



20 September 2023

Dear CITES Traders, Declaring Agents, and Freight Forwarders,

## USE OF GOBUSINESS FOR CITES PERMIT APPLICATIONS

With effect from 25 September 2023 GoBusiness will be the new system for the following CITES applications:

- “CITES permits”
- “Pre-signed CITES permits”
- “Non-CITES Certificate”; and
- “Pre-signed non-CITES permits”

The URL to apply for CITES applications (<https://www.gobusiness.gov.sg/licences/find-licence-by-agency/>) remains unchanged.

To facilitate porting over, there will be an CITES application blackout **from 21 September 2023 1600hrs to 25 September 2023 0800hrs**. During this period, no CITES applications can be submitted and processed. Resumption of CITES applications will commence from 25 September 2023, 0801hrs onwards.

Arising from the downtime, please note the following changes to our service standards: -

Type of application	Submission Date	Approval Date <sup>1</sup>
CITES permit, Pre-signed CITES permit (Express service)	Between 20 – 21 September 2023, 2pm	25 September 2023
CITES permit (Normal service)		On or before 27 September 2023
Non-CITES certificate, pre-signed non-CITES		
All CITES applications	After 25 September 2023	Normal service standards apply.

<sup>1</sup> Applications can be approved and permits issued provided all application details are accurate, with supporting documents (for import applications) and that no further checks are required (eg. Verification with foreign CITES authorities for import applications).

With the portover, there will be changes to the CITES application process:

### (I) Upfront payment of all CITES applications

Upfront payment (GIRO for GIRO customers and ePayment for non-GIRO customers) will now be required for all CITES applications, prior to the processing of the applications by NParks.



## (II) Replacement of watermark feature on issued permits/ certificates with QR code

The watermark feature of our issued CITES permits will be replaced with a QR code on the top right-hand side of the CITES permits. This QR code allows for the permit to be authenticated by Customs and foreign CITES Management Authorities officers through a secured Government verification website ([verify.gov.sg](http://verify.gov.sg)). The resultant scanning of the QR code will display the permit details on-screen, with remarks indicating that the document is issued by the Singapore Government and not been tampered with. Going forward, there will be no need to use a watermark printer to print the CITES permits and certificates.

Do note the following:

- Every issued CITES permit is valid for one consignment only. There should be no attempts to print multiple copies of the same CITES permit number for re-use, or reprint a lost/damaged/defaced permit.
- Any person or entity found doing so face enforcement actions under the Endangered Species (Import and Export) Act, and offenders are liable on conviction to court fines and imprisonment.
- The issued CITES permits are required to be printed on single-side, plain A4 white paper (normal 70 or 80gsm) in non-colour.
- All other procedures relating to cargo clearance and returning of original foreign CITES permits to CAPQ and HortPark remains unchanged.

More information on CITES and application procedures can be found at our website (<https://www.nparks.gov.sg/biodiversity/cites>).

Should you require further clarification on the above matter, please do not hesitate to email [cites@nparks.gov.sg](mailto:cites@nparks.gov.sg).

Thank you.

Yours faithfully,

Lim Chin Mian  
Manager (Wildlife Trade)  
For Director-General, Wildlife Trade Control  
National Parks Board