

Frequently Asked Questions on Electronic Signatures and Self-Printing

Printer/Printing related:

1	<p>Can I continue using my current printer to print CITES permits?</p> <p>Only specific printer models will be able to print the CITES permits. Please check the model of your printer against the “Watermark Printers Compatibility List” under Help Topic 32 at https://bit.ly/323aPpk to confirm if it can be used to print the CITES permits.</p>
2	<p>My current printer cannot be found there. Must I buy a new printer?</p> <p>The list of printer models is available under Help Topic 32 at https://bit.ly/323aPpk as these have been identified by CrimsonLogic (CL) to be compatible printers for printing of CITES permits. As with any business-related expenditure, the cost of acquiring a new printer will need to be borne by traders.</p> <p>All printers are required to undergo CL’s Phidelity Printer Certification Programme before it can be added to the LicenseOne Watermark Compatibility List. As such, please request your printer vendor to sign up the printer model for the Printer Certification Programme. There is a nominal one-time fee for certifying a printer model, borne by the printer vendors. Printer certification enables CL to derive the best settings in the printer to make it compatible with watermark printing. To sign up for the Printer Certification Programme, please ask your printer vendor to contact phidelity-support@crimsonlogic.com .</p>
3	<p>Will there be anyone guiding us throughout the process of installing the printer?</p> <p>During this transition process from October to December 2019, CrimsonLogic (CL) and NParks will be working closely with you to facilitate the smooth installation of printers and resolve any printing issues. For the troubleshooting guides, please refer to Help Topics 18 at https://bit.ly/323aPpk.</p> <p>Alternatively, you may wish to contact CL helpdesk if you encounter technical issues on printing or installation at 6774 1430 or licences-helpdesk@crimsonlogic.com.</p>
4	<p>What are my options if I do not wish to purchase a new printer?</p> <p>All traders are strongly encouraged to purchase a compatible printer suitable for the purposes of printing of CITES permits. For traders who import/export on a very infrequent basis (<4 permits per year), we may allow for self-printing of CITES permits via the self-service terminal at the Animal and Plant Health Centre located at 6 Perahu Road Singapore 718827 from 1 Jan 2020.</p>
5	<p>I need to do test-prints to ensure that my printers are working correctly and that my permits are printed properly. Will the reprint limit be increased?</p> <p>Currently, importers can try to self-print CITES import permits using a compatible watermark as CITES import permits are already electronically signed (printed in black ink). For exporters/re-exporters, you may try to print CITES export/re-export permits and certificates after the electronic signature is implemented from 1 Oct 2019. Please note that CITES export/re-export permits and certificates are manually signed by NParks officers in blue ink before Oct 2019. If you encounter printing issues, please contact the Wildlife Trade team to reset the print count for you. For test printing of CITES permits that have been utilised for your shipment, please destroy (eg. by shredding) the reprinted CITES permit if your test print is</p>

	successful to prevent fraudulent use of the permit. Please also update the Wildlife Trade team on the outcome of your test printing.
6	<p>Is there any specific paper quality required to print the permits? How do I know if my printout is acceptable?</p> <p>You are recommended to print on papers of 70gsm or 80gsm. The printout should in black and white (non-coloured) on <u>single-sided A4 plain white paper</u>. Please do not use recycled or coloured paper. The electronic signature on the CITES permit and certificate is in black ink. The watermark features ie. NParks logo in the centre and wordings 'ORIGINAL' must be clearly reflected on the permit. You may compare your printout with the previous original CITES permits issued by NParks. A sample of the CITES permit format is also available on NParks website under:</p> <ul style="list-style-type: none"> ➤ https://www.nparks.gov.sg/biodiversity/cites/conditions-for-importing-and-exporting-cites-species-animals ➤ https://www.nparks.gov.sg/biodiversity/cites/conditions-for-importing-and-exporting-cites-species-plants <p>Please do not hesitate to contact us when in doubt.</p>
7	<p>I have issues with printing and I urgently need the permits.</p> <p>We will continue to print the permits for you during the grace period from October to December 2019. Traders may temporarily collect the permits from JEM Service Centre (for animal CITES permits) or Animal & Plant Health Centre (APHC) (for plant CITES permits) during their printer downtime. From 1 Jan 2020, please visit APHC to self-print using the self-service terminal at APHC if you are unable to self-print or do not have a watermark printer.</p>
8	<p>Who can I contact for help on printing issues?</p> <p>For technical issues related to printer installation or self-printing, please contact CrimsonLogic (CL) at licences-helpdesk@crimsonlogic.com or call (+65) 67741430. You may copy the Wildlife Trade team in your email to CL so that we are aware of your issues and can assist to track the progress of the case.</p>
9	<p>Is there any recommended brand or model of printer to buy?</p> <p>Please check the "Watermark Printers Compatibility List" under Help Topic 32 at https://bit.ly/323aPpk for the brands and models of the printer. The type of printer to consider depends on your needs (eg. heavy or light usage, home or company use, budget etc). The watermark printer can also be used to print non-watermark documents.</p>
10	<p>How much is a watermark printer? Where can I buy them?</p> <p>The cost of a typical watermark printer may be a few hundred dollars depending on the brand and model. The printers can be purchased online as well. Some models are also available in major electrical retail stores and IT fairs.</p>
11	<p>How long does it take to resolve the technical issues?</p> <p>The estimated turnaround time for resolving printing issues is on a case-by-case basis. Besides online self-help guides, the CrimsonLogic (CL) helpdesk is available at 6774 1430 or licences-helpdesk@crimsonlogic.com. Remote and on-site support may be deployed by CL as a last resort as well. For issues like initial printer setup/installation, it can typically be resolved over a phone call by CL within a day. Alternatively, you can contract your printer vendor for issues related to initial printer setup/installation. For issues that require configuration of the server, it may take longer as CL needs to perform tests which may require necessary approvals before migrating to production servers. In certain cases, support may be required from the technical</p>

	team of your printer's manufacturer in order to resolve the issues. These would typically take a longer time.
--	---

Permit related:

1	<p>How do I retrieve past permits?</p> <p>You can log into your LicenceOne account and search under Licences tab to access all your past applications.</p>
2	<p>Can we present an electronic permit (downloaded from LicenceOne) instead a hardcopy permit?</p> <p>The physical CITES permit with electronic signature is still required to be presented together your CITES shipments for clearance at the checkpoints. You are unable to download a softcopy of the CITES permit and certificate from LicenceOne as the watermark features are printed using the watermark printer.</p>
3	<p>What is the permit validity period?</p> <p>All CITES permits and certificates are valid for a maximum period of 6 months. There is no difference in validity period accorded to different destination countries.</p>
4	<p>How to self-print?</p> <p>Login to LicenceOne, select Profile (click Next), click on Licences in top menu, enter the Permit Number in the search bar, when the permit record appears, click on the Printer icon (on the right side) and click Print. You may refer to Help Topics 18 at https://bit.ly/323aPpk for the steps.</p>
5	<p>How to know when I can self-print the permit?</p> <p>When the permit is ready for printing, you would receive a Permit Collection/Printing Notification.</p>
6	<p>How to reset print count if there is printing error?</p> <p>Contact the Wildlife Trade team and provide a screenshot of the printing error via email. We will reset the print count for you to reprint without charge.</p>
7	<p>There are errors on the CITES permit that I have printed and I don't know what to do.</p> <p>Please send a screenshot of the error to us so that we can reset the print count for that application accordingly.</p>
8	<p>Where do I submit the amended/unused/cancelled/expired CITES permits?</p> <p>You can send them to the CITES office at Animal & Plant Health Centre at 6 Perahu Road, Singapore 718827. Please attention the permits to Wildlife Trade (animal) or Wildlife Trade (plant).</p>
9	<p>Can the CITES permits be issued electronically instead of printing a physical hardcopy?</p> <p>Currently, the physical CITES permit is still required to accompany the CITES shipments into/from Singapore. For CITES permits to be issued electronically, an international agreement to accept e-CITES permits will need to be in place.</p>

10	<p>Will NParks be informing the relevant countries about our change to e-signature?</p> <p>A notification to the parties has been sent to the CITES secretariat regarding the implementation of e-signatures and our new endorsement procedure. We will be closely following up with the respective countries to ensure a smooth transition to e-signed permits.</p>
11	<p>How do I find out if my goods are controlled by the CITES convention?</p> <p>You may go to checklist.cites.org for the latest list of items under the CITES convention.</p>
12	<p>Who can I contact on CITES permit related enquiries?</p> <p>You may contact the Wildlife Trade team via the online feedback form (www.nparks.gov.sg/feedback) or visit our website for more information (https://www.nparks.gov.sg/biodiversity/cites).</p>
13	<p>Can I get my permits earlier now that I am printing my own permits?</p> <p>The service standard of 7 working days for animal CITES permits and 3 working days for plant CITES permits remains. Should express service be chosen, the permits will be processed within 2 working days. The permits are ready for self-print once they have been approved.</p>
14	<p>Why do the service standards remain the same?</p> <p>The number of applications for CITES permits fluctuates greatly depending on the time of the year. Existing services standards have taken into account the volume of permits and time required to process them accordingly.</p>
15	<p>Is there a print-by date after the permit has been approved?</p> <p>You may print the permit as long as it is within the expiry date of the permit.</p>
16	<p>Will the permit fee be cheaper if I self-print?</p> <p>The cost of the CITES permit and certificate remains the same, as the applications are still being processed by our officers.</p>

Endorsement related:

1	<p>Re-export and export permits currently require NParks officers to sign the permit. Do I still have to bring the permits over APHC/JEM when I self-print the permits?</p> <p>All permits will be signed electronically and ready for self-print by 1 October 2019 thus eliminating the need to bring them down to APHC/JEM.</p>
2	<p>Do my permits still need to be endorsed?</p> <p>Endorsement of export/re-export permits is only needed if the shipment quantity differs from that stated in the CITES permit. Hence, no endorsement is required if there are no changes.</p>
3	<p>What if the country of import insists that the permit has to be endorsed?</p> <p>Please highlight these countries to us and we will be in touch with the relevant countries to regularise this. Currently, France, US, Guam, Maldives, India and UAE have indicated that they still require export/re-export endorsement.</p> <p>In the meantime, you may go to the following places to do the export/re-export endorsement:</p> <ul style="list-style-type: none"> • Changi Animal & Plant Quarantine (CAPOQ) @ Gate C7, Airport Cargo Road, Changi Airfreight Centre, Singapore 918104, for air cargo [visit https://bit.ly/30ydUNP

	<p>for the directions]</p> <ul style="list-style-type: none"> • Immigration & Checkpoints Authority (ICA) [visit https://www.ica.gov.sg/about-us/our-checkpoints for the details] • Animal & Plant Health Centre (APHC) @ 6 Perahu Road Singapore 718827 [visit https://bit.ly/2HtXqis for the directions]
4	<p>Can I collect the permit from APHC and get it endorsed there as well?</p> <p>Traders are strongly encouraged to self-print the permits. If you are unable to self-print or do not have a watermark printer, you can self-print the permit using the self-service terminal at APHC. You may obtain endorsement from APHC, CAPQ or ICA. For the locations of these places, please refer to Q3 under Endorsement related.</p>