



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: 25 Sep 2025

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

The authenticity of an electronic licence / authorisation must be verified online. 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. 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.

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

No, hard copy or physical licence / authorisation will not be issued after the implementation of electronic licence / authorisation on 1 Oct 2025.

11. 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 online whenever required.

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

All printed copies of an electronic licence / authorisation should be treated as unverified copies, and you should scan the unique QR code to view the verified 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.

13. Can I share an electronic licence / authorisation with my business stakeholders (e.g. freight forwarder, overseas exporter / importer)?

Yes, you may share the electronic licence / authorisation with your business stakeholders as needed. To facilitate subsequent verification of the electronic licence / authorisation, ensure that the first page of each TrustDocs.PDF file containing the unique QR code and verification instructions is included when sharing with stakeholders. Companies are reminded to exercise due diligence when sharing electronic licences / authorisations.

If you are importing into Singapore, your overseas exporter will require the electronic import licence / authorisation to facilitate their application for a corresponding export licence / authorisation from overseas authorities. Your freight forwarder should also have the electronic licence / authorisation ready for verification upon request by Immigration & Checkpoints Authority (ICA) officers during cargo clearance.

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 (including the first page of each TrustDocs.PDF file containing the unique QR code and verification instructions) to accompany the export consignment.

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

No, ICA endorsement of the electronic licences / authorisations issued by HSA is no longer necessary. However, the electronic licence / authorisation with the accompanying QR code should be available for verification upon request by ICA officers during cargo clearance.

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.