



FREQUENTLY ASKED QUESTIONS

Issuance Of Verifiable Electronic Licences / Authorisations for Import and Export of Controlled Drugs, Psychotropic Substances and Restricted Substances

Launch date – 1 October 2025

1. What is a verifiable electronic licence / authorisation?

A verifiable electronic licence / authorisation is an electronic version of the licence / authorisation whose authenticity may be verified at the trusted GovTech website <https://www.trustdocs.gov.sg/verify>.

2. Are there any changes to the application process, regulatory requirements or application fees for the licences / authorisations concerned?

The application process, regulatory requirements and application fees for these licences / authorisations remain unchanged.

3. Does the electronic licence / authorisation have a different validity period from the hard copy licence / authorisation?

Electronic licence / authorisation has the same validity period as the respective hard copy licence / authorisation which was issued previously.

4. How will I receive the electronic licence / authorisation?

The applicant will receive a notification email when the approved licence / authorisation has been issued. The electronic licence / authorisation will be issued in the form of a TrustDocs.PDF file, which can be downloaded via Track@PRISM under the 'Supporting Documents' section of the submitted application in PRISM.

5. I have not received the approval notification email although my application status is stated as "Approved".

There may be some processing time (about 1-2 working days) required before the issuance of an electronic licence / authorisation following application approval. Do also check the spam/junk folder of your emails to ensure that you have not missed the email notification from HSA.

Date: 17 Sep 2025

6. How do I verify the authenticity of an electronic licence / authorisation?

Scan or click on the QR code provided in the TrustDocs.PDF file of the electronic licence / authorisation or upload the TrustDocs.PDF file at <https://www.trustdocs.gov.sg/verify>.

7. What should I look out for when verifying the authenticity of an electronic licence / authorisation?

Check that your browser's address bar shows the website URL as <https://www.trustdocs.gov.sg/verify> and look out for the 3 green verification ticks indicating that the document is issued by the Singapore Government, has not been tampered with and has not been revoked. The document displayed below the 3 verification ticks is the verified licence / authorisation.

8. What should I do if I am unable to view the contents of the TrustDocs.PDF attachment that I have downloaded from my PRISM application?

Please ensure that you have a PDF file viewer such as Adobe Reader available on your internet device. Alternatively, you may wish to proceed directly to <https://www.trustdocs.gov.sg/verify> and upload the TrustDocs.PDF attachment to view the verified electronic licence / authorisation online.

9. Can I opt for a hard copy or physical licence / authorisation in addition to or instead of an electronic licence / authorisation?

Hard copy or physical licence / authorisation will not be issued after the implementation of electronic licence / authorisation on 1 October 2025.

10. Can I print an electronic licence / authorisation?

Yes, you can print a copy of your electronic licence / authorisation with its unique QR code for your records. If you are printing a copy of your export licence / authorisation to accompany a consignment exported from Singapore, please ensure that the unique QR code found on the first page of each TrustDocs.PDF file is also printed, to facilitate verification whenever required.

11. If I only have a printed copy of the electronic licence / authorisation, how do I verify its authenticity?

You may scan the QR code to view and verify the electronic licence / authorisation online. If the QR code is not provided with the printed copy of the licence / authorisation, please request for the original TrustDocs.PDF file of the electronic licence / authorisation from the initial recipient of the electronic licence / authorisation. Please refer to Question 6.

Date: 17 Sep 2025

12. If my application is submitted before 1 Oct 2025, will I receive hard copy or electronic licence / authorisation?

If the application is submitted and approved before 1 Oct 2025, a hard copy licence / authorisation will be issued. If the application is submitted before 1 Oct 2025 but approved on or after 1 Oct 2025, electronic licence / authorisation will be issued.

13. Can I share an electronic licence / authorisation with my overseas exporter / importer?

Yes, you may share the electronic licence / authorisation with your overseas business partners as needed. If you are importing into Singapore, you should share the electronic import licence / authorisation with your overseas exporter to facilitate issuance of the corresponding export licence / authorisation by the overseas authorities. If you are exporting from Singapore, your overseas importer may not require your export licence / authorisation in advance, but you should print a copy of your export licence / authorisation to accompany the export consignment. Companies are reminded to exercise due diligence when sharing the electronic licences / authorisations.

14. Does the electronic licence / authorisation still require endorsement by the Immigration and Checkpoints Authority (ICA)?

No, endorsement by the ICA for electronic licence / authorisation issued by HSA is no longer necessary.

15. How should overseas competent authorities of importing countries endorse an electronic licence / authorisation issued by HSA after completion of import?

Overseas competent authorities of importing countries can perform online endorsement of the electronic licence / authorisation upon completion of import at this website:

<https://go.gov.sg/endorsement>.

16. Who can I contact if I have any problems regarding the electronic licence / authorisation, or if I have further questions/feedback?

If you require any assistance regarding your electronic licence / authorisation, please contact us at HSA_Certification@hsa.gov.sg.

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