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.avs.gov.sg	A one-stop personalised portal manage your dog licence(s). Construction Construction
2a	For first-time users with Singpass: Click on "Login with SingPass"	A one-stop personalised portation manage your dog licence(s). FOR INDIVIDUALS Login with SingPass Login with PALS Account
	Log in with your SingPass app or enter your SingPass ID and password.	Singpass app Parameter loging Singpass app Singpass app Your trusted digital identity Singpass app2 coverded not



3	Complete "Create	Create Profile	
	Profile" by entering your particulars. Mandatory	Home > Create Profile	
	fields are marked with		
	red asterisk (*).	Personal Info	
		Salutation:*	Dr
	Click "Save" to	Name:*	
	proceed.	Gender:*	Male Female Organization
		Residence Type:*	 Singapore Citizen Permanent Resident Foreigner (FIN) Foreigner (Passport)
	Note: Password must	Country of Citizenship:*	-Plasa Select
	contain:	NRIC/FIN/Passport No.:*	
	(i) At least one alphabet	Date of Birth:*	B
	and numeric;	Password:*	Password must contain: a. At least one alphabet and numeric
	(ii) At least one special	Confirm Password:*	b. At least one special characters : ~1@#\$%^&*+=`I\\}@;"~~,?/ c. At least 8 characters.
	characters: ~!@#\$%^&* -	Contact Info	For example: abc#1234
	· _	Mobile No.:*	
	+=` \(){}[]:;"'<>,.?/	Home Tel No.:	
	(iii) At least 8 characters.	Office Tel No.:	
	characters.	Email:*	
	E.g. abc#1234	Postal Code:*	Retrieve
	J	Address Type:*	Apartment
		Blk / House No.:*	
		Level:	
		Unit No.:	
		Building Name:	
		Street Name:*	
		Alternate Contact	Details
		Name:*	
		Relationship:*	
		Mobile No.:*	
		Email Address:	
		Electronic Notificat	tion
		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. O 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.
			Reviewer
			Enter the characters as shown in the image above.
		Terms of Use:*	Verfasion Code Yes, I agree to the Terms of Use and Privacy Statement governing the use of this site. I
		remis of use."	declare that all the information given is correct and true to the best of my knowledge.
			Cancel Save Clear

4 Once your user pro is saved, a notificat will inform you that profile is successful created and active.	ion Create Profile your	
You will be redirected automatically to the post-login landing page.	My Messages My Licences My Applications Search: Q Advanced Search My Messages show you a summary of notifications sent to you. For transactions, please go to e-Service Displaying: 0 - 0 of 0 Records DMTERTIME SIN SUBJECT DATERTIME No records found No records found	You are logged in as jernifer Last login was on 07 Jul 2015 e, My Licences or My Applications page.
	PALS Landing Page	

2. Account Login for Existing Users

SN	Step	Screenshot			
1	Go to AVS PALS website: pals.avs.gov.sg	A one-stop personalised portation manage your dog licence(s) FOR INDIVIDUALS Cogin with SingPass > Login with PALS Account >			
2a	For existing SingPass users: Click on "Log in with SingPass"	A one-stop personalised portal to manage your dog licence(s). FOR INDIVIDUALS Cogin with SingPass > Login with SingPass > Cogin with SingPass > Login with SingPass > Login with SingPass > Cogin with SingPass > Login with PALS Account >			
	Log in with your SingPass app or enter your SingPass ID and password. Click "Login" to proceed.	Singpass app Personal login Scan with Singpass Scan with Singpass app Your trusted digital identity Source in the singpass Doth have Singpass app? Download now			
2b	For existing users without SingPass: Click on "Login with PALS Account"	Image: synthesis and synthesynthesis and synthesis and synthesynthesynthesynthesynt			

	Enter "NRIC/FIN/Passport No" and "Password". Click on "Login" to proceed.	PALS User Login HRCFRPPaspert His: FRCFRPPaspert His Preserver Passavort Gregot passavort? First time? Create new profile
2c	To complete 2FA authentication, select a. "Link SMS OTP" for one time password to be sent to your mobile b. "Link OneKey Token" for one time password to be sent to your one key token c. Click "here to register with OneKey" To skip authentication ,click on " here to skip 2FA Authentication" Click on "here" to register with OneKey	Link SMS OTP Link OneKey Token Click here to skip 2FA Authentication. Don't have a OneKey Account? Click here to register with OneKey.

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.	FRUE Viser Login Mitter Particular	
2	Enter "NRIC/FIN/Passport", "Registered Email" and the "verification code". Click "Submit" to continue.	Forgot Password PRIC/FIN/Passport No.: Enter your NRIC/FIN/Passport No. Registered Email Enter your Registered Email Enter the characters as shown in the inage above. Verification Code Submit Cancel	
3	A new password will be sent to your email.	Home > Password Recovery Image: Ima	
4	Retrieve the new password from your email and login to PALS with the new password.	Dear Ms TYN, PALS received a request to reset the password for your PALS account. Please log in via Login Page using the Login ID and password below. Login ID: S6785201Z Password: <u>P3Y7BK@G</u> Please change your password after your first login.	

3.2 Change Password

SN	Step	Screenshot		
1	Click on 'Profile' → 'Change Password'.	HOME PROFILE - E-SERVICE - LOGOUT		
	Change Faceword .	Update Firste Welco Change Pässwird Last fogin was 66 Apr 2015		
		My Messages My Licences My Applications		
		Search: Q Advanced Search		
		Displaying: 1 - 10 of 28 Records		
		SIN SUBJECT* DATE/TIME*		
		1 Dog Licence Application is approved 06/04/2015 11:27:04 AM		
		2 Notification for transfer application 01/04/2015 03:31 01 PM		
		3 New Dog Licence Application is paid 01/04/2015 02:54:44 PM		
		4 Dog Licence Application is approved. 01/04/2015 02:54:13 PM		
2	Enter "Current Password", "New Password" and "Re-confirm Password". Note : Password must contain: (i) At least one alphabet and numeric; (ii) At least one special characters: ~!@#\$%^&* +=` \(){}[];;"'<>,.?/ (iii) At least 8 characters. E.g. abc#1234 Click "Submit" to proceed	Image: Stream Passed Image:		
3	An acknowledgement message indicating "Your password has been changed" will be displayed.	None > Change Password Ymer password kan keen shanged Passas wat at you will be redirected to the Login page in 1 seconds. Please click Mee If you are not redirected within a few seconds.		

4. Applying for New Licence

4.1 Applying for New Licence

SN	Step	Screenshot			
1	Click on 'e-Service' → 'Apply Licence'.	HOME PROFILE Y E-SERVICE Y LOGOUT	_		
		Accept Change Of Dog Ownership			
		Renew Licence			
		My Messages My Licences Update Licence			
		Download Licence			
		Cancel Licence			

2	Complete the details for:	HOME PROFILE - E-SERVICE - LOGOUT		
	(i) "Dog Owner	Application for New Dog Licence You are logged in as http: Last logm was 02 Apr 2015		
	Particulars" ;and	Home > Licence > Application for New Dog Licence		
	(ii) "Address (where	(2)> (1)> (2)> (1)		
	dog is kept)".	FILL IN APPLICATIONS UPLOAD DOCUMENTS CONFIRM SUBMIT MAKE PAYMENT		
		FILL IN APPLICATIONS OF COAD DOCUMENTS CONTINUE SUBMIT MAKE PATMENT		
	(Click the checkbox	Step 1 of 2: Address Application for New Dog Licence		
	indicating "Same as Dog	Pypernamen vok 164 fog at kenne vok 164 fog at		
	owner" if the dog is kept	Tog microchip number "Deg microchip number "Interlination Centificate (for application of sterilised licence fee) Photograph of Dog (options)		
	at the same address as	Photoglaph of Cog (sponse) Morcolds Certificate (sponse) Note: The maximum file size for each document is 4MD.		
		reate. Ine materialm be alize for each opcument is weld. Payment modes: Credit/dobt cards (VISA/MasterCard)		
	indicated under the Dog	GIRD (for applicants with existing GIRD accounts with AVA)		
	Owner Particulars)	*SCHEDULED DOGS Only ONE Scheduled dog per non-HDB premises. Click have 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) • Bankins' Guarantee of \$2,000 for Part II breads (submit within 4 weeks of licence approval)		
	Mandatory fields are	Obedience Training Certificate from an AVA-accredited dog trainer (submit within 10 weeks of licence approval) *Scheduled dog breads		
	marked with red asterisk	Part 1: Pit Bull (American Pit Bull Tenier or American Pit Bull or Pit Bull Tenier, American Staffordshire Tenier, Staffordshire Bull Tenier, American Bull dog), Akita, tesapottan Mastift, Tissa, Dopo Aggimung, Fila Brasilero, Boerloet, Penro de Piesa Curano, and their corosee, (Iota Solved for suportin) Part 1: Bull Tenier, Obbernan Princher, Rottweiler, Cerman Stepherd (Bagitan Stepherd, Staat) Stepherd, Mastift,		
	(*).	Cane Corso and Dogue De Bordeaux, and their crosses. Fields marked with asterisk (*) are mandatory.		
		Non-Sterilised (S\$/dog/annum) \$90.00		
	Click "Next" to proceed.	ii) Only one Scheduled dog can be kept at a non-HDB premise with effect from 15 Nov 2010. Please refer to www.ava.gov.sg for more details on the dog licensing regulations.		
		Reeds listed in the Second Schedule		
		Dog Owner Particular		
		Name of Licensee hng		
		NRICIFINPassport No. s3267575g		
		Contact No. 99897766		
		Postal Code 140067		
		Email Address gang866@hotmail.com		
		3m/3@		
		Bik / House No. 67		
		Level 23		
		Unit No. 32		
		Building Name		
		Street Name COMMONWEALTH DRIVE		
		Address (where dog is kept)		
		Same as Dog Owner		
		Postal Code + Retrieve		
		Address Type * _Please Select-		
		Bik / House No. •		
		Level		
		Unit No.		
		Building Name		
		Street Name •		
		Type of Residence * _please Select-		
		Next		
			ļ	

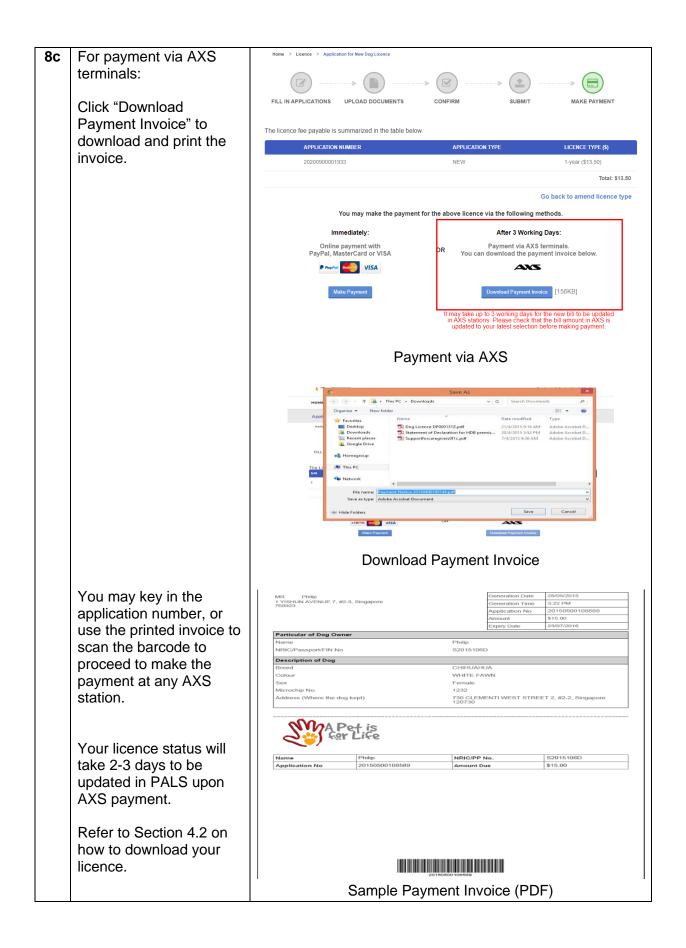
3	Complete the details for "Dog Particulars". Mandatory fields are marked with red asterisk	FILL IN APPLICATION UPLO Step 2 of 2: Dog Details Dog Particulars	DAD DOCUMENTS	CONFIRM	SUBMIT	MAKE PAYMENT
	(*).	Dog Particulars	Microchipped in \star 🤇	Overseas		
	Calast lissa as time		C	⊃ Singapore		
	Select licence type.		Microchip No. * Name of Dog			
				C Female		
	Click "Next" to proceed.		C	⊃ Male		
			Colour *			
		Estimated Da	Breed *			
		Estimated Da	Dog obtained from * (Animal Walfare Group		
				Pet Shop Pet Farm Breeder Import Others		
		Sterilisation Status				
			Sterilised \star C) Yes) No		
		Licence Type Selection	_	_		
		Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
		Dog Below 5 Months Old Sterilised Dog	\$15.00 (\$13.50) \$15.00 (\$13.50)	N.A. \$25.00 (\$22.50)	N.A. N.A.	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 * Fees with 10% rebate for payment	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised dogs only
		Please select the licence type (1-y The multi-year licence fees indicat Por dogs less than 5 months of age I understand that: I tunderstand that: I the default licence type for t next renevral; No refund will be given after Previous Submit	ed below includes a 10% reba , you can only apply for a 1-ye Licence Type * Total Amount	te for online, AXS and GiRO pa par licence. Please select- .00	*	selection during the
4	Only click on the "Apply Diplomatic Dog Licence" checkbox if you are a foreign diplomat on		PPLICATIONS UPLOAD DO	OCUMENTS CONFIR	> (1 RM SUBM	IT MAKE PAYMENT
	official duty in Singapore.	Dog	Particulars			
				Microchipped in * O Overseas Singapore		
	Click "Next" to proceed.			Microchip No. *	-	
				Name of Dog		
				Sex * O Female		
				O Male		
				Colour *		
				Breed *		
			Estimated Date of B		E	
			D	og obtained from * O Animal W O Pet Shop O Pet Farm O Breeder O Import O Others		
			Apply Diplo	mat Dog Licence 🗹		
		Steri	isation Status			

-				
5	Upload the required	Home > Licence > Application for New Dog Licence >		
	supporting documents	Upload Documents		
	(where relevant).			
	Click "Next" to proceed.	Microchip Certificate : Browse Files (Only s	support file type: jpg.jpeg.png.pdf)	
			opport no type. (pg.)pcg.prg.pdf	
	Note: For owners of a			
	Specified Dog, you are	Dog Photo : Browse Files (Only s	support file type: jpg,jpeg,png)	
	not required to upload	Back Next		
	any documents at this	Back		
	point of licence			
	application.			
		The following table list the supp	porting documents to be	
	The respective deadlines	uploaded based on the various	•	
	for the documents to be		application entena.	
	submitted after the	Analisation Oritaria		
	licence is approved are	Application Criteria	Supporting Documents	
	as follows:	Breed of dog	Insurance Policy	
		-Specified Dogs or their	Banker's Guarantee	
	a) 4 weeks: Insurance	crosses		
	Policy and Banker's		Obedience Training	
	Guarantee.		Certificate	
	b) 10 weeks: Obedience	Dog is adopted from an	AWG Adoption /	
	⁷ Training Certificate	Animal Welfare Group	Fosterer Agreement	
	g e e contente	(AWG)	r östörör Agreement	
	Visit www.avs.gov.sg for			
	more information on	Dog is imported	Import Permit	
	Specified dog breeds	Dog is imported		
	and the additional	Dog is sterilised	Veterinarian Sterilisation	
	licensing conditions.	Dog is sternised		
	licensing conditions.		Certificate, Vet	
			Examination Letter or	
			Vaccination Card with	
			sterilisation status	
			displayed	
			uispiayeu	
		Licensee is a diplomat	MFA ID card	
			 Copy of passport 	

6	Verify the details you	(e)	>			
•	have entered are correct.	FILL IN APPLICATION	UPLOAD DOCUMENTS	CONFIRM	SUBMIT	MAKE PAYMENT
						🖨 Print this page
	Click "Next" to proceed.	Dog Licensee Particulars				
	Olick Next to proceed.		NRIC/FIN/Passport No.		102(non GIRO)	
			Contact No. Email Address	93371733 Melissa_LEE@nparks.gov.sg		
			Postal Code Address Type	750418 HDB Block		
			Bik / House No.	418		
			Unit No.	77666		
			Building Name Street Name	-NA- CANBERRA ROAD		
		Address (where dog is kept)				
			Same as Dog Licensee Postal Code	Yes 750418		
			Blk / House No.	418		
			Level Unit No.	18 418		
			Building Name	-NA-		
			Street Name Type of Residence	CANBERRA ROAD		
		Dog Particulars				
			Microchipped in	 Overseas Singapore 		
			Microchip No.	123456789001234		
			Name of Dog Sex	Spitz		
			Colour	Male white		
		Estim	Breed nated Date of Birth(dd/mm/yyyy)	JAPANESE SPITZ 01/01/2020		
			Dog obtained from	 Animal Welfare Group Pet Shop 		
				 Pet Farm Breeder 		
				 Import Others 		
			Pet Shop	Pet Stop		
		Sterilisation Status	Sterilised	Yes		
		Licence Type Selection Licence Type Dog Below 5 Month	1-year licence s Old \$15.00 (\$13.50)	NA	3-year licence N.A.	One-time licence N.A.
		Sterilland Dog Non-Sterilland Dog 4th or Subsequent	515.00 (513.50) og 590.00 (581.00)	\$25.00 (\$22.50) \$165.00 (\$148.50)	N.A. 5230.00 (5207.00) 8480.00 (8414.00)	\$25.00 (521.50) N.A. \$460.00 (8414.00) "for sterilized dogs only
		* Fees with 10% rebate for p Please select the licence typ	payment made via electronic payment j ps (1-year, 2-year or 2-year/One-time) !		iona are indicated in (brackets	*for sterilised dogs only U
			indicated below includes a 10% rebate s of age, you can only apply for a 1-yea		чіу.	
			Licence Type Total Amount			
		 The default licence type No refund will be given 	se for the next renewal will be based or n after licence is paid.	my above selection, and I will be able	to change my selection durin	g the next renewal;
		Upload Documents				
			Microchip Certificate: Dog Photo:			
		Sterilisa		locument pic.JPG (34 KB)		
		Back	Next			
	Deed the deelenstice					
7	Read the declaration	HOME PRO	FILE - E-SERVICE - FAQ -	LOGOUT		
	terms carefully.					
		Application for N	lew Dog Licence		You are logged Last logi	in as angweihng n was 06 Apr 2015
	Click on the checkbox to	Home > Licence	> Application for New Dog Licence			
	indicate that you have					
	read and understood the		>		1)> (E	=)
		FILL IN APPLICA	TIONS UPLOAD DOCUMENTS	CONFIRM SL	IBMIT MAKE P	AYMENT
	terms of the declaration.					
		I, angweihng, NRIC	/Passport/FIN NO. s3439644b, declare th	at		
	Click "Submit" to	(1) I am aware that	under the Housing & Development (Anim	als) Rules, only one (1) dog of an appro	ved breed can be kept in the fla	t (see breeds
	proceed.	allowed in HDB flats \$4,000/-	s). Any HDB lessee who contravenes the	Rules is guilty of an offence and on conv	viction, can be fined up to a max	imum of
	p. 00000.	(3) I have read and	nd that any fee paid for a licence is non-re I understood the notes to applicants.			
			on given is correct and true to the best of e declaration is made.	rmy knowledge. I am fully aware that the	licence would be revoked and I	will be
			red to be kept in HDB commercial and in			
		approval for you to registered premises	keep the dog at the stated premises. It is s, as stated in your licence application.	your responsibility to ensure that you a	re allowed by HDB to keep the d	log in the
		I have read and	d understood the above declaration.			
		Submit				

8a	For online payment:	Home > Licence > Application for New Dog Licence
	Click on the "Make Payment" button to proceed with payment.	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 (5)
Click on "Go back to amend licence type" button if you wish to amend the licence type selected.		202090001933 NEW 1-year (\$13.50) Tota: \$13.50 Go back to amend licence type Journay make the payment for the above licence via the following methods. Meter 3 Working Days: Online payment with PayPal, MasterCard or VISA (method with a colspan="2">Payment via AXS terminals. Or Payment via AXS terminals. You can download the payment invoice below. Image: United terminals Vournaud Payment Invoice Image: United terminals Cownload Payment Invoice
	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 on how to download your licence.	Home > Licence > Application for New Dog Licence > You have successfully submitted the licence application on 23/03/2015 at 15:58 . Application No. : 20150300002000
8b	If you have exited the payment page and wish to return to make payment, go to 'Home' → "My Applications" tab.	HOME PROFILE ESERVICE LOGOUT Vou are logged in as Toh Kat Seng Last login was on 09 Jun 2015 My Messages My Lkences My Applications My Messages show you a summary of notifications sent to you. For transactions, please go to e-Service, My Lkences or My Applications page. Displaying: 1 - 3 of 3 Records Image: Colspan="2">Image: Colspan="2" SN SUBJECt Colspan="2" Colspan="2
	Select and click on the application that had been submitted earlier. Click on "Make Payment" to proceed with the payment.	My Messages My Licences My Applications W Licence Application C Licence Application Dog Name / Breed / Colour: chin Chin / ChinUA/UA / BLACK FAINN Application No: 20150400100035 Status: Pending Payment Submitted Date/Time: 06:04/2015 11:22:58 AM

Note: Payment must be made within 2 weeks from the time of licence approval. In the event that payment is not received within 2 weeks, you will be required to resubmit your dog licence application and make payment for a new dog licence.	Licence Type 1-year licence Dog Belew 5 Months Old \$15.00 (\$13.50) Sterilised Dog \$15.00 (\$13.50) Non-Sterilised Dog \$15.00 (\$13.50)	2-year licence NA NA. \$25.00 (\$22.50) NA. \$16.00 (\$14.60) \$230.00 (\$207.00)	Cne-time licence N.A. 555.00 (531.50) N.A.
Select licence type. Read and understand the terms, click the checkbox and "Confirm".	Non-sternised bog 300 co (381 00) 4th or Subsequent Dog \$180 00 (\$162 00) * Pees with 10% rebate for payment made via electronic p Please select the licence type (1-year, 2-year of 3-year/Or The multi-year licence frees indicated below includes a 10 For dogs less than 5 months of age, you can only apply fo APPLICATION NUMBER 20200000001933	\$325.00 (\$292.50) syment platforms i,e, GIRO, online or AXS station re-time) that you wish to apply for. 5 rebate for online, AXS and GIRO payment only.	\$460.00 (\$414.00) *for sterilised dogs only
Click on "Make payment" button.	I understand that: The default licence type for the next renewal will be b renewal; No refund will be given after licence is paid.	ased on my above selection, and I will be able to r	Total: \$13.80
An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online	Home > Licence > Application for New Dog Licence	CONFIRM SUBM	Continu) MIT MAKE PAYMENT LICENCE TYPE (5)
payment.	20200900001933	NEW	1-year (\$13.50)
Refer to Section 4.2 on			Total: \$13.50
how to download your licence.	You may make the pay Immediately: Online payment with PayPal, MasterCard or VISA Immediately VISA Make Payment	OR Payment via You can download the Download Paym It may take up to 3 working d in AXS stations. Please che	forking Days: I AXS terminals. e payment invoice below.



4.2 Download Licence

SN	Step	Screenshot					
1	Click on 'My Licences' tab.	HOME PROFILE - E-SERVICE - LOGOUT					
		Welcome to PALS You are logged in as Jenny Last login was 21 Apr 2015					
	Select and click on the 'Download Licence' icon.	My Messages My Licences My Applications					
		Search: Q Advanced Search					
		Displaying: 1 - 2 of 2 Records					
		PHOTO DOG NAME = LICENCE NO. SEX = COLOUR = STATUS = EXPIRY DATE = ACTIONS					
		Pepper DP000131Z Male BEIGE BLACK VALD 22/05/2015 🗹 🗶 🗖					
		wong DP000132W Female APRICOT SABLE VALD 20/04/2016 🗹 🗙 🗗 📥					
2	A "Save As" window will appear.	(c) (c) Search Downloads (c) Search Downloads (c) HOME PROFIL Organize ▼ New folder (E) (E) (E)					
	Save the licence into your desired file location	Weicomet Name Date modified Type Weicomet 10 Dektop 10 Dog Licence DP000131Z.pdf 21/4/2015 Sk12.AM Adobe Acrobat D ggdd in as Jenny Weicomet 10 Dektop 10 Dektop 10 Dektop 10 Dektop 20 July 2015 Sk12.AM Adobe Acrobat D ggdd in as Jenny Weicomet 10 Dektop 10 Dektop					
	for ease of retrieval.	My Messages My L 🔥 Homegroup					
		🐙 This PC					
		Displaying: 1 - 2 of 2 F					
		PHOTO DOG I File name: Deg Licence OP0001312 (1) pet v IS Save as type: Adobe Acrobat Document v IS					
		Peppe Hide Folders Save Cancel					
		No map					

4.3 View Application

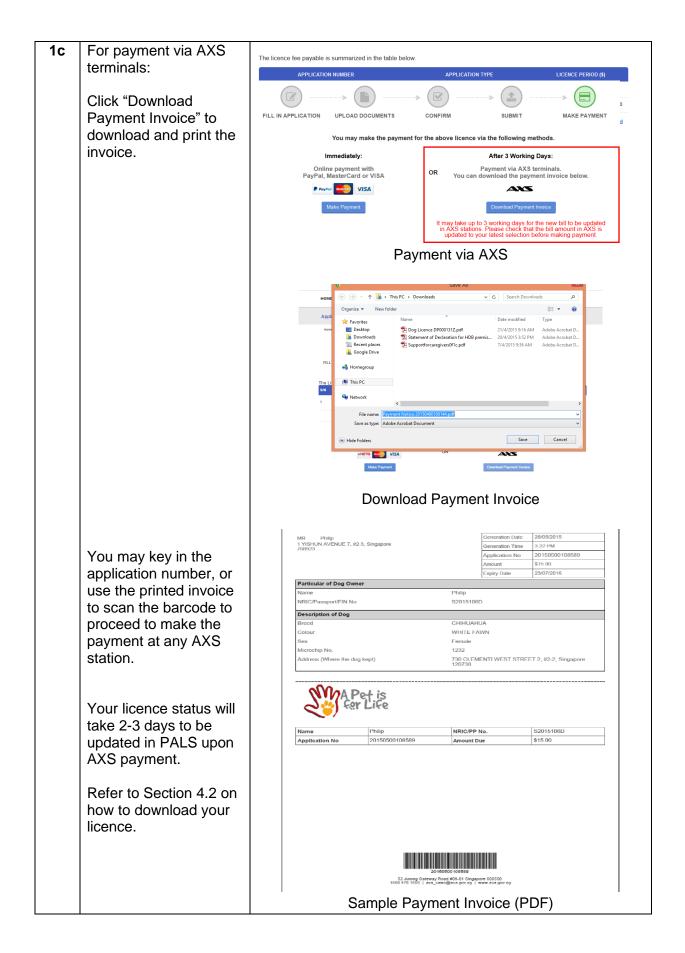
SN	Step	Screenshot					
1	Click on 'My Applications' tab.	HOME PROFILE × E-SERVICE × LOGOUT					
	Click on the relevant	Welcome to PALS You are logged in as Toh Kiat Seng Last login was on 12 Jun 2015					
	application to view its details.	My Messages My Licences My Applications					
		Search: Q Advanced Search					
		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.					
		Displaying: 1 - 3 of 3 Records					
		DOG NAME / BREED / COLOUR * APPLICATION NO. * TYPE * STATUS * SUBMITTED DATE/TIME *					
		Max / TERRIER JACK RUSSELL / BLACK BROWN 20150500105521 Licence Cancellation Approved 13/05/2015 04:30:24 PM					
		Max / TERRIER JACK RUSSELL / BLACK BROWN 20150500105315 Licence Renewal Approved 12/05/2015 06:34:38 PM					
		Max / TERRIER JACK RUSSELL / BLACK BROWN 20150500105046 Licence Application Approved 11/05/2015 08:26:06 AM					
2	Click on "View Form" to	HOME PROFILE - E-SERVICE - LOGOUT					
	view the application details.	Welcome to PALS You are logged in as Kenneth Yew Last login was on 12 Jun 2015					
	Click on "View Support	My Messages My Licences My Applications					
	Documents" to view the uploaded supporting documents.	C Licence Application					
		View Form View Support Documents					
		Dog Name / Breed / Colour; Doggy / CHIHUAHUA / BROWN WHITE					
		Application No.: 20150600108839 Status: Approved					
		Submitted Date/Time: 29/05/2015 06:56:25 PM					

5 Licence Renewal

5.1 Licence Renewal

SN	Step	Screenshot
1a	For first-time PALS user,	HOME PROFILE - E-SERVICE - LOGOUT
	refer to Section 1 to create your profile.	Welcome to PALS You are logged in as Jason Last logn was 22 Apr 2015
	For online payment:	My Messages My Licences My Applications Search: Q Advanced Search
	 (i) Login to PALS (ii) Go to 'Home' → 'My Licences' (iii) Click on the 'Payment' icon to make payment 	Displaying: 1 - 1 of 1 Records PHOTO DOG NAME® LICENCE NO.< SEX COLOUR STATUS EXPIRY DATE ACTIONS PHOTO DOG NAME® LICENCE NO.< SEX COLOUR STATUS EXPIRY DATE ACTIONS Junior DP000109A Male APRICOT SABLE TERESWARE 17/06/2015 TERESWARE
	Select licence type. Read and understand the terms, click the checkbox and "Confirm". Click on "Make payment" button.	Licence Type 1-year licence 2-year licence 3-year licence One-lime licence Dg Below 5 Months Old \$15.00 (\$13.50) N.A. N.A. N.A. N.A. Stemised Dog \$15.00 (\$13.50) \$25.00 (\$25.20 (\$2
	An acknowledgement	APPLICATION NUMBER APPLICATION TYPE LICENCE TYPE (5) 2020090001933 NEW 1-year (\$13.50) Yotal: \$13.50
	page stating that your licence has been successfully renewed will be displayed upon the completion of your online payment.	 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. Continue
	Refer to Section 4.2 on	The licence fee payable is summarized in the table below.
	how to download your licence.	APPLICATION NUMBER APPLICATION TYPE LICENCE TYPE (\$) 20200900001933 NEW 1-year (\$13.50)
	Note: For GIRO customers, the licence fee will be deducted from your GIRO account on the date stated in your renewal notice.	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 After 3 Working Days: Immediately: Payment via AXS terminals. You can download the payment invoice below. You can download the payment invoice below.
	Visit www.avs.gov.sg for information on GIRO application. Licence fees for licensees with successful GIRO application will be deducted at the next	Make Payment [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 online

 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 dog licence no. (iii) Click on "Next". 	Contine Payment for Dog Online Payment for Dog You may take about 5 minute - The NRIC/FIN/Passport No. - Dog Licence - Dog Licence is renewat - If your dog is sterilised, pied	Manage your Licence Renewal s to complete this transa of the dog licensee. redit / debit card (VISA of ble 8 weeks before licent	action. You will need the f or MasterCard only) for p ce expiry critication status at https:	cilowing:	gin with SingPass	> unt > ut Login SATIONS sovernment ©
Select licence type. Read and understand the terms, click the checkbox and "Confirm". Click on "Make payment" button.	Licence Type Dog Below 5 Months Old Sterilised Dog Non-Sterilised Dog 4th or Subsequent Dog * Fees with 10% rebate for payn Please select the licence type (1 The multi-year licence fees indic For dogs less than 5 months of . APPLICATION NUT	I-year, 2-year or 3-year/C cated below includes a 10 age, you can only apply 1	One-time) that you wish to 0% rebate for online, AXS for a 1-year licence.	apply for.		
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 on how to download your licence.	2020090001933 I understand that: The default licence type for renewat; No refund will be given after I understand that: The default licence period 1 next renewat; No refund will be given after Online Payment for Dog Li NRIC/Fin/Passport No: "**5741C Licence No: DP002002E Z018020000894	r licence is paid. for the next renewal will t er licence is paid.	De based on my above set		to change my selection du	Total: \$13.50 ng the next Confirm
					Go back to amend	licence type Make Payment



6 Update Licence Details

6.1 Update User Profile



2	Update details where	HOME PROFILE V E-SERVICE V LOGOUT					
	required.	Update Details You are logged in as apprehips,					
		Last login was 13 Apr 2015					
	Click "Next" to proceed.	Nome > Protite > Update Details Update Details This ==service to allows you to update the licensee particular. This from you take 5 minutes to complete					
	Note : Updating of licensee's address is applicable to foreigners	This form may take 5 minutes to complete. NOTES TO DOG LICENCE APPLICANT I Only one Schedulad dog can be kept at a non-HDB premise with effect from 15 Nov 2010. Please refer to www.ava.gov.sg for more details on the dog Locensing regulations. Breed island in the Sccord Schedule Pret I. PRI Doll (Armician PRI Bull Tener or American Pt Bull or PR Bull Tener, American Staffordshire Tener, Staffordshire Bull Tener, American Bull dog), Aldta, Nagendram Matsuff, Tosa, Dogo Argentino, Flair Brasheri, Boehole, Tener de Presa Canario, and their crosses. Part II: Bull Tener, Doberman Prischer, Rottweiter, German Shepherd (Belgian Shepherd, East European Shepherd), Mastiff, including the Bull Mastiff, Cane Core and Dogue De Bordeaux, and their crosses.					
	only.	ii) Please read the Term and Conditions before proceeding further. Particulars of Applicant					
		Salutation MR					
	For Singaporeans and	Name angweihng					
		NRIC/FIN/Passport No. s3439644b					
	Permanent Residents,	Residence Type Singapore Citizen					
	your address will be	Gender Male					
	updated through	Date of Birth 04/05/1992					
	OSCARS.	Contact Details					
	USCARS.	Mobile No. * 98264288					
		Home Tel No. 66954874					
		Office Tel No.					
		Email Address * weinngwwefighting@hotmail.com					
		Dog Owner Address					
		Postal Code * 140067 Retrieve					
		Address Type * HDB Block					
		Bik / House No * 67					
		Level 7					
		Unit No. 9					
		Building Name					
		Street Name * COMMONWEALTH DRIVE					
		Alternate Contact Details					
		Name * weihing					
		Relationship * father					
		Mobile No * 07097766					
		Email Address weihngwwefighting@hotmail.com					
		Electronic Notification					
		Electronic Notification Enail 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 unsuthinised access. Opstat Mail					
		No, I wish to receive all correspondences from AVA via postal mail.					
		IM SIMIS In addition, I wish to receive renewal reminders and other notifications via SMS.					
		Next					

3	Verify the information	HOME PROFILE - E-SERVICE - FAQ - LOGOUT
Ŭ	entered is correct.	HUME PRUPILE V ESERVICE V PAU V LUGUUI
		Update Details You are logged in an anyweiting Laf login was 60 Apr 2015
		Nome 3 Profile 3 Rydate Details
	Click "Next" to proceed.	Particulars of Applicant
		Salutation MR
		Name angreehing IRDCFRVPassport III. 45/1396480
		Residence Type Singapore Citizen
		Gender Male
		Date of Birth 04/05/1992
		Contact Details
		Mobile No. 99254285
		Home Tel No. 63140966 Office Tel No J44-
		Email Address weitingsweitighting@hotmail.com
		Dog Owner Address
		Postal Code 140067
		Address Type HDB Block
		Bit / House No. 67 Level 7
		Unit No. 9
		Building Name -NA-
		Street Name COMMONWEALTH DRIVE
		Alternate Contact Details
		Name weiting
		Relationship mother Mobile No 97889922
		ivotore no sv rosvezz Email Address weitingsweitigtting@hotmail.com
		Electronic Notification
		Electronic Notification Email
		585
		Back Next
		© 2015 Api Food & Weinnary Authority of Singapore About Dis Privacy Statement Terms of Dise FAQ
4	Read the declaration	© 2015 Agi Food & Veterinary Authority of Bingapore About Un Privacy: Statement Terms of Une FAQ
4	Read the declaration	0.2015 Api-Food & Veterinary Authority of Singapore About the Phinacy Statement Terms of the FAQ HOME PROFILE - E-SERVICE - FAQ - LOGOUT
4	Read the declaration terms carefully.	HOME PROFILE V E-SERVICE V FAQ V LOGOUT
4	terms carefully.	
4		HOME PROFILE V E-SERVICE V FAQ V LOGOUT
4	terms carefully. Click on the checkbox to	HOME PROFILE V E-SERVICE V FAQ V LOGOUT Update Details Last logn was 66 Apr 2015
4	terms carefully. Click on the checkbox to indicate that you have	HOME PROFILE V E-SERVICE V FAQ V LOGOUT Update Details Last logn was 66 Apr 2015
4	terms carefully. Click on the checkbox to indicate that you have read and understood the	HOME PROFILE - E-SERVICE - FAQ - LOGOUT Update Details Nome > Profile > tipdate Details
4	terms carefully. Click on the checkbox to indicate that you have	HOME PROFILE - E-SERVICE - FAQ - LOGOUT Update Details You are logged in as angewhon Last ogen was 65 Apr 2015 Neme -> Profile -> Update Details L, angwehing, NRIC-Passport/FN NO. s3439644b, declare that
4	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration.	HOME PROFILE ~ E-SERVICE ~ FAQ ~ LOGOUT Update Details You are logged in as expending Last logn was 16 Apr 2015 You are logged in as expending Last logn was 16 Apr 2015 Nome > Profile > typide: Details
4	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration.	HOME PROFILE ESERVICE FAQ LOGOUT Update Details You are logged in as anyweiling Last login was 66 Apr 2015 You are logged in as anyweiling Last login was 66 Apr 2015 Nome > Profile Update Details Last login was 66 Apr 2015 Itome > Profile Update Details Last login was 66 Apr 2015 Itome > Profile Update Details (I) 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.
4	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to	HOME PROFILE ESERVICE FAQ LOGOUT Update Details You are logged in as anyweiling Last login was 60 Apr 2015 You are logged in as anyweiling Last login was 60 Apr 2015 Nome > Profile > tipdate Details I. I. Information given is correct and thue to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a late declaration is made. If there read and understood the above declaration. If have read and understood the above declaration.
4	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration.	HOME PROFILE ESERVICE FAQ LOGOUT Update Details You are logged in as anyweiling Last login was 60 Apr 2015 You are logged in as anyweiling Last login was 60 Apr 2015 Nome > Profile > tipdate Details I. I. Information given is correct and thue to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a late declaration is made. If there read and understood the above declaration. If have read and understood the above declaration.
4	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to	HOME PROFILE ESERVICE FAQ LOGOUT Update Details You are logged in as anyweiling Last login was 60 Apr 2015 You are logged in as anyweiling Last login was 60 Apr 2015 Nome > Profile > tipdate Details I. I. Information given is correct and thue to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a late declaration is made. If there read and understood the above declaration. If have read and understood the above declaration.
4	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to	HOME PROFILE ESERVICE FAQ LOGOUT Update Details You are logged in as anyweiling Last login was 60 Apr 2015 You are logged in as anyweiling Last login was 60 Apr 2015 Nome > Profile > tipdate Details I. I. Information given is correct and thue to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a late declaration is made. If there read and understood the above declaration. If have read and understood the above declaration.
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed.	HOME PROFILE ✓ ESERVICE ✓ FAQ ✓ LOGOUT Update Details Yeu are logged in as anyweing Last togen was 66 Apr 2015 Yeu are logged in as anyweing Last togen was 66 Apr 2015 Home → Profile → Update Details I, anyweing, INRIC-Passport/FIN NO. SX439644b, declare that I, anyweing, INRIC-Passport/FIN NO. SX439644b, declare that I, anyweing given is correct and thue to the best of my knowledge I am fully aware that the knews would be revoked and I will be prosecuted if a labe of celaration is made: I have read and understood the above declaration. Submit
4	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page	HOME PROFILE ESERVICE FAQ LOGOUT Update Details You are logged in as anyweiling Last login was 60 Apr 2015 You are logged in as anyweiling Last login was 60 Apr 2015 Nome > Profile > tipdate Details I. I. Information given is correct and thue to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a late declaration is made. If there read and understood the above declaration. If have read and understood the above declaration.
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have	HOME PROFILE ESERVICE FAQ LOGOUT Variate logged in as expressing Last loggin was 66 Agr 2015 More > Profile > Update Details Last loggin was 66 Agr 2015 Inter > Profile > Update Details Last loggin was 66 Agr 2015 Inter > Profile > Update Details Last loggin was 66 Agr 2015 Inter > Profile > Update Details (I) All the information given is correct and thue to the best of my knowledge. Lam fully aware that the licence would be revoked and I will be prevised and I will be prevised and understood the above declaration. Some HOME MOREL HOME ProFILE < ESERVICE < FAQ < LOGOUT
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have successfully submitted	HOME PROFILE ✓ ESERVICE ✓ FAQ ✓ LOGOUT Update Details Yeu are logged in as anyweing Last togen was 66 Apr 2015 Yeu are logged in as anyweing Last togen was 66 Apr 2015 Home → Profile → Update Details I, anyweing, INRIC-Passport/FIN NO. SX439644b, declare that I, anyweing, INRIC-Passport/FIN NO. SX439644b, declare that I, anyweing given is correct and thue to the best of my knowledge I am fully aware that the knews would be revoked and I will be prosecuted if a labe of celaration is made: I have read and understood the above declaration. Submit
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have successfully submitted	HOME PROFILE ESERVICE FAQ LOGOUT Volume to potentia Volume to potentia Mome > Profile > Update behals Last logan was 66 Agr 2015 Mome > Profile > Update behals (1) All the information given is correct and true to the best of my knowledge. I am fully aware that the loence would be revoked and I will be prosended if a faile doctaration is made. If There read and understood the above decisaration. Image: Imag
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have successfully submitted your changes will be	HOME PROFILE ESERVICE FAQ LOGOUT Variate logged in as expressing Last loggin was 66 Agr 2015 More > Profile > Update Details Last loggin was 66 Agr 2015 Inter > Profile > Update Details Last loggin was 66 Agr 2015 Inter > Profile > Update Details Last loggin was 66 Agr 2015 Inter > Profile > Update Details (I) All the information given is correct and thue to the best of my knowledge. Lam fully aware that the licence would be revoked and I will be prevised and I will be prevised and understood the above declaration. Some HOME MOREL HOME ProFILE < ESERVICE < FAQ < LOGOUT
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have successfully submitted	HOME PROFILE ESERVICE FAQ LOGOUT Volume to potentia Volume to potentia Mome > Profile > Update behals Last logan was 66 Agr 2015 Mome > Profile > Update behals (1) All the information given is correct and true to the best of my knowledge. I am fully aware that the loence would be revoked and I will be prosended if a faile doctaration is made. If There read and understood the above decisaration. Image: Imag
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have successfully submitted your changes will be	NOME ROFILE ESERVICE RQ LOGOUT Update Details Varuate logon was 66 Apr 2015 Neme > Profile > Update Details
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have successfully submitted your changes will be	HOME PROFILE ESERVICE FAQ LOGOUT Volume to potentia Volume to potentia Mome > Profile > Update behals Last logan was 66 Agr 2015 Mome > Profile > Update behals (1) All the information given is correct and true to the best of my knowledge. I am fully aware that the loence would be revoked and I will be prosended if a faile doctaration is made. If There read and understood the above decisaration. Image: Imag
	terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed. An acknowledge page indicating that you have successfully submitted your changes will be	NOME ROFILE ESERVICE RQ LOGOUT Update Details Varuate logon was 66 Apr 2015 Neme > Profile > Update Details

SN	Step	Screenshot				
1	Click on 'My Licences'					
	tab.	HOME PROFILE - E-SERVICE - LOGOUT				
		You are logged in as Jenny				
	Select and click on the 'Update' icon.	Welcome to PALS You are logged in as Jenny Last login was 23 Apr 2015				
	opulito room	My Messages My Licences My Applications				
		Search: Q Advanced Search				
		Displaying: 1 - 2 of 2 Records				
		PHOTO DOG NAMEY LICENCE NO.Y SEXY COLOURY STATUSY EXPIRY DATEY ACTIONS				
		(Mg				
		Pepper DP000131Z Male BEIGE BLACK VALID 26/05/2015				
		wong DP000132W Female APRICOT SABLE VIID 20/04/2016 C X C				
2	Update the details for the	HOME PROFILE - ESERVICE - LOGOUT				
	"Dog Particulars".					
		Application for Update Dog Details You are logged in as angewiting Last login was 13 Apr 2015				
	Click on the "I Inlead dog	Nome > Loence > Application for Update Dog Details				
	Click on the "Upload dog					
	photo" checkbox to	FILL IN APPLICATIONS UPLOAD DOCUMENTS CONFIRM SUBMIT				
	attach a photo at the					
	"Upload Documents"	Application for Update Dog Details This e-service allows you to update the dog details.				
	page.	This form may take 5 minutes to complete. You may need to upload softcopies for some of the following documents. Please have them available for upload. You may save the application as draft for later retrieval if necessary: Photograph of Dog				
	pago.	Sterilisation Certificate if the dog has been sterilized NOTES TO DOG LICENCE APPLICANT				
		i) Only one Scheduled dog can be kept at a non-HDB premise with effect from 15 Nov 2010. Please refer to www.axa.gov.sg for more details on the dog licensing regulations.				
		Breeds listed in the Second Schedule Part I: PE Bull American PE Bull Terrier or American PtE Bull or PE Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, American Bull dog), Aittis, Napadram Mattiff, Itas, Dogo Arguntino, Fila Drasileiro, Boerboel, Perro de Presa Canario, and their crosses.				
		Avoir, relapionant nearing, total, uppy Arginitino, ria citateleno, bencoler, reino de rinsa Lanano, and their crosses. Part II: Buil Tenier, Dobuman Prinscher, Richtelle, Geman Shepherd (Belgan Shepherd, East European Shepherd), Mastifis including the Buil Mastifi, Cane Corso and Dogue De Bordeaux, and their crosses.				
		ii) Please read the Term and Conditions before proceeding further.				
		Note: Fields marked with asterisk(*) are mandatory				
		Dog Particulars Microchopped in Singapore				
		Microchip No 0000000000453				
		Name of Dog Kar Kar				
		Uplead dog photo				
		Sex Male Breed CHHUAHUA				
		Colour* APRICOT CREAM				
		Estimated Date of Birth 04/05/1996				
		Dog obtained from Pet Shop				
		Pet Shop Joy Doggy				
		Sterilisation Status				
		If Dog is sterilised, please enter the name of the clinic and the sterilisation date. Sterrilised +				
		Dog Address				
		Same as Dog Owner 🗹				
		Next				

6.2 Update Dog Details (e.g. Sterilisation Status, Address)

	I have been the sufficient lines		Dog	iotanico nom	Per shop	
	Update the "Sterilisation					
	Status" for the dog.			Pet Shop	Dog Avenue	
	Click on the "Sterilisation		Sterilisation Status			
	Status checkbox to Yes-		If Dog is sterilised, please enter the name of th	e clinic and the s	sterilisation date.	
	Singapore/Overseas/Unk		Steril	sation Status *	O Not Sterilised	_
	nown.				Yes - in Singapore O Yes - Overseas	
	nown.				O Yes - Unknown	
				Sterilised at *	Allpets & Aqualife Clinic	
	Update the dog					
	sterilisation details		Ste	ilisation Date *	03/11/2015	E.
	accordingly.					
			Dog Address			
	Click "Next" to proceed.		Same a	s Dog Owner	V	
			Туре	of Residence *	HDB	v
	Note: Sterilisation status					
	can only be amended for					
	-		Next			
	non-sterilised dogs.					
3	Upload the relevant	Application for Update	Dog Details			You are logged in as Joseph Last login was on 16 Jul 2015
	supporting documents.					
	11 5	Home > Licence > Appli	cation for Update Dog Details			
		Home > Licence > Appli	cation for Update Dog Details			
	Click "Next" to proceed.	B	>			
		B	LUPLOAD DOCUMENTS	IRM	SUBMIT	
		B	>	IRM	SUBMIT	
		B	UPLOAD DOCUMENTS CONF			
		B	>			
		B	UPLOAD DOCUMENTS CONF			
		FILL IN APPLICATION	UPLOAD DOCUMENTS CONF	oport file type: jj	peg.jpg.png)	uments to be
		FILL IN APPLICATION	UPLOAD DOCUMENTS CONF	oport file type: jj	peg.jpg.png)	uments to be
		FILL IN APPLICATION	UPLOAD DOCUMENTS CONF	oport file type: jj	peg.jpg.png)	uments to be
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup	e supp	peg.jpg.png)	
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sur	e supp	peg.jpg.png)	
		FILL IN APPLICATION FILL IN APPLICATION Back Next The following uploaded. Application 'Upload do	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo'	port lie type: jj e supp Supp	peg.jpg.png)	
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo'	port lie type: jj e supp Supp	peg.jpg.png)	
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo' selected	e supp Supp	peg.jpg.png) Doorting doc porting Doc og photo	cuments
		FILL IN APPLICATION FILL IN APPLICATION Back Next The following uploaded. Application 'Upload do	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo' selected	e supp Supp • Do Vete	peg.jpg.png) Dorting doc porting Doc og photo Prinarian S	cuments
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo' selected	e supp Supp • D Vete Cert	proglipg.png) Doorting doc Doorting Doc Og photo Prinarian S Sificate, Ve	cuments Sterilisation
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo' selected	e supp Supp • Do Vete Cert Exa	porting doc porting Doc og photo prinarian S fificate, Ve mination L	cuments Sterilisation St Letter or
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo' selected	e supp Supp • D Vete Exait Vaco	prosupapayo porting doc og photo prinarian S cificate, Ve mination L cination C	cuments Sterilisation at Letter or ard with
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo' selected	e supp Supp • D Vete Exait Vaco	porting doc porting Doc og photo prinarian S fificate, Ve mination L	cuments Sterilisation at Letter or ard with
		FILL IN APPLICATION	Dog Photo*: Browse Files (Only sup table indicates th Criteria g photo' selected	e supp Supp • Do Vete Cert Exan Vaco steri	prosupaperajo porting doc og photo prinarian S cificate, Ve mination L cination C	cuments Sterilisation at Letter or ard with

4	Verify the information	Application for Update Dog Details	You are logged in as Chris Kok Last login was on 30 Dec 2015
	entered is correct.	Home > Loance > Application Update Dig Deteils	Lass reger tests on an Urby as re
	Click "Next" to proceed	FILL IN APPLICATION UPLOAD DOCUMENTS CONFIRM	GURMET
	Click "Next" to proceed.		
	(screenshot updated)		🖨 Print this page
		Dog Particulars	
		Microchipped In Bingspore Microchip No. 953726172837462	
		Name of Dog 000	
		Upload dog photo -+V+- Bex Main	
		Bired CHIHLAHLA Colour ABH GREY	
		Estimated Date of Birth 03/12/2015	
		Dog obtained from Pet Bhop Pet Bhop Dog Avenue	
		Sterilisation Status	
		/ Dog is sterilised, please enter the name of the clinic and the sterilisation date. Siterilisation Status - Yes - In Sinoncore	
		Biterilised at Alpets & Aquelle Clinic	
		Sterilisation Date 03/11/2015	
		Barne as Dog Owner Yes	
		Type of Residence HOB	
		Upload Documents	
		Veterinarian sterilisation certificate: Mr Foo See Seng receipt.pdf (265 KB)	
		Rans New	
5	Read the declaration	HOME PROFILE V E-SERVICE V LOGOUT	
	terms carefully.		
		Application for Update Dog Details	You are logged in as Chris Kok Last login was on 30 Dec 2015
	Click on the checkbox to	Home > Licence > Application for Update Dog Details	
	indicate that you have		
	read and understood the		
	terms of the declaration.	FILL IN APPLICATION UPLOAD DOCUMENTS CONFIRM	
		FILL IN APPLICATION UPLOAD DOCUMENTS CONFIRM	SUBMIT
	Click "Submit" to		
	proceed.(screenshot	I, Chris Kok, NRIC/Passport/FIN No. S5956963E, declare that	
	updated)	(1) I am aware that under the Housing & Development (Animals) Rules, only one (1) dog of	
	apaaloay	fined up to a maximum of \$4,000 by HDB, upon conviction, if I contravene the above Rules. (2) I also understand that any fee paid for a licence is non-refundable.	
		(3) All the information given is correct and true to the best of my knowledge. I am fully aware prosecuted if a faise declaration is made.	a that the licence would be revoked and I may be
		*Dogs are not allowed to be kept in HDB commercial and industrial premises. This dog lice for you to keep the dog at the stated premises. It is your responsibility to ensure that you an	
		premises, as stated in your licence application.	a allowed by HDb to keep the dog in the registered
		I have read and understood the above declaration.	
		Submit	
6	An acknowledge page	HOME PROFILE - E-SERVICE - LOGOUT	
	indicating that you have	HAMP LEAGUE - EACHINE - FOODI	
	successfully submitted	Application for update dog details	You are logged in as Chris Kok
	the changes will be	Abhirogram ini abage and acrems	Last logiñ was on 30 Dec 2015
	displayed(screenshot	Home > Licence > Application for update dog details	
	updated)		
	updated)	You have successfully updated your dog details on 30/12/2015 at 16:18. Application №: 2015/20014/09/0	
	updated)	You have successfully updated your dog details on 30/12/2015 at 18:18. Application No.:201512001409/10	
	updated)	 You have successfully updated your dog details on 30/12/2015 at 16:18. Application No.:2015/220140910 	

7. Cancellation of Licence

7.1 Cancel Licence

SN	Step				Sc	reensho	t		
1	Click on 'My Licences'	HOME	PROFILE ~	E-SERVICE ~	LOGOUT				
	tab.	Welcor	ne to PA	LS					You are logged in as Jenny Last login was 21 Apr 2015
	Select and click on the			_					
	'Cancel licence' icon.	My Messages	My Licences	My Application	S				
			S	Search:		Q A	dvanced Search	1	
		Displaying: 1	- 2 of 2 Records						•
		рното	DOG NAME Y	LICENCE NO.Y	SEX 🗸	COLOURY	STATUS ¥	EXPIRY DATE Y	ACTIONS
		No Image	Pepper	DP000131Z	Male	BEIGE BLACK	VALID	22/05/2015	☑ × ఔ 🛓
		Sig Sig No Image	wong	DP000132W	Female	APRICOT SABLE	VALID	20/04/2016	r × r 4

2	Select and click on the	HOME PROFILE - E-SERVICE - FAQ - LOGOUT				
	reason for cancellation.	Application for Cancel Dog Licence You are logged in as appreciate				
		Application for Cancel Dog Licence You are logged in as approved Last logn was 06 Apr 20				
	If dog is sold or given	nome > Locate > Approximation for Cancer Log Location				
	away, select "Others"					
	and key in the new	FILL IN APPLICATIONS UPLOAD DOCUMENTS CONFIRM SUBMIT				
	owner's name and					
	contact information.	Application for Cancel Dog Licence				
		This e-service to allows you to cancel the dog licence. This form may take 5 minutes to complete. You may need to upload softcopies of for some the following documents. Please have them				
	Click "Next" to proceed.	 In continue y tank a financial to comprise to the large web optical sociopation on accessing to contract and the social so				
		NOTES TO DOG LICENCE APPLICANT i) Please read the Term and Conditions before proceeding further.				
		Dog Particulars				
		Microchipped in Singapore				
		Microchip No 111111112223333				
		Name of Dog TehO				
		Breed CHRUAHUA				
		Colour BLACK WHITE				
		Date of Birth 01/05/1991				
		Dog obtained from Pet Shop				
		Pet Shop 004				
		Cancellation Reasons				
		You may upload the necessary document.				
		Reason for cancellation of licence * O Exported O Dead O Lost O Others				
		. Reat				
3	Upload the relevant					
5	documents:	HOME PROFILE - E-SERVICE - FAQ - LOGOUT				
	documents.	Application for Cancel Licence You are logged in as anoweling Last logm was 66 Apr 2015				
	a) export permit for	Nome > Licence > Application for Cancel Licence				
	exported dog,					
	b) death/cremation					
	certificate for dead	FILL IN APPLICATIONS UPLOAD DOCUMENTS CONFIRM SUBMIT				
	dog,					
	c) Police report for	Death Cert /Cremation Cert : Browse Files (Only support file type; jpg_jpeg_png_pdf)				
	lost dog.					
		Back Next				
	Click "Next" to proceed.					

4	Verify the details of the licence to be cancelled are correct.	HOME PROFILE - E-SERVICE - FAQ - LOGOUT Application for Cancel Licence You are logged in as anguebin Las logn was 66 Apr 20	
	Click "Next" to proceed.	Home > Likence > Application for Cancel Likence	
		Cog Particulars Microchipped in Singapore Breed CHBHANA Colour BiLACK WHITE Date OBerts 0106/1901 Dog obtamed from Pet Shop Dog obtamed from Pet Shop Dog obtamed from Det Shop Det collection Reasons Viplad Documents Death Cetr Actemation Cetr: Text Text	
5	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click "Submit" to proceed.	HOME PROFILE Y ESERVICE Y FAQ Y LOGOUT Application for Cancel Dog Licence More a pagedon for Cancel Dog Licence More a pagedon for Cancel Dog Licence More a pagedon for Cancel Dog Licence More Y Lenne Y Application for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence More Y Lenne Y Application for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for X Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for X Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for X Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for X Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for X Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for X Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for Cancel Dog Licence Imagedon for X Imagedon for Cancel Dog Licence for No Imagedog Imagedon for Cancel	
6	An acknowledge page indicating that the licence is successfully cancelled will be displayed.	HOME PROFILE ESERVICE FAQ LOOUUT Application for New Dog Licence Variate logget as a supposed Licence Variate logget as a supposed Licence Variate logget as a supposed Licence Inter + Licence + Application for Caucet log Licence Image: Licence + Application for Caucet log Licence Image: Licence + Application for Caucet log Licence Image: Licence + Application for Caucet log Licence Image: Licence + Application SUPLOAD DOCUMENTS CONFIRM SUBMIT Image: Licence + Licence + Application is the Caucet log Licence CONFIRM SUBMIT	ਸ਼ੀs

8 Change of Dog Owner

8.1 Initiate Change of Dog Ownership

SN	Step	Screenshot		
1	Click on 'My Licences'	HOME PROFILE V E-SERVICE V LOGOUT		
	tab.	You are logged in as Chris Kok		
	Select and click on the	Welcome to PALS Last login was on 30 Dec 2015		
	'Change Dog Ownership'	My Messages My Licences My Applications		
	icon.	Search: Q Advanced Search		
		My Licences shows you a summary of your dog licence(s). Hover your cursor over the Actions icons for the relevant transactions that you can perform		
		for each of your licence(s). Displaying: 1 - 1 of 1 Records		
		PHOTO DOG NAME * LICENCE NO.* SEX * COLOUR * STATUS * EXPIRY DATE * ACTIONS		
		GGG DP000461A Male ASH GREY VALID 29/12/2016 Z X C		
_				
2	Complete "Change Dog	HOME PROFILE × E-SERVICE × LOGOUT		
	Ownership". Click on 'Change Ownership to			
	Individual'.	Change Dog Ownership You Las		
		Home > Licence > Change Dog Ownership		
	If the new owner is a pet			
	shop or dog farm, click			
	on 'Change Ownership	FILL IN APPLICATION CONFIRM		
	to Organisation'.			
	Enter the new owner's	Application for Change Dog Ownership This e-service allows you to request for change dog ownership to the other parties.		
	particulars. Mandatory	This form may take 5 minutes to complete. Please have the following information on hand for your reference:		
	fields are marked with	Name of New Owner		
	red asterisk (*).	Email Address of New Owner Mobile Number of New Owner		
		NOTES TO DOG LICENCE APPLICANT		
		i) Please read the Terms and Conditions before proceeding further.		
		Type of Ownership Change		
		Type of Ownership Change Ochange Ownership to Individual O Change Ownership to Organisation		
		New Owner information		
		Name of New Owner *		
		Mobile No. *		
		Email *		
		NRIC/FIN/Passport No.		

	Select the 'Yes' button	Address (where dog is kept)		
		Same as Dog Owner Ves		
	to indicate that you wish	Address Type HDB Block		
	to transfer the dog to the	Bik / House No. 230E		
	new applicant.	Level 16		
		Unit No. 166		
		Building Name		
		Street Name TAMPINES STREET 24		
		Type of Residence HDB		
		Postal Code 528230		
		Confirm		
	Click 'Submit' to	Do you wish to change the ownership of this dog to the \star 🖲 Yes		
	proceed.	new owner? ONo		
	proceed.			
		Previous Submit		
3	Verify the information	Transfer Type Transfer to Individual Transferee information		
	entered is correct.	Name of Transferee 11/2 Mobile No. 14662584		
		Email triver_pilai_mohanan@eva.gov.ag NRIC/FIN/Passport NoN/		
	Click "Submit" to	Microchipped in Bingapore Microchip No. 983726172837462		
		Name of Dig. 0000 Beck Male Breed ChitUN1UA		
	proceed.	Colour ASH OREY Estimated Date of Birth 03/12/2016 Dog obtained from For El Shop		
		Fet Shop Dog Avenue Sterilisation Status		
		Sterilisation Status Yes - In Singapore Sterilisat At -NV-		
		Address (where dog is kept)		
		Address Type HOS Block Bilk / House No. 75 Level 09		
		Level 05 Unit No. 259 Building Name -NA-		
		Bitnet Name TRLOK BLANDAH DRIVE Type of Residence HDB Pastal Gade 10075		
		Do you wish to transfer this dog to the new approxant? Ves		
		Deck OutureR		
4	An acknowledge page			
	indicating that you have	HOME PROFILE V E-SERVICE V LOGOUT		
	successfully submitted	Change Dog Ownership You are logged in as Chris Kök Last logn was on 30 Dec 2015		
	the change of dog			
	ownership request will be	Home > Licence > Change Dog Ownership		
	displayed.	Your change of dog ownership request has been conveyed to triv. You will be notified when your change request is approved or rejected Application No.2015;200:140911 Licanes No.DP000561A		
		Licence No.DP000461A		
5	The new dog owner will	Dear Mr/Mrs Triv,		
J	receive a notification			
	containing the reference			
	•	A request to change a dog's ownership to you has been initiated.		
	number to accept/reject	Please log in to PALS at pals.avs.gov.sg and go to e-Services >		
	the change of dog			
	ownership.	Accept Change Dog Ownership to accept or reject the change		
		request by <date>.</date>		
	You will be notified of the			
	outcome when the new	Reference Number: X9ROBBNXXXXX		
	owner accepts or rejects	ts <pre>************************************</pre>		
	the request.			
		email.		
1				

8.2 Accept Change of Dog Ownership

SN	Step	Screenshot		
1	Click on 'e-Service' →			
	'Accept Change Dog	HOME PROFILE × E-SERVICE × LOGOUT		
	Ownership'.			
		Apply Licence You		
		Welcome to PA Accept Change Of Dog Ownership		
		Renew Licence		
		My Messages My Licence Update Licence		
		S Download Licence		
		S Cancel Licence		
		M. Marson Jacobier, M. K. Karana M. A. K.		
		My Messages show you a summary of notifications sent to you. For transactions, please go to e-Service, My Licences or My Appli Displaying 0, 0, 660 Reservice		
		Displaying: 0 - 0 of 0 Records		
2	Key in reference number	Transfer Ref Number		
	that you received to	Transfer Ref Number * X9ROBBNMDM07 Retrieve		
	accept/reject the change			
	of dog ownership. Click	Name of Current Owner Chris Kok		
	on Retrieve.			
		Confirm		
	Click "Yes" to confirm	Please confirm if you wish to accept this dog transfer?		
	that you wish to accept	Dog Owner Particular		
	the dog transfer.	Name of Licensee triv		
	the dog transfer.	NRIC/FIN/Passport No. S1158518C		
		Contact No. 94562584		
		Postal Code 100065		
		Address Type HDB Block		
		Bik / House No. 85		
		Level 09		
		Unit No. 11		
		Building Name		
		Street Name TELOK BLANGAH DRIVE		
	Complete the details for:	Address (where dog is kept)		
		Same as Dog Owner		
	(iii) "Address (where	Postal Code * Retrieve		
	dog is kept)".	Addama Tura di an an an an an		
	5 17			
	(Click on the checkbox			
	indicating "Same as Dog	Address Type HDB Block		
	owner" if the dog is kept	Bik / House No. 65		
	at the same address as	Level 00		
		Unit No. 11		
	indicated under the Dog	Building Name Street Name TELOK BLANGAH DRIVE		
	Owner Particulars)	Address (where dog is kept)		
		Same as Dog Owner		
	Mandatory fields are	Postal Code Retrieve		
	marked with red asterisk	Address Type -Please Select-		
	(*).	Level		
		Unit No.		
		Building Name		
	Click 'Next' to proceed.	Street Name + Type of Residence + Please Select-		
		Next		

3	Update sterilisation	Microchipped in	Overseas
Ŭ	status, if applicable.	Microchip No.	
	status, il applicable.	Name of Dog	Ketchup
		Sex	
	Click "Next" to proceed.		Female
		Breed	СНІНЛАНИА
		Color	BLACK GOLD
		Estimated Date of Birth	10/10/2014
		Dog obtained from	Animal Welfare Group
		Animal Welfare Group	Causes for Animals (CAS)
		Sterilisation Status	
		Sterilisation Status *	Yes
		Sterilised at	O Not Sterilised
			AMBER VETERINARY PRACTICE
		Sterilisation Date	10/10/2015
		Sterilisation Cert No	
		Back Next	
	Upload the required supporting documents (where relevant).	-	 e supporting documents to e various application criteria. Supporting Documents Insurance Policy Banker's Guarantee Obedience Training
			Certificate
		Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption / Fosterer Agreement
		Dog is imported	Import Permit
		Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed
		Licensee is a diplomat	MFA ID card Copy of passport

	Click "Next" to proceed.	Microchipped in	Overseas	
	Click Next to proceed.			
		Microchip No.	702021128234	
	Note: For owners of a	Name of Dog	Ketchup	
	Specified Dog, you are	Sex	Female	
	not required to upload	Breed	CHIHUAHUA	
	any documents at this	Color	BLACK GOLD	
	point of licence		10/10/2014	
	application.	Dog obtained from	Animal Welfare	
		Animal Weifare Group	Causes for Anin	nais (CAS)
	The respective deadlines			
	for the documents to be	Sterilisation Status		
	submitted after the	Sterilisation Status •	Yes Not Sterilised	
	licence is approved are	Sterilised at	AMBER VETER	RINARY PRACTICE
	as follows:			
			10/10/2815	
	c) 4 weeks: Insurance	Sterilisation Cert No		
	Policy and Banker's Guarantee. d) 10 weeks: Obedience Training Certificate Visit www.avs.gov.sg for more information on Specified dog breeds and the additional licensing conditions.	Back Next		
5	Verify the details you	Built	ding Name	-NA-
	have entered are correct.		treet Name	TELOK BLANGAH DRIVE
		Address (where dog is kept)		
			Dog Owner	Yes
		Type of I	Residence	HDB
		1100 01	rtosidence	100
	Click "Next" to proceed.	Dog Particulars		
		Micro	ochipped in	Overseas
		Mic	crochip No.	702021128234532
		Na	ame of Dog	Ketchup
				Female
				BLACK GOLD
		Estimated Da		10/10/2014
		Dog obt	tained from	Animal Welfare Group
		Animal Welf	fare Group	Causes for Animals (CAS)
		Sterilisation Status		
			tion Status	Yes
		S	Sterilised at	AMBER VETERINARY PRACTICE PTE LTD
		Sterilis	sation Date	10/10/2015
		Sterilisatio	on Cert No	129292929
		Back Next	_	

6	Read the declaration terms carefully.	HOME PROF ERVICE - LOCOUT Accept Change Of Dog Ownership You are logged in as 100 Last login was on 04 Jan 2016			
	Click on the checkbox to indicate that you have read and understood the terms of the declaration.	Heme > Licence > Accept Change of Dag Ownership FILL IN APPLICATION UPLOAD DOCUMENTS CONFIRM SUBMIT I, tits, NRIC No. S3342457E, 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 contraveness the Rules is guility 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 bast of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a false declaration is made.			
	Click "Submit" to proceed.	premises, as stated in your licence application. I have read and understood the above declaration. Butanet			
7	An acknowledge page indicating that you have successfully submitted the change of dog ownership request will be displayed.	HOME PROJ Envice LOGOUT Accept Change Of Dog Ownership You are leased in as the Luck lager was on 04 due 2010 Home > Lease > Lease > Local tager was on 04 due 2010 Your Biomos application to successful. You can view, download and print the Biomos in the My Licences section.			
	The previous licensee will be notified of the outcome when you have accepted the change of dog ownership.	My Messages My Licences My Applications Image: Successful Change of Dog Ownership 04/01/2016 04:32:28 PM (1 minutes ago) Image: PALS 04/01/2016 04:32:28 PM (1 minutes ago) Dear MS Triveni, 04/01/2016 04:32:28 PM (1 minutes ago) Dear MS Triveni, Nour change of dog ownership request has been accepted by titi. The change of ownership of licence no DP000464P is successful. Image: This is a computer generated email. Please do not reply to this email.			