

SUBMISSION OF AN APPLICATION TO RENEW A LICENCE

Preamble

- A. For a company that has a GIRO account with Health Sciences Authority (HSA), there is no need for manual submission of a renewal application. Company needs to ensure auto-renewal is opt-in and maintain sufficient fund for the application fee.

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

- B. For a company that does not have a GIRO account with HSA, there is a need for manual submission of a renewal application.

This application guide is applicable for a company that does not have a GIRO account with HSA.

Renewal notification will be sent to the applicant as a reminder at 60 and 45 days before the expiry date of the existing licence. The system will be open for applicants to submit the renewal application via renew@prism at 60 days before the expiry date. A lapsed licence cannot be renewed and a new application must be submitted.

Applicants must have valid Client Registration and Identification Service (CRIS) user rights in order to be able to submit applications on behalf of the company. For more information on CRIS, please refer to http://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/CRIS.html

Notes

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 system, 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).

The recommended computer and network configurations can be found at

http://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/PRISM_e-services/system-requirements-for-prism.html

2. The applicant will require a CorpPass* or SingPass 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*, SingPass or HSA PIN login is necessary for authentication and authorisation purposes.

** During the transition period from now to 31 August 2018, both SingPass and CorpPass can be used to login to PRISM. However, as CorpPass will eventually replace SingPass for business transactions with the government, companies / business entities are encouraged to familiarise themselves with the usage of CorpPass.*

** With effect from 1 September 2018, the applicant will require a CorpPass before he/she can login to PRISM.*

For more information on CorpPass, please refer to <http://www.corppass.gov.sg/>

3. Mode of payment

Under Mode of Payment, if company does not have a GIRO account with HSA, please indicate:

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

Please note that there will be no refund of any payment made once the applications are submitted through PRISM.

Application Form

Fields marked with an asterisk * are mandatory.

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

- (1) Select the **Licence Type**.
- (2) Enter the **Licence Number** to be renewed and click '**Search**' button.
When the search result is displayed, select '**Yes**' under 'To Renew', then click '**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

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

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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.

1. Licence(s) to Renew				
SN	Licence Numbers	Product	Effective Date	Expiry Date
1				

Part 2. Applicant Particulars

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

- (1) Input applicant details such as name, NRIC / FIN, designation, Telephone/Fax/Handphone number and e-mail address.
- (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.

2. Applicant Particulars			
2.1 Name: *	<input type="text"/>	(as in NRIC/FIN)	
2.2 NRIC/FIN: *	<input type="text"/>	(Example: S1234567A, F1234567A)	
2.3 Designation: *	<input type="text"/>		
2.4 Contact Details			
2.4.1 Tel: *	<input type="text"/>	2.4.2 Fax:	<input type="text"/>
2.4.3 Handphone:	<input type="text"/>	2.4.4 Pager:	<input type="text"/>
2.4.5 Email:	<input type="text"/>		
2.5 Preferences			
2.5.1 Preferred Contact Mode: *	<input 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>			

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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

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Part 4. Confirmation

This section shows the information provided in all sections of the renewal application.

- (1) Applicant is required to confirm the information provided in all sections is correct and click '**Validate**' button.
*(Note: Applicant may click '**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 '**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"/>	

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Payment Advice

Payment Advice		
S#	Description	Amount (SGD) GST
1		N

The total payment for your application is : [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.

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.



Consumer eNETS

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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.

1. www.enets.sg

TRANSACTION INFORMATION

Merchant Name	Health Sciences Authority
Merchant Reference Code	ECT1700022K
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:

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 / CVC2: (What is CVV/CVC2?)

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](#).

Fast, Secure & Hassle-free transactions



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.



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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.

1. www.enets.sg
2. dbcd2pay.dbs.com (for DBS/POSB Account holders)
3. pibenets.uob.com.sg (for UOB Account holders)
4. www.cibank.com.sg (for Citibank Account holders)
5. www.ocbc.com (For OCBC account holders)
6. www.plus.com.sg (For Plus! account holders)
7. ibank.standardchartered.com.sg (For Standard Chartered account holders)

TRANSACTION INFORMATION

Merchant Name	Health Science Authority
Merchant Reference Code	ETT170003K
NETS Reference Code	20170109153742590
Merchant Hostname	http://hsa.gov.sg
Amount	SGD [REDACTED]

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



SINGAPORE BANK SELECTION


Bank: PLEASE SELECT A BANK

SUBMIT
CANCEL

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.

1. www.enets.sg

TRANSACTION INFORMATION

Merchant Name	Health Science Authority
Merchant Reference Code	ETT170003K
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:

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 / CV2: (What is CVV/CV2/CID?)

Expiry Date: Month Year (eg. 2017)

I have read, understood and accepted the following:

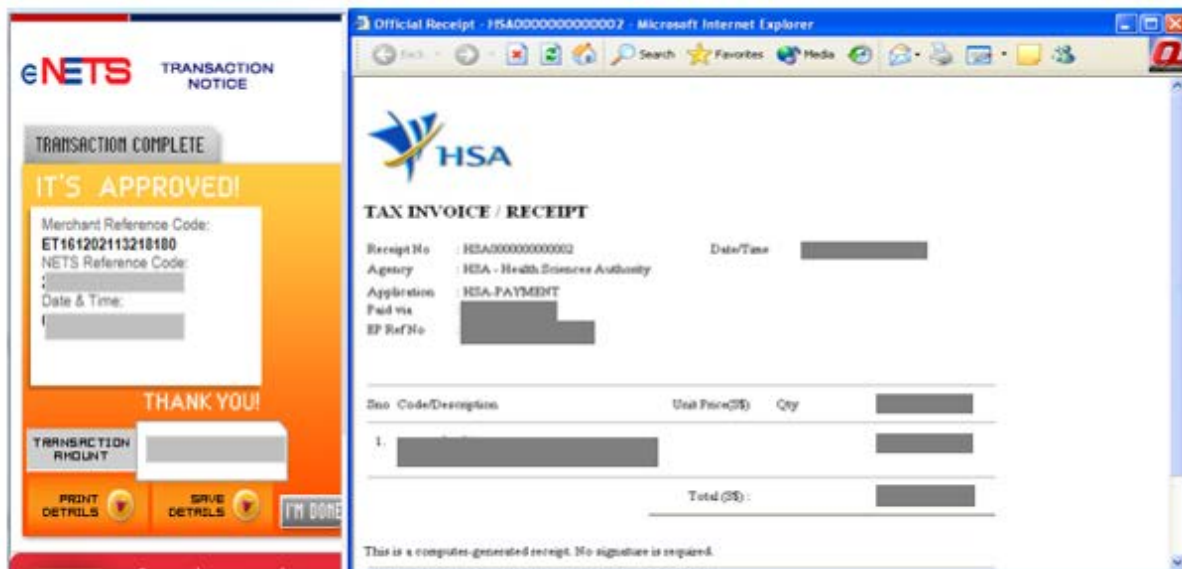
- The return & refund policy for the purchase of relevant products / services.
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [NETS'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



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



To submit the completed application, click '**Submit**' button. Applicant will be prompt 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.

Applicant may wish to print a copy of this acknowledgement page or take note of the application number for ease of reference. Applicant may provide the application number if he/she wishes to communicate with HSA.

Acknowledgement

Your application have been successfully submitted

Please note that your licence applied is _____

Please note that your application number is **1600375M**

Client Code : _____
Licensee : _____
Name : _____
Amount : _____

Show Printer-Friendly version

Note: Applicant can click '**Show Printer-Friendly version**' button to print or view the application.

Other Useful Information

1. Applicant may check on the status of the application upon submission at track@prism.
2. Kindly contact the HSA Helpdesk if any technical issues (IT problems) during the application submission are encountered.

HSA HelpDesk
Hotline : 6776 0168 (from 7:00 am to midnight daily)
Fax : 6872 3054
Email : 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>