

National Parks Board (NParks)



PALS User Guide

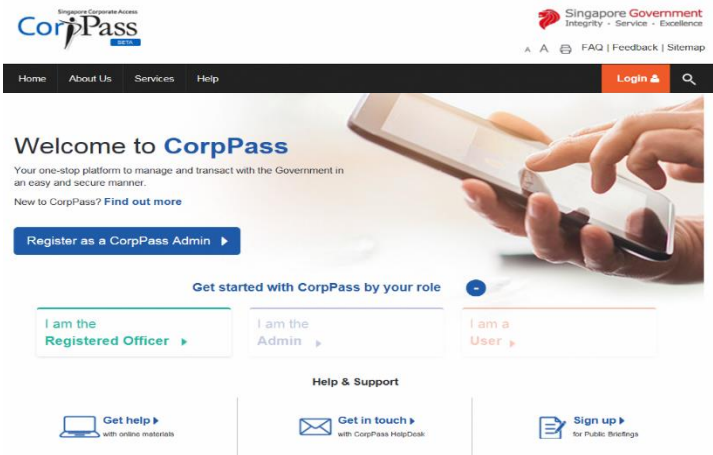
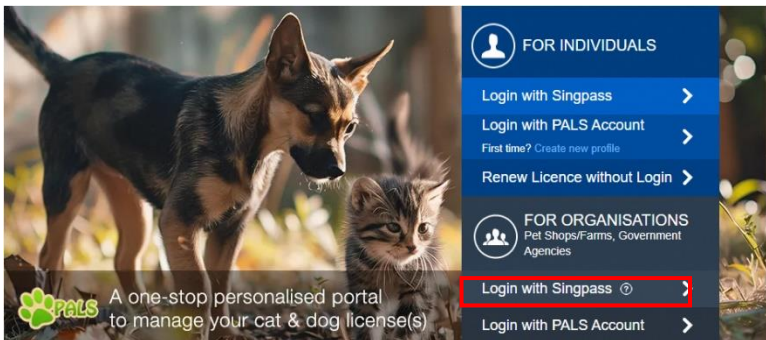
For Pet Businesses



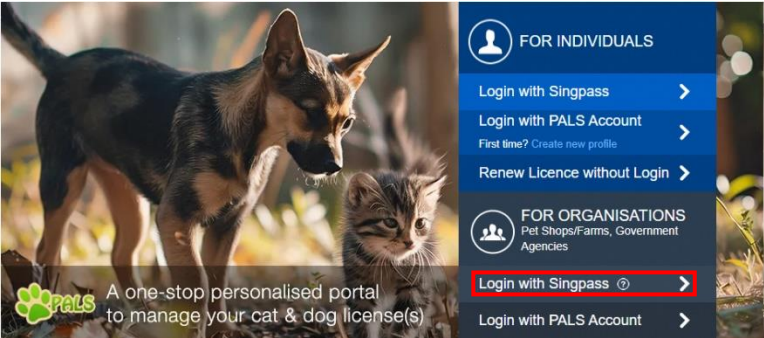
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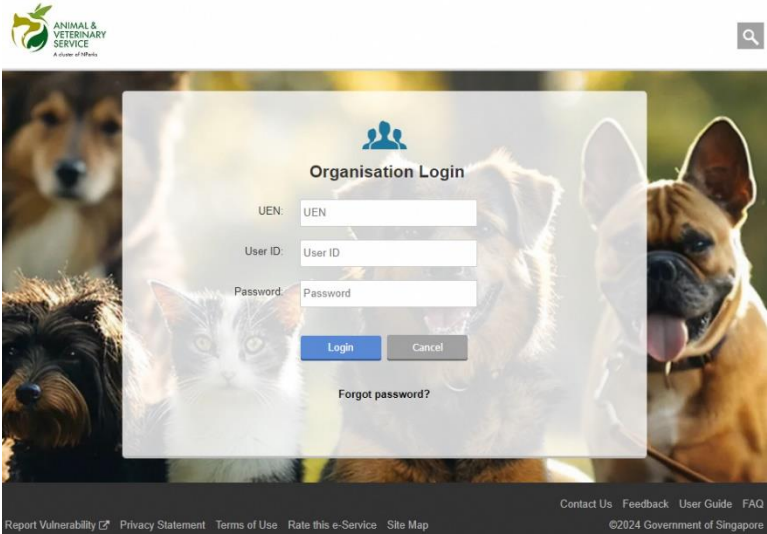
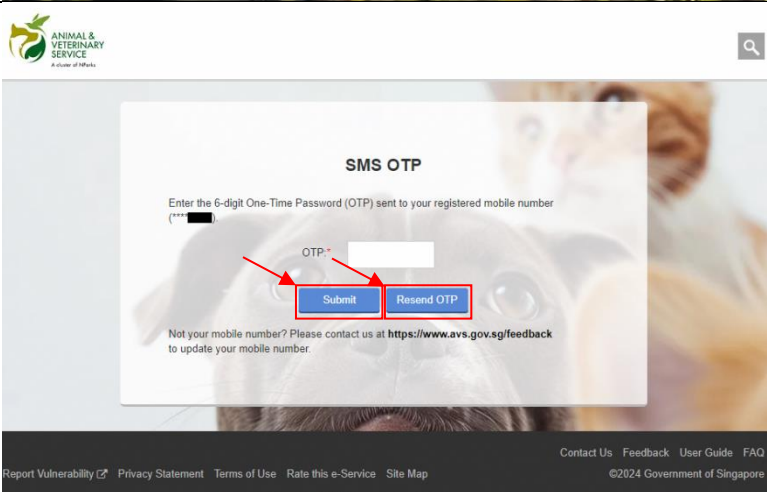
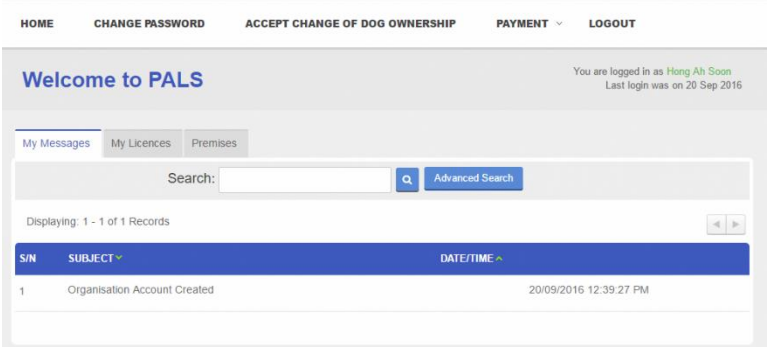
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1. Account Registration for First-time Users

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

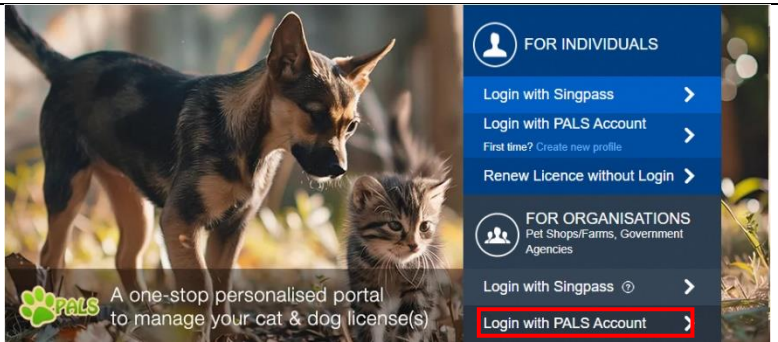
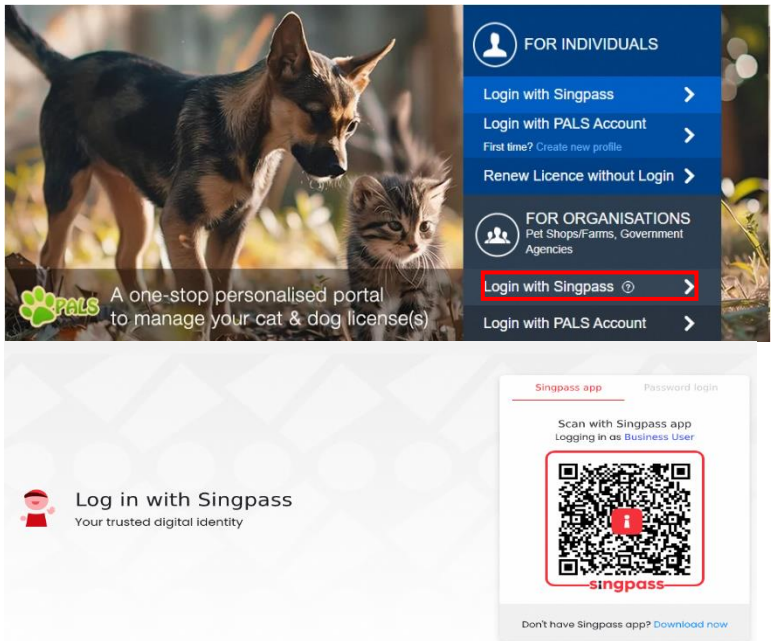
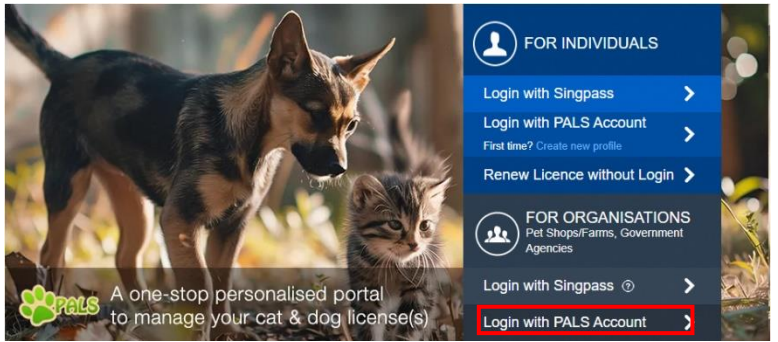
SN	Step	Screenshot																						
1a	<p>For first-time users logging in with SingPass:</p> <p>Create your CorpPass account: www.corppass.gov.sg</p> <p>Provide AVS at www.avs.gov.sg/contactus with the particulars of CorpPass users who will be managing the group licence. Mandatory fields are marked 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.avs.gov.sg</p> <p>Click on “Login with SingPass” for organisations.</p>	<div><p>Provide AVS with the following particulars of CorpPass users managing the group pet licence(s):</p><table><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 cats/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></div> <div></div>	S/N	Particulars of CorpPass users	1	UEN of company*	2	Premises address where cats/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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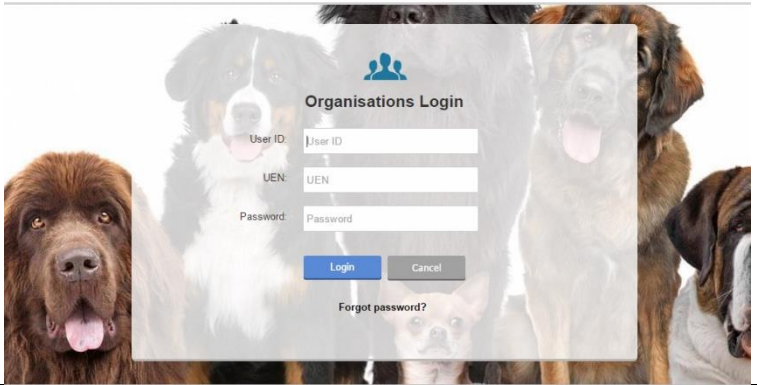
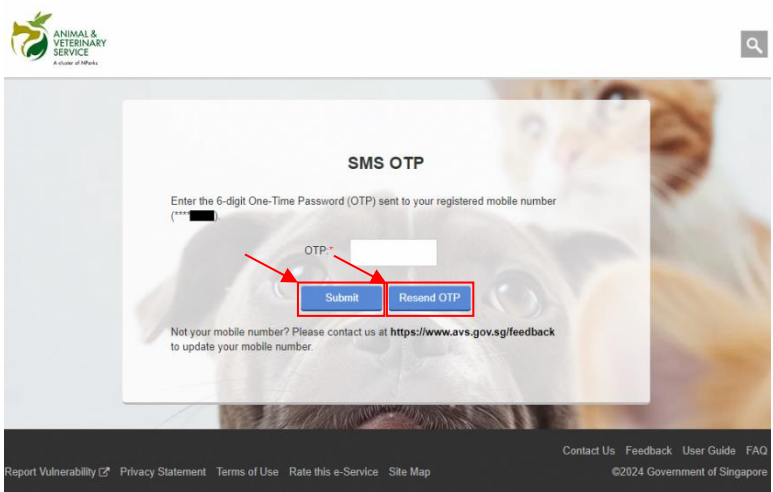
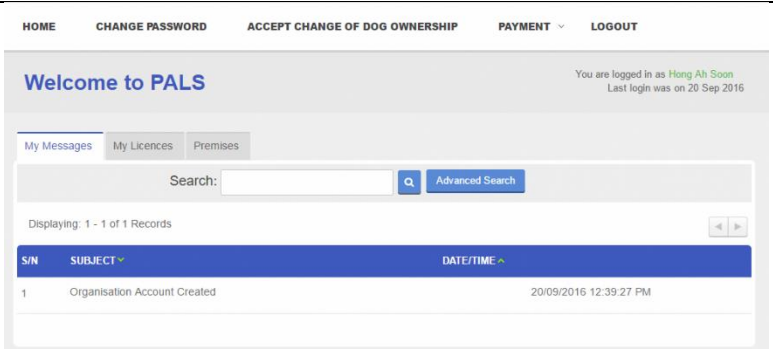
	<p>Log in with your SingPass app or enter your SingPass ID and password.</p>	<div><div><div>Log in with Singpass Your trusted digital identity</div></div><div><div>Singpass app</div><div>Password login</div><div>Scan with Singpass app Logging in as Business User</div><div></div><div>Don't have Singpass app? Download now</div></div></div>																						
1b	<p>For first-time users logging in with PALS account:</p> <p>Provide AVS at www.avsgov.sg/contactus with the particulars of 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, your new account information will be emailed to you.</p> <p>Go to AVS PALS website: https://pals.avsgov.sg</p> <p>Click on “Login with PALS Account” for organisations.</p>	<p><u>Provide AVS with the following particulars of CorpPass users managing the group cat/dog licence(s):</u></p> <table><tr><th>S/N</th><th>Particulars of PALS Account users</th></tr><tr><td>1</td><td>UEN of company*</td></tr><tr><td>2</td><td>Premises address where cats/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></table> <div></div>	S/N	Particulars of PALS Account users	1	UEN of company*	2	Premises address where cats/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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	<p>Enter “User ID” (NRIC/FIN/Passport No.), “UEN” (Company entity no.) and “Password”. Refer to the registration email for the temporary password.</p> <p>Click on “Login” to proceed.</p>									
2	<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	<p>You will be redirected automatically to the post-login landing page:</p>	 <p style="text-align: center;">PALS Landing Page</p> <table><tr><th>Menu</th><th>Description</th></tr><tr><td>Home</td><td>Go back to landing page</td></tr><tr><td>Accept Change of Licensee</td><td>Accept change of licensee from another organisation or individual. (Refer to Section 7)</td></tr><tr><td>Payment</td><td>Pay for group licence (Refer to Section 4.2 and 5)</td></tr></table>	Menu	Description	Home	Go back to landing page	Accept Change of Licensee	Accept change of licensee from another organisation or individual. (Refer to Section 7)	Payment	Pay for group licence (Refer to Section 4.2 and 5)
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		Dashboard	Description
		My Messages	A list of messages that are related to you and the premises managed by you. (Refer to Section 4.4)
		Pet List	A list of cats/dogs in all your premises. You can perform change of licensee for one or more cats/dogs to another organisation or individual here. (Refer to Section 7)
		Premises	A list of premises managed by you. You can add new cats/dogs or update the existing list of cats/dogs for a particular premise here. (Refer to Section 6)
		Pet History	A list of past cats/dogs in all your premises. You can view the details of the transferred or cancelled cat/dog here.

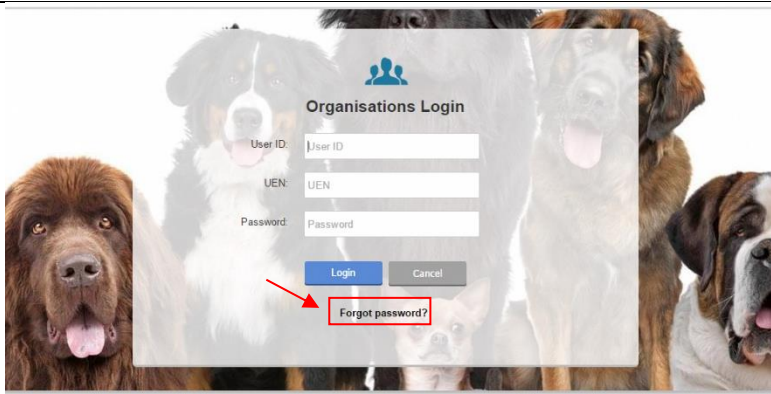
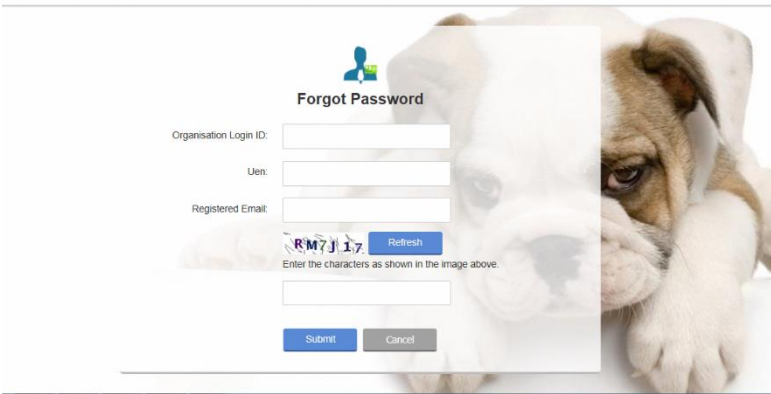
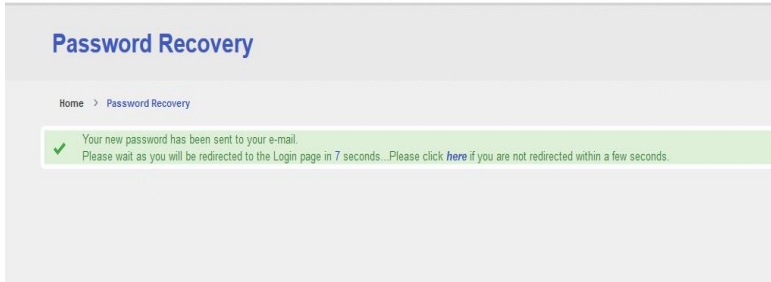
2. Account Login for Existing Users

SN	Step	Screenshot
1	<p>Go to AVS PALS website: https://pals.avs.gov.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</p>	

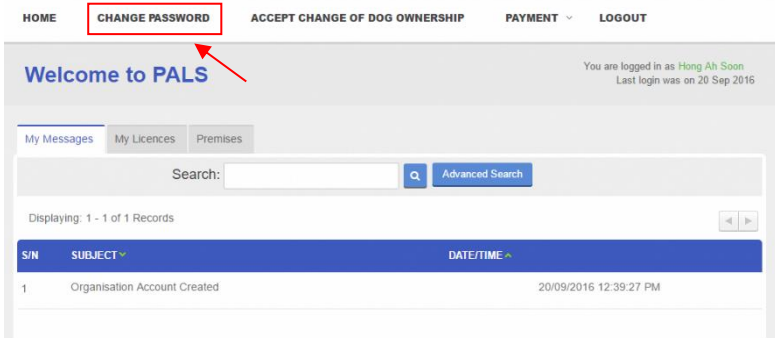
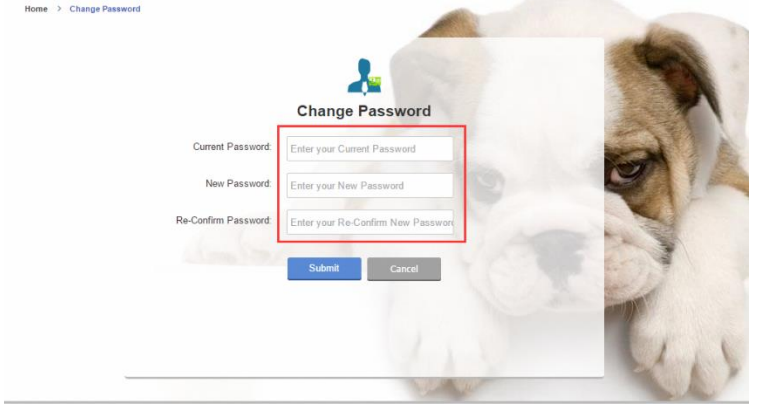
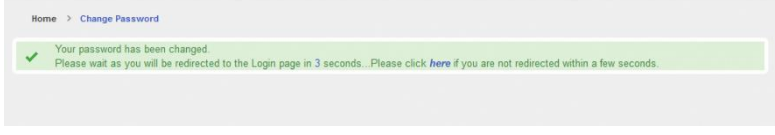
	<p>No.), “UEN” (Company entity no.) and “Password”.</p> <p>Click on “Login” to proceed.</p>	 <p>The image shows the 'Organisations Login' interface. It features a background image of several dogs. Overlaid on this is a white login form with the title 'Organisations Login' and a blue icon of three people. The form contains three input fields: 'User ID' (with a placeholder 'User ID'), 'UEN' (with a placeholder 'UEN'), and 'Password' (with a placeholder 'Password'). Below the fields are two buttons: 'Login' (blue) and 'Cancel' (grey). At the bottom of the form is a link that says 'Forgot password?'.</p>
3	<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>	 <p>The image shows the 'SMS OTP' screen. At the top left is the 'ANIMAL & VETERINARY SERVICE' logo. The main heading is 'SMS OTP'. Below it, text says 'Enter the 6-digit One-Time Password (OTP) sent to your registered mobile number (*****)'. There is an input field for the OTP. Below the field are two buttons: 'Submit' (blue) and 'Resend OTP' (blue). A red arrow points from the 'Submit' button to the 'Resend OTP' button. At the bottom, text says 'Not your mobile number? Please contact us at https://www.avs.gov.sg/feedback to update your mobile number.' The footer contains links for 'Report Vulnerability', 'Privacy Statement', 'Terms of Use', 'Rate this e-Service', 'Site Map', 'Contact Us', 'Feedback', 'User Guide', and 'FAQ', along with the copyright notice '©2024 Government of Singapore'.</p>
4	<p>You will be redirected automatically to the post-login landing page:</p>	 <p>The image shows the 'PALS Landing Page'. At the top is a navigation bar with links: 'HOME', 'CHANGE PASSWORD', 'ACCEPT CHANGE OF DOG OWNERSHIP', 'PAYMENT', and 'LOGOUT'. Below the navigation bar is a 'Welcome to PALS' message. On the right, it says 'You are logged in as Hong Ah Soon. Last login was on 20 Sep 2016'. There are tabs for 'My Messages', 'My Licences', and 'Premises'. Below the tabs is a search bar with a 'Search:' label, a search icon, and a link to 'Advanced Search'. Below the search bar, it says 'Displaying: 1 - 1 of 1 Records'. There is a table with columns 'S/N', 'SUBJECT', and 'DATE/TIME'. The table has one row with the following data: S/N: 1, SUBJECT: Organisation Account Created, DATE/TIME: 20/09/2016 12:39:27 PM.</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	Enter “Organisation Login ID” (NRIC/FIN/Passport No.), “UEN” (Company entity no.), “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>

3.2 Change Password (Applicable to PALS Account only)

SN	Step	Screenshot
1	Click on 'Change Password' to change your account password.	 <p>The screenshot shows the PALS dashboard. In the top navigation bar, the 'CHANGE PASSWORD' link is highlighted with a red box. A red arrow points to this link. The dashboard also shows a 'Welcome to PALS' message, user login information (Hong Ah Soon), and a table of records.</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: ~!@#\$%^&* _ - += ` \ () { } [] ; : " ' < > , . ? /</p> <p>(iii) At least 8 characters: e.g. abc#1234</p> <p>Click "Submit" to proceed.</p>	 <p>The screenshot shows the 'Change Password' form. The input fields for 'Current Password', 'New Password', and 'Re-confirm Password' are highlighted with a red box. The form also includes 'Submit' and 'Cancel' buttons. The background of the form features a photo of a bulldog puppy.</p>
3	An acknowledgement message indicating "Your password has been changed" will be displayed.	 <p>The screenshot shows a green confirmation message: "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>

4. Applying for New Group Pet Licence

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

4.1 Apply for New Group Cat/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 cat/dog farms, inform AVS of the number of cats/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 cat/dog licence(s):</u></p> <table><tr><th>S/N</th><th>Particulars of CorpPass / PALS Account users</th></tr><tr><td>1</td><td>UEN of company*</td></tr><tr><td>2</td><td>Premises address where cats/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>10</td><td>Email Address*</td></tr></table>	S/N	Particulars of CorpPass / PALS Account users	1	UEN of company*	2	Premises address where cats/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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2	<p>Upon receiving the information in step 1, AVS will:</p> <p>(i) process a group breeding/retail pet licence for each of your premises where cats/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 cats/dogs allowed to be kept in your premises for breeding or selling.</p>	<p><u>Licence Fees for Cats/Dogs Kept for Breeding in Cat/Dog Farms Annually or Part Thereof</u></p> <table><tr><td>More than 300 cats/dogs kept for breeding in a Cat/Dog Farm</td><td>\$3,500</td></tr><tr><td>More than 200 cats/dogs kept for breeding in a Cat/Dog Farm</td><td>\$1,700</td></tr><tr><td>More than 100 cats/dogs kept for breeding in a Cat/Dog Farm</td><td>\$1,100</td></tr><tr><td>100 or fewer cats/dogs kept for breeding in a Cat/Dog Farm</td><td>\$650</td></tr></table> <p><u>Licence Fees for Cats/Dogs Kept for Sale in Cat/Dog Farms or Pet Shops Annually or Part Thereof</u></p> <table><tr><td>101 to 200 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop</td><td>\$1,000</td></tr><tr><td>51 to 100 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop</td><td>\$500</td></tr><tr><td>21 to 50 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop</td><td>\$250</td></tr><tr><td>11 to 20 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop</td><td>\$100</td></tr><tr><td>10 or fewer cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop</td><td>\$50</td></tr></table>	More than 300 cats/dogs kept for breeding in a Cat/Dog Farm	\$3,500	More than 200 cats/dogs kept for breeding in a Cat/Dog Farm	\$1,700	More than 100 cats/dogs kept for breeding in a Cat/Dog Farm	\$1,100	100 or fewer cats/dogs kept for breeding in a Cat/Dog Farm	\$650	101 to 200 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop	\$1,000	51 to 100 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop	\$500	21 to 50 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop	\$250	11 to 20 cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop	\$100	10 or fewer cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop	\$50				
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10 or fewer cats/dogs kept for sale in a Cat/Dog Farm or Pet Shop	\$50																							

4.2 Make Payment for New Group Pet Licence

SN	Step	Screenshot
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- 1a** For online payment:
- (i) Login to PALS
 - (ii) Click on 'Payment' → 'Group Licence'
 - (iii) Click on the 'Payment' icon to pay for the particular premises
 - (iv) Click on the "Make Payment" button to make payment.

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

The screenshot shows the PALS website interface. At the top, there is a navigation bar with links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT (selected), and LOGOUT. Below the navigation bar, a 'Welcome to PALS' message is displayed. A red box highlights the 'Group Licence' option in the 'PAYMENT' dropdown menu, with a red arrow pointing to it. Below this, a search bar is visible. A table displays search results with columns: S/N, PREMISES NAME, PREMISES ADDRESS, STATUS, and ACTIONS. The first row shows a record with a 'PENDING PAYMENT' status. A red box highlights the 'Payment' icon in the ACTIONS column, with a red arrow pointing to it. Below the table, a summary of the licence fee is shown: 'The licence fee payable is summarized in the table below.' This is followed by a table with columns: S/N, PREMISES NAME, PREMISES TYPE, and AMOUNT(\$). The first row shows a 'Pet Farm (Breeder)' with an amount of '\$650.00 (1 Year)'. The total amount is '\$650.00'. Below this, a section titled 'You may make the payment for the above licence via the following methods.' offers two options: 'Online payment with eNets, MasterCard or VISA' (highlighted with a red box) and 'Payment via AXS terminals'. The online payment option includes a 'Make Payment' button. The AXS option includes a 'Download Payment Invoice' button.

Payment via online

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(S)
1		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



Make Payment

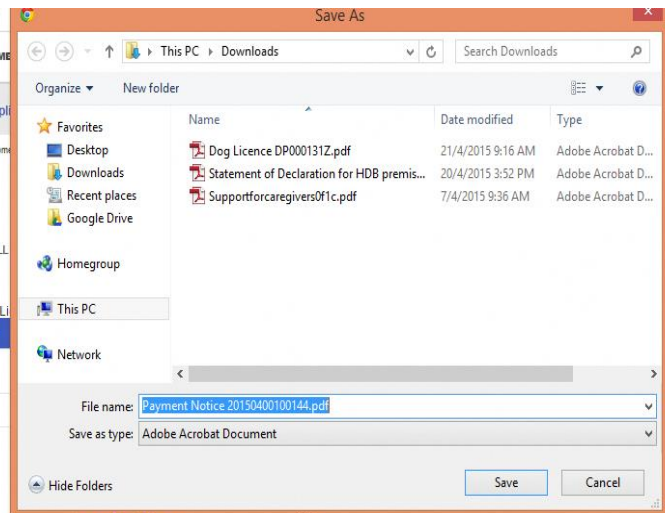
OR

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



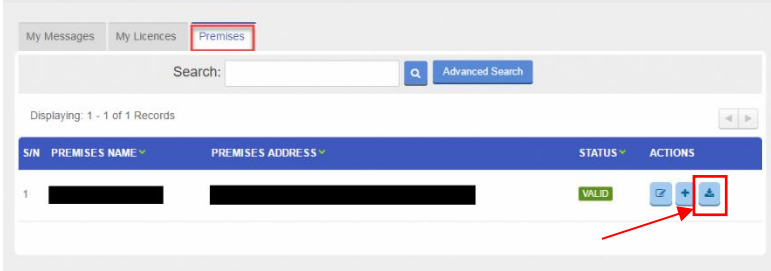
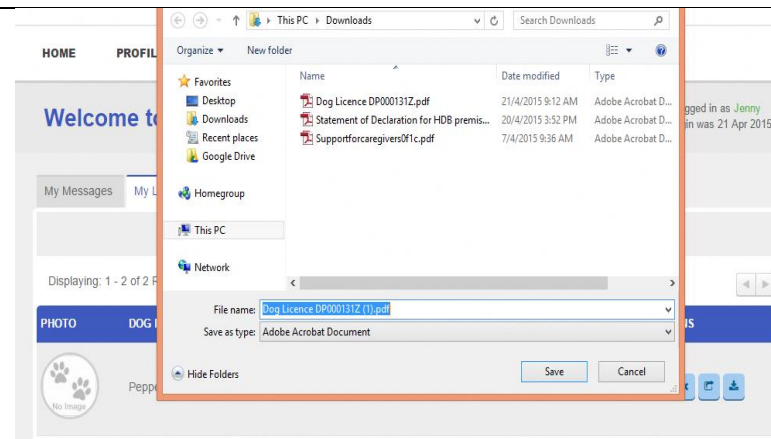
Download Payment Invoice

Payment via AXS



Download Payment Invoice

4.3 Download Group Pet 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>	

4.3 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 PALS user interface. At the top, there are navigation links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT, and LOGOUT. Below this is a 'Welcome to PALS' banner with a login status: 'You are logged in as Hong Ah Soon. Last login was on 20 Sep 2016'. The 'My Messages' tab is selected, showing a search bar and a list of messages. The first message is 'Organisation Account Created' with a date/time of 20/09/2016 12:39:27 PM.</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 includes a back arrow icon, the title 'Organisation Account Created', and a timestamp '20/09/2016 12:39:27 PM (36 minutes ago)'. The message content states: 'Dear [redacted], The PALS account for [redacted] has been successfully created. Please log in via pals.ava.gov.sg using the Login ID and password below for registration of dogs at your premises under your group dog licence and to change dog ownership to new owners. Login ID: [redacted], UEN: [redacted], Password: [redacted]. Please change your password after your first login. ***** This is a computer generated email. Please do not reply to this email.'</p>

5. Group Pet Licence Renewal

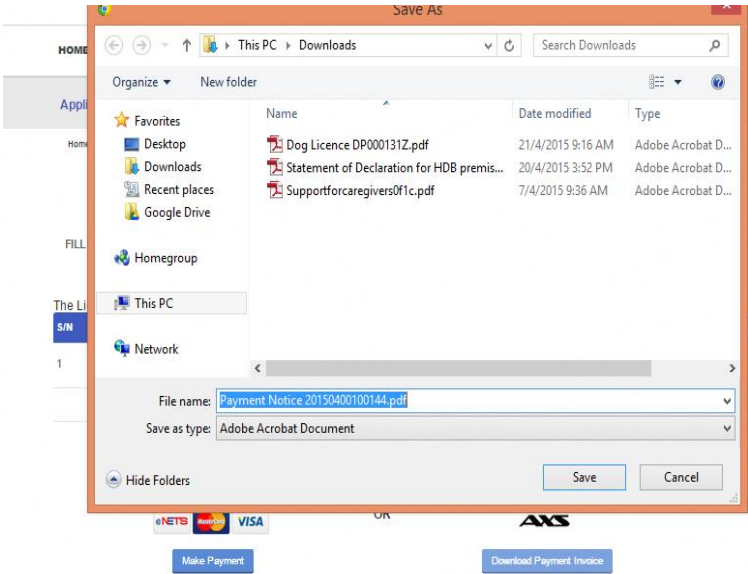
5.1 Group Pet Licence Renewal

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 system interface. At the top, there's a navigation bar with links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT (selected), and LOGOUT. Below this is a 'Welcome to PALS' banner. A search bar is present. A table displays premises information with columns: S/N, PREMISES NAME, PREMISES ADDRESS, STATUS, and ACTIONS. The first row shows a premise with status 'PENDING PAYMENT' and a 'Make Payment' button highlighted with a red box. Below the table, a message states: 'The licence fee payable is summarized in the table below.' This is followed by a table with columns: S/N, PREMISES NAME, PREMISES TYPE, and AMOUNT(\$). The first row shows a 'Pet Farm (Breeder)' with an amount of '\$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>Payment via online</p>

1b	<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</p>	<p>The screenshot shows the same PALS system interface as above. It focuses on the payment options at the bottom. The 'Make Payment' button under the online payment section is visible. The 'Payment via AXS terminals' section is highlighted with a red box, and the 'Download Payment Invoice' button is specifically highlighted with a red box.</p>
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use the printed invoice to scan the barcode to proceed to make the payment at any AXS station.

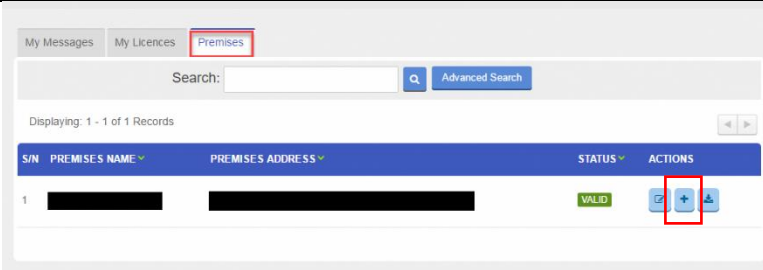
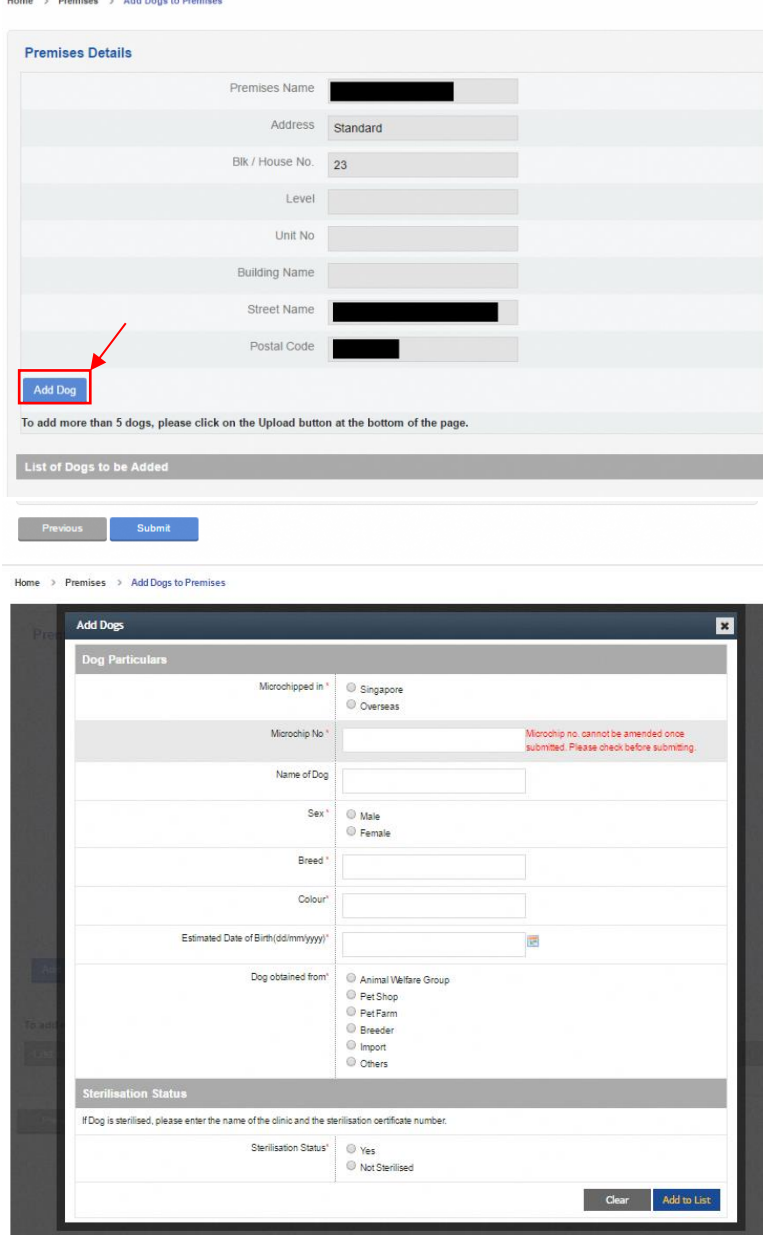
Payment via AXS



Download Payment Invoice

6. Managing List of Cats/Dogs in Group Pet Licence

6.1 Add Cats/Dogs

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

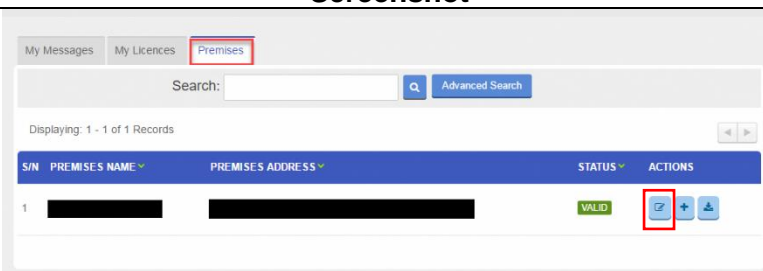
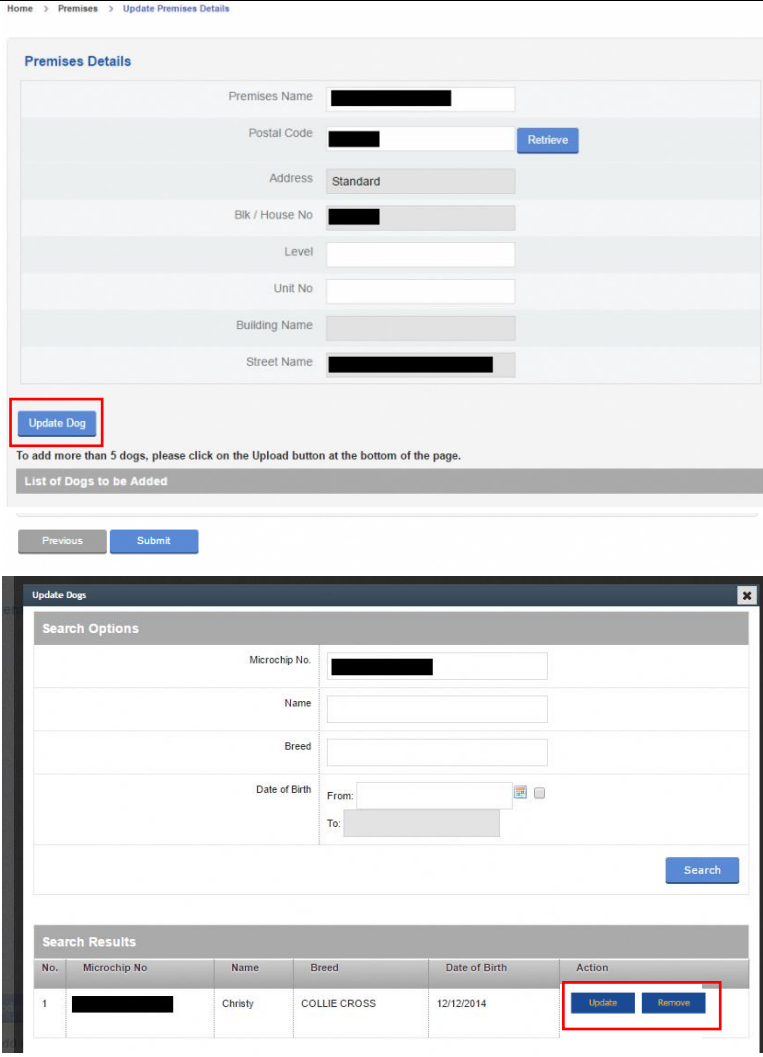
<p>3</p> <p>Click on “Add Cat” or “Add Dog” button to add another cat/dog.</p> <p>Click on the red cross if you wish to remove a cat/dog that you just entered from the list.</p> <p>Click “Submit” to proceed.</p>	 <p>Premises Details</p> <p>Premises Name: Pet New Life Premise</p> <p>Address: Standard</p> <p>Blk / House No.: [Redacted]</p> <p>Level: [Redacted]</p> <p>Unit No: [Redacted]</p> <p>Building Name: [Redacted]</p> <p>Street Name: [Redacted]</p> <p>Postal Code: [Redacted]</p> <p>Add Dog</p> <p>To add more than 5 dogs, please click on the Upload button at the bottom of the page.</p> <p>List of Dogs to be Added</p> <p>Microchipped in: Singapore</p> <p>Microchip No.: [Redacted]</p> <p>Name of dog: [Redacted]</p> <p>Sex: Male</p> <p>Breed: AFGHAN HOUND CROSS</p> <p>Colour: BLUE AND WHITE TABBY</p> <p>Estimated Date of Birth: [Redacted]</p> <p>Dog obtained from: Others</p> <p>Others (Please specify): Others</p> <p>Sterilised: Not Sterilised</p> <p>Sterilised At: [Redacted]</p> <p>Sterilisation Date: [Redacted]</p> <p>Sterilisation Cert No: [Redacted]</p> <p>Previous Submit</p>
<p>4</p> <p>Verify the information entered is correct.</p> <p>Click “Next” to proceed.</p>	 <p>Premises Details</p> <p>Premises Name: [Redacted]</p> <p>Address: Standard</p> <p>Blk / House No.: [Redacted]</p> <p>Level: -NA-</p> <p>Unit No: -NA-</p> <p>Building Name: -NA-</p> <p>Street Name: [Redacted]</p> <p>Postal Code: [Redacted]</p> <p>To add more than 5 dogs, please click on the Upload button at the bottom of the page.</p> <p>List of Dogs to be Added</p> <p>Microchipped in: Singapore</p> <p>Microchip No.: [Redacted]</p> <p>Name of dog: -NA-</p> <p>Sex: Male</p> <p>Breed: AFGHAN HOUND CROSS</p> <p>Colour: BLUE AND WHITE TABBY</p> <p>Estimated Date of Birth: -NA-</p> <p>Dog obtained from: Others</p> <p>Others (Please specify): Others</p> <p>Sterilised: Not Sterilised</p> <p>Back Next</p>

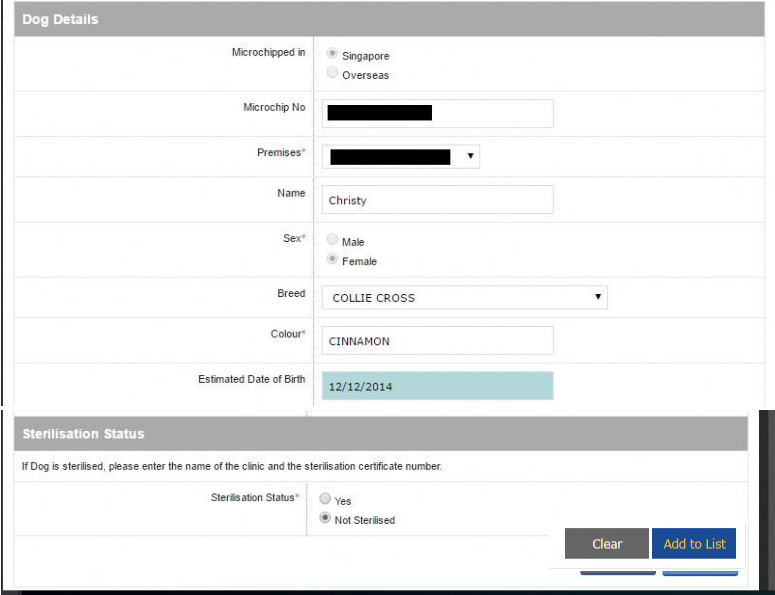
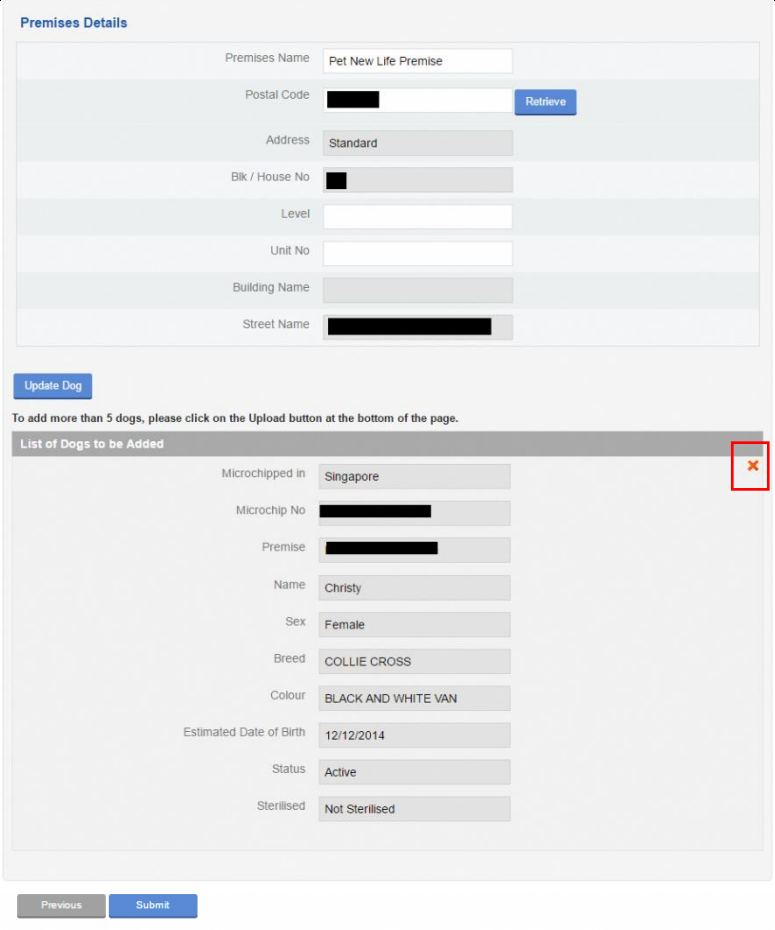
<p>5</p>	<p>Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click “Submit” to proceed.</p>	<p>Home > Premises > Add Dogs to Premises</p> <p>I [REDACTED] NRIC/Passport/FIN NO. [REDACTED], declare that</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 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 cats/dogs to your group licence will be displayed.</p>	<p>Home > Premises > Add Dogs to Premises</p> <p>✓ You have successfully added dogs to [REDACTED] on 20/09/2016 at 18:52.</p>

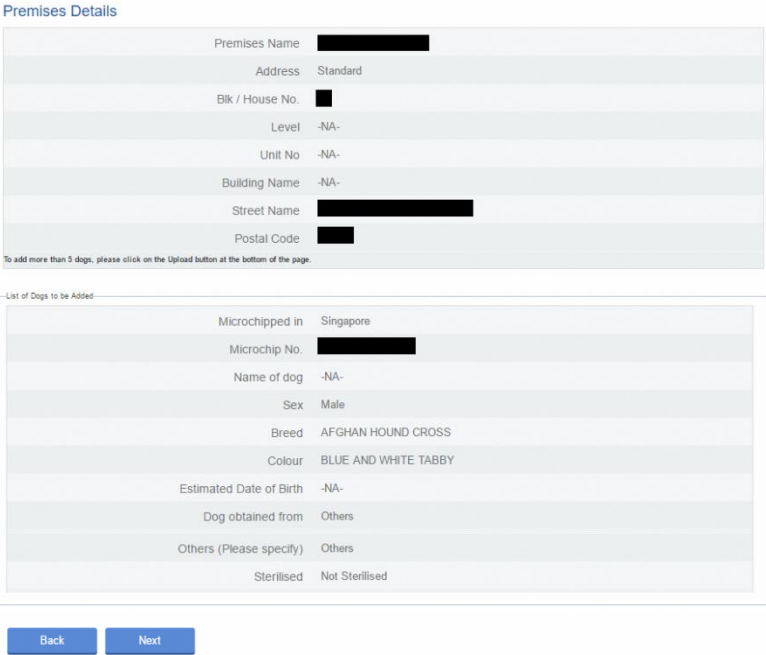
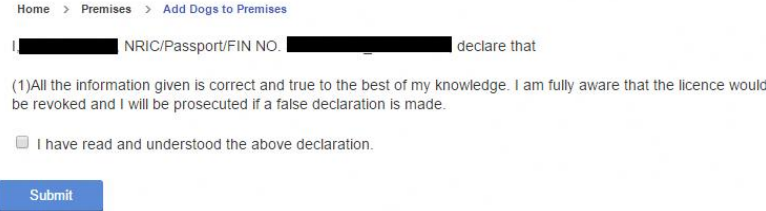

6.2 Update Cat/Dog Details

This e-Service is for users who wish to update the details of cats/dogs in a group licence. Use this e-Service to remove cats/dogs from the group licence, and update the cat/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 cat/dog is kept.

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

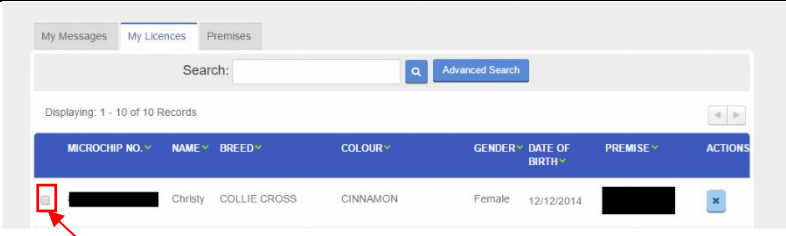
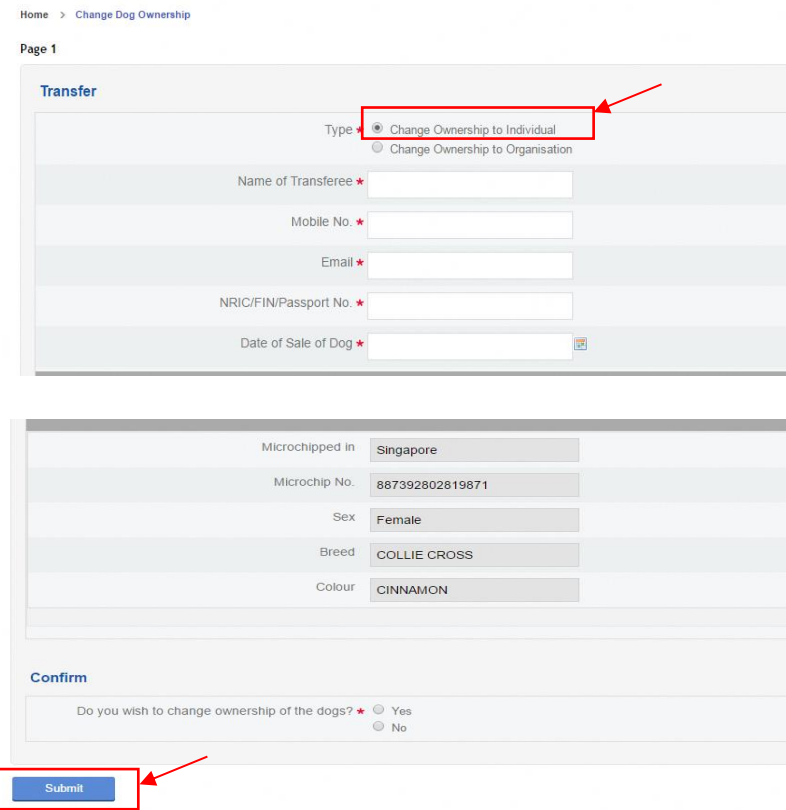
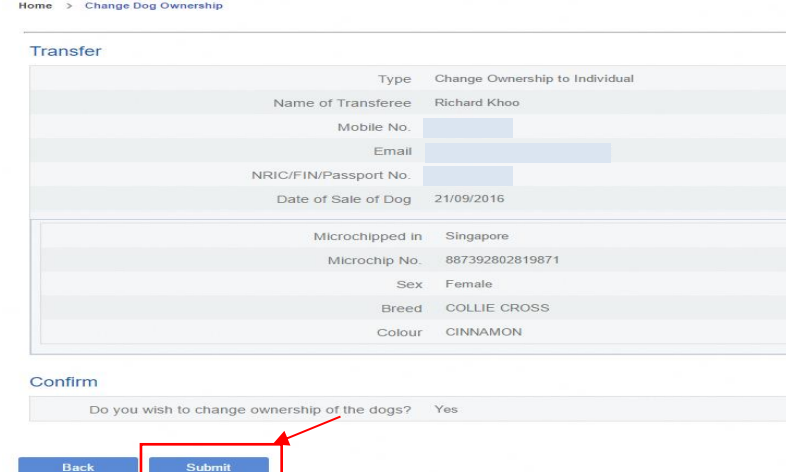
SN	Step	Screenshot
1	<p>Click on 'Premises' tab.</p> <p>Click on "Update" button to update the details of cats/dogs in the particular premises.</p>	
2	<p>Click on "Update Cat" or "Update Dog" button to update the details of cats/dogs in the particular premises.</p> <p>Click "Update" to update the details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

	<p>Note: Update “Premises” if the cat/dog has been relocated to other premises of your company (with a group licence). Refer to Section 7.3 if the cat/dog has been relocated to another company selling or breeding cats/dogs.</p> <p>Click “Add to list” to add the cat/dog to be updated to the list.</p>	
<p>3</p>	<p>Click on “Update Cat” or “Update Dog” button to update the details of another cat/dog.</p> <p>Click on the red cross if you wish to remove a cat/dog that you just entered from the list.</p> <p>Click “Submit” to proceed.</p>	

<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 cats/dogs will be displayed.</p>	

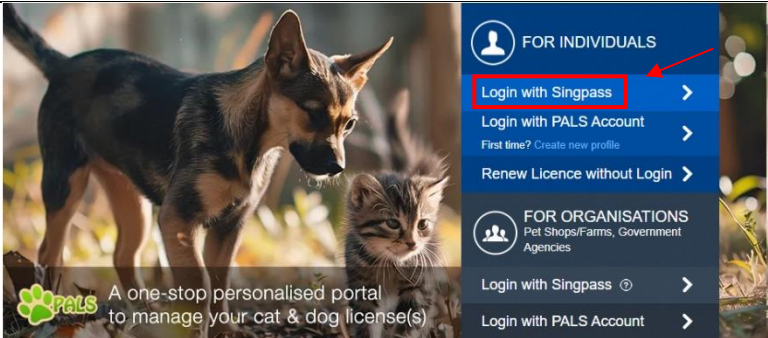
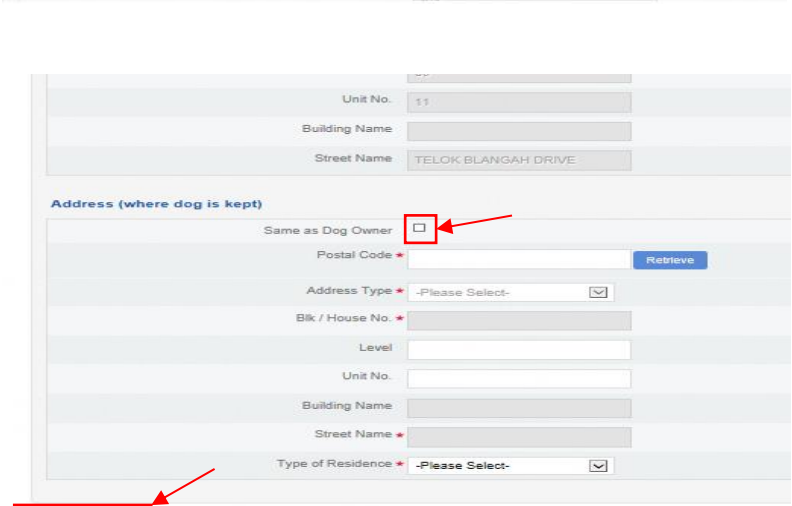

7. Change of Licensee

7.1 Initiate Change of Licensee (To Individual)

SN	Step	Screenshot
1	<p>Click on 'Pet List' tab.</p> <p>Select the cats/dogs by clicking the checkboxes.</p> <p>Click on "Change of Licensee" button.</p>	
2	<p>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 change licensee of the cat/dog to the new applicant.</p> <p>Click 'Submit' to proceed.</p>	
3	<p>Verify the information entered is correct.</p> <p>Click "Submit" to proceed.</p>	

4	<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 licensee from you.</p>	<p>Pet Purchase Declaration</p> <p><u>Information for the pet retailer</u></p> <p>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:</p> <ol style="list-style-type: none"> 1. Ensured that the customer is 16 years and above of age; 2. Done a pre-sales screening of the customer according to the 'Pre-sales Screening Checklist' below; 3. Provided relevant pet care and pet ownership information, including regulatory requirements. <p>The information provided in this Pet Purchase Declaration is confidential and will only be used by AVA for verification and auditing purposes.</p> <p><u>Pre-Sale Screening of the Customer</u></p> <ol style="list-style-type: none"> 1. I have checked on the customer's pet ownership history and that he/she is aware of the responsibilities of a pet owner. 2. I have shared with the customer the option of adopting a dog rather than buying one. 3. Where the customer has not owned a dog before, I have checked if the customer has researched about keeping a dog. If he/she has not done the research, I have done my due diligence in building awareness in him/her on the responsibilities of a dog owner. 4. I have shared with the customer on any inherited traits/disorders of the breed of dog that he/she is thinking of purchasing. 5. I have referred the customer to AVA's list of licensed vet centres for him/her to bring the dog to if it is ill. 6. I have informed the customer that a pet is for life. 7. I am satisfied that this customer has considered carefully on his/her decision to buy a dog, and that he/she is able and willing to take care of a dog. <p><u>Customer Education (information to be provided to the customer)</u></p> <ol style="list-style-type: none"> 1. The type of food the dog eats 2. The amount of food the dog eats 3. The frequency of feeding 4. The amount of water the dog requires 5. The amount of space the dog requires 6. The amount of exercise the dog requires 7. The amount of rest the dog requires 8. The grooming requirements of the dog 9. The healthcare needs of the dog (including vaccination and deworming) 10. The signs the dog will exhibit when it is not well and will require veterinary attention 11. How to toilet train the dog 12. Attending dog obedience training with the dog 13. Licensing requirements for the dog <p><u>Declaration</u></p> <p><input type="checkbox"/> I declare that I have:</p> <ul style="list-style-type: none"> • Verified the particulars of the customer against his/her NRIC/FIN/Passport • Done pre-sale screening according to the pre-sale screening checklist • Provided the customer with all the information according to the customer education checklist <p>Submit</p>
5	<p>An acknowledge page indicating that you have successfully submitted the change of pet licensee request will be displayed.</p>	<p>Home > Change Dog Ownership</p> <p>✓ Your change of dog ownership request has been conveyed to the intended recipient. You will be notified when your change of dog ownership is approved or rejected.</p>
6	<p>The new licensee will receive a notification containing the reference number to accept/reject the change of cat/dog 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 to change a cat/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 Cat/Dog Licensee to accept or reject the change request by 14/10/2016.</p> <p>Reference Number: XXXXXXXXXXXX</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>

7.2 Accept Change of Licensee (By Individual)

SN	Step	Screenshot
1	<p>Go to AVS PALS website: https://pals.av.gov.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 of Licensee’.</p>	
3	<p>Key in reference number that you received via email / SMS to accept the change of licensee. Click on Retrieve.</p> <p>Click “Yes” to confirm that you wish to accept the change of licensee.</p> <p>Complete the details for:</p> <p>(i) “Address (where cat/dog is kept)”.</p> <p><i>(Select and 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)</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.

5

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

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

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
Cat/Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption Document
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>

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 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.

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

Home > Licence > Accept Change Of Dog Ownership

FILL IN APPLICATION

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

MAKE PAYMENT

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

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

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

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

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

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

☒ I have read and understood the above declaration.

Submit

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 (\$)
[REDACTED]	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

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: [REDACTED]

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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 (\$)
[REDACTED]	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.



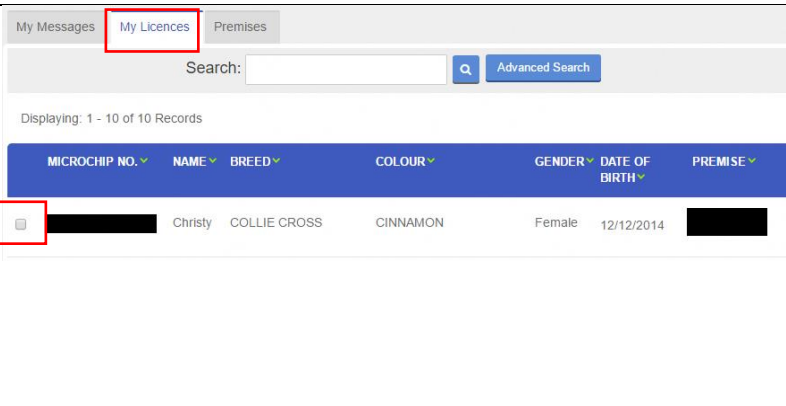
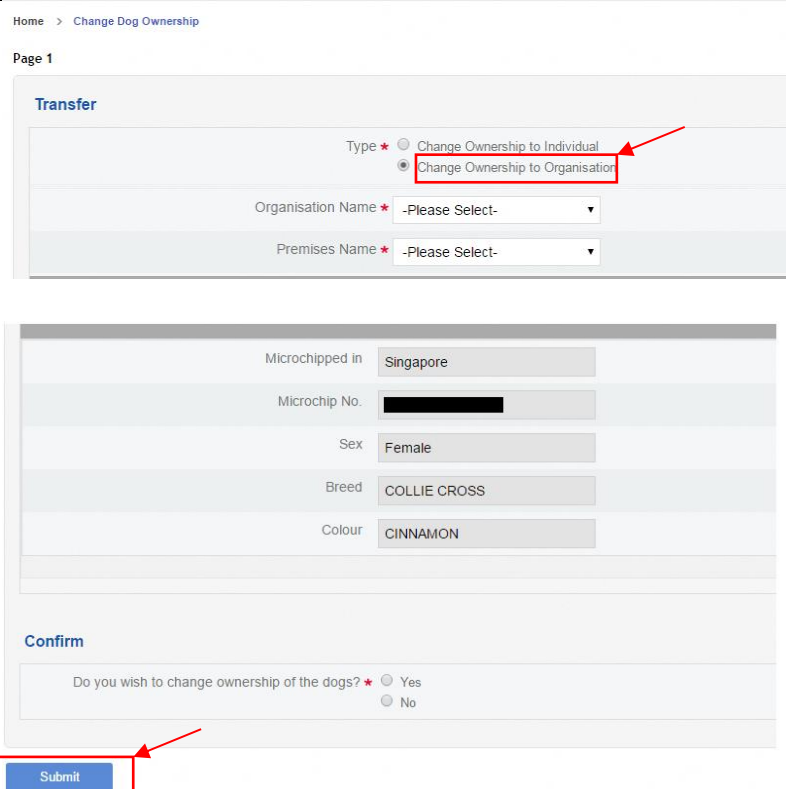
[Download Payment Invoice](#) [156KB]

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


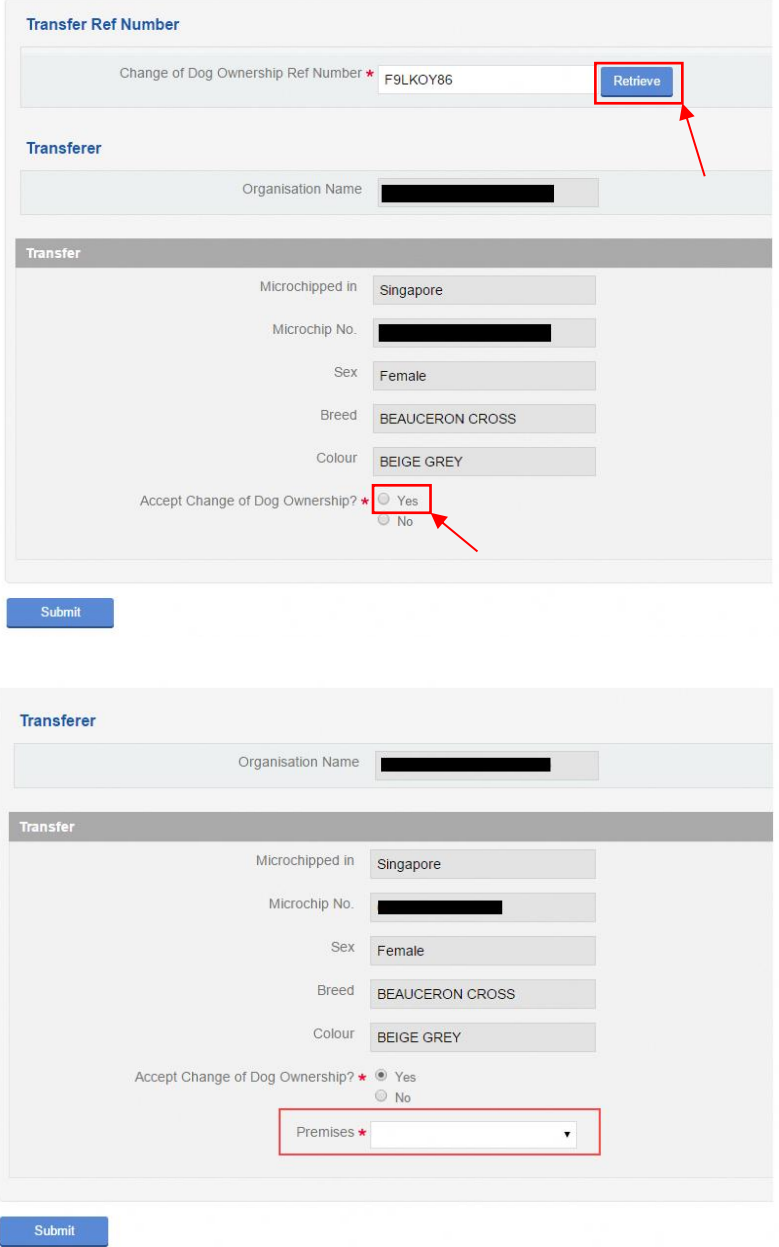
9	The previous licensee will be notified of the outcome when you have accepted the change of licensee.	<div data-bbox="667 219 718 273"></div> <div data-bbox="740 210 782 232">PALS</div> <div data-bbox="1273 206 1426 244">04/01/2016 04:32:28 PM (1 minutes ago)</div> <hr data-bbox="667 297 1410 302"/> <div data-bbox="676 318 772 338">Dear [REDACTED]</div> <div data-bbox="676 347 1337 385">Your change of dog ownership request has been accepted by [REDACTED]. The change of ownership of licence no [REDACTED] is successful.</div> <div data-bbox="676 398 948 414">*****</div> <div data-bbox="676 414 1059 432">This is a computer generated email. Please do not reply to this email.</div>
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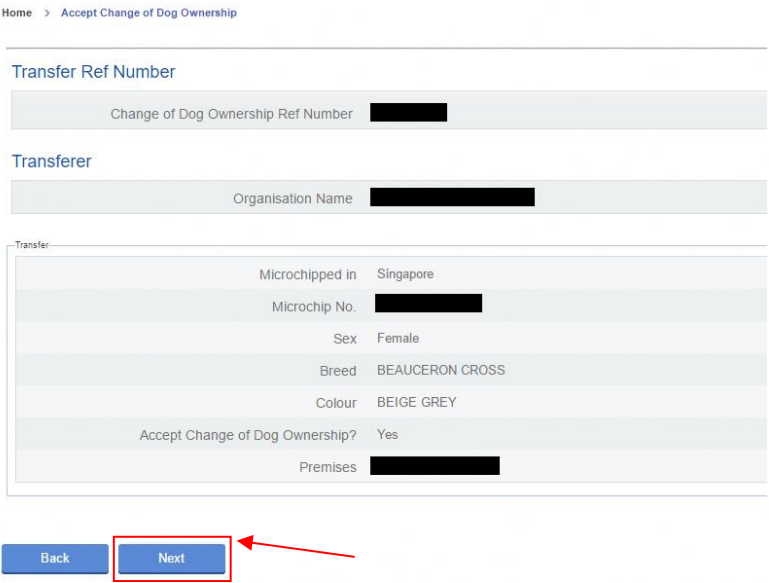
7.3 Initiate Change of Licensee (To Organisation)

SN	Step	Screenshot
1	<p>Click on 'Pet List' tab.</p> <p>Select the cats/dogs by clicking the checkboxes. You can select multiple cats/dogs at one time to change licensee to a particular organisation.</p> <p>Click on "Change of Licensee" button.</p>	 <p>The screenshot shows the 'My Licences' tab selected. Below the search bar, there is a table of pet records. The first record is highlighted with a red box around its checkbox. The record details are: Christy, COLLIE CROSS, CINNAMON, Female, 12/12/2014.</p>
2	<p>Click on Change Licensee to Organisation.</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 change licensee of the cat/dog to the new licensee.</p> <p>Click 'Submit' to proceed.</p>	 <p>The screenshot shows the 'Change Dog Ownership' form. The 'Type' dropdown is set to 'Change Ownership to Organisation'. The 'Organisation Name' and 'Premises Name' fields are marked with red asterisks. The 'Microchipped in' field is set to 'Singapore'. The 'Microchip No.', 'Sex', 'Breed', and 'Colour' fields are also filled. The 'Confirm' section has the 'Yes' button selected. The 'Submit' button is highlighted with a red box.</p>

3	<p>Verify the information entered is correct.</p> <p>Click “Submit” to proceed.</p>	<div><div>Home > Change Dog Ownership</div><div>Transfer</div><div><div>TypeChange Ownership to Organisation</div><div>Organisation Name<div></div></div><div>Premises Name<div></div></div><div><div>Microchipped inSingapore</div><div>Microchip No.<div></div></div><div>SexMale</div><div>BreedAFGHAN HOUND CROSS</div><div>ColourBLUE AND WHITE TABBY</div></div></div><div>Confirm</div><div>Do you wish to change ownership of the dogs? Yes</div><div><div>Back</div><div>Submit</div></div></div>
4	<p>An acknowledge page indicating that you have successfully submitted the change of licensee request will be displayed.</p>	<div><div>Home > Change Dog Ownership</div><div><div>✓</div><div>Your change of dog ownership request has been conveyed to the intended recipient. You will be notified when your change of dog ownership is approved or rejected.</div></div></div>
5	<p>The new cat/dog licensee will receive a notification containing the reference number to accept/reject the change of cat/dog 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 to change a cat/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 Cat/Dog Licensee to accept or reject the change request by 14/10/2016.</p> <p>Reference Number: XXXXXXXXXXXX</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>

7.4 Accept Change of Licensee (By Organisation)

SN	Step	Screenshot
1	Click on 'e-Service' → 'Accept Change of Licensee'.	
2	<p>Key in the 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 change of cat/dog licensee.</p> <p>Select the premises (within your company) where you will be keeping the cat/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 acknowledgment page indicating that you have successfully accepted 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>	