

## **RENEWAL APPLICATION FOR LICENCE TO KEEP AND SELL CONTROLLED DRUGS BY WHOLESALE**

Renewal notification will be sent to the applicant 60 days before the expiration of the existing Licence.

**Applicant is highly advised to apply for GIRO payment and opt in for auto-renewal. This will ensure the licence is renewed promptly.**

Companies and its applicants must register with Client, Registration, and Identification Service (CRIS) with valid CRIS user rights in order to be able to submit applications on behalf of the company via [apply@prism](mailto:apply@prism).

The applicant will also require a Corppass before he/she can login to PRISM to retrieve the application form. A person who drafts an application on behalf of his/her company and is not a Singaporean Citizen, Permanent Resident or Employment Pass holder can apply for a HSA PIN to login to PRISM. The Corppass or HSA PIN is necessary for authentication and authorization purposes.

**Note:** From 11 April 2021, the login process for Corppass has been changed to verify the user's identity via Singpass first before accessing and transacting with government digital services. While Singpass is used for logins, Corppass will continue to be the authorisation system for access to government digital services.

**For more information on CRIS, please refer to**

<https://www.hsa.gov.sg/e-services/cris>

**For more information on Corppass, please refer to**

<http://www.corppass.gov.sg/>

**For more information on HSA PIN, please refer to**

<https://www.hsa.gov.sg/e-services/hsa-pin>

1. The online form may take an average of 5 minutes to fill in.

The time taken varies depending on the number and sizes of the file attachments, configurations of your computer and network, internet performance, etc. Please note that the time stated above excludes time taken for preparatory work in relation to filling the online form (e.g. scanning documents for file attachments).

2. Mode of payment

The modes of payment available are as follow:

- GIRO
- Non-GIRO: eNETS (Credit/Debit Card)

Payment by GIRO requires pre-registration. The [GIRO application form](#) is required to be submitted by post to the HSA Finance Department. The correspondence address can be found in the application form. The registration process will take around 3 to 4 weeks after the submission of the application form.

Applicant is reminded to ensure that there is sufficient fund in their GIRO account or make the fees payment before the renewal process is effected.

Renewal process will be initiated upon successful GIRO deduction from the company's specified bank account.



Company with non-GIRO account is required to submit the renewal application at [renew@prism](mailto:renew@prism).

## Application Form

This section allows the search for the relevant licence to be renewed.

- (1) Select the **Licence Type** (Controlled Drugs – Wholesale Licence).
- (2) Enter the **Licence Number** to be renewed and click “Search”. When the licence number is displayed, click “Yes” under “To Renew”, and click the “Renew” button.

### **PZ2501 RENEW@PRISM**

#### **Important Notes:**

For HSA CRIS registered companies, user has to be authorised with the appropriate access rights via CRIS management module to access the required eservices.

Search Criteria

Licence/Permit/Certificate/Listing/Notification/Registration Type \*

Licence/Permit/Certificate/Listing/Notification/Registration No

Product Name

Brand Name

Expiry/Retention Date (dd/mm/yyyy)  to

0 Matching Record(s) Page 1 Of 1 [First] | [Previous] | [Next] | [Last]

Retention Controlled Drugs – Wholesale Licence				
S/No	Licence No	Start Date	Expiry Date	To Renew
1				<input type="radio"/> All Yes <input type="radio"/> All No <input checked="" type="radio"/> Yes <input type="radio"/> No

1 Matching Record(s) Page 1 Of 1 [First] | [Previous] | [Next] | [Last]

### Part 1. Licence Summary

The applicable Licence No, the effective and expiry dates of the existing Licence will be displayed for your information. This section requires the applicant to verify the information.

- (1) Click ‘Next’ button to proceed to **Part 2. Applicant Particulars** section.

### Part 2. Applicant Particulars

This section requires the applicant to verify and fill in any other relevant information relating to the applicant particulars.

- (1) Applicant details such as name, NRIC / FIN, designation, Telephone/Fax/Handphone number and e-mail address will be pre-populated based on the registered CRIS records

If you need to make changes to this information, please submit the changes via the “**Amend Applicant’s Details For Licences and Applications**” module under the [amend@prism](mailto:amend@prism) on PRISM e-Service webpage.

- (2) Select the type of **Preferred Contact Mode**.

*(Note: Please ensure that the relevant contact details above are entered for your preferred contact mode. Please note that the preferred contact mode is the mode which you will receive the final notification of this application.)*

- (3) Click ‘Next’ button to proceed to **Part 3. Licence Duration** section.

Fields marked with an asterisk \* are mandatory.

3. Applicant Particulars			
3.1 Name: *	<input type="text"/>	(as in NRIC/FIN)	
3.2 NRIC/FIN: *	<input type="text"/>	(Example: S1234567A, F1234567A)	
3.3 Designation: *	<input type="text"/>		
3.4 Contact Details			
3.4.1 Tel: *	<input type="text"/>	3.4.2 Fax:	<input type="text"/>
3.4.3 Handphone:	<input type="text"/>	3.4.4 Pager:	<input type="text"/>
3.4.5 Email:	<input type="text"/>		
3.5 Preferences			
3.5.1 Preferred Contact Mode:	<input checked="" type="radio"/> Email <input type="radio"/> Fax <input type="radio"/> SMS		
*	<small>(Please ensure that the relevant contact details above is entered for your preferred contact mode. Please note that this preferred contact mode is the mode which you will receive the final notification of this application. During the course of this application, you will receive our input requests (i.e. queries), if any, via email if you have indicated your email address above, regardless of your selected preferred contact mode.)</small>		

### Part 3. Licence Duration

This section requires no action.

- (1) The renewal duration of **1 YEAR** will be displayed as the default duration.
- (2) Click '**Next**' button to proceed to **Part 4. Confirmation** section.

3. Licence/Permit/Certificate/Listing/Registration Duration	
3.1 Duration of licence/permit/certificate/listing/registration: *	1 Year

### Part 4. Confirmation

This section shows the information provided in all sections of the Renewal Application for the Licence to Keep and Sell Controlled Drugs by Wholesale.

- (1) Applicant is required to confirm the information provided in all sections are correct and click the '**Validate**' button.  
*(Note: Applicant may click the 'Save' button to save a copy of the draft application if he/she wishes to complete the application at a later time.)*
- (2) Once validation is successful, applicant is advised to read through the declaration carefully before accepting to undertake the conditions.
- (3) Click the '**Submit**' button to submit the Renewal Application.

Declaration	
1.	I, on behalf of my company, confirm that the information submitted in this application is true and accurate.
Accept <input type="radio"/> Decline <input type="radio"/>	

## Payment Advice

This section shows the application fee for the licence applied.

There are 2 modes of payment available:

- GIRO
- eNETS

Payment Advice			
Sn	Description	Amount (SGD)	GST
1	New App: [redacted]	[redacted]	N

The total payment for your application is S\$ [redacted].

The amount of S\$ [redacted] will be deducted from your **Giro Account.**

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Payment Advice			
Sn	Description	Amount (SGD)	GST
1	New App: [redacted]	[redacted]	N

The total payment for your application is S\$ [redacted].

Payment Method: \*  eNETS  Credit  Debit

**Important Notice for eNETS Debit payment:**  
Please take note to turn off the pop-up blocker in your browser before proceeding to submit your application in-order to view the Acknowledgement and Receipt.

For GIRO, the amount payable will be deducted from the relevant bank account. This mode of payment is a recurring deduction.

For eNETS, the payment choice is either Credit Card or Debit Card.

This is applicable for applicants with Non-GIRO Payment Method.

If the Credit option is selected, the page will be re-directed to the relevant screen for the applicant to input the credit card details.



**eNETS**

Consumer eNETS

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Security Guidelines  
Customer Service

### credit/debit card payment

If you are using a pop-up blocker, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be completed.

- www.enets.sg

**TRANSACTION INFORMATION**

Merchant Name: Health Sciences Authority  
Merchant Reference Code: ECT1700002K  
NETS Reference Code: 20170109152942902  
Amount: SGD 500.00

**Important Notice:** Please note down the transaction information in this section just in case you need to raise any query on this transaction.


**CREDIT/DEBIT CARD INFORMATION**

Name on Card: [input]  
Card Number: [input]  
Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.  
CVV / CVC2: [input] [What is CVV/CVC2/CID]  
Expiry Date: Month [dropdown] [input] (eg: 2017)

I have read, understood and accepted the following:

- The return & refund policy for the purchase of relevant products / services.
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in **NETS' Data Protection Policy.**

If the Debit option is selected, the page will be re-directed to the relevant screen for the applicant to select the bank first before being re-directed to input the debit card details. This mode of payment is a one-time deduction only.


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## debit from bank account

If you are using a POP-UP BLOCKER, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks cannot be displayed, and your transaction request cannot be processed. Click [here](#) for pop-up blocker FAQ.

- www.enets.sg
- dbsd2pay.dbs.com (for DBS/POSB Account holders)
- pibenetns.uob.com.sg (for UOB Account holders)
- www.citibank.com.sg (for Citibank Account holders)
- www.ocbc.com (For OCBC account holders)
- www.plus.com.sg (For Plus! account holders)
- ibank.standardchartered.com.sg (For Standard Chartered account holders)

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TRANSACTION INFORMATION

Merchant Name	Health Science Authority
Merchant Reference Code	ETT1700003K
NETS Reference Code	20170109153742590
Merchant Hostname	http://hsa.gov.sg
Amount	SGD

**Important Notice:** Please note down the transaction information in this section just in case you need to raise any query on this transaction.

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SINGAPORE BANK SELECTION

Bank

SUBMIT
CANCEL

**Important:** Please do not use your BACK or RELOAD/REFRESH browser functions or CLOSE your browser while using this service.

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## credit/debit card payment

If you are using a pop-up blocker, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be completed.

- www.enets.sg

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TRANSACTION INFORMATION

Merchant Name	Health Sciences Authority
Merchant Reference Code	ECT1700002K
NETS Reference Code	20170109152942902
Amount	SGD 500.00

**Important Notice:** Please note down the transaction information in this section just in case you need to raise any query on this transaction.

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CREDIT/DEBIT CARD INFORMATION




Name on Card

Card Number

Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.

CVV / CVV2  [What is CVV/CVV2/CID]

Expiry Date   (eg: 2017)

I have read, understood and accepted the following:

- The return & refund policy for the purchase of relevant products / services.
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [NETS' Data Protection Policy](#).

SUBMIT
CANCEL

Fast, Secure  
& Hassle-free  
transactions



Upon successful transaction, an eNETS official receipt and a HSA tax invoice will be generated.

**eNETS TRANSACTION NOTICE**

**TRANSACTION COMPLETE**

**IT'S APPROVED!**

Merchant Reference Code:  
**ET161202113218180**  
 NETS Reference Code:  
 [Redacted]  
 Date & Time:  
 [Redacted]

**THANK YOU!**

TRANSACTION AMOUNT [Redacted]

PRINT DETAILS SAVE DETAILS I'M DONE

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**Official Receipt - HSA0000000000002 - Microsoft Internet Explorer**

**TAX INVOICE / RECEIPT**

Receipt No : HSA0000000000002      Date/Time [Redacted]  
 Agency : HSA - Health Sciences Authority  
 Application : HSA-PAYMENT  
 Paid via : [Redacted]  
 EP Ref No : [Redacted]

Sno	Code/Description	Unit Price(\$)	Qty
1.	[Redacted]	[Redacted]	[Redacted]
Total (\$):			[Redacted]

This is a computer-generated receipt. No signature is required.

If the payment was made via eNETS and was not completed successfully, the system will prevent retrieval of the draft application and the applicant will need to contact [HSA HelpDesk](#) for assistance.

**eNETS TRANSACTION NOTICE**

**TRANSACTION INCOMPLETE**

Merchant Reference Code:  
 EC161201162113836  
 NETS Reference Code:  
 20161201162117607  
 Date & Time:  
 [Redacted]

- Unsuccessful transaction - Credit card number not allowed. Please contact your service provider and quote response code (#1001\_-1202)

PRINT DETAILS I'M DONE

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To be the leading innovative authority protecting and advancing national health and safety

**CR0016 AUTHORIZATION AND AUTHENTICATION MODULE > CANCEL PAYMENT**

Your payment has been cancelled abnormally. Please re-visit your application again to make the payment.

Best viewed using Internet Explorer 8.0 and above      Last updated on 01 July 2014  
 Privacy Statement / Terms of Use / HSA Data Protection Policy / Rate Our Website      © 2014, Health Sciences Authority. All Rights Reserved.

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To be the leading innovative authority protecting and advancing national health and safety

**CR0016 AUTHORIZATION AND AUTHENTICATION MODULE > FAILURE PAYMENT**

Payment failure. Please re-visit your application again to make the payment.

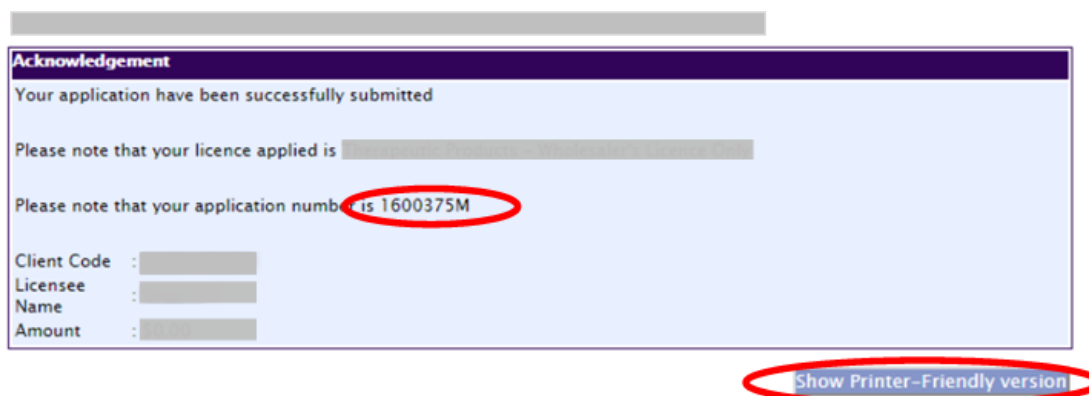
Best viewed using Internet Explorer 8.0 and above      Last updated on 01 July 2014  
 Privacy Statement / Terms of Use / HSA Data Protection Policy / Rate Our Website      © 2014, Health Sciences Authority. All Rights Reserved.

To submit the completed application, click the **'Submit'** button. Applicant will be prompted to confirm the submission. The application will then be submitted to HSA for the relevant personnel's processing.

## **Acknowledgement**

This section acknowledges that the application has been submitted to HSA for processing. An application number will be generated for the successful application submitted.

Applicants may wish to print a copy of this acknowledgement page or take note of the **Application Number** for ease of reference. Applicants may provide the application number if they wish to communicate with HSA.



*Note: The show Printer Friendly version allows applicant to print or view the application.*

## **Other Useful Information**

1. You may check on the status of your application upon submission at [track@prism](mailto:track@prism).
2. Kindly contact the HSA Helpdesk if you encounter any technical issues (IT problems) during the application submission.  
HSA HelpDesk  
Tel : 6776 0168 (from 7:00 am to midnight daily)  
  
Email : [helpdesk@hsahelp.gov.sg](mailto:helpdesk@hsahelp.gov.sg)
3. For general enquiries or questions related to licences and certificates of manufacturers, importers and wholesalers, please contact the Audit and Licensing Division at Tel: 6866 1111 or write to <https://crm.hsa.gov.sg/event/feedback.aspx>