

SELF-PRINTING OF CITES PERMITS

With effect from 1 October 2019, traders are to self-print their CITES permits and certificates. All CITES permits and certificates will have electronic signatures, and endorsement of these permits is to be done at Immigration & Checkpoints Authority (ICA), Changi Animal & Plant Quarantine Station (CAPQ) or the Animal & Plant Health Centre (APHC).

How to set up

1. Check if your current printer model is capable of printing watermarked CITES permits, or obtain a compatible printer that is listed in the Watermark Printers Compatibility List on LicenceOne. (Please refer to LicenceOne Help Topic 32 at <https://bit.ly/323aPpk>)
2. Ensure that your printer uses a PostScript driver and that it has PCP (Print Control Proxy) installed. If necessary, download and install the latest printer PostScript drivers and PCP. (Please refer to LicenceOne Help Topic 18 at <https://bit.ly/323aPpk> for the installation and troubleshooting guides.)
3. Call NParks' Wildlife Trade team at 6908 3013 or 6805 2850 to inform that you intend to do a test print of the CITES permit or certificate.
4. Conduct the test print.
5. Update NParks' Wildlife Trade team when the test print is successful.

Who to contact

For queries on printer issues or LicenceOne, please contact CrimsonLogic at 6774 1430 or licences-helpdesk@crimsonlogic.com.

For queries on CITES permit applications, please contact the NParks Wildlife Trade team at Nicholas_Lee@nparks.gov.sg or Janice_Yap@nparks.gov.sg.

Scan the QR code below to access LicenceOne Help Topics.

