

## **RENEWAL APPLICATION FOR PHARMACY LICENCE**

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

The renewal application guide described below is applicable for companies who do not have a GIRO account and are required to submit a renewal application. Applicant is highly advised to apply for GIRO payment and opt in for auto-renewal. This will ensure the licence is renewed promptly.

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 via [renew@prism](mailto:renew@prism). For more information on CRIS, please refer to <https://www.hsa.gov.sg/e-services/cris>

1. This 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).

2. The applicant will 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 login is necessary for authentication and authorisation purposes.

*\* 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:

[https://www.corppass.gov.sg/cpauth/login/homepage?TAM\\_OP=login](https://www.corppass.gov.sg/cpauth/login/homepage?TAM_OP=login)

3. Mode of payment

**Please note that there will be no refund of any payment made in relation to applications submitted through PRISM.**

The mode of payment available is as follows:

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

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 affected.

Renewal process will be initiated upon successfully GIRO deduction from the company specified bank account.

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

## Renewal Application Form for Pharmacy Licence for Non-Giro: eNETS (Credit/Debit Card)

This section allows the search for the Pharmacy Licence to be renewed.

- (1) Select the **Licence Type** (Pharmacy Licence).
- (2) Enter the **Licence Number** to be renewed.

**PZ2501 RENEW/RETENTION@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

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

Renewable Pharmacy Licence				
S/No	Licence No	Start Date	Expiry Date	To Renew
1	MCPH0600055	24/01/2006	24/06/2016	<input type="radio"/> All Yes <input type="radio"/> All No <input 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 pharmacy outlet address, effective and expiry dates of the existing licence will be pre-populated.

This section requires the applicant to verify the information.


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

**PZ2641 RENEWAL APPLICATION OF CERTIFICATE OF REGISTRATION OF A PHARMACY**

**Fill in the application form** [Guideline](#) [Help](#)

1. Licence Summary 3. Licence Duration

2. Applicant Particulars 4. Confirmation

 Special Symbol

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**1. Licence(s) to Renew**

SN	Licence Numbers	Product	Pharmacy Outlet Address	Effective Date	Expiry Date
1	MCPH1300181	-	143, JALAN BUKIT MERAH, SINGAPORE 160143	07/06/2013	15/01/2015

### Part 2. Applicant Particulars

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

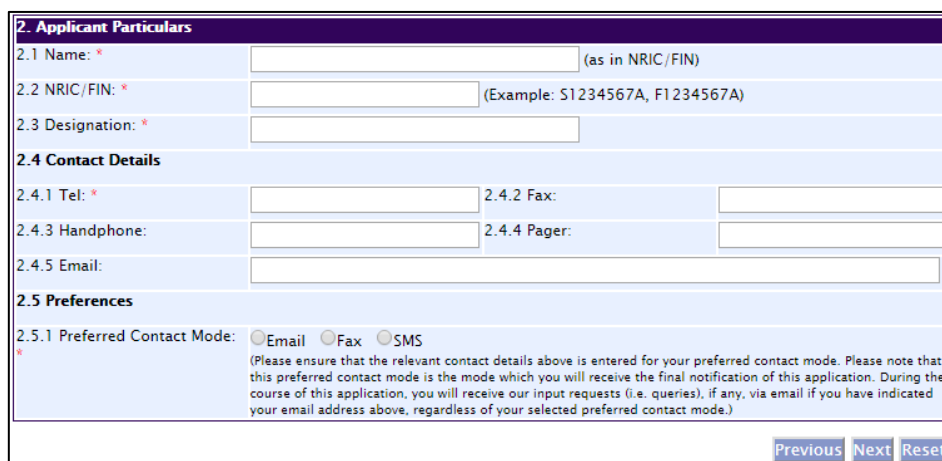
- (1) Applicant details such as name, NRIC / FIN, designation, Telephone/Fax/Handphone number and e-mail address will be pre-populated based on the registered CRIS records

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/Permit/Certificate/Listing Duration** section.



**2. Applicant Particulars**

2.1 Name: \*  (as in NRIC/FIN)

2.2 NRIC/FIN: \*  (Example: S1234567A, F1234567A)

2.3 Designation: \*

**2.4 Contact Details**

2.4.1 Tel: \*  2.4.2 Fax:

2.4.3 Handphone:  2.4.4 Pager:

2.4.5 Email:

**2.5 Preferences**

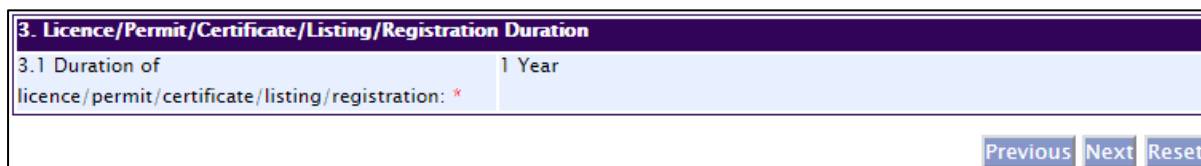
2.5.1 Preferred Contact Mode:  Email  Fax  SMS

(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.)

### **Part 3. Licence/Permit/Certificate/Listing 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 and Declaration** section.



**3. Licence/Permit/Certificate/Listing/Registration Duration**

3.1 Duration of licence/permit/certificate/listing/registration: \*

### **Part 4. Confirmation and Declaration**

This section shows the information provided in all sections of the Renewal Application to Pharmacy Licence.

- (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"/>	
<input type="button" value="Previous"/> <input type="button" value="Validate"/> <input type="button" value="Submit"/> <input type="button" value="Reset"/>	

## Payment Advice

This section shows the total amount of money for the pharmacy application.

There are 2 modes of payment available:

- GIRO
- eNETS

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

Payment Advice			
Sn	Description	Amount (SGD)	GST
1	[Redacted]	[Redacted]	N
The total payment for your application is SGD [Redacted]			
The amount of SGD [Redacted] will be deducted from your <span style="border: 1px solid red; padding: 2px;">Giro Account.</span>			

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

- (1) For eNETS, the payment choice is either Credit Card or Debit Card.

Payment Advice			
Sn	Description	Amount (SGD)	GST
1	[Redacted]	[Redacted]	N
The total payment for your application is SGD [Redacted]			
Payment Method: * <span style="border: 1px solid red; padding: 2px;">eNETS</span> <input type="radio"/> Credit <input type="radio"/> Debit			
<b>Important Notice for eNETS Debit payment:</b> 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.			

- (2) 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**
Monday, 09 January 2017

**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
NET S 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/CVV2/CIC)

Expiry Date Month  (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



- (3) 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.

**eNETS**
Monday, 09 January 2017

**Consumer eNETS**

[Privacy Policy](#)  
[Security Guidelines](#)  
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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. dbsd2pay.dbs.com (for DBS/POSB Account holders)
3. pibenets.uob.com.sg (for UOB Account holders)
4. www.citibank.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)

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TRANSACTION INFORMATION

Merchant Name	Health Science Authority
Merchant Reference Code	ETT170003K
NET S Reference Code	20170109153742590
Merchant Hostname	http://hsa.gov.sg
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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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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**eNETS**
Monday, 09 January 2017

**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

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TRANSACTION INFORMATION



Merchant Name	Health Sciences Authority
Merchant Reference Code	ECT1700002K
NET S 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 / CVC2  [\[What is CVV/CVC2/CID\]](#)


Expiry Date   (eg: 2017)

**I have read, understood and accepted the following:**

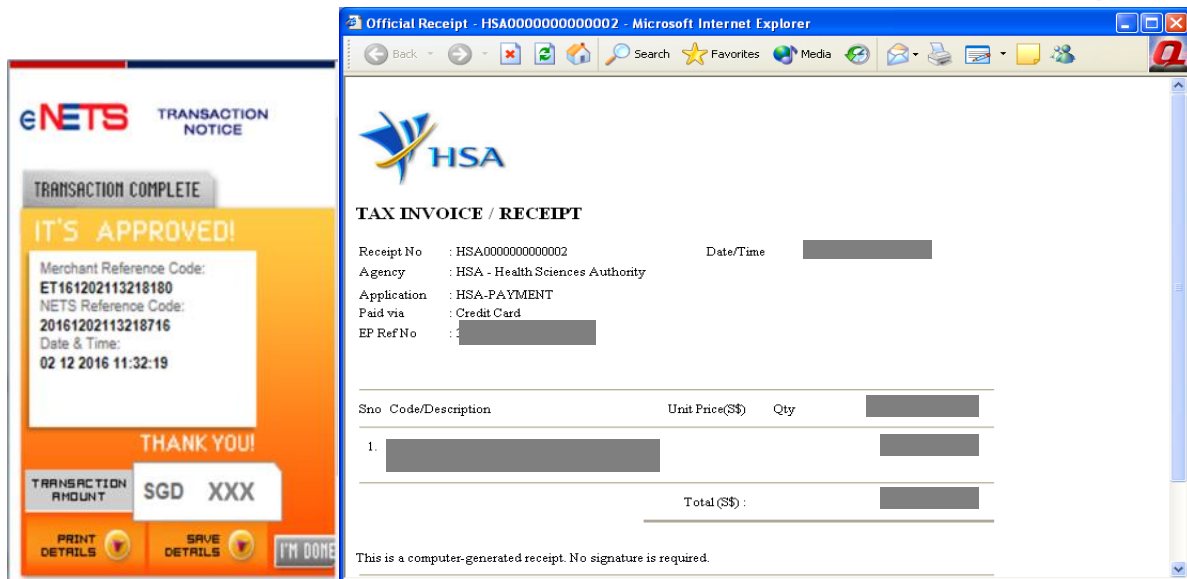
- The return & refund policy for the purchase of relevant products / services.
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [NETS'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

SUBMIT
CANCEL

Fast, Secure & Hassle-free transactions



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



- (5) 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.



- (6) 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.

## Acknowledgment

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.

PZ264PQ1001 RENEWAL APPLICATION OF PHARMACY LICENCE

**RENEWAL CONFIRMATION**

The licence/notification/listing/certificate/permit(s) listed below will be renewed/retained upon successful GIRO deduction. A notification will be sent to you.

Application No. : 1600466M  
 Client Code : [REDACTED]  
 Company Name : [REDACTED]  
 Amount : [REDACTED]

To view the licence/notification/listing/certificate/permit condition(s) and other related information, please visit our website at [enquire@prism](mailto:enquire@prism)

1. Licence(s) to be updated					
SN	Licence No / Application No	Product	Pharmacy Outlet Address	Effective Date / Submission Date	Expiry Date
1	MCPHA0800025			07/08/2016	06/08/2016

[Show Printer-Friendly version](#)

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

**Other useful information**

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

HSA HelpDesk  
 Hotline : (65) 6776 0168  
           from 7:00 am to midnight daily  
 Fax : 6872 3054  
 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 submit an enquiry using the link: <https://crm.hsa.gov.sg/event/feedback>