



Moving to Electronic & Self-Printing

Updated by Wildlife Trade team as at 6 Sep 2019

Current Setup

	Printed on watermark printer due to watermark security features	Electronic signature	Manual signature
CITES import permits	✓	✓	
CITES export/re-export permits and certificates*	✓		✓

Collect @
JEM /
APHC
Service
Counter

** include pre-signed CITES permits, pre-signed Non-CITES certificates and Non-CITES Certificates*

Moving forward....



New!!!



Implementation of
Electronic Signature
→ 1 Oct 2019



Move towards **Self-
Printing** by Importers
and Exporters/
Re-exporters

New Setup (w.e.f 1 Oct 2019)

	Printed on watermark printer due to watermark security features	Electronic signature
CITES import permits	✓	✓
CITES export/re-export permits and certificates*	✓	✓

Self-print
by traders

** include pre-signed CITES permits, pre-signed Non-CITES certificates and Non-CITES Certificates*

*** Note: There is no change to the existing application steps or processes.*

Why self-print?

Reduce
manpower/
resources
used to
collect permit



Reduce
travelling
time



Shorter turnaround
time – no longer
need to wait for
NParks to print and
prepare the permits



**Cost
savings in
long term**



Success stories

Some of the major traders have managed to self-print CITES import permits!



Importers can
self-print now!

*Cost of
printer???*
→ \$xxx

*Is my printer able to print
watermark permits???*
→ Check the list of
compatible watermark
printer

Quick Setup Check

Step 1

- Is **printer model** compatible?
- Check '[Watermark Printers Compatibility List](https://licence1.business.gov.sg/web/help-internet/watermark-printers-compatibility-list)' on LicenceOne website > Online Help > Help Topic 32 (<https://licence1.business.gov.sg/web/help-internet/watermark-printers-compatibility-list>)

Step 2

- Is **printer PostScript Driver** installed?
- Refer to [Appendix A](https://licence1.business.gov.sg/documents/10602/10536/PCP_Troubleshooting_Guide_Aug_2019.pdf) in Troubleshooting Guide on LicenceOne website > Online Help > Help Topic 18 (https://licence1.business.gov.sg/documents/10602/10536/PCP_Troubleshooting_Guide_Aug_2019.pdf)

Step 3

- Is **printer port** valid?
- Refer to [Appendix B](#) in Troubleshooting Guide (see link in step 2)

Step 4

- Is **Print Control Proxy** (PCP) installed?
- Refer to [Appendix C](#) in Troubleshooting Guide (see link in step 2)

Step 5

- Is printer able to print **test page**?
- Refer to [Appendix D](#) in Troubleshooting Guide (see link in step 2)

LicenceOne website

Ministry of Trade and Industry [SG] <https://licence1.business.gov.sg/licence1/authentication/showLogin.action>

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HOME LICENCE APPLICATION LOGIN

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VISA MasterCard AMERICAN EXPRESS DISCOVER NETWORK

SFA / NParks / AVS LICENCES

- Apply for SFA Licences
- Apply for NParks Licences
- Apply for AVS, a cluster of NParks, Licences

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NEWS Latest

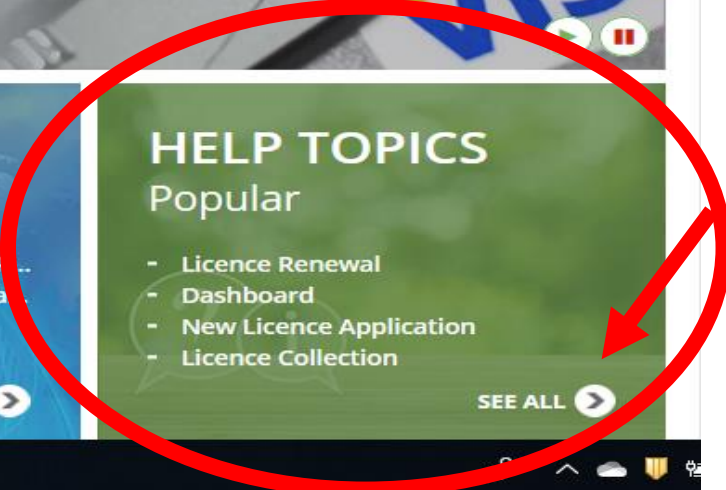
- Change of Company Name and P...
- SFA Licence Renewal - Food Reca

SEE ALL >

HELP TOPICS Popular



- Licence Renewal
- Dashboard
- New Licence Application
- Licence Collection

SEE ALL >







Help Topics




<https://licence1.business.gov.sg/licence1/cms/showHelp.action>




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Help Topics Hide



- 1. Introduction** 
2. End Users Function
3. System Requirements
4. System Overview
5. How to access the system?
6. Registration for Foreigners without SingPass
7. CorpPass in LicenceOne
8. One-time activation of

1. Introduction

Participating licensing agencies will be upgrading their licensing services to deliver a more user-friendly and efficient licensing experience for businesses. The improved services enhance the licence application process and payment of licence-related fees.

Other features include the amendment, renewal and cancellation of licences.

What's New?

- Dashboard view on your on-going applications/licences and payments
- Enhanced process to connect your business with licensing agencies
- Complete tracking of your current/past transactions
- 360 view of your licences with other Government agencies
- One-stop communication with licensing officers during application process

Participating Agencies

- Early Childhood Development Agency (ECDA)
- Housing & Development Board (HDB)
- Hotels Licensing Board (HLB)
- Health Sciences Authority (HSA)
- International Enterprise Singapore (IE)
- Infocomm and Media Development Authority (IMDA)
- Ministry of Education (MOE)
- Ministry of Law (MINLAW)

List of watermark printers

<https://licence1.business.gov.sg/web/help-internet/watermark-printers-compatibility-list>

Ministry of Trade and Industry [SG] <https://licence1.business.gov.sg/licence1/cms/showHelp.action>

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- 21. Duplicate Application
- 22. Withdrawal Application
- 23. Licence Amendment
- 24. Licence Renewal
- 25. Food Recall Plan
- 26. Licence Cancellation
- 27. Request for Action (RFA)
- 28. Correspondences
- 29. Payment Management
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- 31. Help
- 32. Watermark Printers Compatibility List >

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NATIONAL PARKS

Troubleshooting guide

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LICENCE APPLICATION

LOGIN

14. View Notifications

15. Dashboard

16. Applications

17. Licences

18. **Print Certificate with Watermark**

19. New Licence Application

20. Licence Collection

21. Duplicate Application

22. Withdrawal Application

23. Licence Amendment

24. Licence Renewal

25. Food Recall Plan

26. Licence Cancellation

27. Request for Action (RFA)

195G000010AI

CITES Permit

Active

19 Mar 2019

18 Sep 2019

Alvin Martin

National Parks Board

Action

Showing 1 of 1

5. Click Print

Dashboard

Applications

Licences

Payments

Requests for Action

Stock Cards

Correspondences

The licence is approved in principle. You may sign up for GIRO as it is an easy and convenient way to transact with NPARKS.

Licence Details

License Number

195G000010AI

Business Operating Address

—

Licensee

Alvin Martin

Expiry Date

18 Sep 2019

Licence Name

CITES Permit

Issue Date

19 Mar 2019

Status

Active

Agency

National Parks Board

BACK

VIEW LICENCE INFORMATION

AMEND

RENEW

CANCEL

PRINT

Method 2:

Dashboard

Applications

Licences

Payments

Requests for Action

Stock Cards

Correspondences

Licences

Search

Licence Name, Licence Number


SEARCH


Advanced Search

help-internet/print-certificate-with-watermark


Download troubleshooting guide

<https://licence1.business.gov.sg/web/help-internet/print-certificate-with-watermark>





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18. Print Certificate with Watermark

[Download](#) User Installation/Troubleshooting Guide for NEW print option setup
[Download](#) Troubleshooting Guide for printing with watermark printers

18.1. Print Certificate

System allows licensee to print watermark certificate(s) based on the following conditions:

- Selected licence allows printing with watermark.
- The machine used to generate the licence has a compatible watermark printer connected.
- To prevent print count from being used up, system will detect connected printers and displays list of watermark printer(s) for selection before printing.

For watermark supporting document, please ensure the content in the document is embedded within A4 size (Width: 21cm, Height: 29.7cm), with transparent background and kept within the recommended default margin (Top: 1.9 cm, Bottom: 1.9 cm, Right: 1.8 cm, Left: 1.8 cm)

Document should be with transparent background. Some examples of non-transparent background:

- The fully scanned document will be in the form of image so it will overlap the watermark print even it is in the PDF format.
- The documents with background colour will overlap the watermark print.
- The documents with coloured table cells will overlap the watermark print.

For signatures, applicant can use digital signatures at the bottom of the documents so that it won't overlap with watermark print.

Steps to print certificate:



Printing issues! What to do?

For new printer setup/installation

(<https://licence1.business.gov.sg/documents/10602/10542/User+Installation+and+Troubleshooting+Guide.pdf/e12a875d-46ed-4ed1-9e0e-a833bd334145>)

For existing users with printing issues



(https://licence1.business.gov.sg/documents/10602/10536/PCP_Troubleshooting_Guide_Aug_2019.pdf)





Technical issues? How?




→ Log a case with CrimsonLogic helpdesk

Ministry of Trade and Industry [SG] <https://licence1.business.gov.sg/licence1/cms/showContactUs.action>

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Contact Us

If you have enquiries or require assistance on LicenceOne, please contact our LicenceOne helpdesk.


[\(+65\) 67741430](tel:+6567741430)


licences-helpdesk@crimsonlogic.com


Helpdesk Operating Hours
Monday to Friday 8:00am to 8:00pm
Saturdays: 8:00am to 2:00pm
Excluding public holidays

How do I know if my permit can be printed?

From: noreply@crimsonlogic.com
Date: 28 August 2019 at 6:15:04 PM SGT
To: xxx@gmail.com
Subject: LicenceOne - Permit Collection/Printing Notification

Date: 28 Aug 2019

Dear MR TAN,

Please be informed that the following licence is ready for collection/printing.

Agency	: National Parks Board
Licence Name	: CITES Permit
Application Number	: C1910088888
Licence Number	: 19SG008762AR
Expiry Date	: 31 Jan 2020

For licence/permit/certificate requiring manual signature or endorsement, please click [here](#) for collection venue and timing.

For more details, please visit

<https://licence1.business.gov.sg/licence1/authentication/showLogin.action>

If you have any enquiry, please email us at licences-helpdesk@crimsonlogic.com.
Alternatively, you may contact us at (+65) 6774 1430.

This is a system generated notification, please do not reply.

Once you receive the
**Permit
Collection/Printing
Notification**, you can
self-print




How to self-print my permit?

Go to Help Topic 18: <https://licence1.business.gov.sg/web/help-internet/print-certificate-with-watermark>

(1) Go to Licences tab

Licences

Search:

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Licensee	Agency	Action
19SG000010AJ	CITES Permit	Active	19 Mar 2019	18 Sep 2019	Alvin Martin	National Parks Board	Action 

Showing 1 of 1

*printer icon is currently available for CITES import permits; this option is only available for CITES export/re-export permit and certificates from 1 Oct 2019.

(3) Permit record appears

(4) Click on Printer icon*

How should the printout look like?

Format of the CITES permit is available on: <https://bit.ly/2kgVilQ>

REPUBLIC OF SINGAPORE Page 1 of 2

CITES CONVENTION ON INTERNATIONAL TRADE IN ENDANGERED SPECIES OF WILD FAUNA AND FLORA

<permit type>

1. Permit No:
2. Valid Until:

3. Consignee (Name and address, country/region)

4. Permittee (Name and address, country/region)

5. Special Conditions

6. Name, address, national seal/stamp and country of Management Authority
NATIONAL PARKS BOARD
MINISTRY OF NATIONAL DEVELOPMENT
National Parks Headquarters
Singapore Botanic Gardens
1 Cluny Road
Singapore 259569
REPUBLIC OF SINGAPORE

For live animals, must comply with IATA Live Animals Regulations (air) or CITES guidelines for transport (other).

7/8. SCIENTIFIC NAME AND COMMON NAME (genus and species) OF ANIMAL OR PLANT

9. Description

10. Appendix No. & Source

11. Quantity and/or Unit

12b. Permit No

*12. Country in which the specimens were taken from the wild, bred in captivity or artificially propagated.

13. Purpose: <Purpose Type>

14. THIS PERMIT IS ISSUED BY:

15. IMPORT/EXPORT ENDORSEMENT BY CUSTOMS/CITES AUTHORITY: (SEE BLOCK 7)

16. Bill of Lading/Air-Way-Bill No:

17. Validity Extended to:

SINGAPORE
Place of Issue

<Date of Issue>
Date

<Name of Issuing Officer>
Signature

Official Stamp and Title

S/N Quantity & Unit S/N Quantity & Unit

<Port> <Date> Signature Official Stamp and Title Stamp Signature

Watermark with 'ORIGINAL' wordings on original SG CITES Permit

Electronic signature

Endorsement box

NATIONAL PARKS BOARD Page: 2 of 2

PERMIT NO.:

CITES PERMIT CONDITIONS

1. All import/export/re-export must be in compliance with CITES and NParks' regulations. This CITES permit is issued in pursuant to the Endangered Species (Import and Export) Act (ESA). Any import/export/re-export of species not under and in accordance with ESA is an offence under Section 4(1) of the Act, and offender shall be liable on conviction to a fine not exceeding \$50,000 for each species (but not to exceed in the aggregate \$500,000) or to an imprisonment for a term not exceeding two years or to both, and forfeiture of the consignment.
2. This CITES permit is valid for one consignment only.
3. This CITES permit is valid only:
 - a. when it is used for import, export or re-export within the validity period of the permit.
 - b. if it bears the signature of an authorised officer and stamp of NParks.
 - c. if the species it covers matches the species in the consignment.
 - d. if the quantity of each species in the consignment is equal to or less than the quantity of the corresponding species stated on the permit.
4. If this CITES permit is issued for export or re-export for live animals, it shall be valid only if the transport conditions comply with the CITES Guidelines for transport and preparation for transport of live wild animals and plants (CITES Guidelines for transport) or, in the case of air transport, with the International Air Transport Association or IATA Live Animals Regulations.
5. This CITES permit and the species it covers may be subject to inspection by an authorised inspector prior to or at the time the consignment is affected, and at a place as specified by the authorised inspector. All relevant supporting documents, including the originals of the CITES import and export permits, must be presented to the authorised inspector for verification and endorsement during the inspection. The authorised inspector may refuse to endorse or release the consignment if he is not satisfied with the documentation or if the consignment is in contravention of any conditions specified on the permit.
6. For import consignment, the foreign CITES import/re-export permit and CITES import permit issued by NParks must be valid at the point of import. The original CITES export/re-export permit from the country of export/re-export must be surrendered to NParks to retention and cancellation immediately after inspection or Customs clearance of consignment.
7. This CITES permit is valid only if the specimens are marked in accordance with the specification as directed by NParks. The identification numbers (eg. microchip) of the specimens must match those on the tag list accompanying the permit.
8. This CITES permit is not transferable and shall not be valid for import/export/re-export of species other than used by the permittee or his/her agent.
9. Any unused or expired CITES permit and certificate issued by NParks must be returned to NParks for cancellation. There is no refund for any unused or expired permit or certificate.
10. The original CITES export/re-export permit issued by NParks shall accompany the consignment to the destination. Export/re-export endorsement shall only be done on Box 15 of the original CITES export/re-export permit.
11. Any breach of conditions of the CITES permit or the provisions of the ESA and would render this permit null and void. Failure to comply with any of the conditions of the permit or the provisions of the ESA or goods or rejection of import/export/re-export and follow up action could be taken against the permittee and/or his/her agent.
12. The permittee or his/her agent must ensure that correct documentation accompany the import/export/re-export consignment.
13. This CITES permit does not exempt the permittee from the provisions of other applicable legislation. The permittee should ensure that all necessary permits/licenses/certificates required under other laws or regulations are obtained.

<Date of Issue>
Date

<Name of Issuing Officer>
Signature

Official Stamp and Title

What to do if there is printing error?

Contact NParks Wildlife Trade team to reset print count

- Email NParks with the error screenshot or photo of printer jam etc.
- Reset print count is non-chargeable
- Note: there is control to the number of print count reset as printing multiple copies of the same CITES permit is not allowed
- If there are still printing errors after reset of print count (up to 2 times), please collect the printout from NParks. Please try to print another new permit after the printing issue is resolved.

Optimal printout requirements???

Printed only on
single-side A4
plain white
paper

Recommended to
use normal 70 or
80gsm paper

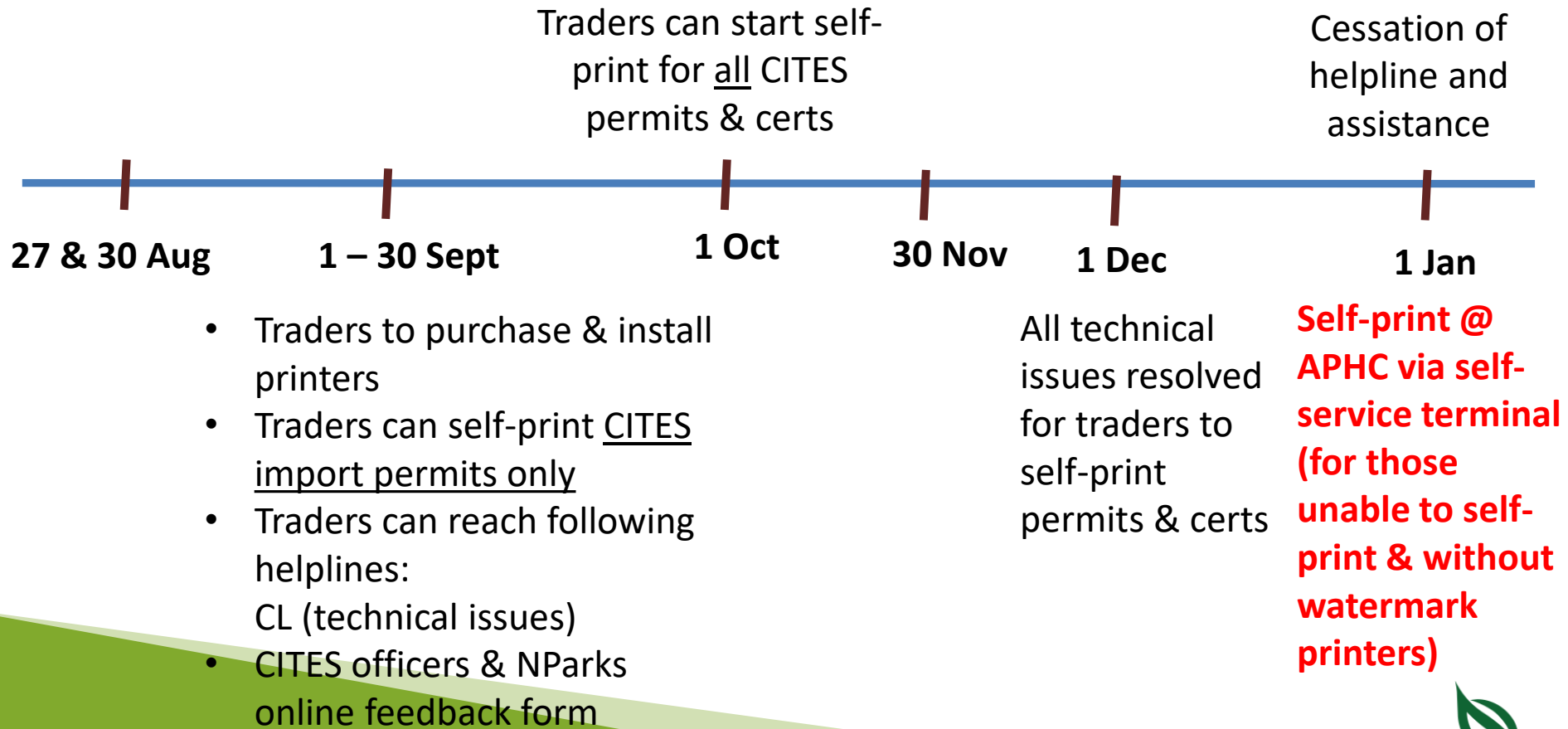
Compare with
original CITES
permit/cert
previously issued
by NParks

Watermark feature
- wordings
'ORIGINAL' must be
clear

Unsure if printout is
acceptable, check with
NParks to prevent
rejection by destination
countries!



Timeline & Activities



Self-Printing of CITES permits and certificates at APHC (from 1 Jan 2020)

For who?

- For those who are unable to self-print or without watermark printer
- A self-service terminal will be provided at APHC for self-printing

Address

- Animal and Plant Centre (APHC)
- 6 Perahu Road, Singapore 718827

Operating hours

- Monday to Thursday : 8.30am-12.30pm, 1.30-5.00pm
- Friday : 8.30am-12.30pm, 1.30-4.30pm
- Closed on weekends and public holidays

Directions

- <https://bit.ly/2HtXqis>

Where to obtain export/re-export endorsement?

Changi Animal & Plant Quarantine (CAPQ)

- Located at Gate C7, Airport Cargo Road, Changi Airfreight Centre, Singapore 918104
- For air cargo

For directions of CAPQ, please refer to:
<https://bit.ly/30ydUNP>

Immigration & Checkpoints Authority (ICA)

- For air shipments outside CAPQ operating hours
- For non-air shipments (eg. sea, land)

For the details, please refer to:
<https://www.ica.gov.sg/about-us/our-checkpoints>

Animal & Plant Health Centre (APHC)

- Located at 6 Perahu Road, Singapore 718827

For directions of APHC, please refer to:
<https://bit.ly/2HtXqis>

Need help? Queries?

Contact us

- Email or call Wildlife Trade team



Online feedback form

- www.nparks.gov.sg/feedback



Visit NParks website

- <https://www.nparks.gov.sg/biodiversity/cites>



THANK YOU