

National Parks Board (NParks)



PALS User Guide

For Pet Owners

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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	Go to AVS PALS website: pals.avsgov.sg	
2a	For first-time users with Singpass: Click on “Login with SingPass” Log in with your SingPass app or enter your SingPass ID and password.	
2b	For first-time users without SingPass: Click on “Create new profile”	

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 character: ~!@#%&*_ - +=`|\(){}[]:;'"<>.,./ (iii) At least 8 characters: e.g. abc#1234

Create Profile

Home > Create Profile

Personal Info

Salutation.* Dr

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.*

Retrieve

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.

Cancel

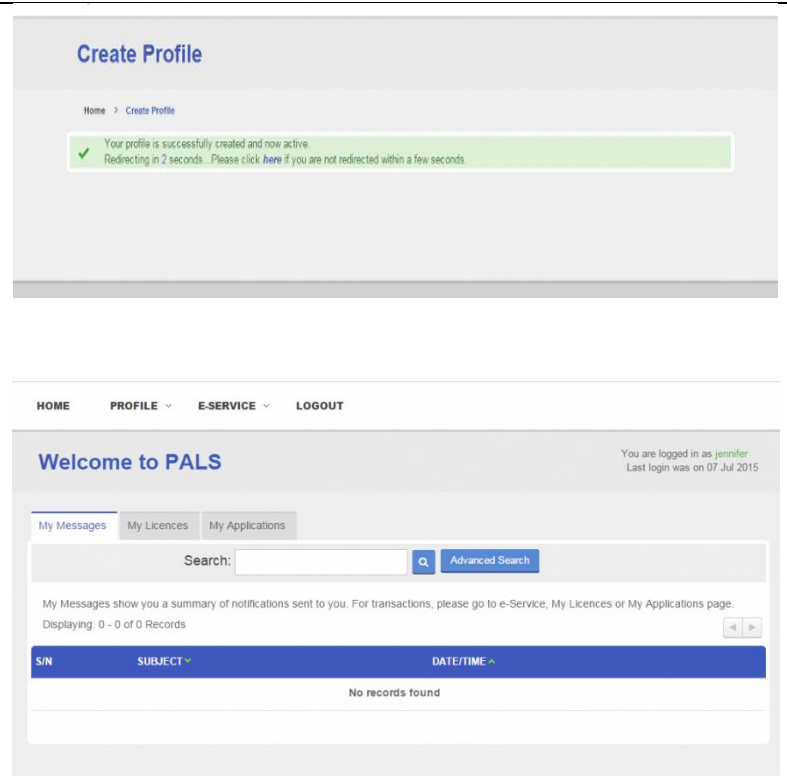
Save

Clear

4

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

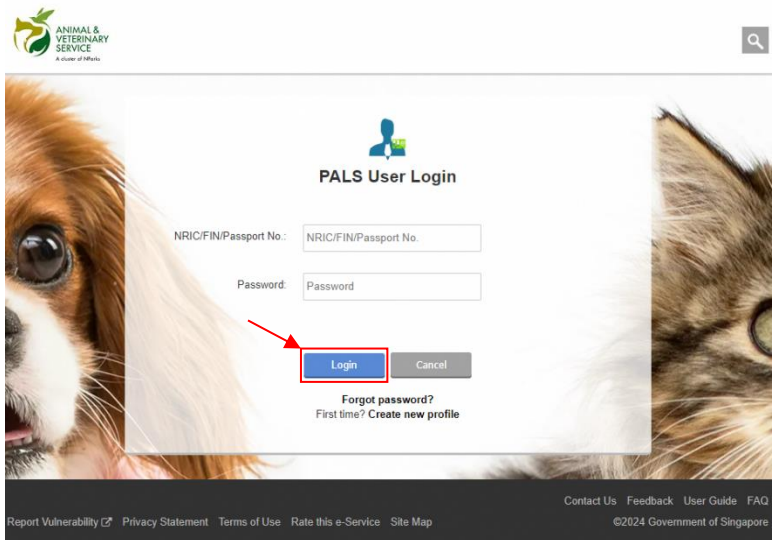
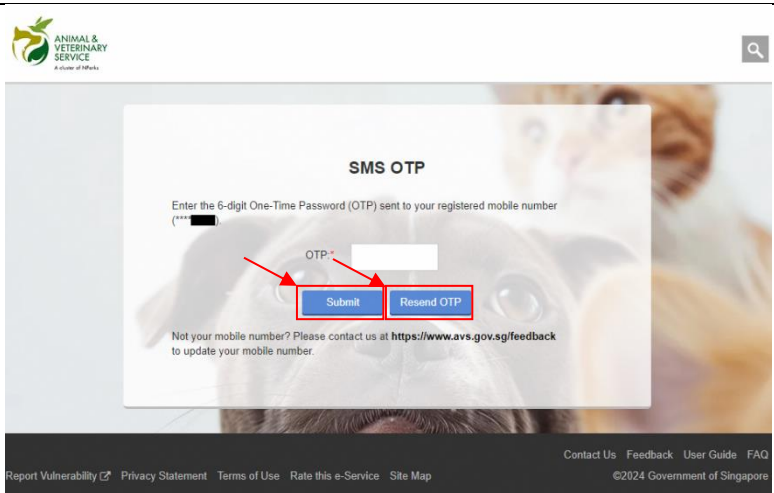
You will be redirected automatically to the post-login landing page.



PALS Landing Page

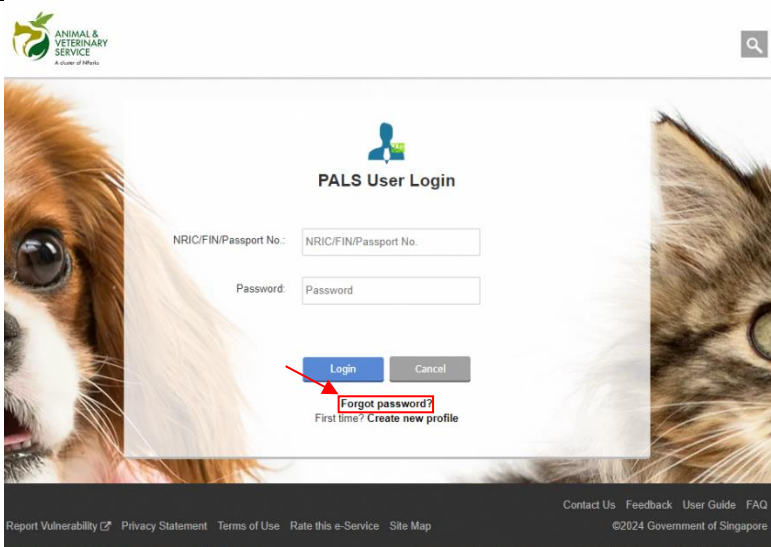
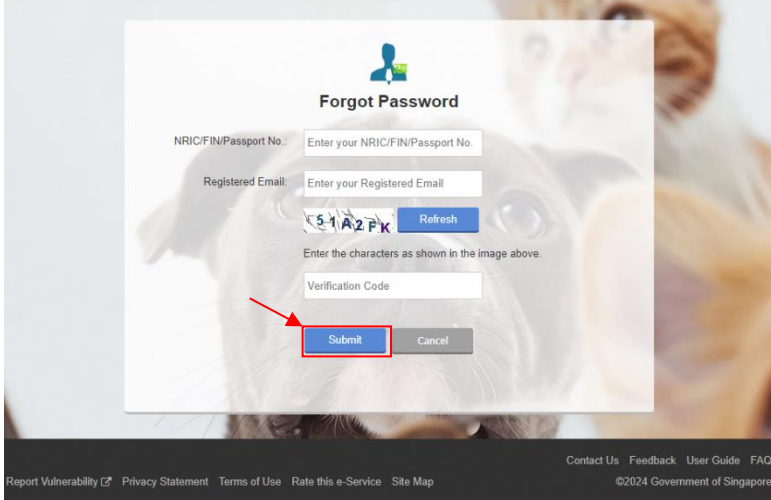
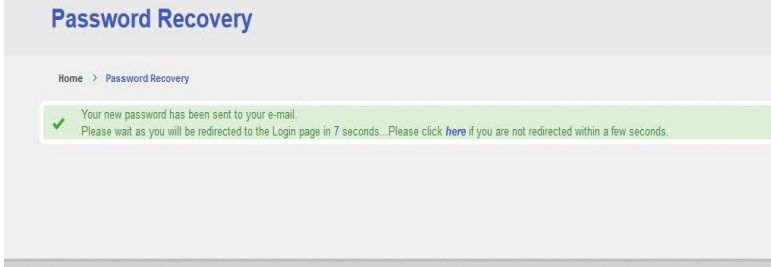
2. Account Login for Existing Users

SN	Step	Screenshot
1	Go to AVS PALS website: pals.av.gov.sg	
2a	For existing SingPass users: Click on “Log in with SingPass” Log in with your SingPass app or enter your SingPass ID and password. Click “Login” to proceed.	
2b	For existing users without SingPass: Click on “Login with PALS Account” Enter “NRIC/FIN/Passport No.” and “Password”.	

	<p>Click on “Login” to proceed.</p>	
<p>2c</p>	<p>SMS One-Time Password (OTP) will be sent to your registered mobile number upon entering correct password.</p> <p>Input the OTP into the field and click “Submit” to proceed.</p> <p>If SMS OTP is not received, please click “Resend OTP” and wait for SMS OTP. When OTP is received, input the OTP into the field and click “Submit” to proceed.</p>	

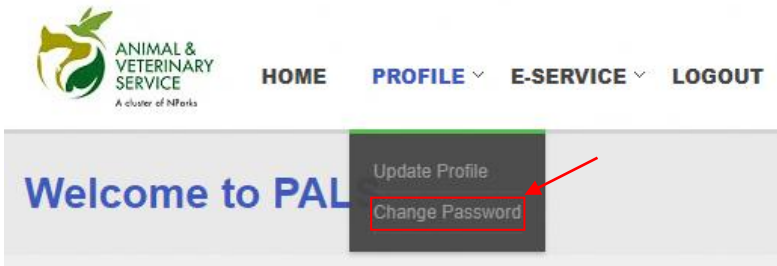
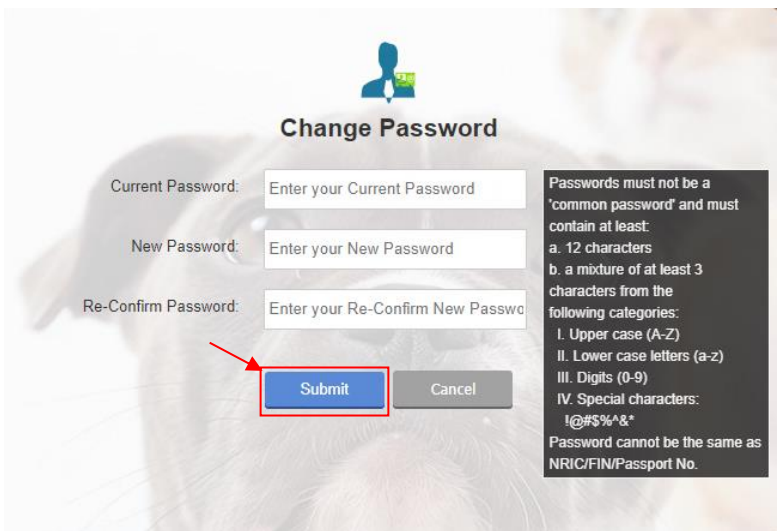

3. Password Management

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.	

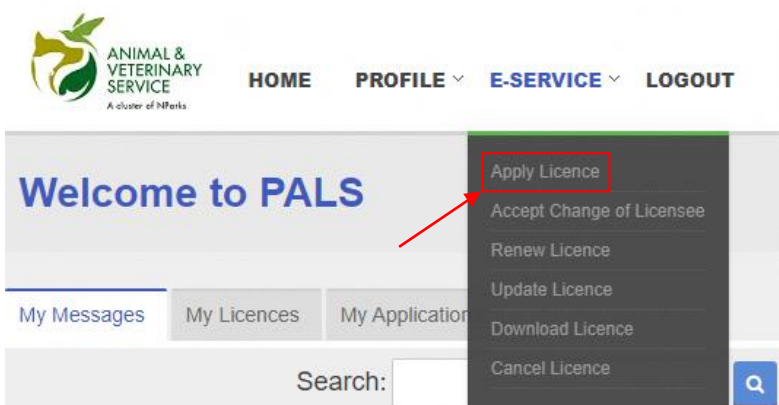
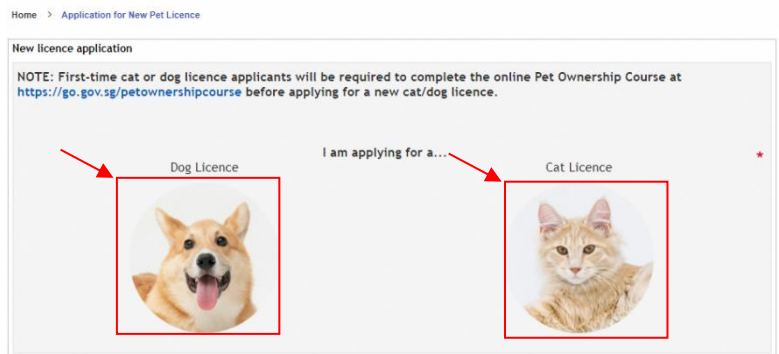
4	Retrieve the new password from your email and login to PALS with the new password.	<p>Dear [REDACTED],</p> <p>We have received a request to reset the password for your PALS account.</p> <p>Please log in using the Login ID and password below.</p> <p>Login ID: [REDACTED] Password: [REDACTED] [system generate password]</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>
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3.2 Change Password

SN	Step	Screenshot
1	Click on 'Profile' → 'Change Password'.	 <p>The screenshot shows the website header with the logo 'ANIMAL & VETERINARY SERVICE' and navigation links: HOME, PROFILE, E-SERVICE, and LOGOUT. Below the header, a 'Welcome to PAL' banner is visible. A dropdown menu is open under the 'PROFILE' link, showing options for 'Update Profile' and 'Change Password'. A red arrow points to the 'Change Password' option.</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 character: ~!@#\$%^&* _ - += ` \ () { } [] : ; " ' < > , . ? / (iii) At least 8 characters: e.g. abc#1234</p> <p>Click "Submit" to proceed</p>	 <p>The screenshot shows the 'Change Password' form. It 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'. Below the fields are 'Submit' and 'Cancel' buttons. A red arrow points to the 'Submit' button. To the right of the form, there is a list of password requirements: 'Passwords must not be a "common password" and must contain at least: a. 12 characters b. a mixture of at least 3 characters from the following categories: I. Upper case (A-Z) II. Lower case letters (a-z) III. Digits (0-9) IV. Special characters: !@#\$%^&* Password cannot be the same as NRIC/FIN/Passport No.'</p>
3	An acknowledgement message indicating "Your password has been changed" will be displayed.	 <p>The screenshot shows a green confirmation 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 1 seconds. Please click here if you are not redirected within a few seconds.'</p>

4. Applying for New Cat/Dog Licence

4.1 Applying for New Cat/Dog Licence

SN	Step	Screenshot
1	Click on 'e-Service' → 'Apply Licence'.	
2	Select application for Cat or Dog Licence. You will need to complete the online Pet Ownership Course (https://go.gov.sg/petownershipcourse) before you can make the application for a new cat/dog licence.	

3 Complete the details for:

- (i) “Cat/Dog Licensee Particulars” ;and
- (ii) “Address (where cat/dog is kept)”.

(Click the checkbox indicating “Same as Cat/Dog Licensee” if the cat/dog is kept at the same address as indicated under the Cat/Dog Licensee 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 [log](#)
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)
- *Giro for applicants with existing Giro accounts with AVA

*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 8 breeds (submit within 4 weeks of licence approval)
- *Obedience Training Certificate from an AVA-accredited dog trainer (submit within 10 weeks of licence approval)

*Scheduled dog breeds
Part 1: 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, Rottweiler, Pomeranian, and their crosses. (Not allowed for imports)
Part 8: 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.

Dog Owner Particular

Name of Licensee
NRIC/FIN/Passport No.
Contact No.
Postal Code
Email Address
Address Type
Blk / House No.
Level
Unit No.
Building Name
Street Name

Address (where dog is kept)

Same as Dog Owner ☐

Postal Code [Retrieve](#)

Address Type *

Blk / House No. *

Level

Unit No.

Building Name

Street Name *

Type of Residence *

[Next](#)

4

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

Select licence type.

Click “Next” to proceed.

FILL IN APPLICATION

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

MAKE PAYMENT

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

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) <small>*for sterilised dogs only</small>

* 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

*

-Please select-

Total Amount

0.00

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

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

Click “Next” to proceed.

FILL IN APPLICATIONS

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

MAKE PAYMENT

Step 2 out 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 Diplomat Dog Licence

✓

Sterilisation Status

6

Upload the required supporting documents (where relevant).

Click “Next” to proceed.

Note: For licensees 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.avsgov.sg for more information on Specified dog breeds and the additional licensing conditions.

Home > Licence > Application for New Dog Licence >

Upload Documents

Microchip Certificate : [Browse Files](#) (Only support file type: .jpg, .jpeg, .png, .pdf)

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

Back

Next

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

Application Criteria	Supporting Documents
Cat/Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption / Fosterer Agreement
Cat/Dog is imported	Import Permit
Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed
Licensee is a diplomat	<div><div>MFA ID card</div><div>Copy of passport</div></div>
For dogs only: Breed of dog -Specified Dogs or their crosses	<div><div>Insurance Policy</div><div>Banker's Guarantee</div><div>Obedience Training Certificate</div></div>

7

Verify the details you have entered are correct.

Click "Next" to proceed.

[Print this page](#)

Dog Licensee Particulars

Name of Licensee	
NRIC/FIN/Passport No.	
Contact No.	
Email Address	
Postal Code	
Address Type	
Blk / House No.	
Level	
Unit No.	
Building Name	
Street Name	

Address (where dog is kept)

Same as Dog Licensee ☐ Yes

Postal Code	
Address Type	
Blk / House No.	
Level	
Unit No.	
Building Name	
Street Name	
Type of Residence	

Dog Particulars

Microchipped in	<input type="radio"/> Overseas <input checked="" type="radio"/> Singapore
Microchip No.	
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 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) <small>*for sterilised dogs only</small>

* 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	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.

		<p>Upload Documents</p> <p>Microchip Certificate:</p> <p>Dog Photo:</p> <p>Sterilisation Certificate / Document: document pic.JPG (34 KB)</p> <p>Back Next</p>									
8	<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>I, Tester M2265846P, NRIC/Passport/FIN No. [REDACTED] declare that</p> <p>(1) I am aware that under the Housing and Development (Animals) Rules 2024, 1 dog of a HDB approved breed can be kept in the flat. I can be fined up to a maximum of \$4,000 by HDB, upon conviction, if I contravene the above Rules.</p> <p>(2) I also understand that any fee paid for a licence is non-refundable.</p> <p>(3) 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 may be prosecuted if a false declaration is made.</p> <p>* 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>									
9a	<p>For online payment:</p> <p>Click on the “Make Payment” button to proceed with payment.</p> <p>If payment is not required, this page will not be shown. You may skip to Section 4.2 Download Licence.</p> <p>Click on “Go back to amend licence type” button if you wish to amend the licence type selected.</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>Refer to Section 4.2 Download Licence on how to download your licence.</p>	<p>Home > Licence > Application for New Dog Licence</p>  <p>The licence fee payable is summarized in the table below.</p> <table border="1"> <thead> <tr> <th>APPLICATION NUMBER</th> <th>APPLICATION TYPE</th> <th>LICENCE TYPE (\$)</th> </tr> </thead> <tbody> <tr> <td>[REDACTED]</td> <td>NEW</td> <td>1-year (\$13.50)</td> </tr> <tr> <td colspan="2"></td> <td>Total: \$13.50</td> </tr> </tbody> </table> <p>Go back to amend licence type</p> <p>You may make the payment for the above licence via the following methods.</p> <div> <div> <p>Immediately:</p> <p>Online payment with PayPal, MasterCard or VISA</p>  <p>Make Payment</p> </div> <div> <p>OR</p> <p>After 3 Working Days:</p> <p>Payment via AXS terminals. You can download the payment invoice below.</p>  <p>Download Payment Invoice [156KB]</p> </div> </div> <p><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.</small></p> <p>Payment via online</p> <p>Home > Licence > Application for New Dog Licence ></p> <p>You have successfully submitted the licence application on 23/03/2015 at 15:58 .</p> <p>Application No. [REDACTED]</p>	APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)	[REDACTED]	NEW	1-year (\$13.50)			Total: \$13.50
APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)									
[REDACTED]	NEW	1-year (\$13.50)									
		Total: \$13.50									

9b

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.

Note: Payment must be made within 2 weeks from the time of licence approval. If payment is not received within 2 weeks, you will be required to resubmit your cat/dog licence application and make payment for a new cat/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 Download Licence](#) on how to download your licence.

HOME PROFILE E-SERVICE LOGOUT

You are logged in as **Teh Kiat Seng**
Last login was on 09 Jun 2015

Welcome to PALS

My Messages My Licences **My Applications**

Search: [input] [button] Advanced Search

My Messages show you a summary of notifications sent to you. For transactions, please go to e-Service, My Licences or My Applications page.
Displaying: 1 - 3 of 3 Records

S/N	SUBJECT	DATE/TIME
[redacted]		

My Messages My Licences **My Applications**

Licence Application [button] [button]

Make Payment [button] View Form

Dog Name / Breed / Colour: chin chin / CHIHUAHUA / BLACK FAWN

Application No.: [redacted]

Status: Pending Payment

Submitted Date/Time: 06/04/2015 11:22:58 AM

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 (\$)
██████████	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 (\$)
██████████	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.

9c

For payment via AXS terminals:

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

Home > Licence > Application for New Dog Licence

The licence fee payable is summarized in the table below.

APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)
██████████	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]

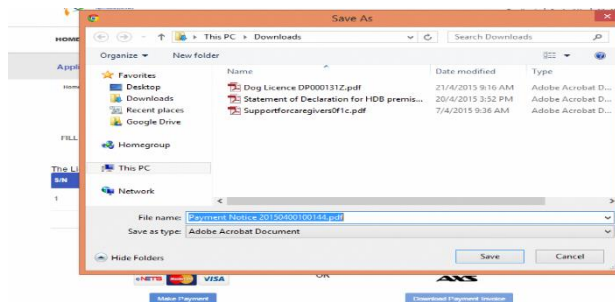
It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.

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.

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

Refer to [4.2 Download Licence](#) on how to download your licence.

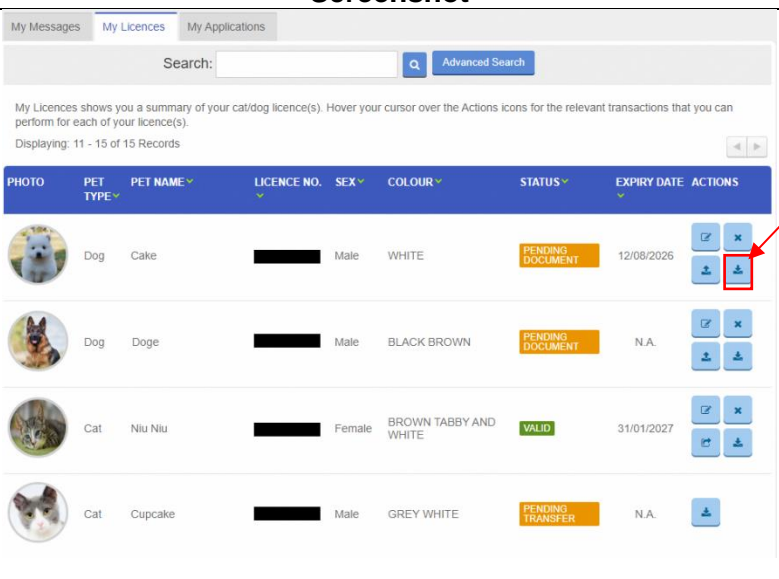
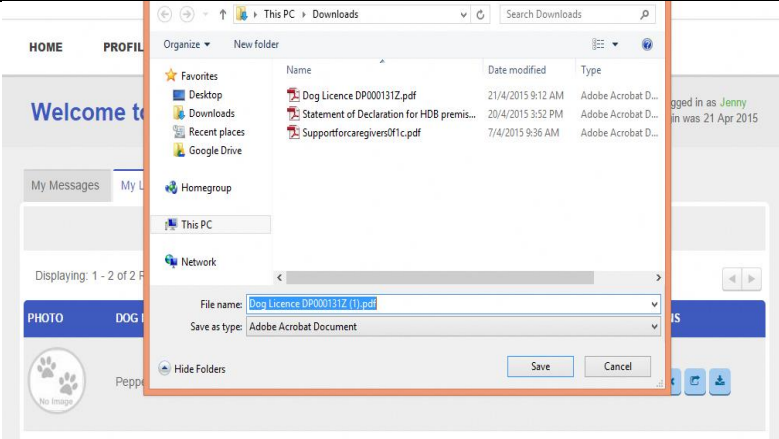


Download Payment Invoice

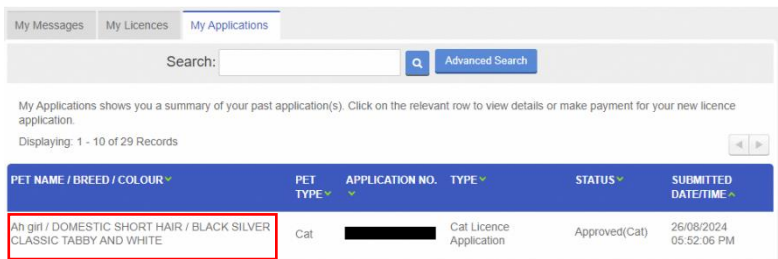
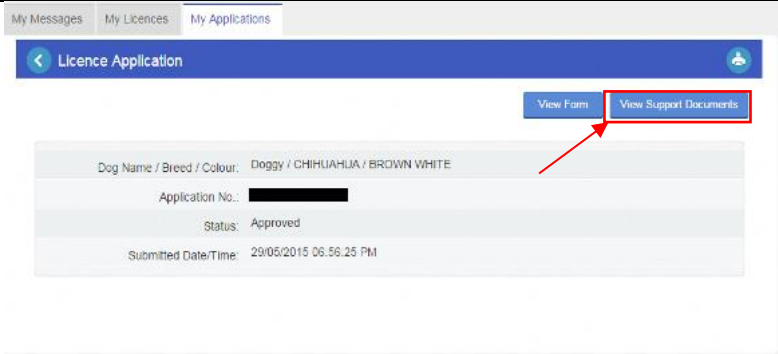
		Generation Date	
		Generation Time	
		Application No	
		Amount	
		Expiry Date	
Particular of Dog Owner			
Name			
NRIC/Passport/FIN No			
Description of Dog			
Breed	CHIHUAHUA		
Colour	WHITE FAWN		
Sex	Female		
Microchip No.			
Address (Where the dog kept)			
			
Name		NRIC/PP No.	
Application No		Amount Due	\$15.00
 20150600108689			

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												
1	<p>Click on 'My Applications' tab.</p> <p>Click on the relevant application to view its details.</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 - 10 of 29 Records</p> <table><thead><tr><th>PET NAME / BREED / COLOUR</th><th>PET TYPE</th><th>APPLICATION NO.</th><th>TYPE</th><th>STATUS</th><th>SUBMITTED DATE/TIME</th></tr></thead><tbody><tr><td>An girl / DOMESTIC SHORT HAIR / BLACK SILVER CLASSIC TABBY AND WHITE</td><td>Cat</td><td>[REDACTED]</td><td>Cat Licence Application</td><td>Approved(Cat)</td><td>26/08/2024 05:52:06 PM</td></tr></tbody></table>	PET NAME / BREED / COLOUR	PET TYPE	APPLICATION NO.	TYPE	STATUS	SUBMITTED DATE/TIME	An girl / DOMESTIC SHORT HAIR / BLACK SILVER CLASSIC TABBY AND WHITE	Cat	[REDACTED]	Cat Licence Application	Approved(Cat)	26/08/2024 05:52:06 PM
PET NAME / BREED / COLOUR	PET TYPE	APPLICATION NO.	TYPE	STATUS	SUBMITTED DATE/TIME									
An girl / DOMESTIC SHORT HAIR / BLACK SILVER CLASSIC TABBY AND WHITE	Cat	[REDACTED]	Cat Licence Application	Approved(Cat)	26/08/2024 05:52:06 PM									
2	<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>Licence Application</p> <p>View Form View Support Documents</p> <p>Dog Name / Breed / Colour: Doggy / CHIHUAHUA / BROWN WHITE</p> <p>Application No: [REDACTED]</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																																					
1a	<p>For first-time PALS user, refer to Section 1 to create your profile.</p> <p>For online payment:</p> <p>(i) Login to PALS (ii) Go to 'Home' → 'My Licences' (iii) Click on the 'Payment' icon to make payment</p> <p>Select licence type. Read and understand the terms, click the checkbox and "Confirm".</p> <p>Click on "Make payment" button.</p> <p>An acknowledgement page stating that your licence has been successfully renewed will be displayed upon the completion of your online payment.</p> <p>Refer to Section 4.2 on how to download your licence.</p> <p>Note: For GIRO customers, the licence fee will be deducted from your GIRO account on the date stated in your renewal notice.</p> <p>Visit www.avs.gov.sg for information on GIRO application. Licence fees for licensees with successful GIRO application will be deducted at the next renewal.</p>	<div><div><div><div>My Messages</div><div>My Licences</div><div>My Applications</div></div><div><div>Search:</div><div>Advanced Search</div></div><div>Displaying: 1 - 1 of 1 Records</div><div><div>PHOTO</div><div>DOG NAME</div><div>LICENCE NO.</div><div>SEX</div><div>COLOUR</div><div>STATUS</div><div>EXPIRY DATE</div><div>ACTIONS</div></div><div><div></div><div>JUNIE</div><div></div><div>MALE</div><div>APRICOT SABLE</div><div>RENEW NOW</div><div>17/05/2015</div><div></div><div></div><div></div></div></div><div><table><thead><tr><th>Licence Type</th><th>1-year licence</th><th>2-year licence</th><th>3-year licence</th><th>One-time licence</th></tr></thead><tbody><tr><td>Dog Below 5 Months Old</td><td>\$15.00 (\$13.50)</td><td>N.A.</td><td>N.A.</td><td>N.A.</td></tr><tr><td>Sterilised Dog</td><td>\$15.00 (\$13.50)</td><td>\$25.00 (\$22.50)</td><td>N.A.</td><td>\$35.00 (\$31.50)</td></tr><tr><td>Non-Sterilised Dog</td><td>\$90.00 (\$81.00)</td><td>\$165.00 (\$148.50)</td><td>\$230.00 (\$207.00)</td><td>N.A.</td></tr><tr><td>4th or Subsequent Dog</td><td>\$180.00 (\$162.00)</td><td>\$325.00 (\$292.50)</td><td>\$460.00 (\$414.00)</td><td>\$460.00 (\$414.00) *for sterilised dogs only</td></tr></tbody></table><p>* Fees with 10% rebate for payment made via electronic payment platforms (i.e. GIRO, online or AXS stations are indicated in brackets).</p><p>Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.</p><p>The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.</p><p>For dogs less than 5 months of age, you can only apply for a 1-year licence.</p><table><thead><tr><th>APPLICATION NUMBER</th><th>APPLICATION TYPE</th><th>LICENCE TYPE (\$)</th></tr></thead><tbody><tr><td></td><td>NEW</td><td>1-year (\$13.50)</td></tr></tbody></table><p>Total: \$13.50</p><p><input type="checkbox"/> I understand that:</p><ul style="list-style-type: none">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.<p>Confirm</p></div><div><h3>Payment via online (amend licence type)</h3><p>The licence fee payable is summarized in the table below.</p><table><thead><tr><th>APPLICATION NUMBER</th><th>APPLICATION TYPE</th><th>LICENCE TYPE (\$)</th></tr></thead><tbody><tr><td></td><td>NEW</td><td>1-year (\$13.50)</td></tr></tbody></table><p>Total: \$13.50</p><p>Go back to amend licence type</p><p>You may make the payment for the above licence via the following methods.</p><div><div><div>Immediately:</div><div>Online payment with PayPal, MasterCard or VISA</div><div></div><div></div><div></div><div>Make Payment</div></div><div>OR</div><div><div>After 3 Working Days:</div><div>Payment via AXS terminals. You can download the payment invoice below.</div><div></div><div>Download Payment Invoice [156KB]</div></div></div><p>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></div></div>	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	APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)		NEW	1-year (\$13.50)	APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)		NEW	1-year (\$13.50)
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																																			
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	NEW	1-year (\$13.50)																																					
APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)																																					
	NEW	1-year (\$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 cat/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 [4.2 Download Licence](#) 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

Online Payment for Cat/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 cat/dog licensee.
- Cat/Dog Licence No.
- PayPal account, or a valid credit / debit card (VISA or MasterCard only) for payment.

Note:

- Your cat/dog licence is renewable 8 weeks before licence expiry.
- If your licensed cat/dog is sterilised, please update the sterilisation status at <https://pals.avs.gov.sg> before renewing your licence.

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

Cat/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 (\$)
<input type="text"/>	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

		<p>Online Payment for Dog Licence Renewal</p> <p>NRIC/Fin/Passport No: [REDACTED] Licence No: [REDACTED]</p> <table border="1"> <thead> <tr> <th>APPLICATION NUMBER</th><th>STERILISATION STATUS</th><th>LICENCE PERIOD (\$)</th></tr> </thead> <tbody> <tr> <td>[REDACTED]</td><td>Non-sterilised</td><td>2 years (\$148.50)</td></tr> </tbody> </table> <p>Total: \$148.50</p> <p>Go back to amend licence type</p> <p>Make Payment</p>	APPLICATION NUMBER	STERILISATION STATUS	LICENCE PERIOD (\$)	[REDACTED]	Non-sterilised	2 years (\$148.50)
APPLICATION NUMBER	STERILISATION STATUS	LICENCE PERIOD (\$)						
[REDACTED]	Non-sterilised	2 years (\$148.50)						
1c	<p>For payment via AXS terminals:</p> <p>Click “Download Payment Invoice” to download and print the invoice.</p> <p>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.</p> <p>Your licence status will take 2-3 days to be updated in PALS upon AXS payment.</p>	<p>The licence fee payable is summarized in the table below.</p> <table border="1"> <thead> <tr> <th>APPLICATION NUMBER</th><th>APPLICATION TYPE</th><th>LICENCE PERIOD (\$)</th></tr> </thead> <tbody> <tr> <td>[REDACTED]</td><td>[REDACTED]</td><td>[REDACTED]</td></tr> </tbody> </table> <p> </p> <p>You may make the payment for the above licence via the following methods.</p> <div> <p>Immediately:</p> <p>Online payment with PayPal, MasterCard or VISA</p> <p></p> <p>Make Payment</p> </div> <div> <p>After 3 Working Days:</p> <p>Payment via AXS terminals. You can download the payment invoice below.</p> <p></p> <p>Download Payment Invoice</p> <p><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.</small></p> </div> <p>OR</p> <p>Payment via AXS</p> <p>Download Payment Invoice</p>	APPLICATION NUMBER	APPLICATION TYPE	LICENCE PERIOD (\$)	[REDACTED]	[REDACTED]	[REDACTED]
APPLICATION NUMBER	APPLICATION TYPE	LICENCE PERIOD (\$)						
[REDACTED]	[REDACTED]	[REDACTED]						

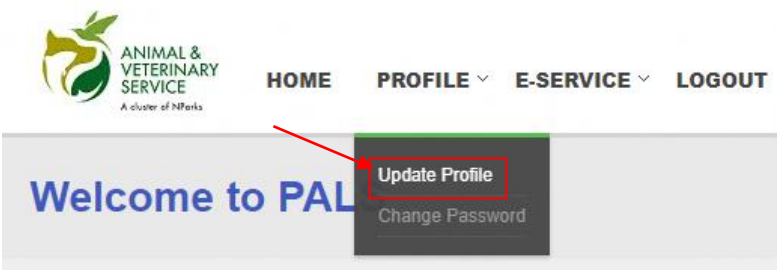
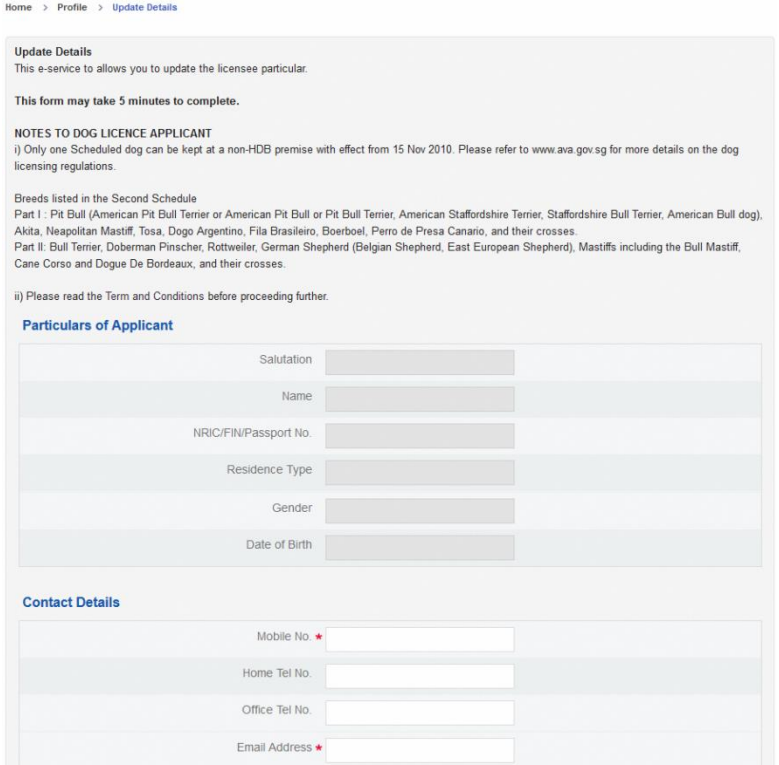
Refer to [4.2 Download Licence](#) on how to download your licence.

[Redacted]		Generation Date	[Redacted]
		Generation Time	[Redacted]
		Application No	[Redacted]
		Amount	[Redacted]
		Expiry Date	[Redacted]
Particular of Dog Owner			
Name			
NRIC/Passport/IN No			
Description of Dog			
Breed	CHIHUAHUA		
Colour	WHITE FAWN		
Sex	Female		
Microchip No.	[Redacted]		
Address (Where the dog kept)			
[Redacted]			
			
Name	[Redacted]	NRIC/PP No.	[Redacted]
Application No	[Redacted]	Amount Due	\$15.00
			
20150500106589			

Sample Payment Invoice (PDF)

6. Update Licence Details

6.1 Update User Profile

SN	Step	Screenshot
1	Click on 'Profile' → 'Update Profile'.	
2	<p>Update details where required.</p> <p>Click "Next" to proceed.</p> <p>Note: Updating of licensee's address is applicable to foreigners only.</p> <p>For Singaporeans and Permanent Residents, your address will be updated through OSCARS.</p>	

		<div data-bbox="643 192 1414 1043"> <div> <div>Dog Owner Address</div> <div> <div>Postal Code *</div> <div>Retrieve</div> </div> <div> <div>Address Type *</div> <div>HDB Block</div> </div> <div> <div>Blk / House No. *</div> <div></div> </div> <div> <div>Level</div> <div></div> </div> <div> <div>Unit No.</div> <div></div> </div> <div> <div>Building Name</div> <div></div> </div> <div> <div>Street Name *</div> <div></div> </div> </div> <div> <div>Alternate Contact Details</div> <div> <div>Name *</div> <div></div> </div> <div> <div>Relationship *</div> <div></div> </div> <div> <div>Mobile No. *</div> <div></div> </div> <div> <div>Email Address</div> <div></div> </div> </div> <div> <div>Electronic Notification</div> <div> <div> <div>* Electronic Notification</div> <div> <div><input checked="" type="radio"/> Email</div> <div>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.</div> </div> <div> <div><input type="radio"/> Postal Mail</div> <div>No, I wish to receive all correspondences from AVA via postal mail.</div> </div> <div> <div><input checked="" type="checkbox"/> SMS</div> <div>In addition, I wish to receive renewal reminders and other notifications via SMS.</div> </div> </div> </div> <div>Next</div> </div> </div>
3	<div data-bbox="276 1043 616 1187"> <p>Verify the information entered is correct.</p> <p>Click “Next” to proceed.</p> </div>	<div data-bbox="643 1043 1414 2000"> <div>Home > Profile > Update Details</div> <div>Particulars of Applicant</div> <div> <div>Salutation</div> <div></div> </div> <div> <div>Name</div> <div></div> </div> <div> <div>NRIC/FIN/Passport No.</div> <div></div> </div> <div> <div>Residence Type</div> <div></div> </div> <div> <div>Gender</div> <div></div> </div> <div> <div>Date of Birth</div> <div></div> </div> <div>Contact Details</div> <div> <div>Mobile No.</div> <div></div> </div> <div> <div>Home Tel No.</div> <div></div> </div> <div> <div>Office Tel No.</div> <div></div> </div> <div> <div>Email Address</div> <div></div> </div> <div>Dog Owner Address</div> <div> <div>Postal Code</div> <div></div> </div> <div> <div>Address Type</div> <div></div> </div> <div> <div>Blk / House No.</div> <div></div> </div> <div> <div>Level</div> <div></div> </div> <div> <div>Unit No.</div> <div></div> </div> <div> <div>Building Name</div> <div></div> </div> <div> <div>Street Name</div> <div></div> </div> <div>Alternate Contact Details</div> <div> <div>Name</div> <div></div> </div> <div> <div>Relationship</div> <div></div> </div> <div> <div>Mobile No.</div> <div></div> </div> <div> <div>Email Address</div> <div></div> </div> <div>Electronic Notification</div> <div> <div>Electronic Notification</div> <div> <div>Email</div> <div>SMS</div> </div> </div> <div> <div>Back</div> <div>Next</div> </div> </div>

<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>Home > Profile > Update Details</p> <p>I, angweiing, NRIC/Passport/FIN NO [REDACTED] 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 checked="" type="checkbox"/> I have read and understood the above declaration.</p> <p>Submit</p>
<p>5</p>	<p>An acknowledge page indicating that you have successfully submitted your changes will be displayed.</p>	<p>Home > Profile > Update Details</p> <p>✓ You have successfully submitted your changes on applicant details on 06/04/2015 at 17:51. Application No [REDACTED]</p>

6.2 Update Cat/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>	<p>The screenshot shows the 'My Licences' tab with a search bar and a table of licences. The table has columns: PHOTO, PET TYPE, PET NAME, LICENCE NO., SEX, COLOUR, STATUS, EXPIRY DATE, and ACTIONS. There are four entries: a dog named 'Cake' (PENDING DOCUMENT, 12/08/2026), a dog named 'Doge' (PENDING DOCUMENT, N.A.), a cat named 'Niu Niu' (VALID, 31/01/2027), and a cat named 'Cupcake' (PENDING TRANSFER, N.A.). The 'Update' icon (pencil) for 'Niu Niu' is highlighted with a red box and a red arrow.</p>
2	<p>Update the details for the "Cat/Dog Particulars".</p> <p>Click on the "Upload dog photo" or "Upload cat photo" checkbox to attach a photo at the "Upload Documents" page.</p>	<p>The screenshot shows the 'Update Dog Details' form. It includes instructions and a list of breeds. The 'Dog Particulars' section has fields for 'Microchipped in' (Singapore), 'Microchip No.' (redacted), 'Name of Dog' (Dippo), and 'Upload dog photo' (checkbox). The 'Upload dog photo' checkbox is highlighted with a red box.</p>
	<p>Update the cat/dog sterilisation details accordingly.</p> <p>Click "Submit" to proceed.</p> <p>Note: Sterilisation status can only be amended for non-sterilised cats/dogs.</p>	<p>The screenshot shows the 'Sterilisation Status' section with a 'Sterilised' radio button set to 'No'. Below it is the 'Dog Address' section with 'Same as Dog Licensee' checked and 'Type of Residence' set to 'HDB'. The 'Submit' button at the bottom is highlighted with a red box and a red arrow.</p>

3

Upload the relevant supporting documents.

Click “Next” to proceed.

Application for Update Dog Details

You are logged in as Joseph
Last login was on 16 Jul 2015

Home > Licence > Application for Update Dog Details

FILL IN APPLICATION

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

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

Back

Next

The following table indicates the supporting documents to be uploaded.

Application Criteria	Supporting Documents
‘Upload cat/dog photo’ checkbox selected	<ul style="list-style-type: none">Cat/Dog photo
Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed

4

Verify the information entered is correct.

Click “Next” to proceed.
(screenshot updated)

Dog Particulars

Microchipped in

Singapore

Microchip No.

328598741254123

Name of Dog

Dippo

Upload dog photo

☐ Yes

Sex

Male

Breed

DACHSHUND, STANDARD

Colour

BROWN

Estimated Date of Birth

18/08/2017

Dog obtained from

Animal Welfare Group

Animal Welfare Group

Purely Adoptions

Sterilisation Status

Sterilised

☐ Yes

☒ No

Dog Address

Same as Dog Licensee

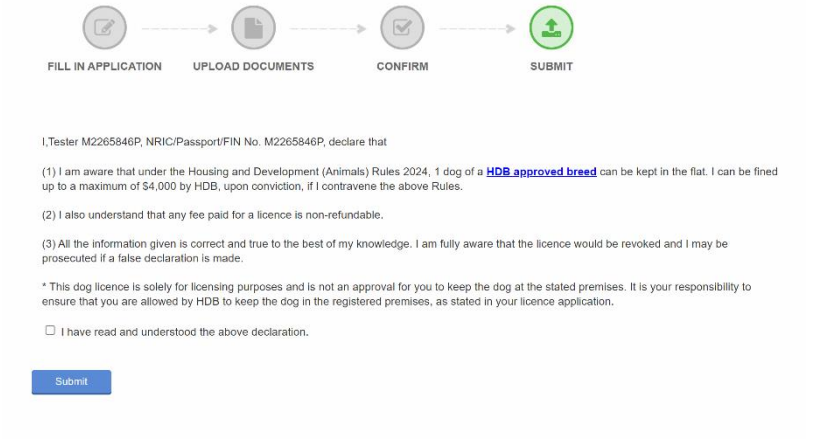
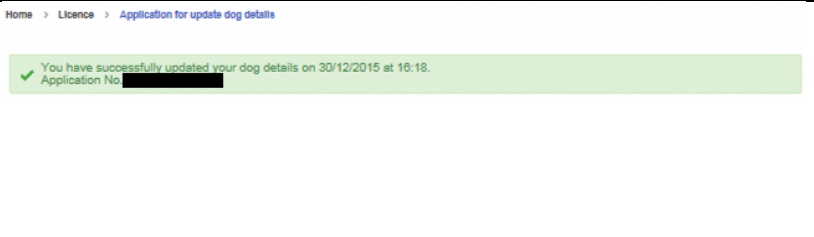
☒ Yes

Type of Residence

HDB

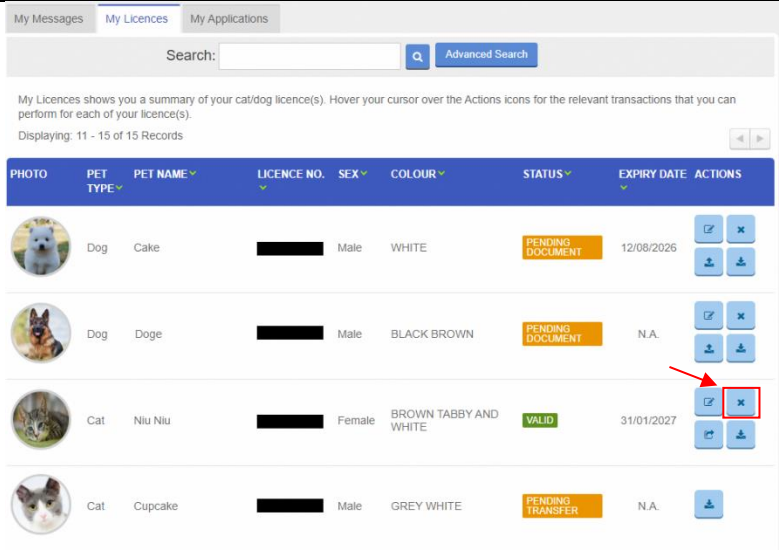
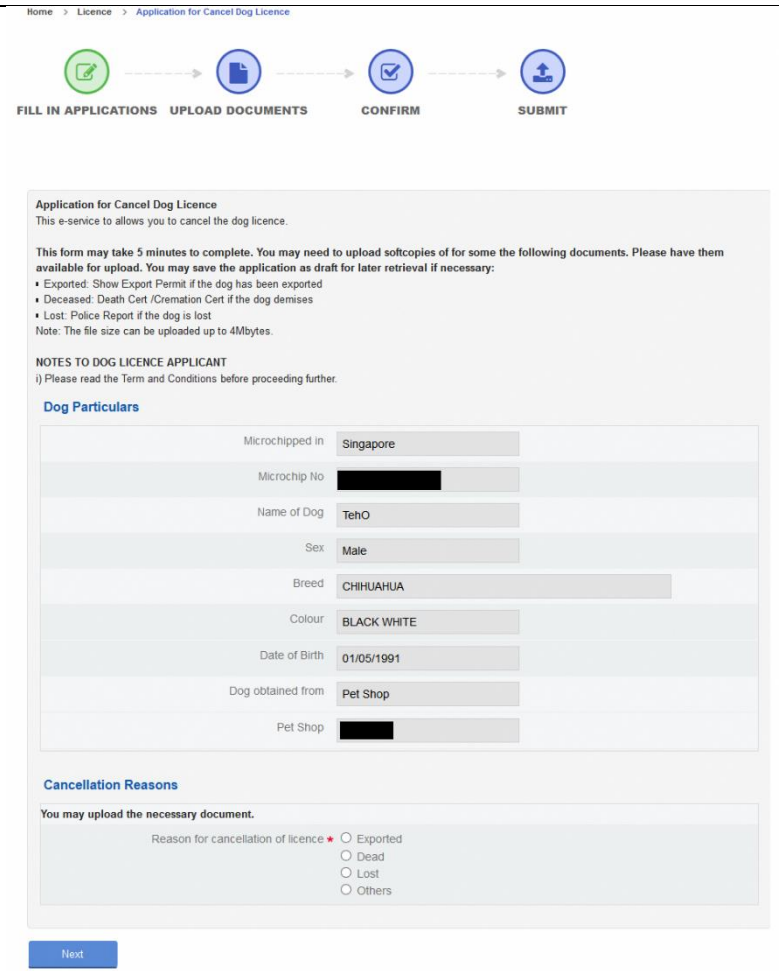
Back

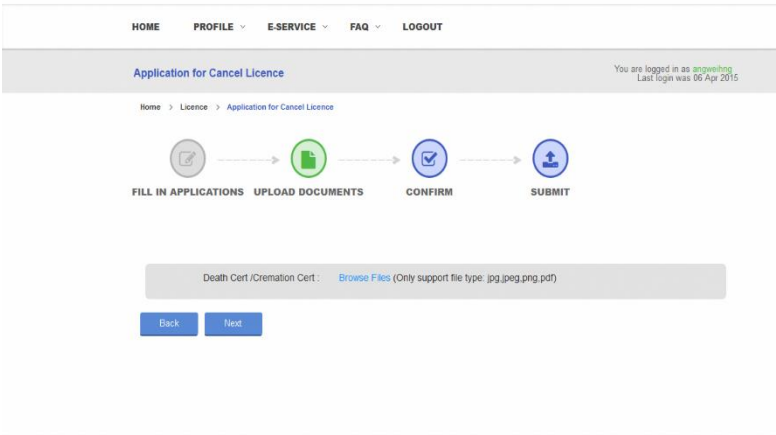
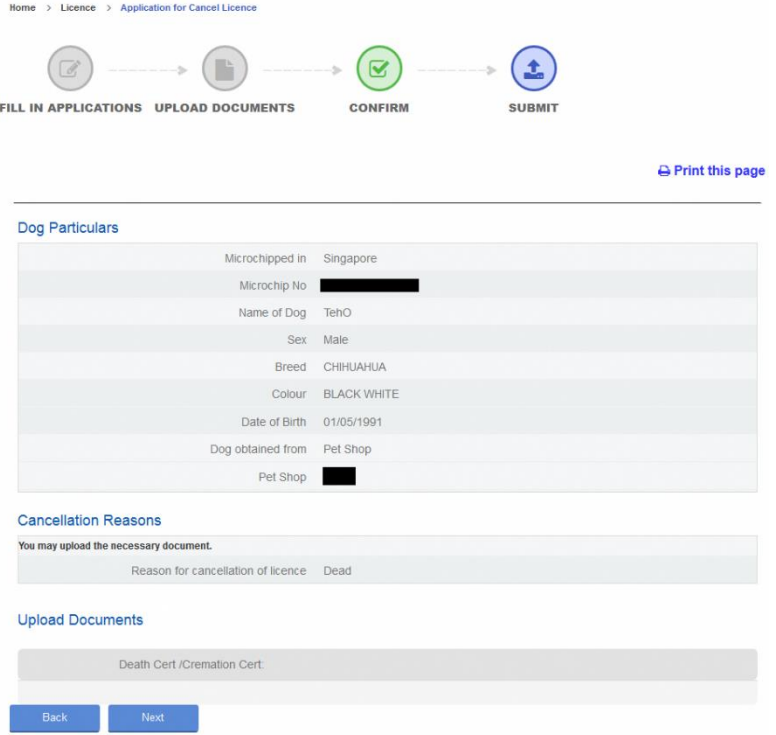
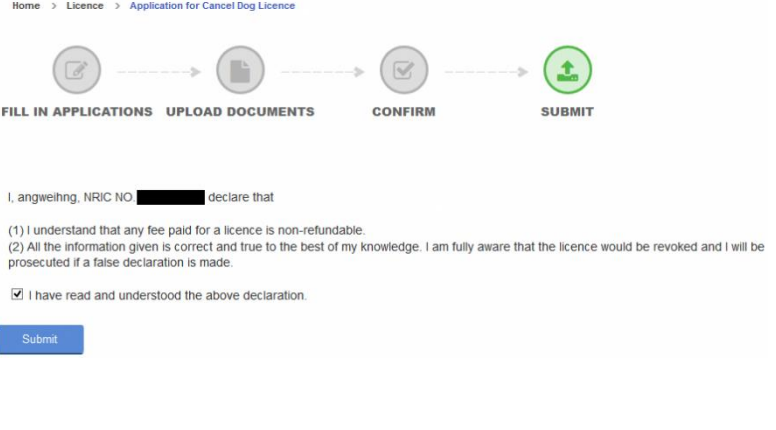
Next


<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.(screenshot updated)</p>	 <p>FILL IN APPLICATION UPLOAD DOCUMENTS CONFIRM SUBMIT</p> <p>I, Tester M2265846P, NRIC/Passport/FIN No. M2265846P, declare that</p> <p>(1) I am aware that under the Housing and Development (Animals) Rules 2024, 1 dog of a HDB approved breed can be kept in the flat. I can be fined up to a maximum of \$4,000 by HDB, upon conviction, if I contravene the above Rules.</p> <p>(2) I also understand that any fee paid for a licence is non-refundable.</p> <p>(3) 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 may be prosecuted if a false declaration is made.</p> <p>* 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 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 submitted the changes will be displayed. (screenshot updated)</p>	 <p>Home > Licence > Application for update dog details</p> <p>✓ You have successfully updated your dog details on 30/12/2015 at 16:18. Application No. [redacted]</p>

7. Cancellation of Licence

7.1 Cancel Licence

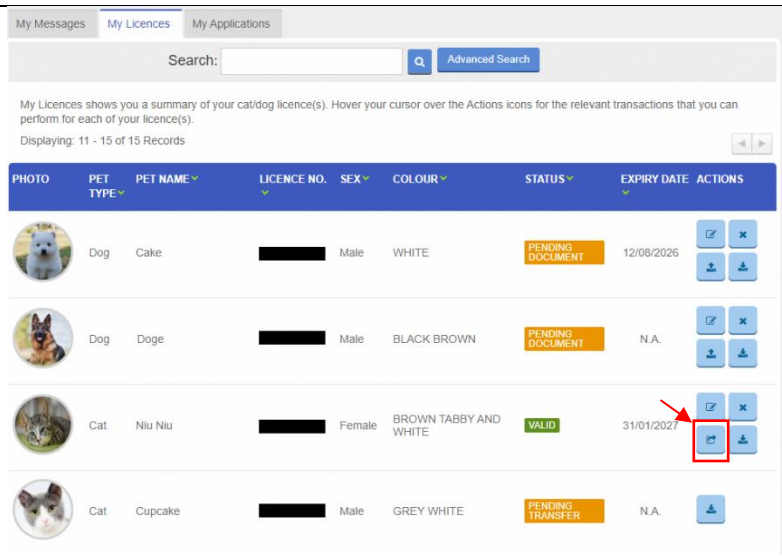
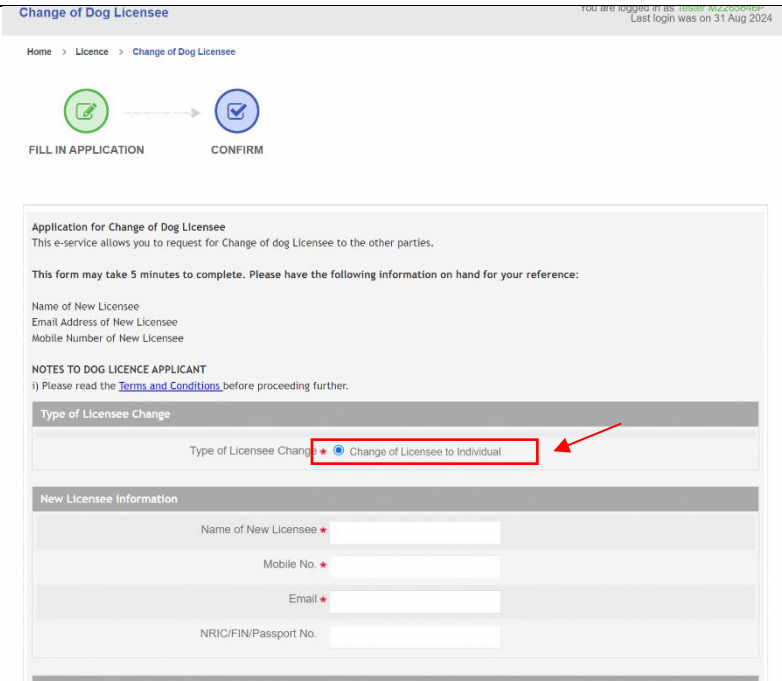
SN	Step	Screenshot
1	<p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Cancel licence' icon.</p>	 <p>The screenshot shows the 'My Licences' tab selected. Below the search bar, there is a table of licenses. The table has columns: PHOTO, PET TYPE, PET NAME, LICENCE NO., SEX, COLOUR, STATUS, EXPIRY DATE, and ACTIONS. The 'Niu Niu' license is highlighted, and a red box is drawn around the 'Cancel licence' icon in the ACTIONS column.</p>
2	<p>Select and click on the reason for cancellation.</p> <p>If cat/dog is sold or given away, select "Others" and key in the new licensee's name and contact information.</p> <p>Click "Next" to proceed.</p>	 <p>The screenshot shows the 'Application for Cancel Dog Licence' form. The form has a progress bar with four steps: FILL IN APPLICATIONS, UPLOAD DOCUMENTS, CONFIRM, and SUBMIT. Below the progress bar, there is a section for 'Dog Particulars' with fields for Microchipped in, Microchip No, Name of Dog, Sex, Breed, Colour, Date of Birth, Dog obtained from, and Pet Shop. Below this, there is a section for 'Cancellation Reasons' with a list of reasons: Exported, Dead, Lost, and Others. The 'Next' button is visible at the bottom.</p>

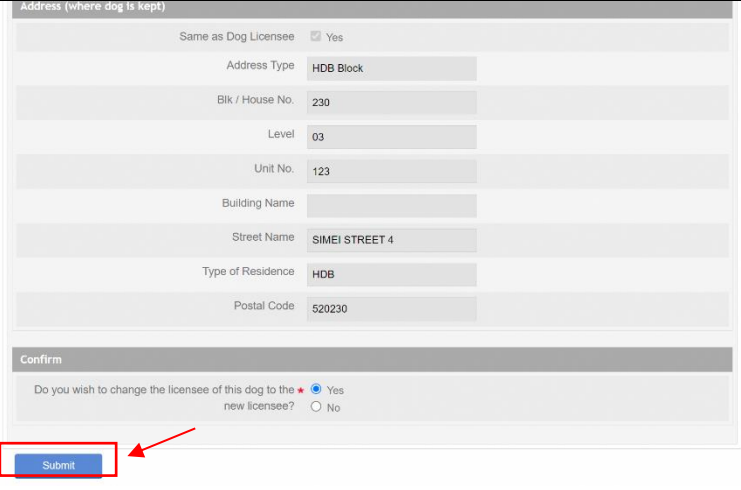
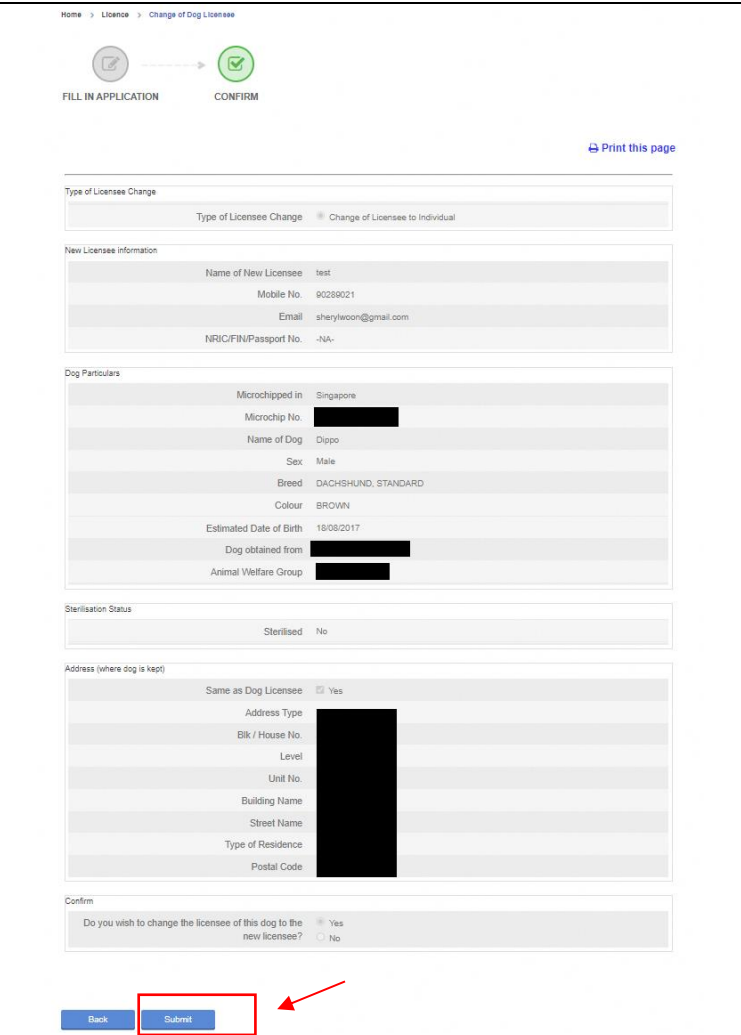

<p>3</p>	<p>Upload the relevant documents:</p> <ol style="list-style-type: none"> export permit for exported cat/dog, death/cremation certificate for dead cat/dog, Police report for lost cat/dog. <p>Click "Next" to proceed.</p>	
<p>4</p>	<p>Verify the details of the licence to be cancelled are correct.</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>	

6	An acknowledge page indicating that the licence is successfully cancelled will be displayed.	 <p>Home > Licence > Application for Cancel Dog Licence</p> <p>FILL IN APPLICATIONS → UPLOAD DOCUMENTS → CONFIRM → SUBMIT</p> <p>✓ You have successfully cancelled the licence on 06/04/2015 at 14:52. Application No. [redacted] Licence No. [redacted]</p>
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8. Change of Licensee

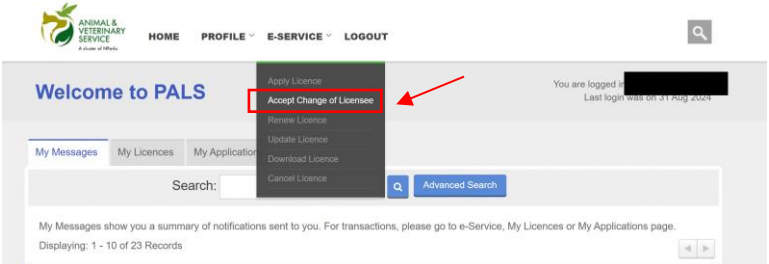
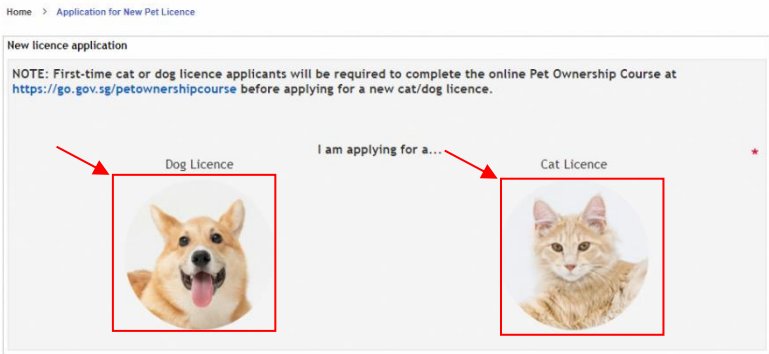
8.1 Initiate Change of Licensee

SN	Step	Screenshot
1	<p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Change of Licensee' icon.</p>	 <p>The screenshot shows the 'My Licences' page with a search bar and a table of licenses. The table has columns: PHOTO, PET TYPE, PET NAME, LICENCE NO., SEX, COLOUR, STATUS, EXPIRY DATE, and ACTIONS. There are four licenses listed: 'Cake' (Dog, Pending Document), 'Doge' (Dog, Pending Document), 'Niu Niu' (Cat, Valid), and 'Cupcake' (Cat, Pending Transfer). The 'Niu Niu' license is highlighted, and its 'Change of Licensee' icon is circled in red with an arrow pointing to it.</p>
2	<p>Complete "Change of Licensee". Click on 'Change Licensee to Individual'.</p> <p>Enter the new licensee's particulars. Mandatory fields are marked with red asterisk (*).</p> <p>Select the 'Yes' button to indicate that you wish to</p>	 <p>The screenshot shows the 'Change of Dog Licensee' form. It includes a progress bar with 'FILL IN APPLICATION' and 'CONFIRM' steps. The form contains sections for 'Application for Change of Dog Licensee', 'Name of New Licensee', 'Email Address of New Licensee', 'Mobile Number of New Licensee', 'NOTES TO DOG LICENCE APPLICANT', and 'Type of Licensee Change'. The 'Change of Licensee to Individual' option is selected and highlighted with a red box and a red arrow. Below this is the 'New Licensee Information' section with fields for Name, Mobile No., Email, and NRIC/FIN/Passport No., all marked with red asterisks.</p>

	<p>transfer the cat/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 licensee request will be displayed.</p>	

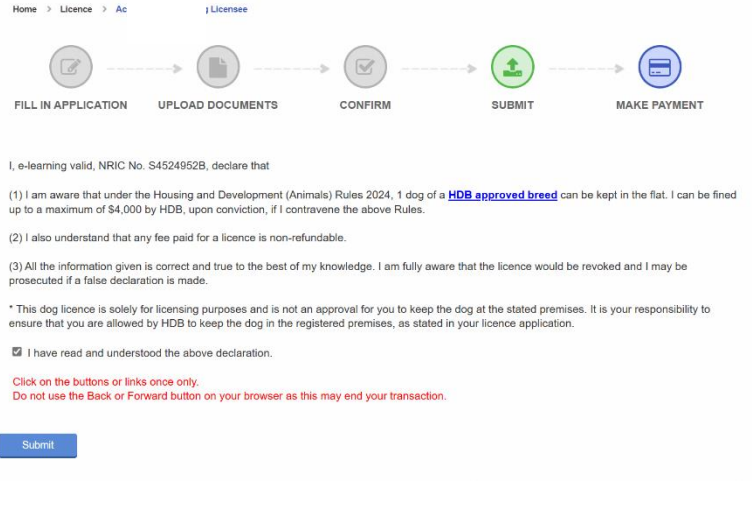
5	<p>The new licensee will receive a notification containing the reference number to accept/reject the change of licensee.</p> <p>You will be notified of the outcome when the new licensee accepts or rejects the request.</p>	<p>Dear X,</p> <p>A request for a change in dog licensee to you has been initiated.</p> <p>Please log in to the Pet Animal Licensing System (PALS) to accept or reject the change request by 14/10/2016. Go to e-services > Accept Change of Licensee > Key in the below reference number to proceed.</p> <p>Reference Number: XXXXXXXXXXXX Microchip number yyyyyy</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>
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8.2 Accept Change of Licensee

SN	Step	Screenshot
1	<p>Click on 'e-Service' → 'Accept Change of Licensee'.</p>	
2	<p>Select application for Cat or Dog Licence.</p> <p>You will need to complete the online Pet Ownership Course (https://go.gov.sg/petownershipcourse) before you can make the application for a new cat/dog licence.</p>	

<p>3</p> <p>Key in reference number that you received to accept/reject the change of licensee. Click on Retrieve.</p> <p>Click “Yes” to confirm that you wish to accept the cat/dog transfer.</p> <p>Complete the details for:</p> <p>(iii) “Address (where cat/dog is kept”).</p> <p>(Click on the checkbox indicating “Same as Cat/Dog Licensee” if the cat/dog is kept at the same address as indicated under the Cat/Dog Licensee Particulars)</p> <p>Mandatory fields are marked with red asterisk (*).</p> <p>Click ‘Next’ to proceed.</p>	<p>ii) Please read the Terms and Conditions before proceeding further.</p> <p>Accept Change of Dog Licensee Ref. No.</p> <p>Accept Change of Dog Licensee Ref. No. * IE3U3O5IT8 Retrieve</p> <p>Current Dog Licensee</p> <p>Name of Current Licensee * Tester M2265846P</p> <p>Confirm</p> <p>Please confirm if you wish to accept this change of dog licensee? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Dog Licensee Particular</p> <table border="1"> <tr><td>Name of Licensee</td><td>e-learning valid</td></tr> <tr><td>NRIC/FIN/Passport No.</td><td>S4524952B</td></tr> <tr><td>Contact No.</td><td>85337227</td></tr> <tr><td>Postal Code</td><td>555111</td></tr> <tr><td>Address Type</td><td>Standard</td></tr> <tr><td>Blk / House No.</td><td>8</td></tr> <tr><td>Level</td><td></td></tr> <tr><td>Unit No.</td><td></td></tr> <tr><td>Building Name</td><td>SERANGOON GARDEN ESTATE</td></tr> <tr><td>Street Name</td><td>TAVISTOCK AVENUE</td></tr> </table> <p>Address (where dog is kept)</p> <p>Address (where dog is kept)</p> <p>Same as Dog Licensee <input type="checkbox"/> Retrieve</p> <p>Postal Code *</p> <p>Address Type * -Please Select- v</p> <p>Blk / House No. *</p> <p>Level</p> <p>Unit No.</p> <p>Building Name</p> <p>Street Name *</p> <p>Type of Residence * -Please Select- v</p> <p>Please click here to go back</p> <p>Next</p>	Name of Licensee	e-learning valid	NRIC/FIN/Passport No.	S4524952B	Contact No.	85337227	Postal Code	555111	Address Type	Standard	Blk / House No.	8	Level		Unit No.		Building Name	SERANGOON GARDEN ESTATE	Street Name	TAVISTOCK AVENUE
Name of Licensee	e-learning valid																				
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Blk / House No.	8																				
Level																					
Unit No.																					
Building Name	SERANGOON GARDEN ESTATE																				
Street Name	TAVISTOCK AVENUE																				
<p>4</p> <p>Update sterilisation status, if applicable.</p> <p>Click “Next” to proceed.</p>	<p>Sterilisation Status</p> <p>Sterilised * <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Previous Submit</p>																				

<p>5</p>	<p>Upload the required supporting documents (where relevant).</p> <p>Click “Next” to proceed.</p> <p>Note: For licensees 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> <p>c) 4 weeks: Insurance Policy and Banker’s Guarantee.</p> <p>d) 10 weeks: Obedience Training Certificate</p> <p>Visit www.avsgov.sg for more information on Specified dog breeds and the additional licensing conditions.</p>	<p>The following table list the supporting documents to be uploaded based on the various application criteria.</p> <table border="1"> <thead> <tr> <th>Application Criteria</th> <th>Supporting Documents</th> </tr> </thead> <tbody> <tr> <td>Cat/Dog is adopted from an Animal Welfare Group (AWG)</td> <td>AWG Adoption / Fosterer Agreement</td> </tr> <tr> <td>Cat/Dog is imported</td> <td>Import Permit</td> </tr> <tr> <td>Cat/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> <tr> <td>For dogs only: 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> </tbody> </table>	Application Criteria	Supporting Documents	Cat/Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption / Fosterer Agreement	Cat/Dog is imported	Import Permit	Cat/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 	For dogs only: Breed of dog -Specified Dogs or their crosses	<ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Obedience Training Certificate
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For dogs only: Breed of dog -Specified Dogs or their crosses	<ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Obedience Training Certificate 													
<p>6</p>	<p>Verify the details you have entered are correct.</p> <p>Click “Next” to proceed.</p>	<p>The screenshot shows a form with the following sections:</p> <ul style="list-style-type: none"> Address (where dog is kept): <ul style="list-style-type: none"> Same as Dog Licensee: <input checked="" type="checkbox"/> Yes Type of Residence: SHOP Private Dog Particulars: <ul style="list-style-type: none"> Microchipped in: Singapore Microchip No.: 326598741254123 Name of Dog: Dippo Sex: Male Breed: DACHSHUND, STANDARD Color: BROWN Estimated Date of Birth: 18/08/2017 Dog obtained from: Animal Welfare Group Animal Welfare Group: Purely Adoptions Sterilisation Status: <ul style="list-style-type: none"> Sterilised: <input type="radio"/> Yes <input checked="" type="radio"/> No <p>At the bottom, there are two buttons: "Back" and "Next". The "Next" button is highlighted with a red box, and a red arrow points to it.</p>												

<p>7</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>8</p>	<p>An acknowledge page indicating that you have successfully submitted the change of licensee request will be displayed.</p> <p>The previous licensee will be notified of the outcome when you have accepted the change of licensee.</p>	