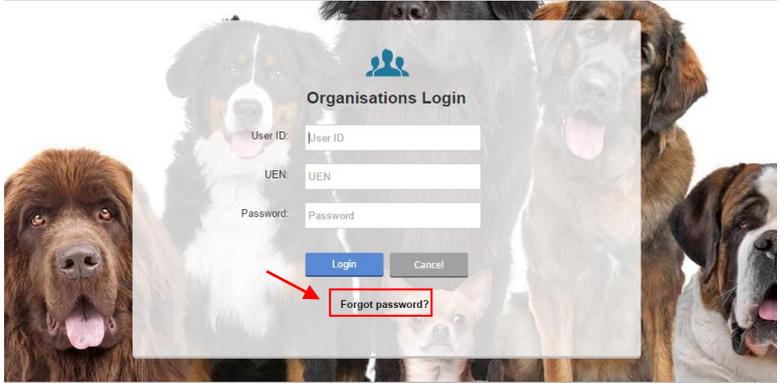
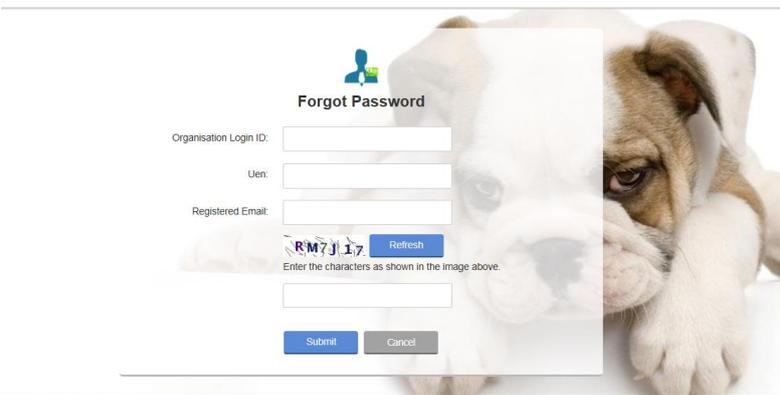
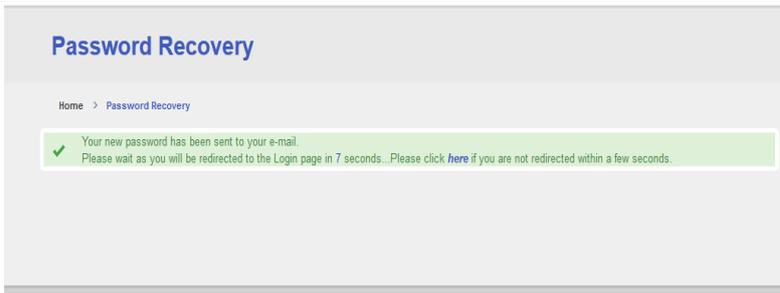
2. Account Login for Existing Users

SN	Step	Screenshot
1	<p>Go to AVS PALS website: https://pals.avsgov.sg</p> <p>Click on “Login with PALS Account” for organisations.</p>	
2a	<p>For existing users logging in with SingPass:</p> <p>Click on “Login with SingPass” for organisations.</p> <p>Log in with your SingPass app or enter your SingPass ID and password.</p>	
2b	<p>For existing users logging in with PALS account:</p> <p>Click on “Login with PALS Account” for organisations.</p>	

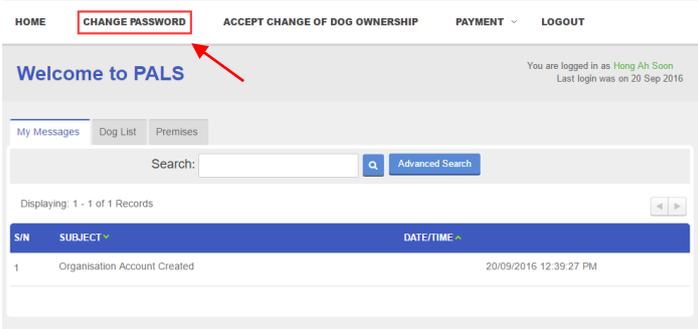
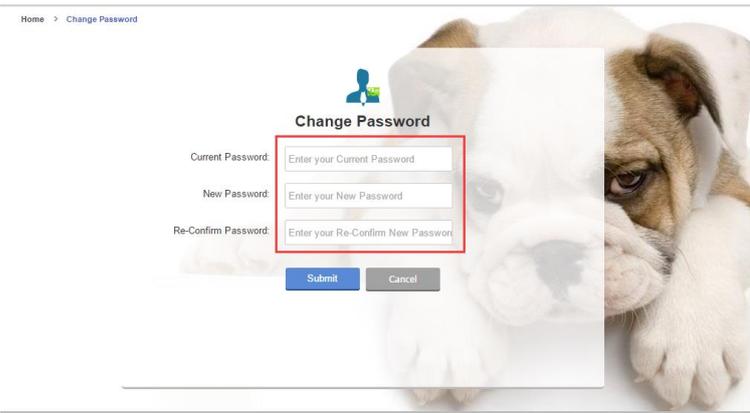
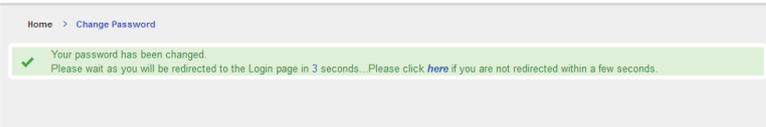
<p>Enter "User ID" (NRIC/FIN/Passport No.), "UEN" (Company entity no.) and "Password".</p> <p>For subtenants without an UEN: Enter the UEN of the farm tenant who subleases the property to you.</p> <p>Click on "Login" to proceed.</p>	
<p>3 You will be redirected automatically to the post-login landing page:</p>	 <p style="text-align: center;">PALS Landing Page</p>

3 Password Management

3.1 Password Reset (Applicable to PALS Account only)

SN	Step	Screenshot
1	Click on “Forgot Password?” in PALS organisation login page to reset your password.	
2	<p>Enter “Organisation Login ID” (NRIC/FIN/Passport No.), “UEN” (Company entity no.), “Registered Email” and the “verification code”.</p> <p>Click “Submit” to continue.</p>	
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.	<p>Dear Ms TYN,</p> <p>PALS received a request to reset the password for your PALS account.</p> <p>Please log in via Login Page using the Login ID and password below.</p> <p>Login ID: S6785201Z Password: P3Y7BK@G</p> <p>Please change your password after your first login.</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>

3.2 Change Password (Applicable to PALS Account only)

SN	Step	Screenshot
1	<p>Click on 'Change Password' to change your account password.</p>	 <p>The screenshot shows the PALS user interface. At the top, there is a navigation bar with links: HOME, CHANGE PASSWORD (highlighted with a red box and an arrow), ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT, and LOGOUT. Below the navigation bar, there is a 'Welcome to PALS' message and a user login status: 'You are logged in as Hong Ah Soon. Last login was on 20 Sep 2016'. There are tabs for 'My Messages', 'Dog List', and 'Premises'. A search bar is present with a search icon and an 'Advanced Search' button. Below the search bar, it says 'Displaying: 1 - 1 of 1 Records'. A table with columns 'S/N', 'SUBJECT', and 'DATE/TIME' shows one record: '1 Organisation Account Created' with a date of '20/09/2016 12:39:27 PM'.</p>
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 the 'Change Password' form. The form has three input fields: 'Current Password: Enter your Current Password', 'New Password: Enter your New Password', and 'Re-Confirm Password: Enter your Re-Confirm New Password'. The input fields are highlighted with a red box. There are 'Submit' and 'Cancel' buttons at the bottom of the form. The background of the form is a blurred image of a puppy.</p>
3	<p>An acknowledgement message indicating "Your password has been changed" will be displayed.</p>	 <p>The screenshot shows a green success message box with a checkmark icon. The text inside the box reads: 'Your password has been changed. Please wait as you will be redirected to the Login page in 3 seconds. Please click here if you are not redirected within a few seconds.'</p>

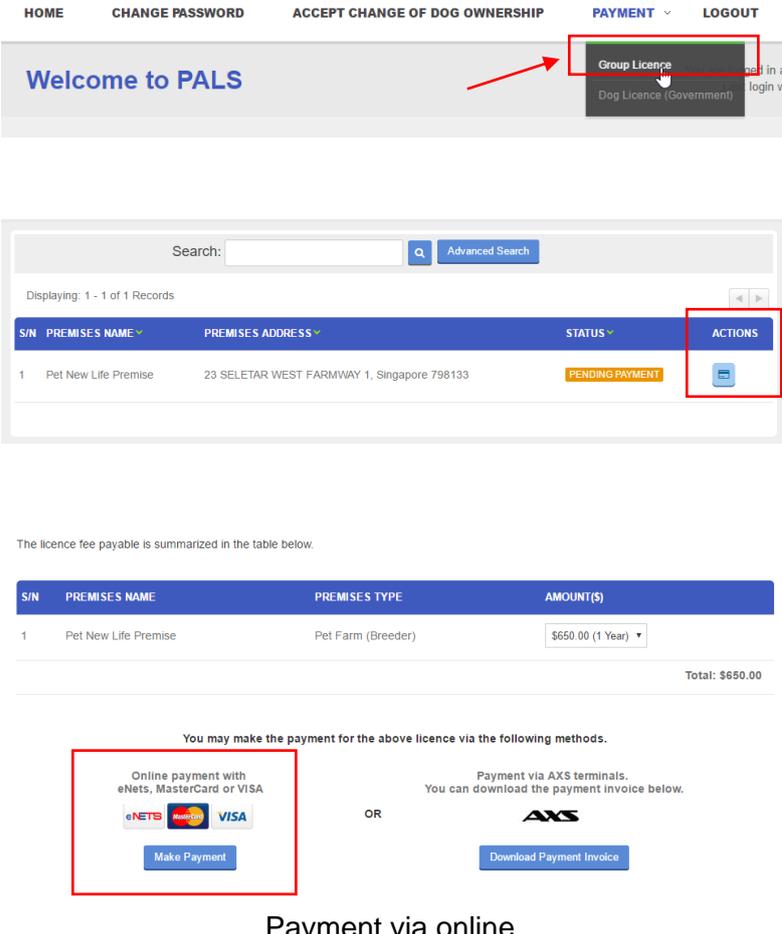
Applying for New Group Dog Licence

You need to have a licensed dog farm or pet shop to breed and/or sell dogs, before applying for a group breeding and/or retail dog licence.

4.1 Apply New Group Dog Licence

SN	Step	Screenshot																						
1	<p>Provide AVS with the particulars of CorpPass / PALS Account users who will be managing the group licence. Mandatory fields are marked with asterisk (*).</p> <p>Note: For dog farms, inform AVS of the number of dogs you intend to keep for breeding and/or sale at the licensed premises.</p> <p>Refer to Section 1 for more information on account registration and login.</p>	<p><u>Provide AVS with the following particulars of CorpPass / PALS Account users managing the group dog licence(s):</u></p> <table border="1" data-bbox="754 629 1347 1144"> <thead> <tr> <th data-bbox="754 629 852 692">S/N</th> <th data-bbox="852 629 1347 692">Particulars of CorpPass / PALS Account users</th> </tr> </thead> <tbody> <tr> <td data-bbox="754 692 852 730">1</td> <td data-bbox="852 692 1347 730">UEN of company*</td> </tr> <tr> <td data-bbox="754 730 852 869">2</td> <td data-bbox="852 730 1347 869">Premises address where dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*</td> </tr> <tr> <td data-bbox="754 869 852 907">3</td> <td data-bbox="852 869 1347 907">Salutation *</td> </tr> <tr> <td data-bbox="754 907 852 945">4</td> <td data-bbox="852 907 1347 945">Name *</td> </tr> <tr> <td data-bbox="754 945 852 983">5</td> <td data-bbox="852 945 1347 983">Gender*</td> </tr> <tr> <td data-bbox="754 983 852 1021">6</td> <td data-bbox="852 983 1347 1021">Date of Birth*</td> </tr> <tr> <td data-bbox="754 1021 852 1059">7</td> <td data-bbox="852 1021 1347 1059">NRIC/FIN No.*</td> </tr> <tr> <td data-bbox="754 1059 852 1097">8</td> <td data-bbox="852 1059 1347 1097">Mobile No.*</td> </tr> <tr> <td data-bbox="754 1097 852 1135">9</td> <td data-bbox="852 1097 1347 1135">Home/Office No.</td> </tr> <tr> <td data-bbox="754 1135 852 1144">10</td> <td data-bbox="852 1135 1347 1144">Email Address*</td> </tr> </tbody> </table>	S/N	Particulars of CorpPass / PALS Account users	1	UEN of company*	2	Premises address where dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*	3	Salutation *	4	Name *	5	Gender*	6	Date of Birth*	7	NRIC/FIN No.*	8	Mobile No.*	9	Home/Office No.	10	Email Address*
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9	Home/Office No.																							
10	Email Address*																							
2	<p>Upon receiving the information in step 1, AVS will:</p> <p>(i) process a group breeding/retail dog licence for each of your premises where dogs are kept for breeding and/or sale; and</p> <p>(ii) authorise users to manage your group licence(s).</p> <p>You will be billed according to the number of dogs allowed to be kept in your premises for breeding or selling.</p>	<p><u>Licence Fees for Dogs Kept for Breeding in Dog Farms Annually or Part Thereof</u></p> <table border="1" data-bbox="703 1272 1426 1458"> <tbody> <tr> <td data-bbox="703 1272 1315 1310">More than 300 dogs kept for breeding in a Dog Farm</td> <td data-bbox="1315 1272 1426 1310">\$3,500</td> </tr> <tr> <td data-bbox="703 1310 1315 1348">More than 200 dogs kept for breeding in a Dog Farm</td> <td data-bbox="1315 1310 1426 1348">\$1,700</td> </tr> <tr> <td data-bbox="703 1348 1315 1386">More than 100 dogs kept for breeding in a Dog Farm</td> <td data-bbox="1315 1348 1426 1386">\$1,100</td> </tr> <tr> <td data-bbox="703 1386 1315 1458">100 or fewer dogs kept for breeding in a Dog Farm</td> <td data-bbox="1315 1386 1426 1458">\$650</td> </tr> </tbody> </table> <p><u>Licence Fees for Dogs Kept for Sale in Dog Farms or Pet Shops Annually or Part Thereof</u></p> <table border="1" data-bbox="703 1592 1426 1906"> <tbody> <tr> <td data-bbox="703 1592 1315 1653">101 to 200 dogs kept for sale in a Dog Farm or Pet Shop</td> <td data-bbox="1315 1592 1426 1653">\$1,000</td> </tr> <tr> <td data-bbox="703 1653 1315 1713">51 to 100 dogs kept for sale in a Dog Farm or Pet Shop</td> <td data-bbox="1315 1653 1426 1713">\$500</td> </tr> <tr> <td data-bbox="703 1713 1315 1774">21 to 50 dogs kept for sale in a Dog Farm or Pet Shop</td> <td data-bbox="1315 1713 1426 1774">\$250</td> </tr> <tr> <td data-bbox="703 1774 1315 1834">11 to 20 dogs kept for sale in a Dog Farm or Pet Shop</td> <td data-bbox="1315 1774 1426 1834">\$100</td> </tr> <tr> <td data-bbox="703 1834 1315 1906">10 or fewer dogs kept for sale in a Dog Farm or Pet Shop</td> <td data-bbox="1315 1834 1426 1906">\$50</td> </tr> </tbody> </table>	More than 300 dogs kept for breeding in a Dog Farm	\$3,500	More than 200 dogs kept for breeding in a Dog Farm	\$1,700	More than 100 dogs kept for breeding in a Dog Farm	\$1,100	100 or fewer dogs kept for breeding in a Dog Farm	\$650	101 to 200 dogs kept for sale in a Dog Farm or Pet Shop	\$1,000	51 to 100 dogs kept for sale in a Dog Farm or Pet Shop	\$500	21 to 50 dogs kept for sale in a Dog Farm or Pet Shop	\$250	11 to 20 dogs kept for sale in a Dog Farm or Pet Shop	\$100	10 or fewer dogs kept for sale in a Dog Farm or Pet Shop	\$50				
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4.2 Make Payment for New Group Dog Licence

SN	Step	Screenshot												
1a	<p>For online payment:</p> <p>(i) Login to PALS</p> <p>(ii) Click on 'Payment' → 'Group Licence'</p> <p>(iii) Click on the 'Payment' icon to pay for the particular premises</p> <p>(iv) Click on the "Make Payment" button to make payment.</p> <p>An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.</p>	 <p>The screenshot shows the PALS website interface. At the top, there is a navigation menu with 'HOME', 'CHANGE PASSWORD', 'ACCEPT CHANGE OF DOG OWNERSHIP', 'PAYMENT', and 'LOGOUT'. The 'PAYMENT' menu is expanded, showing 'Group Licence' and 'Dog Licence (Government)'. A red arrow points to the 'Group Licence' option, which is also enclosed in a red box. Below the navigation, there is a search bar and a table of premises. The table has columns for S/N, PREMISES NAME, PREMISES ADDRESS, STATUS, and ACTIONS. The first row shows a 'Pet New Life Premise' at '23 SELETAR WEST FARMWAY 1, Singapore 798133' with a status of 'PENDING PAYMENT'. The 'ACTIONS' column for this row contains a 'Make Payment' button, which is highlighted with a red box. Below the table, there is a summary of the licence fee payable, showing a total of \$650.00. At the bottom, there are two payment options: 'Online payment with eNets, MasterCard or VISA' and 'Payment via AXS terminals'. The 'Make Payment' button under the online payment option is highlighted with a red box.</p> <p>The licence fee payable is summarized in the table below.</p> <table border="1"> <thead> <tr> <th>S/N</th> <th>PREMISES NAME</th> <th>PREMISES TYPE</th> <th>AMOUNT(\$)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Pet New Life Premise</td> <td>Pet Farm (Breeder)</td> <td>\$650.00 (1 Year)</td> </tr> <tr> <td colspan="3"></td> <td>Total: \$650.00</td> </tr> </tbody> </table> <p>You may make the payment for the above licence via the following methods.</p> <p>Online payment with eNets, MasterCard or VISA</p> <p>Payment via AXS terminals. You can download the payment invoice below.</p> <p>Make Payment</p> <p>Download Payment Invoice</p> <p>Payment via online</p>	S/N	PREMISES NAME	PREMISES TYPE	AMOUNT(\$)	1	Pet New Life Premise	Pet Farm (Breeder)	\$650.00 (1 Year)				Total: \$650.00
S/N	PREMISES NAME	PREMISES TYPE	AMOUNT(\$)											
1	Pet New Life Premise	Pet Farm (Breeder)	\$650.00 (1 Year)											
			Total: \$650.00											

1b 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.

The licence fee payable is summarized in the table below.

S/N	PREMISES NAME	PREMISES TYPE	AMOUNT(\$)
1	Pet New Life Premise	Pet Farm (Breeder)	\$650.00 (1 Year)
			Total: \$650.00

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

Online payment with eNETS, MasterCard or VISA

OR

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

AXS

Make Payment Download Payment Invoice

Payment via AXS

Save As

This PC > Downloads

Organize New folder

Name	Date modified	Type
Dog Licence DP000131Z.pdf	21/4/2015 9:16 AM	Adobe Acrobat D...
Statement of Declaration for HDB premis...	20/4/2015 3:52 PM	Adobe Acrobat D...
SupportforcaregiversOf1c.pdf	7/4/2015 9:36 AM	Adobe Acrobat D...

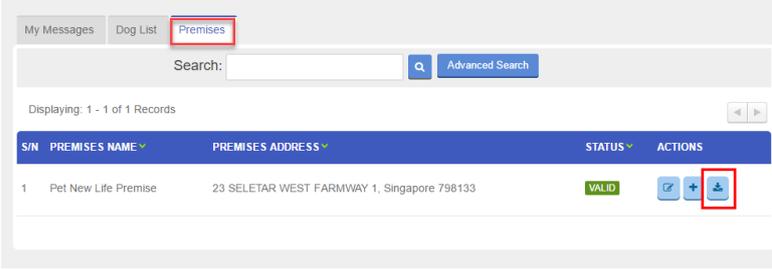
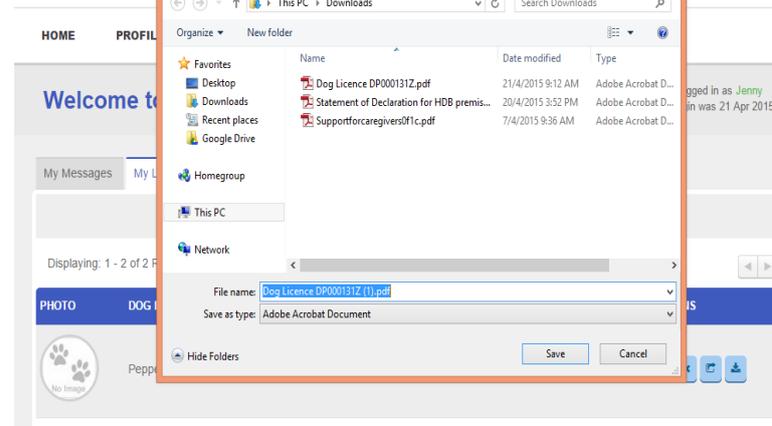
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Save as type: Adobe Acrobat Document

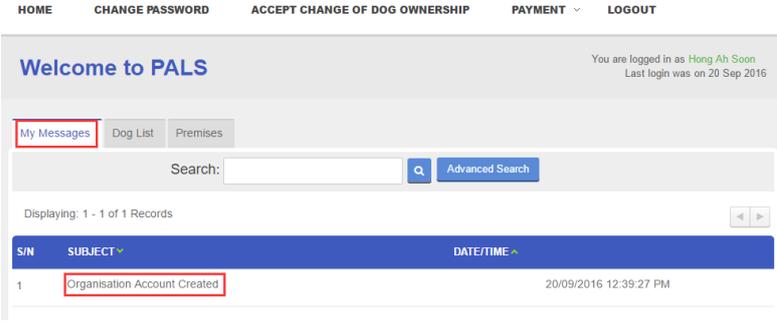
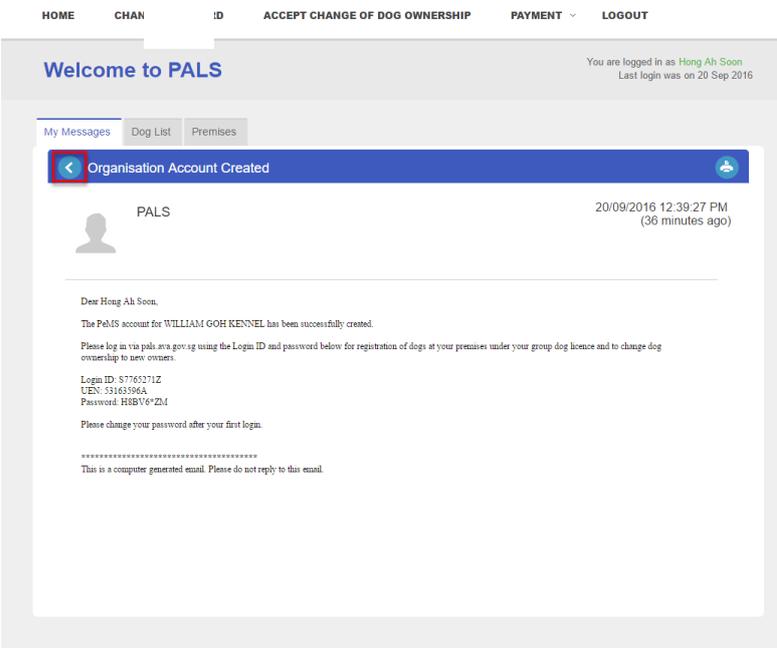
Save Cancel

Download Payment Invoice

4.3 Download Group Dog Licence

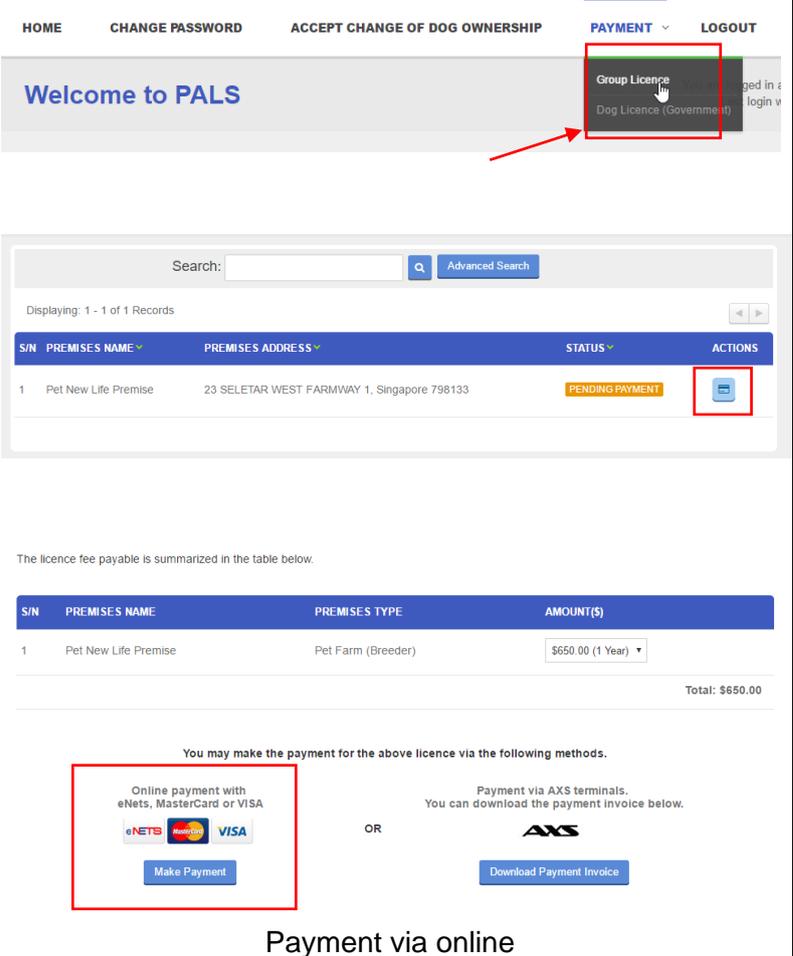
SN	Step	Screenshot
1	<p>Click on 'My Premises' tab.</p> <p>Select and click on the 'Download Licence' icon.</p> <p>Note: You can download the licence for premises with "valid" status only.</p>	
2	<p>Depending on your browser settings:</p> <p>(i) The licence will be automatically saved into your computer; or</p> <p>(ii) A "Save As" window will appear.</p> <p>Save the licence into your desired file location for ease of retrieval.</p>	

4.4 View Notifications

SN	Step	Screenshot
1	<p>Click on 'Home' or 'My Messages' tab.</p> <p>Click on the relevant message to view its details.</p>	 <p>The screenshot shows the 'Welcome to PALS' interface. At the top, there are navigation links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT, and LOGOUT. Below this, the user is logged in as 'Hong Ah Soon' with a last login time of '20 Sep 2016'. The 'My Messages' tab is selected, showing a search bar and a table of records. The table has columns for S/N, SUBJECT, and DATE/TIME. One record is displayed with S/N '1' and SUBJECT 'Organisation Account Created'.</p>
2	<p>Click on the back arrow to view the list of messages.</p>	 <p>The screenshot shows the details of the 'Organisation Account Created' message. It features a back arrow icon, the subject 'Organisation Account Created', and a timestamp '20/09/2016 12:39:27 PM (36 minutes ago)'. The message content includes a greeting 'Dear Hong Ah Soon.', a confirmation that the PeMS account for 'WILLIAM GOH KENNEL' has been successfully created, and instructions to log in via 'pals.ava.gov.sg' using the provided Login ID and password. The Login ID is 'S7765271Z', the UEN is '53163596A', and the password is 'HSBV6*ZM'. A note advises the user to change their password after the first login. The message ends with a disclaimer: 'This is a computer generated email. Please do not reply to this email.'</p>

5 Group Dog Licence Renewal

5.1 Group Dog Licence Renewal

SN	Step	Screenshot
1a	<p>For online payment:</p> <p>(i) Login to PALS</p> <p>(ii) Click on 'Payment' → 'Group Licence'</p> <p>(iii) Click on the 'Payment' icon to pay for the particular premises</p> <p>(iv) Click on the "Make Payment" button to make payment.</p> <p>An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.</p>	 <p>The screenshot shows the PALS user interface. At the top, there are navigation links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT (highlighted with a red box), and LOGOUT. Below this is a 'Welcome to PALS' banner. A search bar is present, followed by a table of records. The table has columns: S/N, PREMISES NAME, PREMISES ADDRESS, STATUS, and ACTIONS. One record is shown: S/N 1, PREMISES NAME 'Pet New Life Premise', PREMISES ADDRESS '23 SELETAR WEST FARMWAY 1, Singapore 798133', STATUS 'PENDING PAYMENT', and an ACTIONS column with a 'Make Payment' icon (highlighted with a red box). Below the table, a summary table shows the licence fee payable: S/N 1, PREMISES NAME 'Pet New Life Premise', PREMISES TYPE 'Pet Farm (Breeder)', AMOUNT(\$)' \$650.00 (1 Year)'. The total is \$650.00. At the bottom, there are two payment options: 'Online payment with eNets, MasterCard or VISA' (with a 'Make Payment' button highlighted in a red box) and 'Payment via AXS terminals' (with a 'Download Payment Invoice' button).</p> <p style="text-align: center;">Payment via online</p>

1b 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.

The licence fee payable is summarized in the table below.

S/N	PREMISES NAME	PREMISES TYPE	AMOUNT(\$)
1	Pet New Life Premise	Pet Farm (Breeder)	\$650.00 (1 Year)
			Total: \$650.00

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

Online payment with eNets, MasterCard or VISA

OR

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

AXS

Make Payment Download Payment Invoice

Payment via AXS

Save As

HOME > This PC > Downloads

Organize New folder

Name	Date modified	Type
Dog Licence DP000131Z.pdf	21/4/2015 9:16 AM	Adobe Acrobat D...
Statement of Declaration for HDB premis...	20/4/2015 3:52 PM	Adobe Acrobat D...
SupportforcaregiversOf1c.pdf	7/4/2015 9:36 AM	Adobe Acrobat D...

File name: Payment Notice 20150400100144.pdf

Save as type: Adobe Acrobat Document

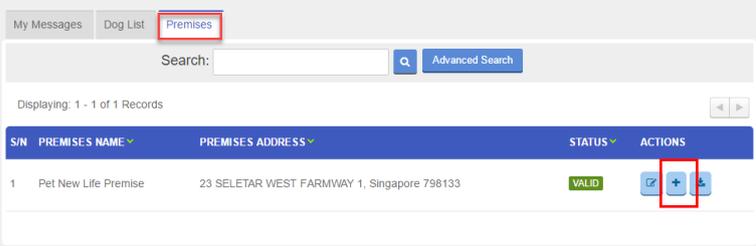
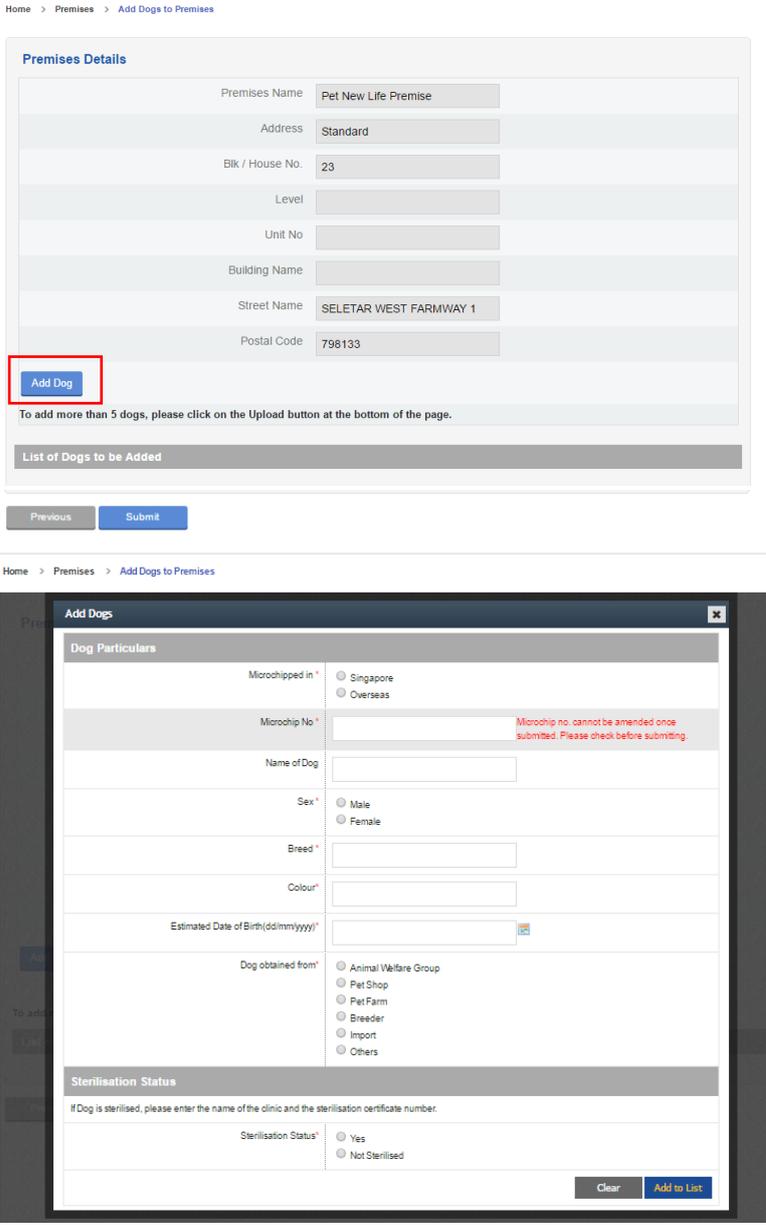
Save Cancel

Make Payment Download Payment Invoice

Download Payment Invoice

6 Managing List of Dogs in Group Dog Licence

6.1 Add Dogs

SN	Step	Screenshot
1	<p>Click on 'Premises' tab.</p> <p>Click on "Add Dogs" button to add dogs to a particular premises.</p>	
2	<p>Click on "Add Dog" button to enter the details of one dog.</p> <p>Enter the details of the dog. Mandatory fields are marked with a red asterisk (*).</p> <p>Click "Add to list" to add the dog to the list.</p>	

3

Click on “Add Dog” button to add another dog.

Click on the red cross if you wish to remove a dog that you just entered from the list.

Click “Submit” to proceed.

Premises Details

Premises Name	Pet New Life Premise
Address	Standard
Blk / House No.	23
Level	
Unit No	
Building Name	
Street Name	SELETAR WEST FARMWAY 1
Postal Code	798133

To add more than 5 dogs, please click on the Upload button at the bottom of the page.

List of Dogs to be Added

Microchipped in	Singapore	<input type="button" value="X"/>
Microchip No.	457729109562313	
Name of dog		
Sex	Male	
Breed	AFGHAN HOUND CROSS	
Colour	BLUE AND WHITE TABBY	
Estimated Date of Birth		
Dog obtained from	Others	
Others (Please specify)	Others	
Sterilised	Not Sterilised	
Sterilised At		
Sterilisation Date		
Sterilisation Cert No		

4

Verify the information entered is correct.

Click “Next” to proceed.

Premises Details

Premises Name	Pet New Life Premise
Address	Standard
Blk / House No.	23
Level	-NA-
Unit No	-NA-
Building Name	-NA-
Street Name	SELETAR WEST FARMWAY 1
Postal Code	798133

To add more than 5 dogs, please click on the Upload button at the bottom of the page.

List of Dogs to be Added

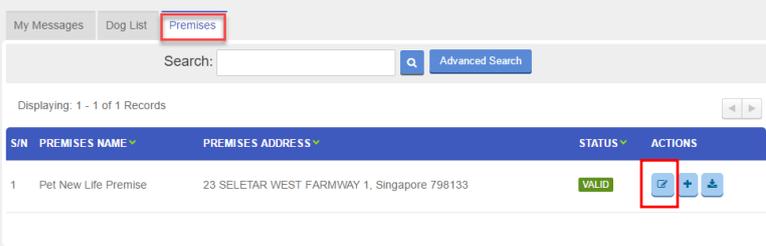
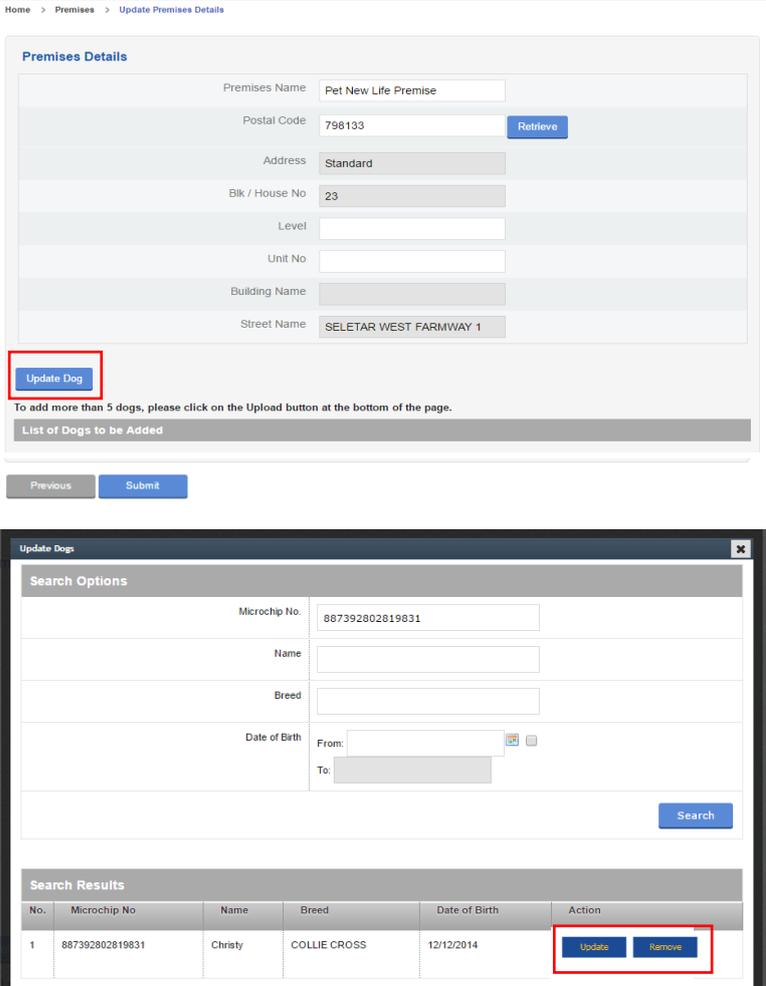
Microchipped in	Singapore
Microchip No.	457729109562313
Name of dog	-NA-
Sex	Male
Breed	AFGHAN HOUND CROSS
Colour	BLUE AND WHITE TABBY
Estimated Date of Birth	-NA-
Dog obtained from	Others
Others (Please specify)	Others
Sterilised	Not Sterilised

<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>Home > Premises > Add Dogs to Premises</p> <p>I, Hong Ah Soon, NRIC/Passport/FIN NO. S7765271Z_53163596A, declare that</p> <p>(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.</p> <p><input type="checkbox"/> I have read and understood the above declaration.</p> <p>Submit</p>
<p>6</p>	<p>An acknowledge page indicating that you have successfully added dogs to your group licence will be displayed.</p>	<p>Home > Premises > Add Dogs to Premises</p> <p>✔ You have successfully added dogs to Pet New Life Premise on 20/09/2016 at 18:52.</p>

6.2 Update Dog Details

This e-Service is for users who wish to update the details of dogs in a group licence. Use this e-Service to remove dogs from the group licence, and update the dog's location if it has been relocated to other premises of your company. An existing group breeding or retail licence has to be tagged to the company premises where the dog is kept.

Refer to [Section 7](#) on Change of Dog Licensee if the dog has been sold or given away to an individual or another company selling or breeding dogs.

SN	Step	Screenshot
1	<p>Click on 'Premises' tab.</p> <p>Click on "Update" button to update the details of dogs in the particular premises.</p>	
2	<p>Click on "Update Dog" button to update the details of dogs in the particular premises.</p> <p>Click "Update" to update the details of the particular dog, such as premises where dog is kept.</p> <p>Click "Remove" to remove the dog from the group licence.</p>	

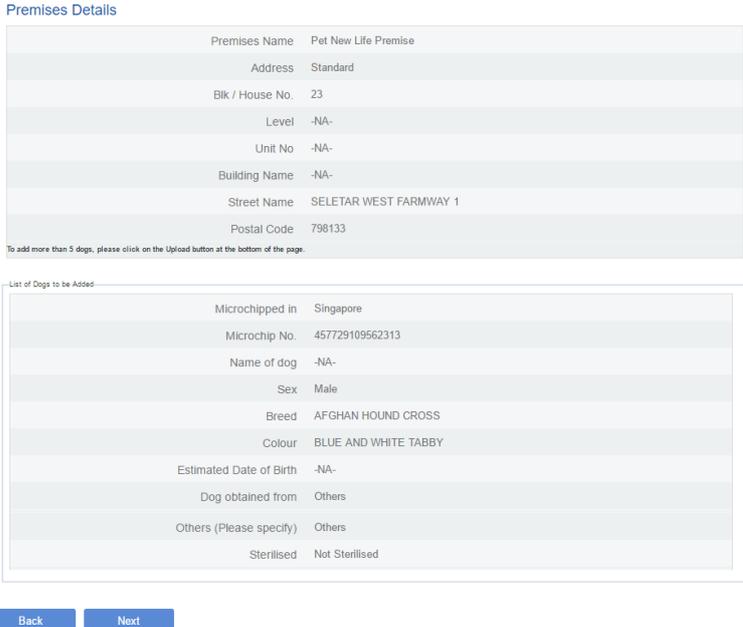
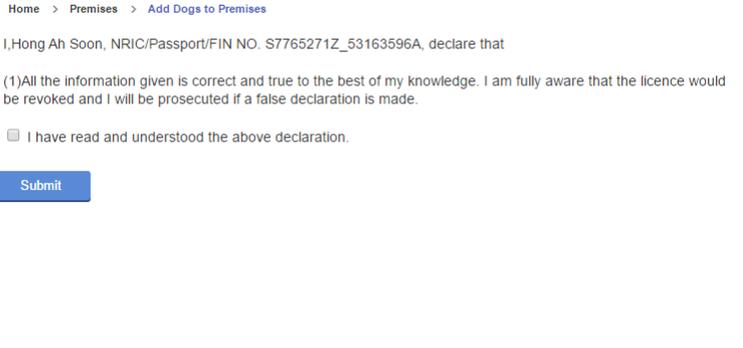
Note: Update “Premises” if the dog has been relocated to other premises of your company (with a group licence).
 Refer to [Section 7.3](#) if the dog has been relocated to another company selling or breeding dogs.

Click “Add to list” to add the dog to be updated to the list.

3 Click on “Update Dog” button to update the details of another dog.

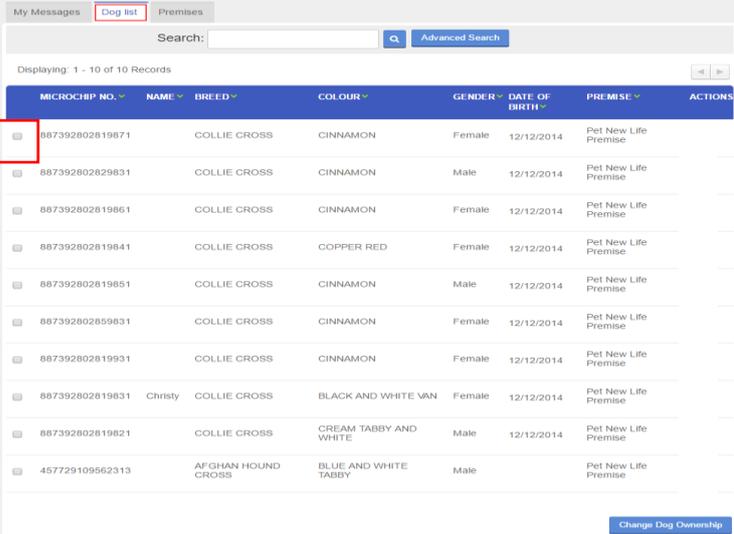
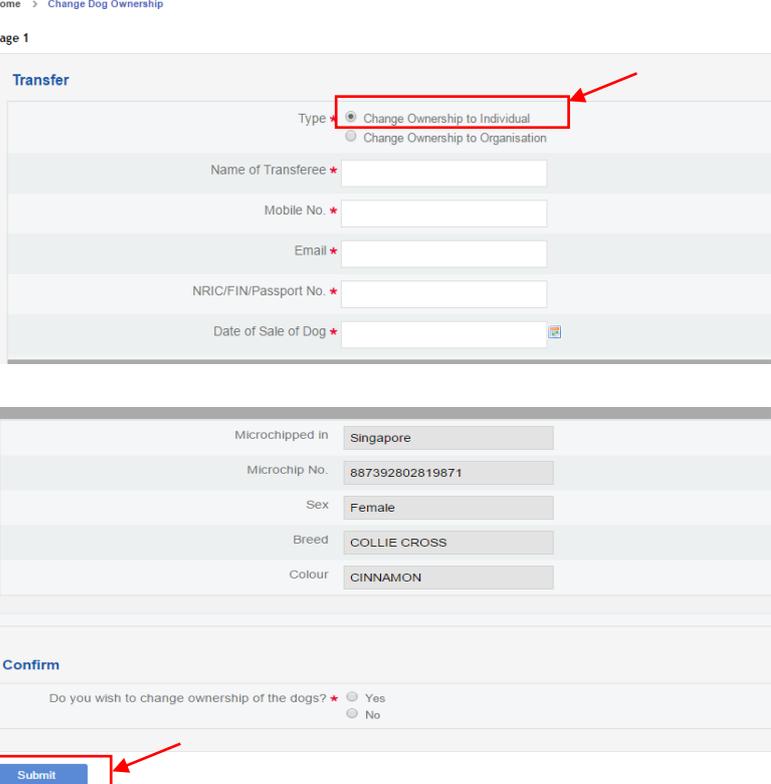
Click on the red cross if you wish to remove a dog that you just entered from the list.

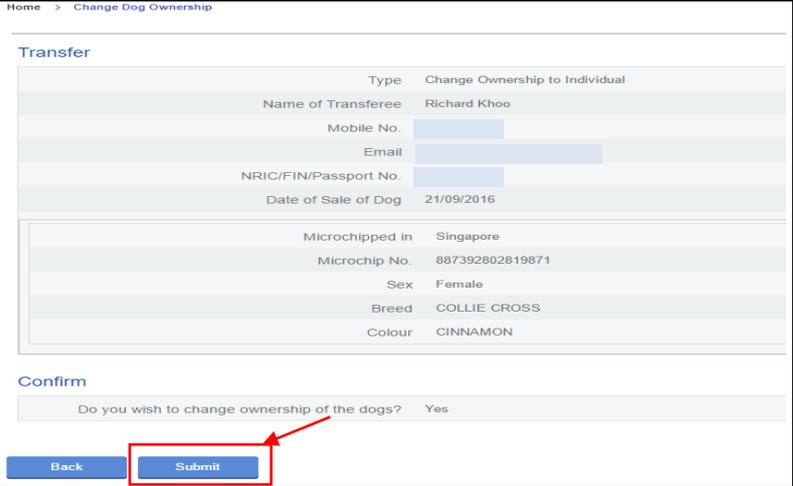
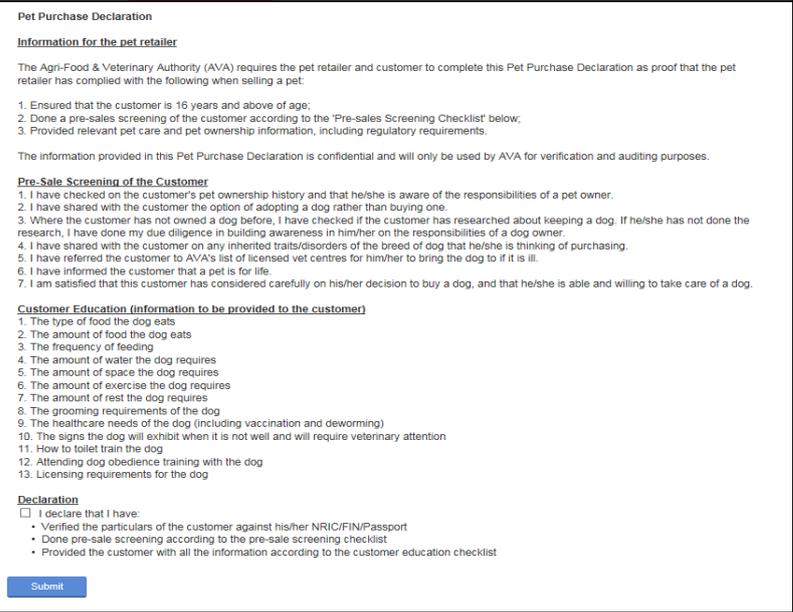
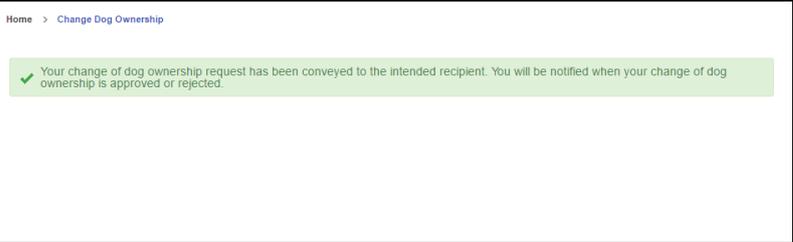
Click “Submit” to proceed.

<p>3</p>	<p>Verify the information entered is correct.</p> <p>Click "Next" to proceed.</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>5</p>	<p>An acknowledge page indicating that you have successfully updated the details of the dogs will be displayed.</p>	

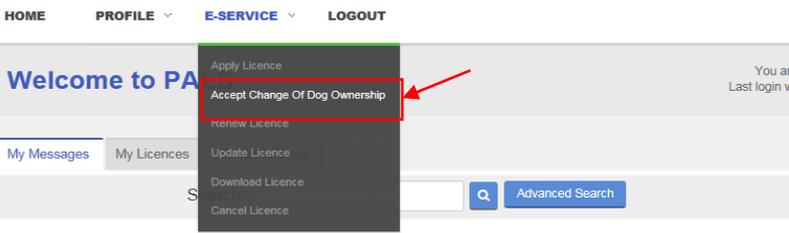
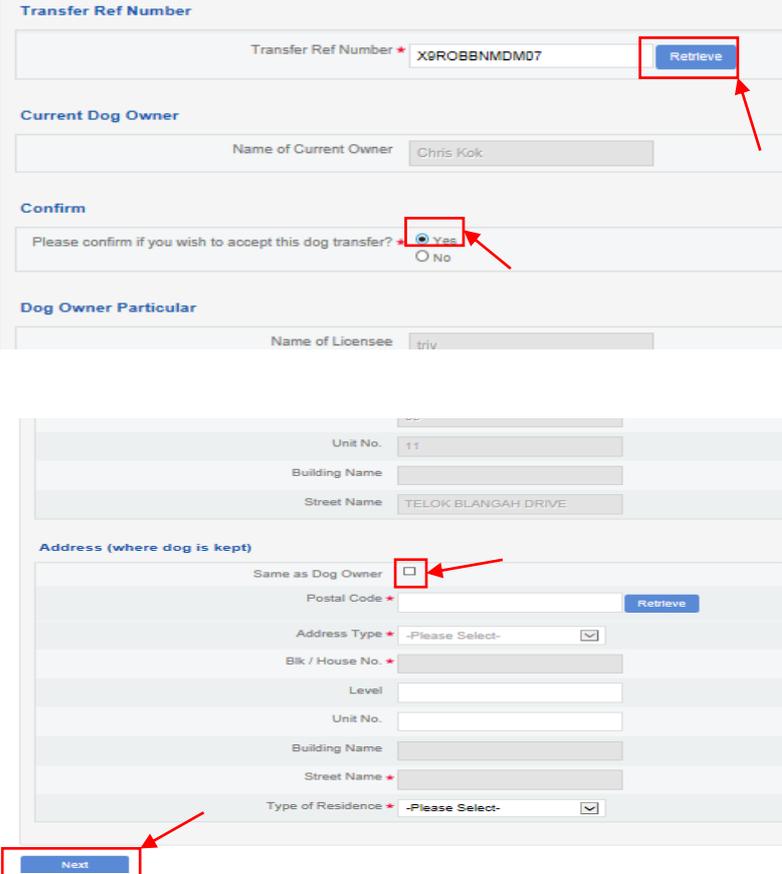
7. Change of Dog Licensee

7.1 Initiate Change of Dog Licensee (To Individual)

SN	Step	Screenshot
1	<p>Click on 'My Licences' tab.</p> <p>Select the dogs by clicking the checkboxes.</p> <p>Click on "Change Dog Licensee" button.</p>	 <p>The screenshot shows a web interface with tabs for 'My Messages', 'Dog list', and 'Premises'. The 'Dog list' tab is active. Below the tabs is a search bar and a 'Displaying: 1 - 10 of 10 Records' indicator. A table lists dog records with columns: MICROCHIP NO., NAME, BREED, COLOUR, GENDER, DATE OF BIRTH, PREMISE, and ACTIONS. The first row's checkbox is highlighted with a red box. A 'Change Dog Ownership' button is visible at the bottom right.</p>
2	<p>Click on Change Licensee to individual.</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 change licensee of the dog to the new applicant.</p> <p>Click 'Submit' to proceed.</p>	 <p>The screenshot shows the 'Change Dog Ownership' form. The breadcrumb is 'Home > Change Dog Ownership'. The page is 'Page 1'. The 'Transfer' section has a 'Type' dropdown set to 'Change Ownership to Individual'. Below are input fields for 'Name of Transferee', 'Mobile No.', 'Email', 'NRIC/FIN/Passport No.', and 'Date of Sale of Dog', all with red asterisks. The 'Microchipped in' dropdown is set to 'Singapore'. Below that, fields for 'Microchip No.', 'Sex', 'Breed', and 'Colour' are shown. The 'Confirm' section has a question 'Do you wish to change ownership of the dogs?' with 'Yes' and 'No' radio buttons. The 'Submit' button is highlighted with a red box.</p>

<p>3</p> <p>Verify the information entered is correct.</p> <p>Click "Submit" to proceed.</p>		
<p>4</p> <p>Read the Pet Purchase Declaration and check the checkboxes at the bottom of the page.</p> <p>The customer will also be required to complete the online Pet Purchase Declaration when he/she accepts the change of dog licensee from you.</p>		
<p>5</p> <p>An acknowledge page indicating that you have successfully submitted the change of dog licensee request will be displayed.</p>		
<p>6</p> <p>The new dog owner will receive a notification containing the reference number to accept/reject the change of dog licensee.</p> <p>You will be notified of the outcome when the new owner accepts or rejects the request.</p>		<p>Dear Sam,</p> <p>A request to change a dog's licensee to you has been initiated. Please log in to PALS at pals.av.gov.sg and go to e-Services > Accept Change Dog Licensee to accept or reject the change request by 14/10/2016.</p> <p>Reference Number: 1FD1WRG457G</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>

7.2 Accept Change of Dog Licensee (By Individual)

SN	Step	Screenshot
1	<p>Go to AVS PALS website: https://pals.avsgov.sg</p> <p>For users with SingPass: Click on “Login with SingPass”.</p> <p>For users without SingPass: Click on “Create new profile”</p>	
2	<p>Click on ‘e-Service’ → ‘Accept Change Dog Licensee’.</p>	
3	<p>Key in reference number that you received via email / SMS to accept the change of dog licensee. Click on Retrieve.</p> <p>Click “Yes” to confirm that you wish to accept the change of dog licensee.</p> <p>Complete the details for:</p> <p>(i) “Address (where dog is kept)”.</p> <p><i>(Select and 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>	

4 Update sterilisation status, if applicable.

Select licence type.

Click “Submit” to proceed.

Sterilisation 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.

[Previous](#) [Submit](#)

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:

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

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

Application for Update Dog Details

You are logged in as Last login was on:

Home > Licence > Application for Update Dog Details

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

Dog Photo * : [Browse Files](#) (Only support file type: jpeg,jpg,png)

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

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 Document
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.

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 (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	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.

Back Next

7 Read the Pet Purchase Declaration and Pet Owner Declaration carefully and check the checkboxes at the bottom of the page.
Select the checkbox to indicate that you have read and understood the terms of the declaration.
Click "Submit" to proceed.

Pet Purchase Declaration

Information for the customer

The Agri-Food & Veterinary Authority (AVA) requires the pet retailer and customer to complete this Pet Purchase Declaration as proof that the pet retailer has complied with the following when selling a pet:

- Ensured that the customer is 16 years and above of age;
- Done a pre-sale screening of the customer according to the 'Pre-sale Screening Checklist' below;
- Provided relevant pet care and pet ownership information, including regulatory requirements.

The information provided in this Pet Purchase Declaration is confidential and will only be used by AVA for verification and auditing purposes.

Verification by the customer

I verify that the retailer has:

- Done pre-sale screening by asking relevant questions and sharing information to build awareness on the options available for getting a dog, besides buying, and the responsibilities of being a dog owner;
- Given me the dog's vaccination card;
- Provided me with the following information on dog care and ownership:
 - The type of food the dog eats
 - The amount of food the dog eats
 - The frequency of feeding
 - The amount of water the dog requires
 - The amount of space the dog requires
 - The amount of exercise the dog requires
 - The amount of rest the dog requires
 - The grooming requirements of the dog
 - The healthcare needs of the dog (including vaccination and deworming)
 - The signs the dog will exhibit when it is not well and will require veterinary attention
 - How to toilet train the dog
 - Attending dog obedience training with the dog
 - Licensing requirements for the dog

Submit

Pet Purchase Declaration

HOME PROF SERVICE LOGOUT

Accept Change Of Dog Ownership You are logged in as **SH**
Last login was on 04 Jan 2016

Home > Licence > Accept Change Of Dog Ownership

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

I, **SH**, NRIC No. **S8342457E**, declare that

- 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.
- I also understand that any fee paid for a licence is non-refundable.
- I have read and understood the notes to applicants.
- 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

Pet Owner Declaration

8a For online payment:

Click on the “Make Payment” button.

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

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](#)

OR

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.

Online Payment

HOME PROFILE E-SERVICE LOGOUT

Accept Change Of Dog Ownership Last lo

Home > Licence > Accept Change Of Dog Ownership

Your licence application is successful. You can view, download and print the licence in the My Licences section.
Application No. 20160100000932

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8b For payment via AXS terminals:

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

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](#)

OR

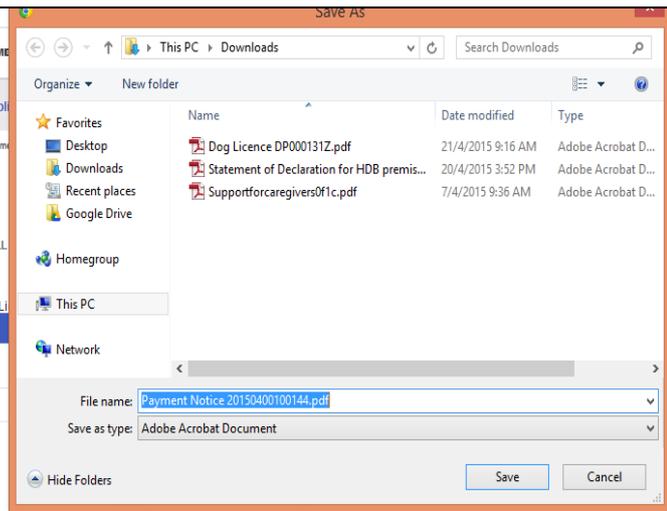
After 3 Working Days:
Payment via AXS terminals. You can download the payment invoice below.

[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

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.



Download Payment Invoice

MR Philip
1 YISHUN AVENUE 7, #2-3, Singapore
758923

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)	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 #02-01 Singapore 609550
1800 478 1550 | axi_care@axi.gov.sg | www.axi.gov.sg

Sample Payment Invoice (PDF)

9

The previous licensee will be notified of the outcome when you have accepted the change of dog licensee.

My Messages My Licences My Applications

Successful Change of Dog Ownership

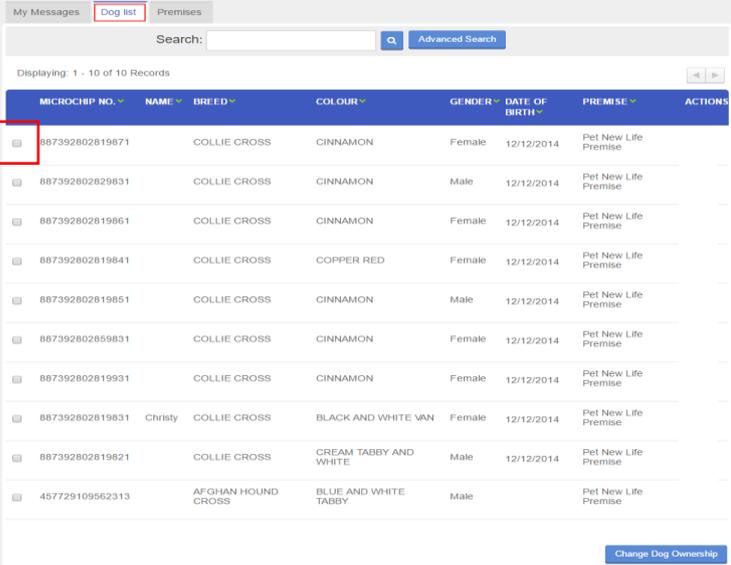
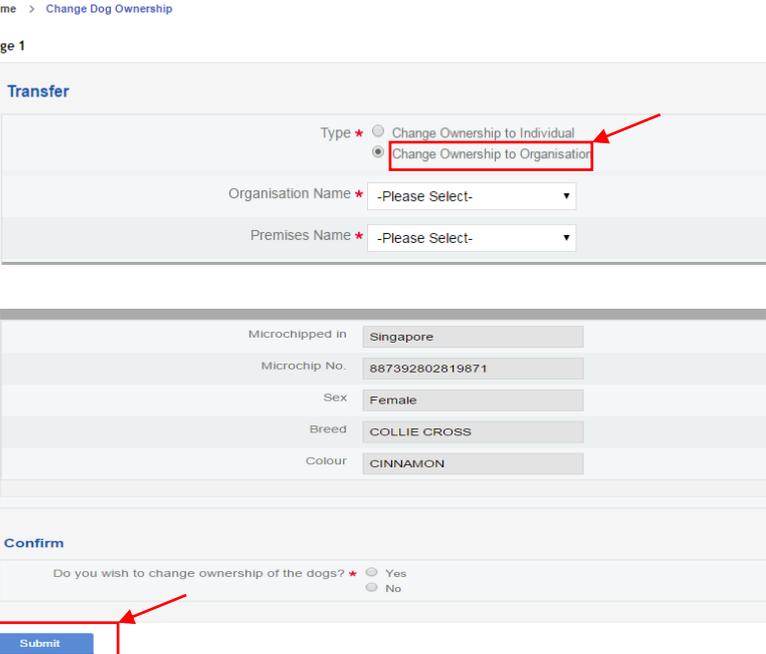
PALS 04/01/2016 04:32:28 PM
(1 minutes ago)

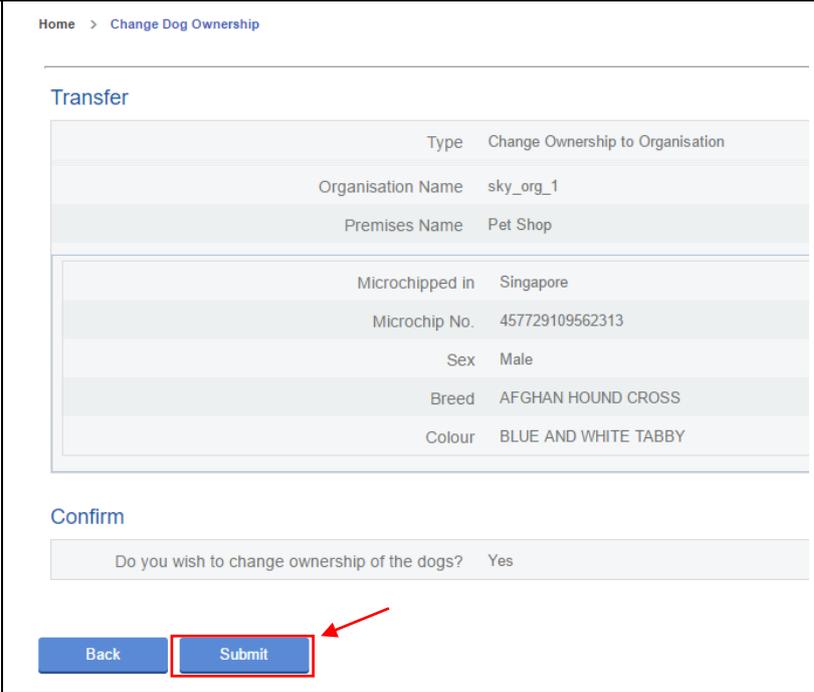
Dear MS Triveni,

Your change of dog ownership request has been accepted by titi. The change of ownership of licence no DP000464P is successful.

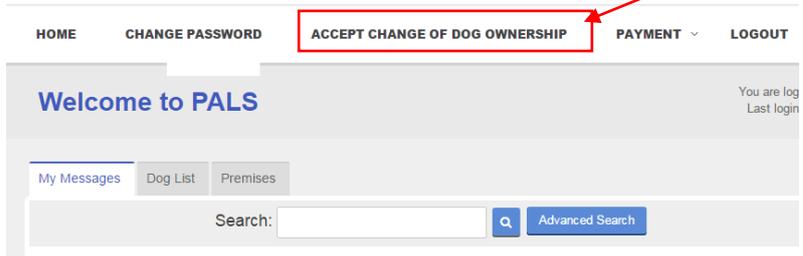
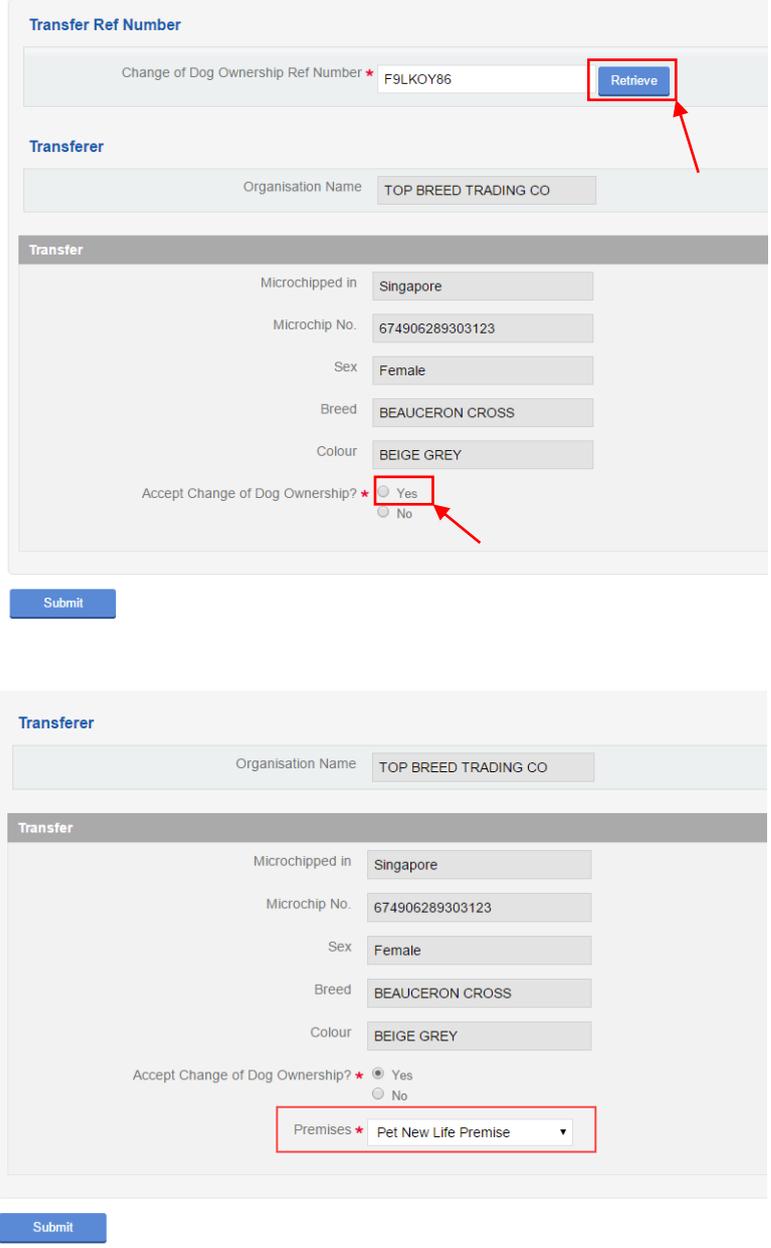
This is a computer generated email. Please do not reply to this email.

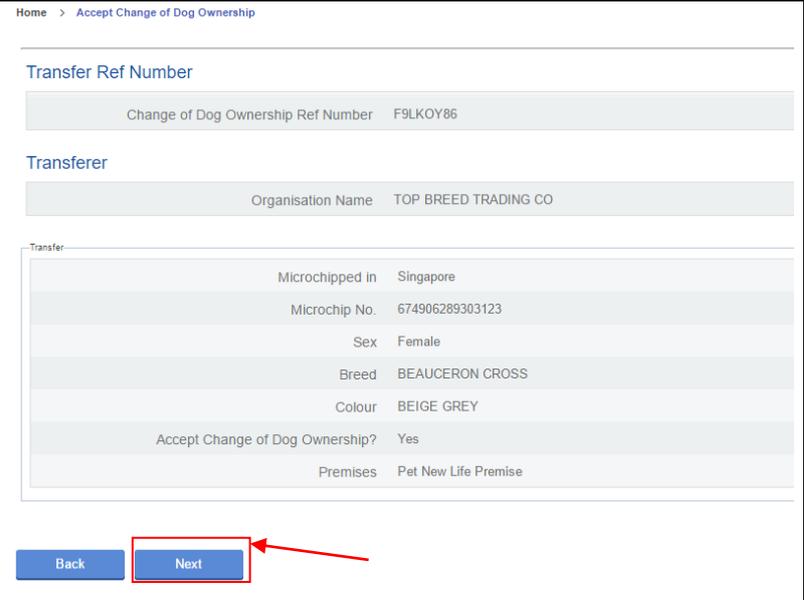
7.3 Initiate Change of Dog Licensee (To Organisation)

SN	Step	Screenshot
<p>1</p> <p>Click on 'My Licences' tab.</p> <p>Select the dogs by clicking the checkboxes. You can select multiple dogs at one time to change licensee to a particular organisation.</p> <p>Click on "Change Dog Licensee" button.</p>		 <p>The screenshot shows a web interface with tabs for 'My Messages', 'Dog list', and 'Premises'. The 'Dog list' tab is active, displaying a table of dogs. The first row has a checkbox highlighted with a red box. The table columns are: MICROCHIP NO., NAME, BREED, COLOUR, GENDER, DATE OF BIRTH, PREMISE, and ACTIONS. A 'Change Dog Ownership' button is visible at the bottom right.</p>
<p>2</p> <p>Click on Change Licensee 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 change licensee of the dog to the new owner.</p> <p>Click 'Submit' to proceed.</p>		 <p>The screenshot shows the 'Change Dog Ownership' page. Under the 'Transfer' section, the 'Type' field has two radio buttons: 'Change Ownership to Individual' and 'Change Ownership to Organisation'. The second option is selected and highlighted with a red box. Below this are dropdown menus for 'Organisation Name' and 'Premises Name', both with '-Please Select-' as the current value. A summary table shows the dog's details: Microchipped In (Singapore), Microchip No. (887392802819871), Sex (Female), Breed (COLLIE CROSS), and Colour (CINNAMON). Under the 'Confirm' section, the question 'Do you wish to change ownership of the dogs?' has 'Yes' selected. A 'Submit' button is highlighted with a red box at the bottom.</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 licensee 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 licensee.</p> <p>You will be notified of the outcome when the new owner accepts or rejects the request.</p>	<p>Dear Sam,</p> <p>A request to change a dog's licensee to you has been initiated. Please log in to PALS at pals.avs.gov.sg and go to e-Services > Accept Change Dog Licensee to accept or reject the change request by 14/10/2016.</p> <p>Reference Number: 1FD1WRG457G</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>

7.4 Accept Change of Dog Licensee (By Organisation)

SN	Step	Screenshot
1	<p>Click on 'e-Service' → 'Accept Change Dog Licensee'.</p>	
2	<p>Key in the reference number that you received to accept/reject the change of dog licensee. Click on Retrieve.</p> <p>Click "Yes" to confirm that you wish to accept the change of dog licensee.</p> <p>Select the premises (within your company) where you will be keeping the dog.</p> <p>Click 'Next' to proceed.</p>	

<p>5</p> <p>Verify the details you have entered are correct.</p> <p>Click “Next” to proceed.</p>		
<p>6</p> <p>An acknowledge page indicating that you have successfully accepted the change of dog licensee request will be displayed.</p> <p>The previous licensee will be notified of the outcome when you have accepted the change of dog licensee.</p>		