

National Parks Board (NParks)



PALS User Guide

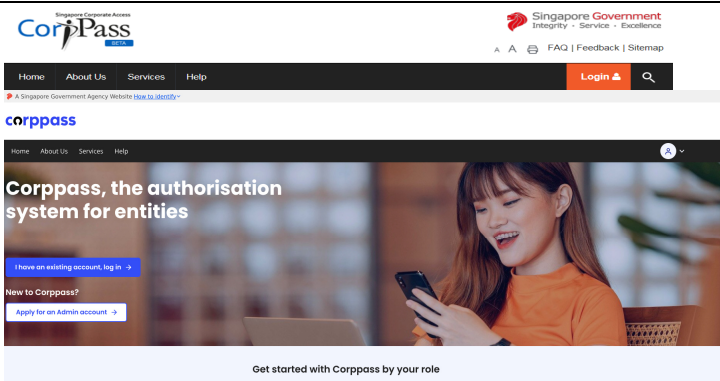
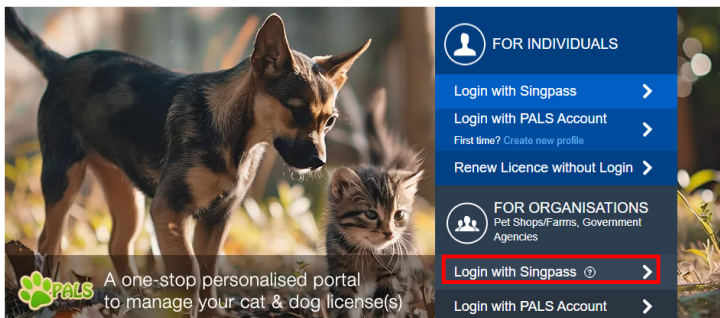
For Pet Businesses

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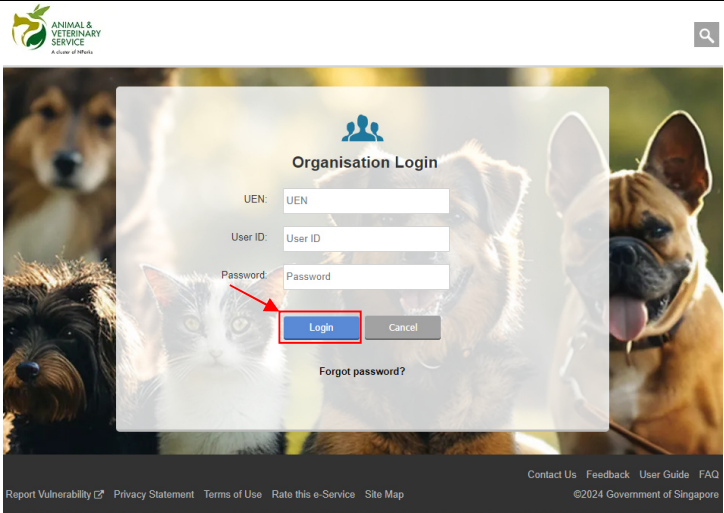
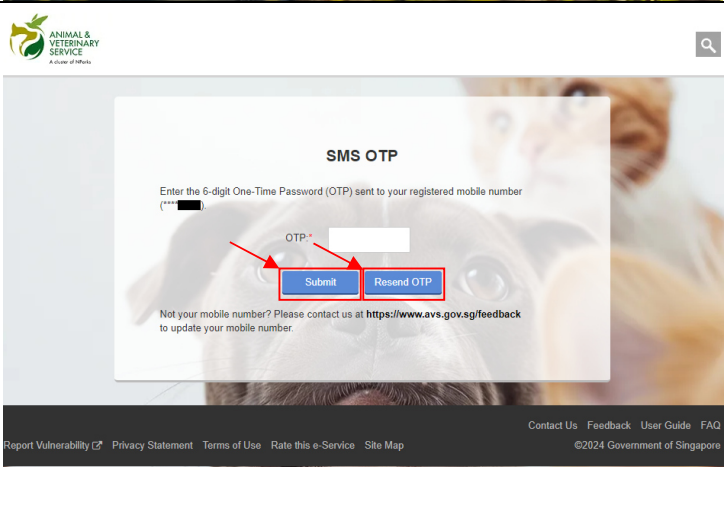
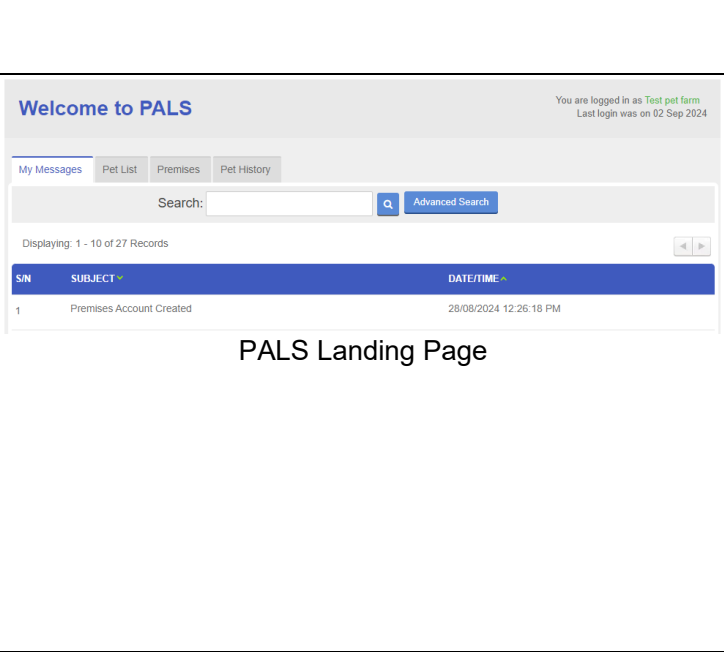
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1. Account Registration for First-time Users

Each pet shop, cat or dog farm can assign Corppass / PALS account users to manage your group licence(s) for cats/dogs kept for breeding and/or sale in the premises. Contact AVS at <http://www.avs.gov.sg/contactus> (Cat & Dog Licensing) to authorise additional users to access PALS. Refer to [Section 4.1](#) if your organisation does not have a group pet licence.

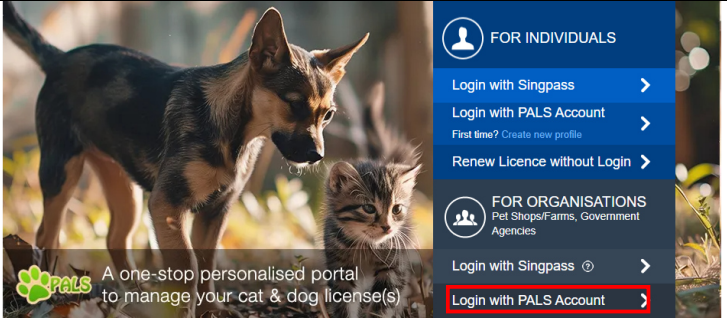
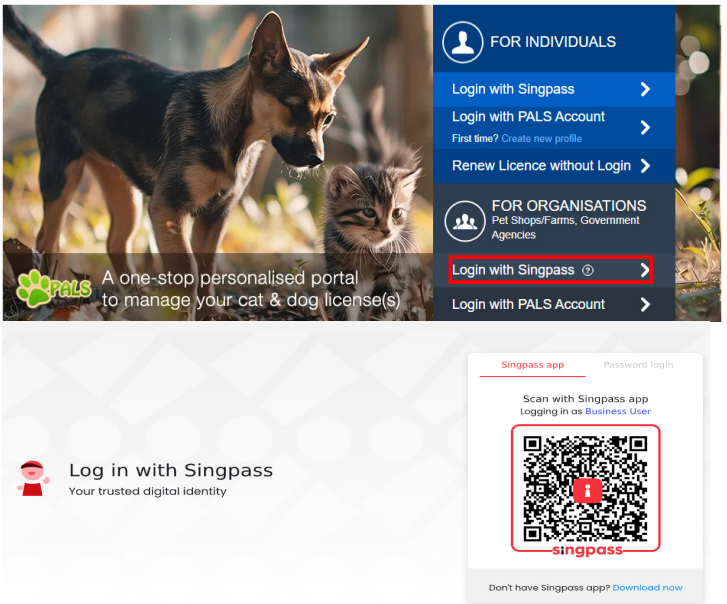
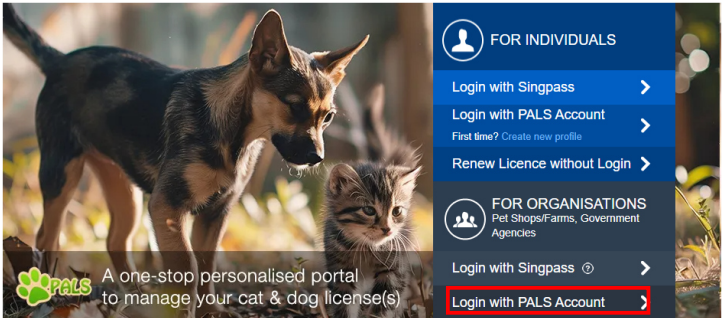
SN	Step	Screenshot																						
1a	For first-time users logging in with Singpass: Create your Corppass account: www.corppass.gov.sg Provide AVS at www.avs.gov.sg/contactus with the particulars of Corppass users who will be managing the group licence. Mandatory fields are marked with asterisk (*). Upon receiving the information above, AVS will authorise these users to manage your group licence(s). After AVS has authorised the users, go to AVS PALS website: https://pals.avsgov.sg Click on 'Login with Singpass' for organisations.	 Provide AVS with the following particulars of Corppass users managing the group pet licence(s): <table><tr><th>S/N</th><th>Particulars of Corppass users</th></tr><tr><td>1</td><td>UEN of company*</td></tr><tr><td>2</td><td>Premises address where cats/dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*</td></tr><tr><td>3</td><td>Salutation *</td></tr><tr><td>4</td><td>Name *</td></tr><tr><td>5</td><td>Gender*</td></tr><tr><td>6</td><td>Date of Birth*</td></tr><tr><td>7</td><td>NRIC/FIN No.*</td></tr><tr><td>8</td><td>Mobile No.*</td></tr><tr><td>9</td><td>Home/Office No.</td></tr><tr><td>11</td><td>Email Address*</td></tr></table>	S/N	Particulars of Corppass users	1	UEN of company*	2	Premises address where cats/dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*	3	Salutation *	4	Name *	5	Gender*	6	Date of Birth*	7	NRIC/FIN No.*	8	Mobile No.*	9	Home/Office No.	11	Email Address*
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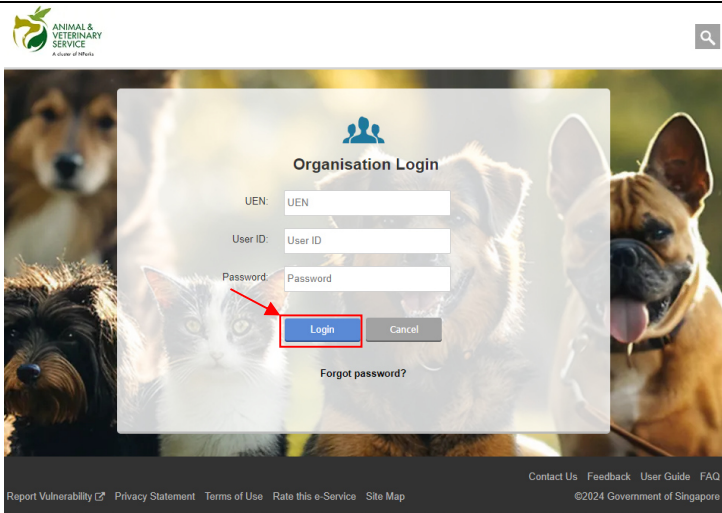
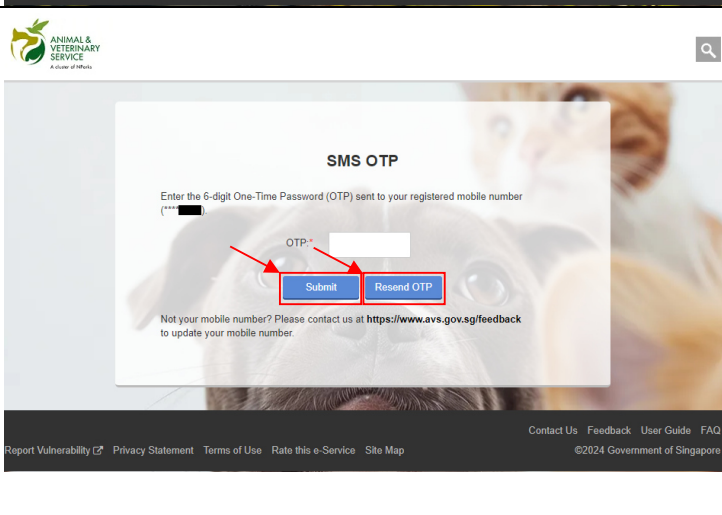
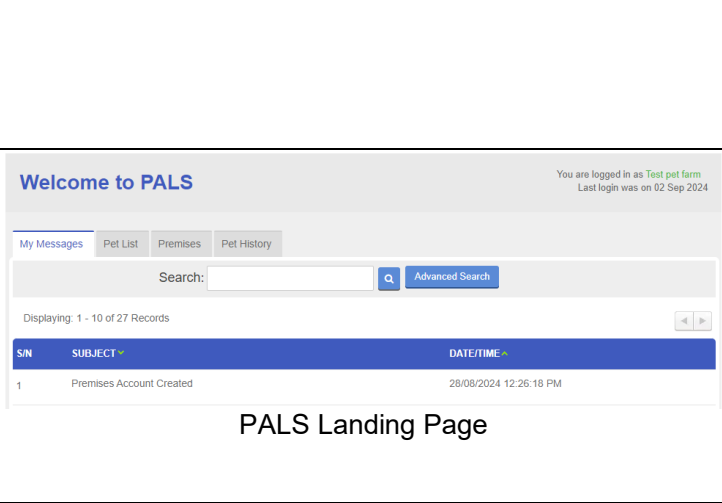
	Log in with your Singpass app or enter your Singpass ID and password.	 Log in with Singpass Your trusted digital identity Singpass app Password login Scan with Singpass app Logging in as Business User  Don't have Singpass app? Download now																						
1b	For first-time users logging in with PALS account: Provide AVS at www.avs.gov.sg/contactus with the particulars of users who will be managing the group licence. Mandatory fields are marked with asterisk (*). Upon receiving the information above, AVS will authorise these users to manage your group licence(s). After AVS has authorised the users, your new account information will be emailed to you. Go to AVS PALS website: https://pals.avs.gov.sg Click on 'Login with PALS account' for organisations.	<u>Provide AVS with the following particulars of users managing the group pet licence(s):</u> <table><tr><th>S/N</th><th>Particulars of PALS Account users</th></tr><tr><td>1</td><td>UEN of company*</td></tr><tr><td>2</td><td>Premises address where cats/dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*</td></tr><tr><td>3</td><td>Salutation *</td></tr><tr><td>4</td><td>Name *</td></tr><tr><td>5</td><td>Gender*</td></tr><tr><td>6</td><td>Date of Birth*</td></tr><tr><td>7</td><td>NRIC/FIN No.*</td></tr><tr><td>8</td><td>Mobile No.*</td></tr><tr><td>9</td><td>Home/Office No.</td></tr><tr><td>11</td><td>Email Address*</td></tr></table>   A one-stop personalised portal to manage your cat & dog license(s) FOR INDIVIDUALS Login with Singpass Login with PALS Account First time? Create new profile Renew Licence without Login FOR ORGANISATIONS Pet Shops/Farms, Government Agencies Login with Singpass Login with PALS Account	S/N	Particulars of PALS Account users	1	UEN of company*	2	Premises address where cats/dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*	3	Salutation *	4	Name *	5	Gender*	6	Date of Birth*	7	NRIC/FIN No.*	8	Mobile No.*	9	Home/Office No.	11	Email Address*
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	Enter 'UEN' (Company entity no.), 'User ID' (NRIC/FIN/Passport No.), and 'Password'. Refer to the registration email for the temporary password. Click on 'Login' to proceed.	
2	SMS One-Time Password (OTP) will be sent to your registered mobile number upon entering correct password. Input the OTP into the field and click 'Submit' to proceed. If SMS OTP is not received, please click 'Resend OTP' and wait for SMS OTP. When OTP is received, input the OTP into the field and click 'Submit' to proceed.	
3	You will be redirected automatically to the post-login landing page:	

		Menu	Description
		Home	Go back to landing page.
		Change Password	Change your password. (Refer to Section 3.2)
		Accept Change of Licensee	Accept change of licensee from another organisation. (Refer to Section 7.2)
		Payment	Pay for group pet licence. (Refer to Section 4.2)
		Dashboard	Description
		My Messages	A list of messages that are related to you and the premises managed by you. (Refer to Section 4.4)
		Pet List	A list of cats/dogs in all your premises. You can perform change of licensee for one or more cats/dogs to another organisation or individual here. (Refer to Section 7)
		Premises	A list of premises managed by you. You can add new cats/dogs or update the existing list of cats/dogs for a particular premise here. (Refer to Section 6)
		Pet History	A list of past cats/dogs in all your premises. You can view the details of the transferred or cancelled cat/dog here.

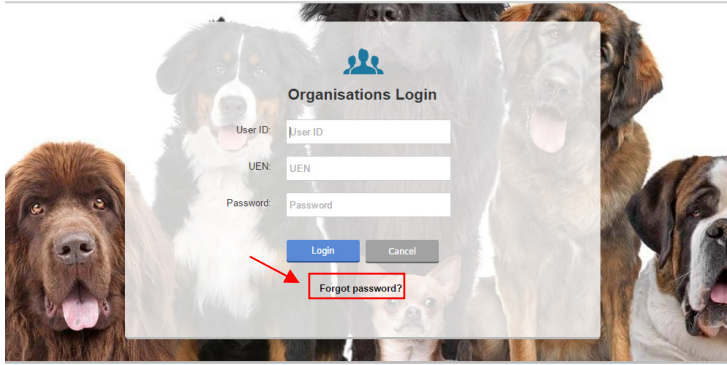
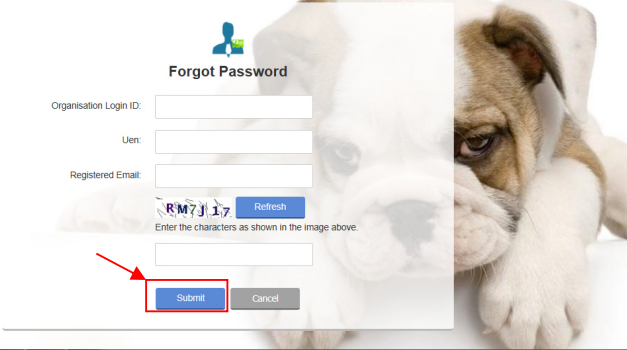
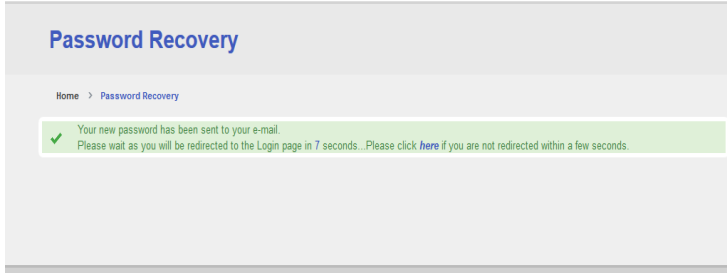
2. Account Login for Existing Users

SN	Step	Screenshot
1	Go to AVS PALS website: https://pals.avsgov.sg Click on 'Login with PALS Account' for organisations.	
2a	For existing users logging in with Singpass: Click on 'Login with Singpass' for organisations. Log in with your Singpass app or enter your Singpass ID and password.	
2b	For existing users logging in with PALS account: Click on 'Login with PALS Account' for organisations.	

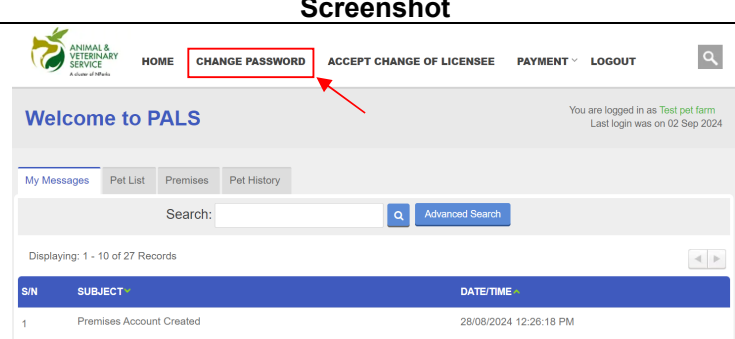
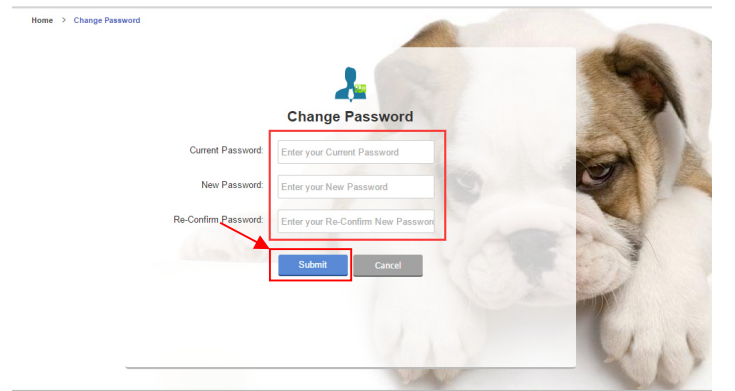
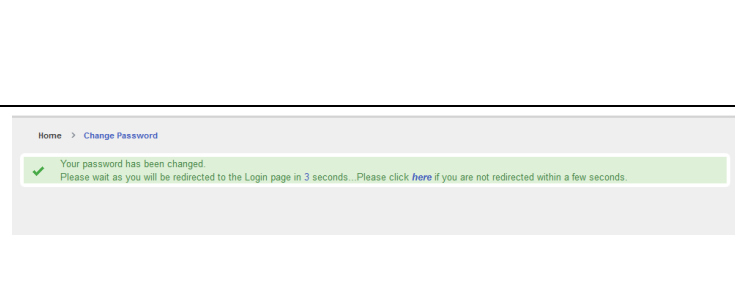
	Enter 'UEN' (Company entity no.), 'User ID' (NRIC/FIN/Passport No.) and 'Password'. Click on 'Login' to proceed.	
3	SMS One-Time Password (OTP) will be sent to your registered mobile number upon entering correct password. Input the OTP into the field and click 'Submit' to proceed. If SMS OTP is not received, please click 'Resend OTP' and wait for SMS OTP. When OTP is received, input the OTP into the field and click 'Submit' to proceed.	
4	You will be redirected automatically to the post-login landing page:	

3. Password Management

3.1 Password Reset (Applicable to PALS Account only)

SN	Step	Screenshot
1	Click on 'Forgot Password?' in PALS organisation login page to reset your password.	
2	Enter 'Organisation Login ID' (NRIC/FIN/Passport No.), 'UEN' (Company entity no.), 'Registered Email' and the 'verification code'. Click 'Submit' to continue.	
3	A new password will be sent to your email.	
4	Retrieve the new password from your email and login to PALS with the new password.	Dear [REDACTED], We have received a request to reset the password for your PALS account. Please log in using the Login ID and password below. Login ID: [REDACTED] Password: [REDACTED] [system generate password] Please change your password after your first login. ***** This is a computer generated email. Please do not reply to this email.

3.2 Change Password (Applicable to PALS Account only)

SN	Step	Screenshot
1	Click on 'Change Password' to change your account password.	 The screenshot shows the PALS dashboard. At the top, there is a navigation bar with links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF LICENSEE, PAYMENT, and LOGOUT. The 'CHANGE PASSWORD' link is highlighted with a red box and a red arrow. Below the navigation bar, the dashboard displays 'Welcome to PALS' and a table of records. The table has columns for S/N, SUBJECT, and DATE/TIME. The first record shows 'Premises Account Created' on '28/08/2024 12:26:18 PM'.
2	Enter 'Current Password', 'New Password' and 'Re-confirm Password'. Note: Password must contain: (i) At least one alphabet and numeric; (ii) At least one special character: ~!@#\$%^&* _ - +=` \ () { } [] ; : " ' < > , . ? / (iii) At least 8 characters: e.g. abc#1234 Click 'Submit' to proceed.	 The screenshot shows the 'Change Password' form. It has three input fields: 'Current Password', 'New Password', and 'Re-confirm Password'. Each field has a placeholder text: 'Enter your Current Password', 'Enter your New Password', and 'Enter your Re-Confirm New Password'. Below the fields are two buttons: 'Submit' and 'Cancel'. The 'Submit' button is highlighted with a red box and a red arrow. The background of the form is a blurred image of a dog's face.
3	An acknowledgement message indicating 'Your password has been changed' will be displayed.	 The screenshot shows a green message box with a checkmark icon. The text inside the box reads: 'Your password has been changed. Please wait as you will be redirected to the Login page in 3 seconds...Please click here if you are not redirected within a few seconds.'

4. Applying for New Group Pet Licence

You need to have a licensed cat/dog farm or pet shop to breed and/or sell cats/dogs, before applying for a breeding and/or retail group pet licence.

4.1 Apply for New Group Pet Licence

SN	Step	Screenshot																						
1	Provide AVS with the particulars of Corppass / PALS Account users who will be managing the group licence. Mandatory fields are marked with asterisk (*). Note: For cat/dog farms, inform AVS of the number of cats/dogs you intend to keep for breeding and/or sale at the licensed premises. Refer to Section 1 for more information on account registration and login.	<u>Provide AVS with the following particulars of Corppass / PALS Account users managing the group pet licence(s):</u> <table><tr><th>S/N</th><th>Particulars of Corppass / PALS Account users</th></tr><tr><td>1</td><td>UEN of company*</td></tr><tr><td>2</td><td>Premises address where cats/dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*</td></tr><tr><td>3</td><td>Salutation *</td></tr><tr><td>4</td><td>Name *</td></tr><tr><td>5</td><td>Gender*</td></tr><tr><td>6</td><td>Date of Birth*</td></tr><tr><td>7</td><td>NRIC/FIN No.*</td></tr><tr><td>8</td><td>Mobile No.*</td></tr><tr><td>9</td><td>Home/Office No.</td></tr><tr><td>10</td><td>Email Address*</td></tr></table>	S/N	Particulars of Corppass / PALS Account users	1	UEN of company*	2	Premises address where cats/dogs for sale/breeding are kept (list down all premises that you want to authorise this user to manage)*	3	Salutation *	4	Name *	5	Gender*	6	Date of Birth*	7	NRIC/FIN No.*	8	Mobile No.*	9	Home/Office No.	10	Email Address*
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10	Email Address*																							
2	Upon receiving the information in step 1, AVS will: (i) process a breeding/retail group pet licence for each of your premises where cats/dogs are kept for breeding and/or sale; and (ii) authorise users to manage your group licence(s). You will be billed according to the number of cats/dogs allowed to be kept in your premises for breeding or selling.	<u>Licence Fees for Cats/Dogs Kept for Breeding in Pet Farms Annually or Part Thereof</u> <table><tr><td>More than 300 cats/dogs kept for breeding in a Pet Farm</td><td>\$3,500</td></tr><tr><td>More than 200 cats/dogs kept for breeding in a Pet Farm</td><td>\$1,700</td></tr><tr><td>More than 100 cats/dogs kept for breeding in a Pet Farm</td><td>\$1,100</td></tr><tr><td>100 or fewer cats/dogs kept for breeding in a Pet Farm</td><td>\$650</td></tr></table> <u>Licence Fees for Cats/Dogs Kept for Sale in Pet Farms or Pet Shops Annually or Part Thereof</u> <table><tr><td>101 to 200 cats/dogs kept for sale in a Pet Farm or Pet Shop</td><td>\$1,000</td></tr><tr><td>51 to 100 cats/dogs kept for sale in a Pet Farm or Pet Shop</td><td>\$500</td></tr><tr><td>21 to 50 cats/dogs kept for sale in a Pet Farm or Pet Shop</td><td>\$250</td></tr><tr><td>11 to 20 cats/dogs kept for sale in a Pet Farm or Pet Shop</td><td>\$100</td></tr><tr><td>10 or fewer cats/dogs kept for sale in a Pet Farm or Pet Shop</td><td>\$50</td></tr></table>	More than 300 cats/dogs kept for breeding in a Pet Farm	\$3,500	More than 200 cats/dogs kept for breeding in a Pet Farm	\$1,700	More than 100 cats/dogs kept for breeding in a Pet Farm	\$1,100	100 or fewer cats/dogs kept for breeding in a Pet Farm	\$650	101 to 200 cats/dogs kept for sale in a Pet Farm or Pet Shop	\$1,000	51 to 100 cats/dogs kept for sale in a Pet Farm or Pet Shop	\$500	21 to 50 cats/dogs kept for sale in a Pet Farm or Pet Shop	\$250	11 to 20 cats/dogs kept for sale in a Pet Farm or Pet Shop	\$100	10 or fewer cats/dogs kept for sale in a Pet Farm or Pet Shop	\$50				
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4.2 Make Payment for New Group Pet Licence

SN	Step	Screenshot
1a	For online payment: (i) Login to PALS (ii) Click on 'Payment' → 'Group Licence' (iii) Click on the 'Payment' icon to pay for the particular premises (iv) Click on the 'Make Payment' button to make payment. An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.	The screenshot displays the PALS system interface for making a payment. At the top, there is a navigation bar with links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT (selected), and LOGOUT. Below the navigation bar is a 'Welcome to PALS' banner. A dropdown menu for 'Group Licence' is shown, with a red arrow pointing to it. Below the banner is a search bar and a table of premises. The table has columns: S/N, PREMISES NAME, PREMISES ADDRESS, STATUS, and ACTIONS. The first row shows a premises with a 'PENDING PAYMENT' status, and a red arrow points to the 'Make Payment' button in the ACTIONS column. Below the table is a summary section titled 'The licence fee payable is summarized in the table below.' It contains a table with columns: S/N, PREMISES NAME, PREMISES TYPE, and AMOUNT(\$). The first row shows a premises with a 'Pet Farm (Breeder)' type and an amount of '\$650.00 (1 Year)'. The total amount is '\$650.00'. Below the summary table, there are two payment methods: 'Online payment with eNets, MasterCard or VISA' (highlighted with a red box and a 'Make Payment' button) and 'Payment via AXS terminals. You can download the payment invoice below.' (with a 'Download Payment Invoice' button). The text 'Payment via online' is centered below the payment options.

1b

For payment via AXS terminals:

Click 'Download Payment Invoice' to download and print the invoice.

You may key in the application number or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station.

The licence fee payable is summarized in the table below.

S/N	PREMISES NAME	PREMISES TYPE	AMOUNT(\$)
1		Pet Farm (Breeder)	\$650.00 (1 Year)
			Total: \$650.00

You may make the payment for the above licence via the following methods.

Online payment with
eNets, MasterCard or VISA



Make Payment

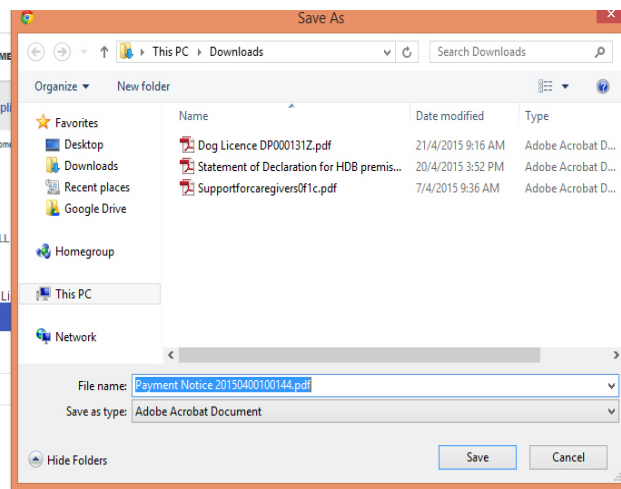
OR

Payment via AXS terminals.
You can download the payment invoice below.



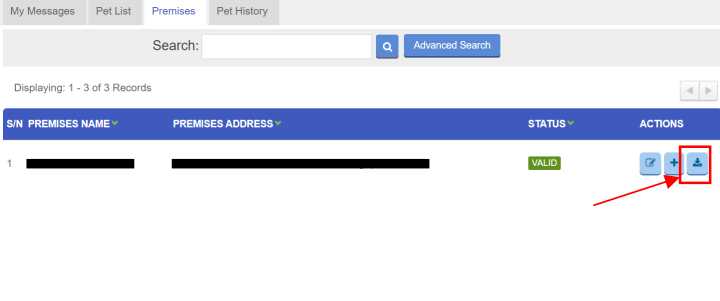
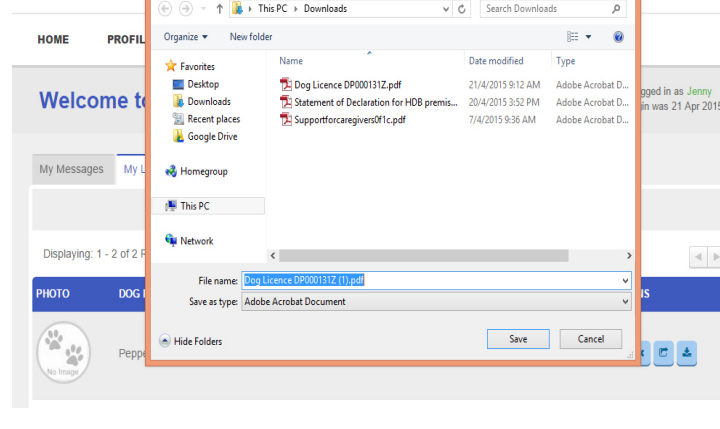
Download Payment Invoice

Payment via AXS

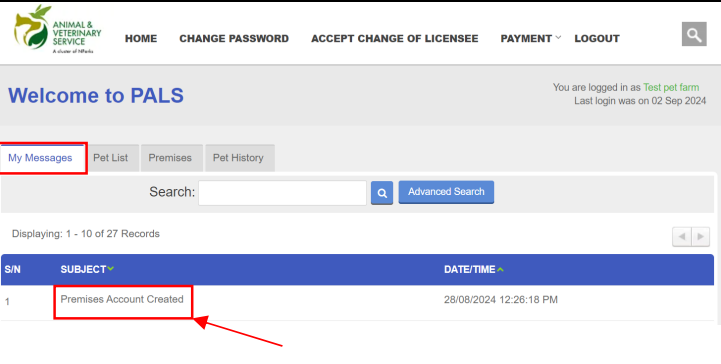
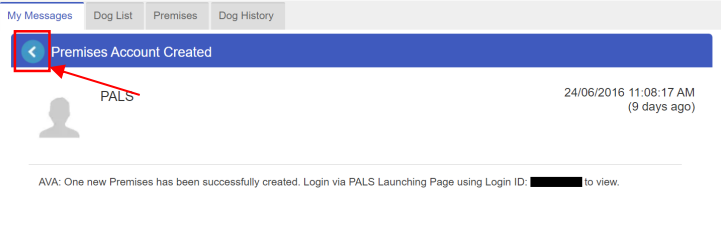


Download Payment Invoice

4.3 Download Group Pet Licence

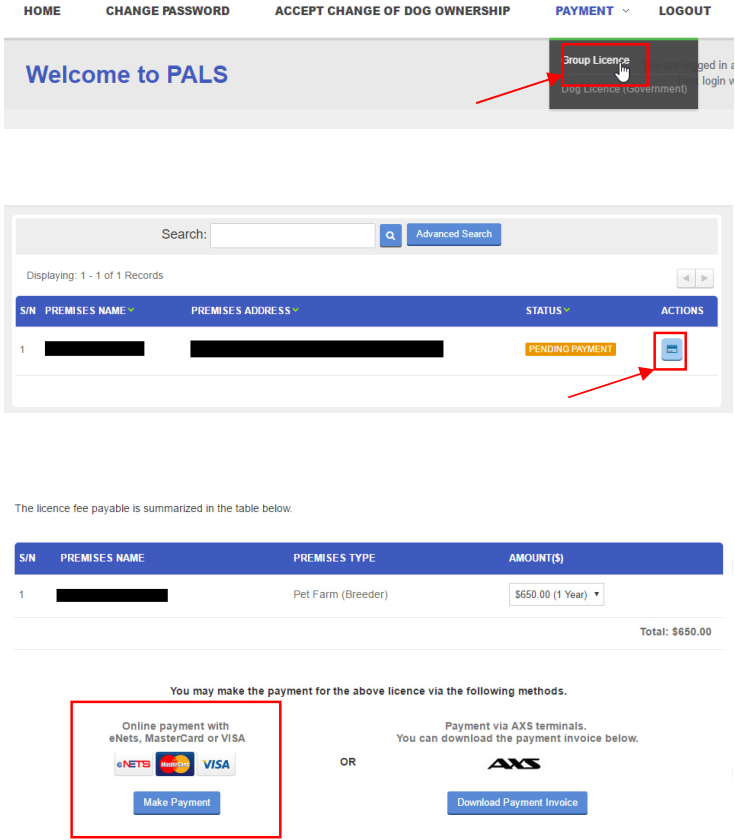
SN	Step	Screenshot
1	Click on 'My Premises' tab. Select and click on the 'Download Licence' icon. Note: You can download the licence for premises with 'valid' status only.	
2	Depending on your browser settings: (i) The licence will be automatically saved into your computer; or (ii) A 'Save As' window will appear. Save the licence into your desired file location for ease of retrieval.	

4.4 View Notifications

SN	Step	Screenshot
1	Click on 'Home' or 'My Messages' tab. Click on the relevant message to view its details.	 The screenshot shows the PALS (Pet Animal License System) interface. At the top, there's a navigation bar with links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF LICENSEE, PAYMENT, and LOGOUT. Below this, a 'Welcome to PALS' banner indicates the user is logged in as 'Test pet farm' with a last login on 02 Sep 2024. A tabbed interface shows 'My Messages' as the active tab, highlighted with a red box. Below the tabs, there's a search bar and a table of messages. The table has columns for S/N, SUBJECT, and DATE/TIME. The first message, 'Premises Account Created', is highlighted with a red box and a red arrow pointing to it. The table shows 1 record out of 27.
2	Click on the back arrow to view the list of messages.	 The screenshot shows the details of the 'Premises Account Created' message. A back arrow icon is highlighted with a red box and a red arrow. The message content states: 'AVA: One new Premises has been successfully created. Login via PALS Launching Page using Login ID: [redacted] to view.'

5. Group Pet Licence Renewal

5.1 Group Pet Licence Renewal

SN	Step	Screenshot
1a	For online payment: (i) Login to PALS (ii) Click on 'Payment' → 'Group Licence' (iii) Click on the 'Payment' icon to pay for the particular premises (iv) Click on the 'Make Payment' button to make payment. An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.	 The screenshot shows the PALS system interface. At the top, there is a navigation bar with links: HOME, CHANGE PASSWORD, ACCEPT CHANGE OF DOG OWNERSHIP, PAYMENT (selected), and LOGOUT. Below the navigation bar, a 'Welcome to PALS' message is displayed. A red arrow points to the 'Group Licence' menu item in the top right corner. Below this, a search bar and a table of premises are shown. The table has columns: S/N, PREMISES NAME, PREMISES ADDRESS, STATUS, and ACTIONS. The first row shows a premises with status 'PENDING PAYMENT'. A red box highlights the 'Make Payment' button in the ACTIONS column. Below the table, a message states: 'The licence fee payable is summarized in the table below.' This is followed by a table with columns: S/N, PREMISES NAME, PREMISES TYPE, and AMOUNT(\$). The first row shows a premises with type 'Pet Farm (Breeder)' and amount '\$650.00 (1 Year)'. The total amount is '\$650.00'. Below this, a message states: 'You may make the payment for the above licence via the following methods.' Two options are provided: 'Online payment with eNets, MasterCard or VISA' (with a 'Make Payment' button) and 'Payment via AXS terminals. You can download the payment invoice below.' (with a 'Download Payment Invoice' button). A red box highlights the 'Make Payment' button. Payment via online

1b

For payment via AXS terminals:

Click 'Download Payment Invoice' to download and print the invoice.

You may key in the application number or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station.

The licence fee payable is summarized in the table below.

S/N	PREMISES NAME	PREMISES TYPE	AMOUNT(\$)
1		Pet Farm (Breeder)	\$650.00 (1 Year)
			Total: \$650.00

You may make the payment for the above licence via the following methods.

Online payment with
eNets, MasterCard or VISA



Make Payment

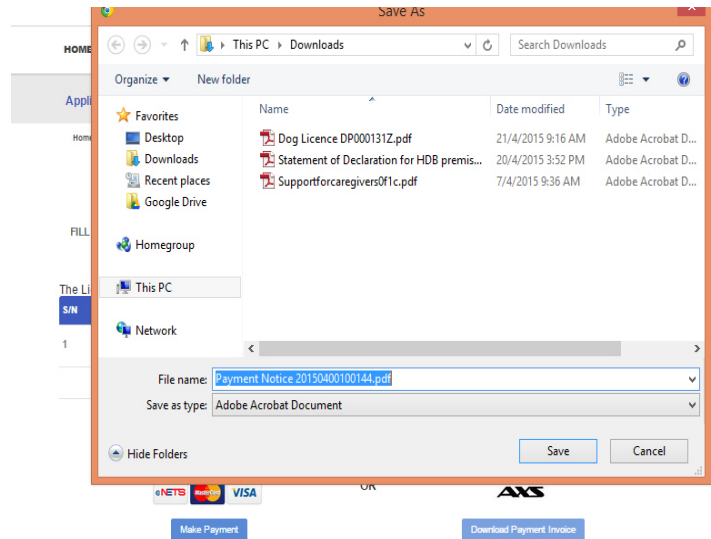
OR

Payment via AXS terminals.
You can download the payment invoice below.



Download Payment Invoice

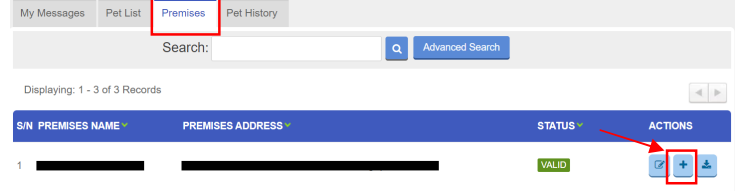
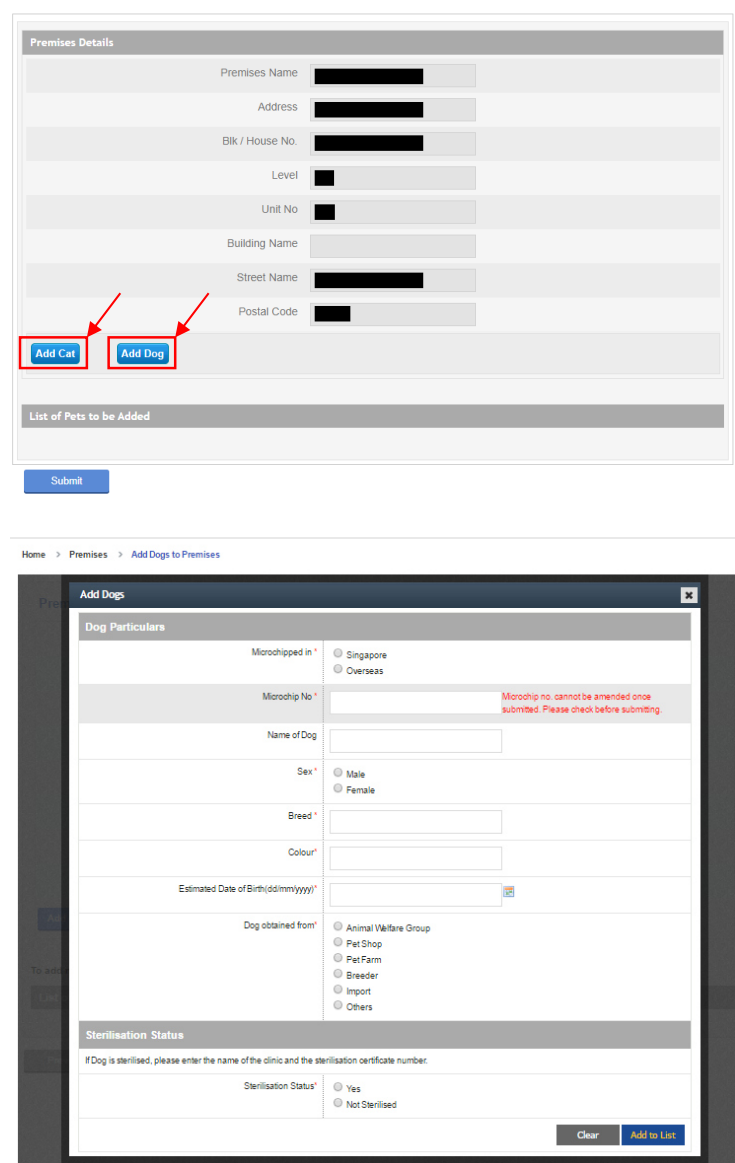
Payment via AXS



Download Payment Invoice

6. Managing List of Cats/Dogs in Group Pet Licence

6.1 Add Cats/Dogs

SN	Step	Screenshot
1	Click on 'Premises' tab. Click on 'Add Pet' button to add cats/dogs to a particular premises.	
2	Click on 'Add Cat' or 'Add Dog' button to enter the details of one cat/dog. Enter the details of the cat/dog. Mandatory fields are marked with a red asterisk (*). Click 'Add to list' to add the cat/dog to the list.	

3

Click on 'Add Cat' or 'Add Dog' button to add another cat/dog.

Click on the red cross if you wish to remove a cat/dog that you just entered from the list.

Click 'Submit' to proceed.

Home > Premises > Add Pets to Premises

Premises Details

Premises Name

Address

Blk / House No.

Level

Unit No

Building Name

Street Name

Postal Code

Add Cat

Add Dog

List of Pets to be Added

Submit

List of Pets to be Added

Pet Type

Cat

Microchipped in

Singapore

Microchip No.

Name of pet

Teeny

Sex

Female

Breed

AMERICAN SHORTHAIR

Colour

CREAM TABBY AND WHITE

Estimated Date of Birth

08/09/2021

Pet obtained from

Animal Welfare Group

Animal Welfare Group

Cat Welfare Society (CWS)

Sterilised

Yes

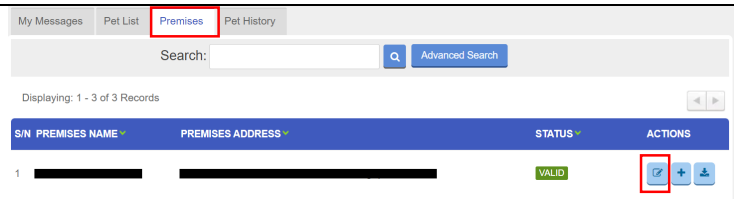
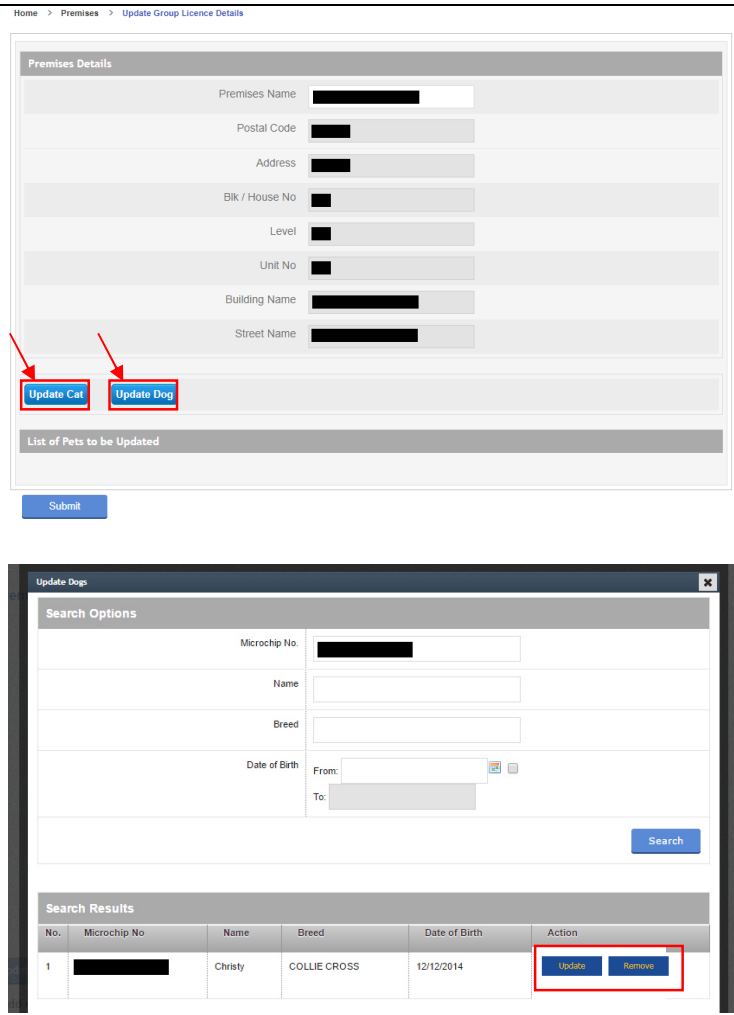
Submit

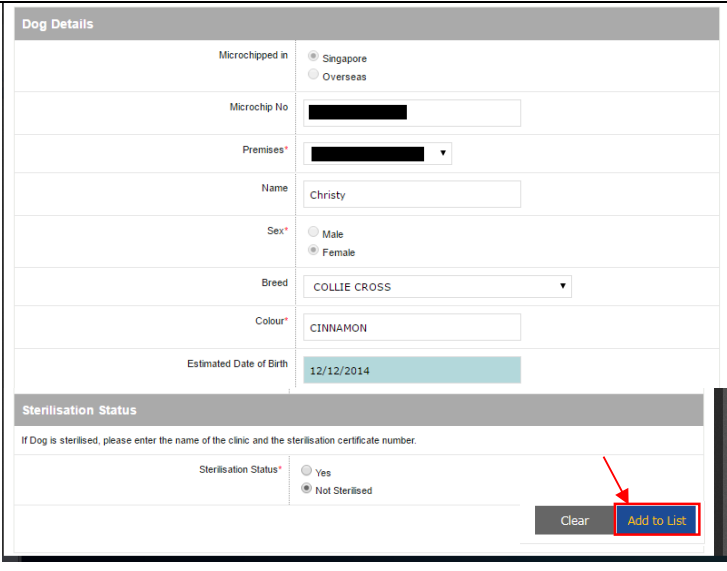
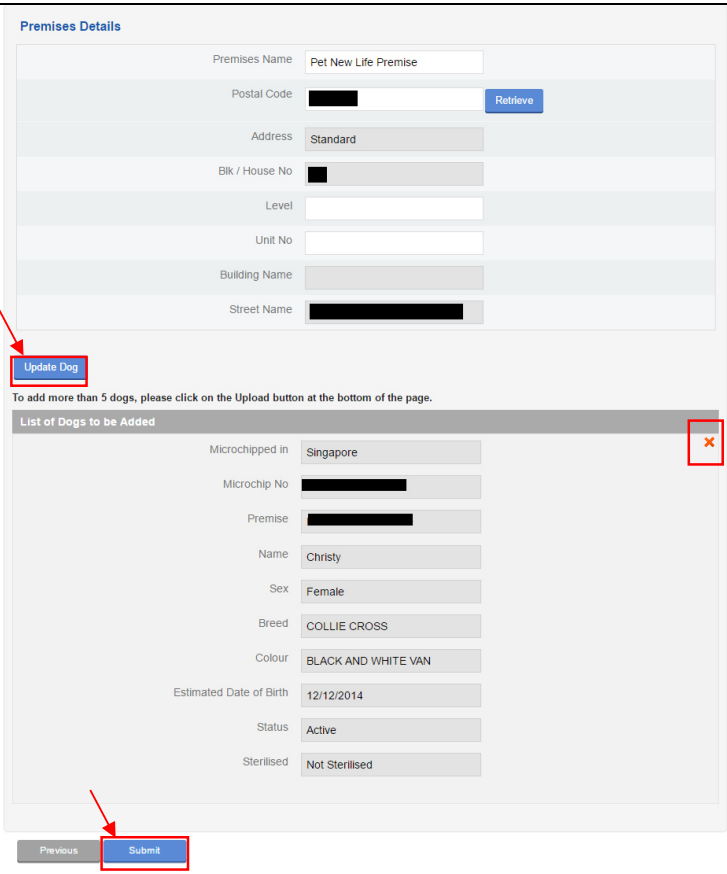
4	Verify the information entered is correct. Click 'Next' to proceed.	Home > Premises > Add Pets to Premises Premises Details <table><tr><td>Premises Name</td><td></td></tr><tr><td>Address</td><td></td></tr><tr><td>Blk / House No.</td><td></td></tr><tr><td>Level</td><td></td></tr><tr><td>Unit No</td><td></td></tr><tr><td>Building Name</td><td></td></tr><tr><td>Street Name</td><td></td></tr><tr><td>Postal Code</td><td></td></tr></table> List of Pets to be Added <table><tr><td>Pet Type</td><td>Cat</td></tr><tr><td>Microchipped in</td><td>Singapore</td></tr><tr><td>Microchip No.</td><td></td></tr><tr><td>Name of pet</td><td>Teeny</td></tr><tr><td>Sex</td><td>Female</td></tr><tr><td>Breed</td><td>AMERICAN SHORTHAIR</td></tr><tr><td>Colour</td><td>CREAM TABBY AND WHITE</td></tr><tr><td>Estimated Date of Birth</td><td>08/09/2021</td></tr><tr><td>Pet obtained from</td><td>Animal Welfare Group</td></tr><tr><td>Animal Welfare Group</td><td></td></tr><tr><td>Sterilised</td><td>Yes</td></tr></table> Back Next	Premises Name		Address		Blk / House No.		Level		Unit No		Building Name		Street Name		Postal Code		Pet Type	Cat	Microchipped in	Singapore	Microchip No.		Name of pet	Teeny	Sex	Female	Breed	AMERICAN SHORTHAIR	Colour	CREAM TABBY AND WHITE	Estimated Date of Birth	08/09/2021	Pet obtained from	Animal Welfare Group	Animal Welfare Group		Sterilised	Yes
Premises Name																																								
Address																																								
Blk / House No.																																								
Level																																								
Unit No																																								
Building Name																																								
Street Name																																								
Postal Code																																								
Pet Type	Cat																																							
Microchipped in	Singapore																																							
Microchip No.																																								
Name of pet	Teeny																																							
Sex	Female																																							
Breed	AMERICAN SHORTHAIR																																							
Colour	CREAM TABBY AND WHITE																																							
Estimated Date of Birth	08/09/2021																																							
Pet obtained from	Animal Welfare Group																																							
Animal Welfare Group																																								
Sterilised	Yes																																							
5	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click 'Submit' to proceed.	Home > Premises > Add Pets to Premises I NRIC/Passport/FIN No. declare that (1)All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I will be prosecuted if a false declaration is made. ☐ I have read and understood the above declaration. Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction. Submit																																						
6	An acknowledge page indicating that you have successfully added cats/dogs to your group licence will be displayed.	Home > Premises > Add Pets to Premises ✔ You have successfully added new dogs and/or cats to on 02/09/2024 at 10:45.																																						

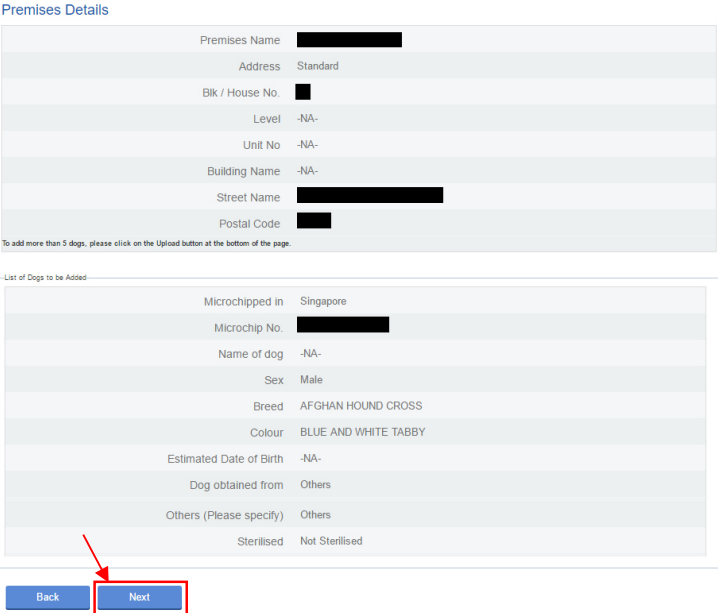
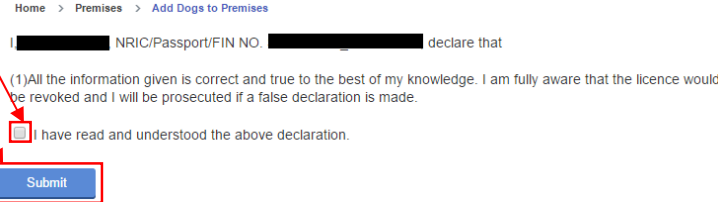
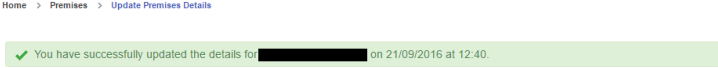
6.2 Update Cat/Dog Details

This e-Service is for users who wish to update the details of cats/dogs in a group licence. Use this e-Service to remove cats/dogs from the group licence, and update the cat/dog's location if it has been moved to other premises of your company. An existing group breeding or retail licence has to be tagged to the company premises where the cat/dog is kept.

Refer to [Section 7](#) on Change of Licensee if the cat/dog has been sold or given away to an individual or another company selling or breeding cats/dogs.

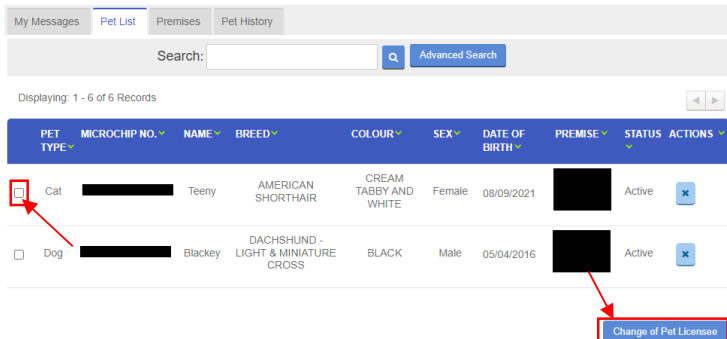
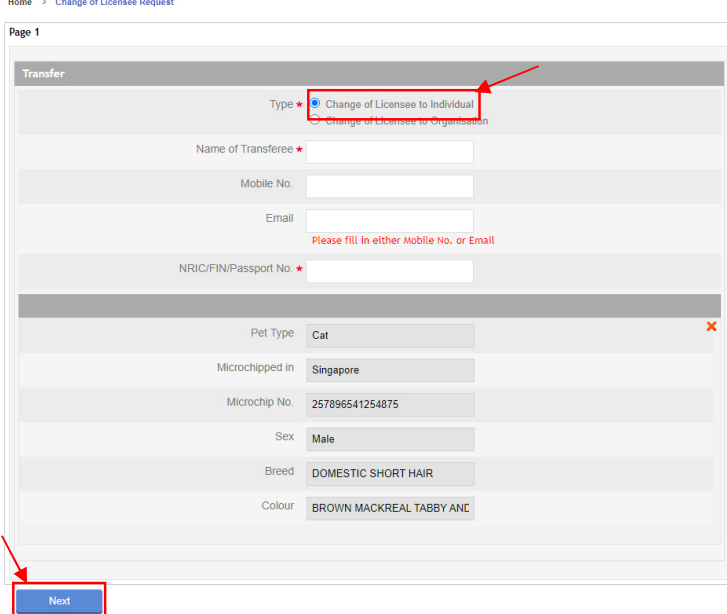
SN	Step	Screenshot
1	Click on 'Premises' tab. Click on 'Update' button to update the details of cats/dogs in the particular premises.	
2	Click on 'Update Cat' or 'Update Dog' button to update the details of cats/dogs in the particular premises. Search for a particular cat/dog to update. If you click the 'search' button without entering any text in the search fields, all active cats or active dogs in the premises. will be listed in the results. Click 'Update' to update the details of the particular cat/dog, such as premises where cat/dog is kept. Click 'Remove' to remove the cat/dog from the group licence.	

	Note: Update 'Premises' if the cat/dog has been moved to other premises of your company (with a group licence). Refer to Section 7.3 if the cat/dog has been relocated to another company selling or breeding cats/dogs. Click 'Add to list' to add the cat/dog to be updated to the list.	
3	Click on 'Update Cat' or 'Update Dog' button to update the details of another cat/dog. Click on the red cross if you wish to remove a cat/dog that you just entered from the list. Click 'Submit' to proceed.	

4	Verify the information entered is correct. Click 'Next' to proceed.	
5	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click 'Submit' to proceed.	
6	An acknowledge page indicating that you have successfully updated the details of the cats/dogs will be displayed.	

7. Change of Licensee

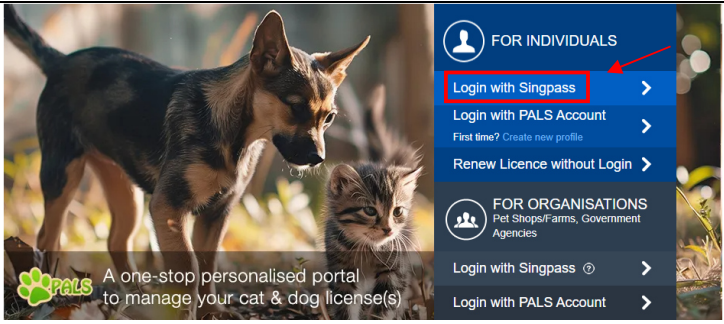
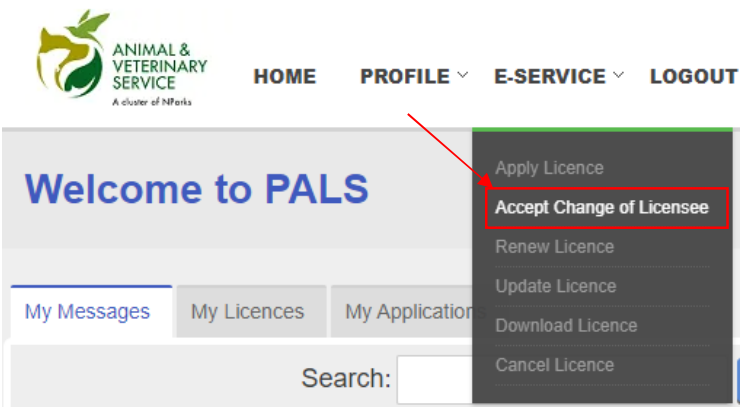
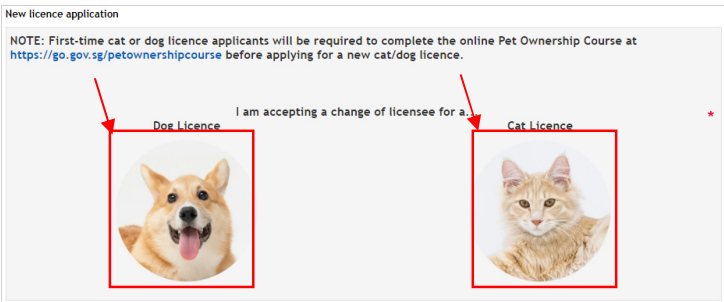
7.1 Initiate Change of Licensee (To Individual)

SN	Step	Screenshot
1	Click on 'Pet List' tab. Select the cats/dogs by clicking the checkboxes. Click on 'Change of Pet Licensee' button.	
2	Click on Change of Licensee to Individual. Enter the new licensee's particulars. Mandatory fields are marked with red asterisk (*). Click 'Next' to proceed.	

	Select the 'Yes' button to indicate that you wish to change licensee of the cat/dog to the new applicant. Click 'Submit' to proceed.	Home > Change of Licensee Request Page 2 Address where the new licensee will keep the pet Postal Code * Retrieve Address Type * -Please Select- Blk / House No. * Level Unit No. Building Name Street Name * Confirm Do you wish to change the licensee of the pets? * ☒ Yes ☐ No Previous Submit
3	Verify the information entered is correct. Click 'Submit' to proceed.	Transfer Type ☒ Change of Licensee to Individual ☐ Change of Licensee to Organisation Name of Transferee Mobile No. -NA- Email NRIC/FIN/Passport No. Date of Sale of Pet 02/09/2024 Pet Type Cat Microchipped in Singapore Microchip No. Sex Female Breed AMERICAN SHORTHAIR Colour CREAM TABBY AND WHITE Address where the new licensee will keep the pet Postal Code Address Type Blk / House No. Level -NA- Unit No. -NA- Building Name -NA- Street Name Confirm Do you wish to change the licensee of the pets? ☒ Yes ☐ No Click on the buttons or links once only. Do not use the Back or Forward buttons on your browser as this may end your transaction. Back Submit

4	Read the Pet Purchase Declaration and check the checkbox at the bottom of the page. The customer will also be required to complete the online Pet Purchase Declaration when he/she accepts the change of licensee from you.	Home > Change of Pet Licensee Pet Purchase Declaration <u>Information for the pet retailer</u> The National Parks Board/Animal & Veterinary Service ("NParks/AVS") requires the pet retailer and customer to complete this Pet Purchase Declaration as proof that the pet retailer has complied with the following when selling a pet: 1. Ensured that the customer is 16 years and above of age; 2. Done a pre-sales screening of the customer according to the 'Pre-sales Screening Checklist' below; 3. Provided relevant pet care and pet ownership information, including regulatory requirements. The information provided in this Pet Purchase Declaration is confidential and will only be used by NParks/AVS for verification and auditing purposes. <u>Pre-Sale Screening of the Customer</u> 1. I have checked on the customer's pet ownership history and that he/she is aware of the responsibilities of a pet owner. 2. I have shared with the customer the option of adopting a pet rather than buying one. 3. Where the customer has not owned the pet before, I have checked if the customer has researched about keeping the pet. If he/she has not done the research, I have done my due diligence in building awareness in him/her on the responsibilities of a pet owner. 4. I have shared with the customer on any inherited traits/disorders of the breed of cat and/or dog that he/she is thinking of purchasing. 5. I have referred the customer to NParks/AVS's list of licensed vet centres for him/her to bring the pet to if it is ill. 6. I have informed the customer that a pet is for life. 7. I am satisfied that this customer has considered carefully on his/her decision to buy the pet, and that he/she is able and willing to take care of it. <u>Customer Education (information to be provided to the customer)</u> 1. The type of food the pet eats 2. The amount of food the pet eats 3. The frequency of feeding 4. The amount of water the pet requires 5. The amount of space the pet requires 6. The amount of exercise the pet requires 7. The amount of rest the pet requires 8. The grooming requirements of the pet 9. The healthcare needs of the pet (including vaccination and deworming) 10. The signs the pet will exhibit when it is not well and will require veterinary attention 11. How to toilet train the pet (as relevant) 12. Attending pet obedience training with the pet (as relevant) 13. Licensing requirements for the pet Declaration ☒ I declare that I have: • Verified the particulars of the customer against his/her NRIC/FIN/Passport • Done pre-sale screening according to the pre-sale screening checklist • Provided the customer with all the information according to the customer education checklist Submit
5	An acknowledge page indicating that you have successfully submitted the change of licensee request will be displayed.	Home > Change of Licensee Request ✓ Your change of licensee request has been conveyed to the intended recipient. You will be notified when your change of licensee is approved or rejected.
6	The new licensee will receive a notification containing the reference number to accept/reject the change of licensee. You will be notified of the outcome when the new licensee accepts or rejects the request.	Dear Mr X, A request for a change in cat licensee to you has been initiated. Please log in to the Pet Animal Licensing System (PALS) to accept or reject the change request by DD MMM YYYY. Go to e-Services > Accept Change of Licensee > Key in the below reference number to proceed. Reference Number: XXXXXXXXX Microchip Number: XXXXXXXXXXXXXXXX ***** This is a computer generated email. Please do not reply to this email.

7.2 Accept Change of Licensee (By Individual)

SN	Step	Screenshot
1	Go to AVS PALS website: https://pals.avs.gov.sg For users with Singpass: Click on 'Login with SingPass'. For users without Singpass: Click on 'Create new profile'	
2	Click on 'e-Service' → 'Accept Change of Licensee'.	
3	Select 'Accept Change of Licensee' for Cat or Dog Licence. The licensee will need to complete the online Pet Ownership Course before they can make the application for a new cat/dog licence.	

4

Key in reference number that you received via email / SMS to accept the change of licensee. Click on Retrieve.

Click 'Yes' to confirm that you wish to accept the change of licensee.

Complete the details for:

(i) 'Address (where cat/dog is kept)'.

(Select and click on the checkbox indicating 'Same as Licensee' if the cat/dog is kept at the same address as indicated under the Licensee Particulars)

Mandatory fields are marked with red asterisk (*).

Click 'Next' to proceed.

Home > Licence > Accept Change of Cat Licensee

FILL IN APPLICATION → UPLOAD DOCUMENTS → CONFIRM → SUBMIT → MAKE PAYMENT

Step 1 out of 2: Accept Change of Cat Licensee

Accept Change of Cat Licensee
This e-service will allow you to change the licensee of the cat.

This form may take 15 minutes to complete. Please have the following information on hand for your reference:
Microchip Number
Accept Change of Licensee Ref. No.

You may also need to upload softcopies of for some of the following documents. Please have them available for upload. You may save the application as draft for later retrieval if necessary:
Photograph of Cat
Microchip Certificate
Sterilisation Certificate if the cat has been sterilized
MHA Diplomat Card (for Diplomat Applicant)
Copy of Diplomat Passport (for Diplomat Applicant)

Note: The file size can be uploaded up to 4Mbytes.

Fields marked with asterisk (*) are mandatory.

Accept Change of Cat Licensee Ref. No.
Accept Change of Cat Licensee Ref. No. * [Retrieve](#)

Current Cat Licensee
Name of Current Licensee *

Confirm
Please confirm if you wish to accept this change of cat licensee? ☒ Yes ☐ No

Cat Licensee Particular

Name of Licensee	
NRIC/FIN/Passport No.	
Contact No.	
Postal Code	
Address Type	
Blk / House No.	
Level	
Unit No.	
Building Name	
Street Name	

Address (where cat is kept)
Same as Cat Licensee ☒ [Please click here to go back](#)
Type of Residence * HDB

[Next](#)

5

Update sterilisation status, if applicable.

Select licence type.

Click 'Submit' to proceed.

Sterilisation Status

Sterilised ☒ Yes

☐ No

Licence Type Selection

Licence fee during transition period (From 1 September 2024 to 31 August 2026)

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Sterilised Cat	N.A.	N.A.	N.A.	Free
Non-Sterilised Cat	Free licence covering the transition period (Licence is renewable upon expiry after the transition period)			N.A.

Licence fee after transition period (From 1 September 2026)

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Cat Below 5 Months Old	\$15.00 (\$13.50)	N.A.	N.A.	N.A.
Sterilised Cat	\$15.00 (\$13.50)	\$25.00 (\$22.50)	N.A.	\$35.00 (\$31.50)
Non-Sterilised Cat	\$90.00 (\$81.00)	\$165.00 (\$148.50)	\$230.00 (\$207.00)	N.A.
4th or Subsequent Cat/Dog	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised cat/dog only

* Fees with 10% rebate for payment made via electronic payment platforms i.e, GIRO, online or AXS stations are indicated in brackets.

Licence Type ☒ One-time

Total Amount

☒ I understand that:

Licences for unsterilised cats will be chargeable upon renewal after the transition period, according to the fee table below;

The default licence type for the next renewal will be based on the above selection, and I will be able to change my selection during the next renewal.

Previous

Submit

6

Upload the required supporting documents (where relevant).

Click 'Next' to proceed.

Home > Licence > Accept Change of Cat Licensee

FILL IN APPLICATION

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

MAKE PAYMENT

Microchip Certificate : ☒ Browse Files (Only support file type: jpg, jpeg, png, pdf)

Cat Photo : ☒ Browse Files (Only support file type: jpg, jpeg, png)

Animal Welfare Group Adoption Document : ☒ Browse Files (Only support file type: jpg, jpeg, png, pdf)

Sterilisation Certificate / Document * : ☒ Browse Files (Only support file type: jpg, jpeg, png, pdf)

Back

Next

	Note: For licensees of a Specified Dog, you are not required to upload any documents at this point of licence application. The respective deadlines for the documents to be submitted after the licence is approved are as follows: a) 4 weeks: Insurance Policy and Banker's Guarantee. b) 10 weeks: Dog Training Certificate Visit https://go.gov.sg/pet-licensing for more information on Specified dog breeds and the additional licensing conditions.	The following table list the supporting documents to be uploaded based on the various application criteria. <table><tr><th>Application Criteria</th><th>Supporting Documents</th></tr><tr><td>Cat/Dog is adopted from an Animal Welfare Group (AWG)</td><td>AWG Adoption Document</td></tr><tr><td>Cat/Dog is imported</td><td>Import Permit</td></tr><tr><td>Cat/Dog is sterilised</td><td>Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed</td></tr><tr><td>Licensee is a diplomat</td><td> • MFA ID card • Copy of passport </td></tr><tr><td>For dogs only: Breed of dog -Specified Dogs or their crosses</td><td> • Insurance Policy • Banker's Guarantee • Dog Training Certificate </td></tr></table>	Application Criteria	Supporting Documents	Cat/Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption Document	Cat/Dog is imported	Import Permit	Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed	Licensee is a diplomat	• MFA ID card • Copy of passport	For dogs only: Breed of dog -Specified Dogs or their crosses	• Insurance Policy • Banker's Guarantee • Dog Training Certificate
Application Criteria	Supporting Documents													
Cat/Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption Document													
Cat/Dog is imported	Import Permit													
Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed													
Licensee is a diplomat	• MFA ID card • Copy of passport													
For dogs only: Breed of dog -Specified Dogs or their crosses	• Insurance Policy • Banker's Guarantee • Dog Training Certificate													
7	Verify the details you have entered are correct. Click 'Next' to proceed.	Upload Documents Microchip Certificate: Cat Photo: Animal Welfare Group Adoption Document: Sterilisation Certificate / Document: Back Next												

8

Read the Pet Purchase Declaration carefully and check the checkbox.

Click 'Next'

Read the pet owner declaration terms carefully.

Select the checkbox to indicate that you have read and understood the terms of the declaration.

Click 'Submit' to proceed.

Home > Accept Change of Cat Licensee



Pet Purchase Declaration

Information for the customer

The National Parks Board/Animal & Veterinary Service ("NParks/AVS") requires the pet retailer and customer to complete this Pet Purchase Declaration as proof that the pet retailer has complied with the following when selling a pet:

1. Ensured that the customer is 16 years and above of age;
2. Done a pre-sale screening of the customer according to the 'Pre-sale Screening Checklist' below;
3. Provided relevant pet care and pet ownership information, including regulatory requirements.

The information provided in this Pet Purchase Declaration is confidential and will only be used by NParks/AVS for verification and auditing purposes.

Verification by the customer

- ☐ verify that the retailer has:
- Done pre-sale screening by asking relevant questions and sharing information to build awareness on the options available for getting a cat, besides buying, and the responsibilities of being a cat owner;
 - Given me the cat's vaccination card;
 - Provided me with the following information on cat care and ownership:
 1. The type of food the cat eats
 2. The amount of food the cat eats
 3. The frequency of feeding
 4. The amount of water the cat requires
 5. The amount of space the cat requires
 6. The amount of exercise the cat requires
 7. The amount of rest the cat requires
 8. The grooming requirements of the cat
 9. The healthcare needs of the cat (including vaccination and deworming)
 10. The signs the cat will exhibit when it is not well and will require veterinary attention
 11. Licensing requirements for the cat

Next

Pet Purchase Declaration

Home > Licence > Accept Change of Cat Licensee



I, [REDACTED] NRIC No. [REDACTED] declare that

(1) I am aware that under the Housing and Development (Animals) Rules 2024, up to 2 cats can be kept in the flat. I can be fined up to a maximum of \$4,000 by HDB, upon conviction, if I contravene the above Rules.
(Residents in an HDB flat can keep more than 2 cats which are owned before 1 September 2024, as long as the cats are licensed on or before 31 August 2026. Nevertheless, if the cats are causing nuisance to neighbours, HDB reserves the right to revoke its prior permission and disallow the HDB resident from keeping more than 2 cats, and require the additional cats to be rehomed.)

(2) I also understand that any fee paid for a licence is non-refundable.

(3) All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I may be prosecuted if a false declaration is made.

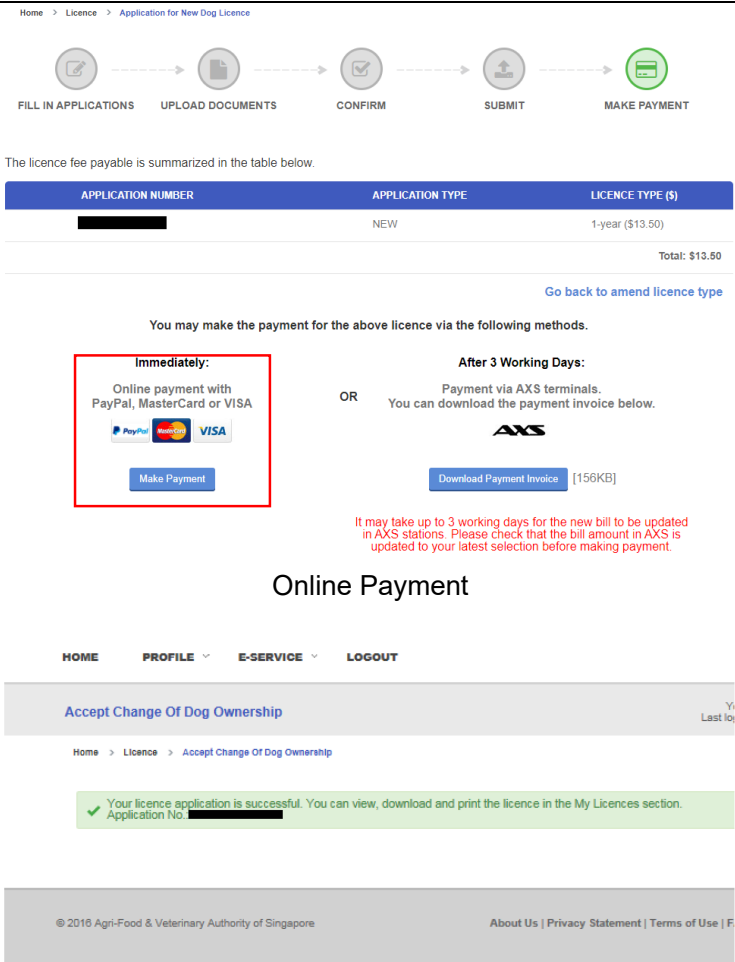
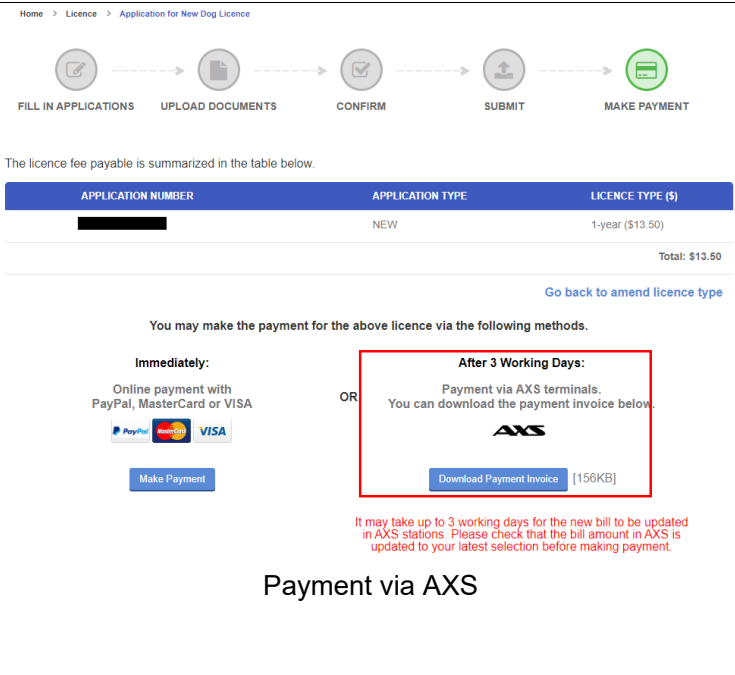
* This cat licence is solely for licensing purposes and is not an approval for you to keep the cat at the stated premises. It is your responsibility to ensure that you are allowed by HDB to keep the cat in the registered premises, as stated in your licence application.

☐ have read and understood the above declaration.

Click on the buttons or links once only.
Do not use the Back or Forward button on your browser as this may end your transaction.

Submit

Pet Owner Declaration

9a	For online payment: Click on the 'Make Payment' button. If payment is not required, this page will not be shown. An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.	 Home > Licence > Application for New Dog Licence FILL IN APPLICATIONS → UPLOAD DOCUMENTS → CONFIRM → SUBMIT → MAKE PAYMENT The licence fee payable is summarized in the table below. <table border="1"> <thead> <tr> <th>APPLICATION NUMBER</th> <th>APPLICATION TYPE</th> <th>LICENCE TYPE (\$)</th> </tr> </thead> <tbody> <tr> <td>[REDACTED]</td> <td>NEW</td> <td>1-year (\$13.50)</td> </tr> <tr> <td colspan="2"></td> <td>Total: \$13.50</td> </tr> </tbody> </table> Go back to amend licence type You may make the payment for the above licence via the following methods. Immediately: Online payment with PayPal, MasterCard or VISA PayPal MasterCard VISA Make Payment OR After 3 Working Days: Payment via AXS terminals. You can download the payment invoice below. Download Payment Invoice [156KB] It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment. Online Payment HOME PROFILE E-SERVICE LOGOUT Accept Change Of Dog Ownership Home > Licence > Accept Change Of Dog Ownership ✓ Your licence application is successful. You can view, download and print the licence in the My Licences section. Application No. [REDACTED] © 2016 Agri-Food & Veterinary Authority of Singapore About Us Privacy Statement Terms of Use Feedback	APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)	[REDACTED]	NEW	1-year (\$13.50)			Total: \$13.50
APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)									
[REDACTED]	NEW	1-year (\$13.50)									
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9b	For payment via AXS terminals: Click 'Download Payment Invoice' to download and print the invoice.	 Home > Licence > Application for New Dog Licence FILL IN APPLICATIONS → UPLOAD DOCUMENTS → CONFIRM → SUBMIT → MAKE PAYMENT The licence fee payable is summarized in the table below. <table border="1"> <thead> <tr> <th>APPLICATION NUMBER</th> <th>APPLICATION TYPE</th> <th>LICENCE TYPE (\$)</th> </tr> </thead> <tbody> <tr> <td>[REDACTED]</td> <td>NEW</td> <td>1-year (\$13.50)</td> </tr> <tr> <td colspan="2"></td> <td>Total: \$13.50</td> </tr> </tbody> </table> Go back to amend licence type You may make the payment for the above licence via the following methods. Immediately: Online payment with PayPal, MasterCard or VISA PayPal MasterCard VISA Make Payment OR After 3 Working Days: Payment via AXS terminals. You can download the payment invoice below. Download Payment Invoice [156KB] It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment. Payment via AXS	APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)	[REDACTED]	NEW	1-year (\$13.50)			Total: \$13.50
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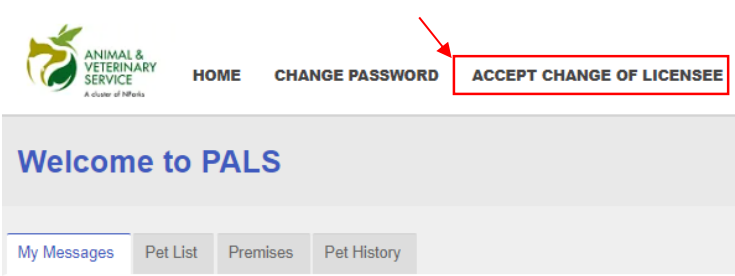
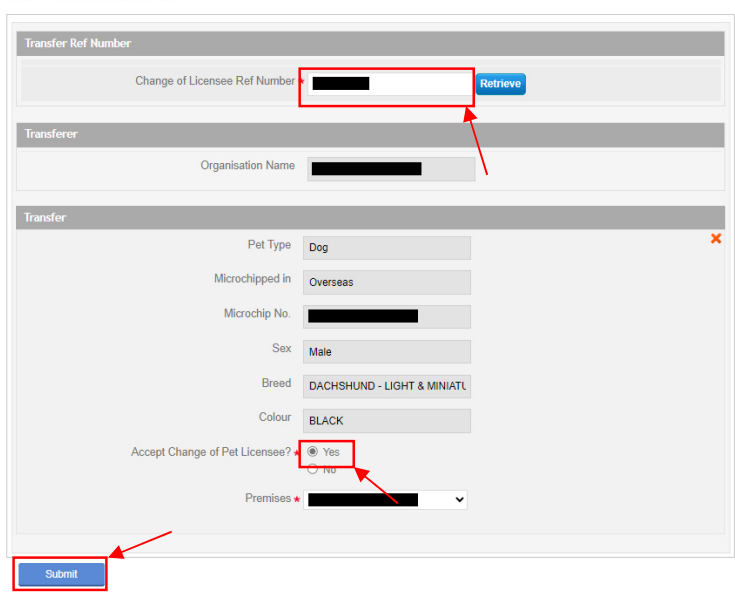
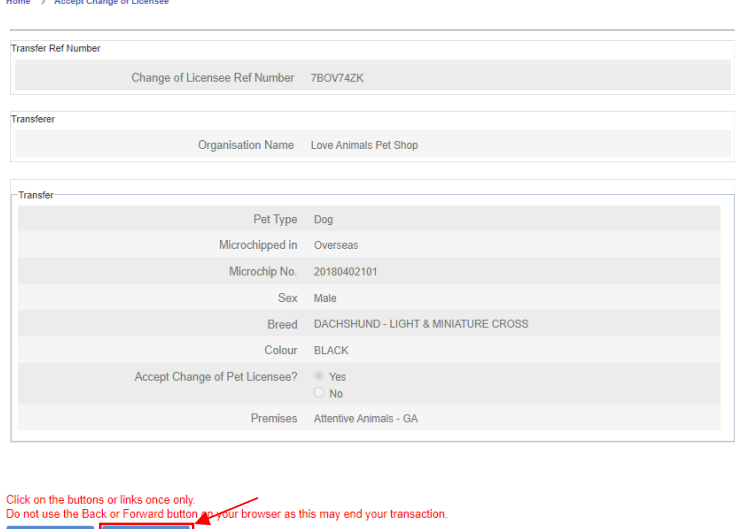
10	The previous licensee will be notified of the outcome when you have accepted the change of licensee.	Dear Pet Shop, Your change of licensee request for the following pet(s) has been accepted by Mr X. Cat microchip number: XXXXXXXXXXXXXXXX Premises name: Pet Shop Premises address: XXX ***** This is a computer generated email. Please do not reply to this email.
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7.3 Initiate Change of Licensee (To Organisation)

SN	Step	Screenshot
1	Click on 'Pet List' tab. Select the cats/dogs by clicking the checkboxes. You can select multiple cats/dogs at one time to change licensee to a particular organisation. Click on 'Change Licensee' button.	
2	Click on 'Change Licensee to Organisation'. Select the Organisation and Premises to transfer to. Mandatory fields are marked with red asterisk (*). Click 'Next'. Select the 'Yes' button to indicate that you wish to change licensee of the cat/dog to the new licensee. Click 'Submit' to proceed.	

3	Verify the information entered is correct. Click 'Submit' to proceed.	Home > Change of Licensee Request Transfer Type ☐ Change of Licensee to Individual ☒ Change of Licensee to Organisation Organisation Name ██████████ Premises Name ██████████ Pet Type Dog Microchipped in Overseas Microchip No. ██████████ Sex Male Breed DACHSHUND - LIGHT & MINIATURE CROSS Colour BLACK Confirm Do you wish to change the licensee of the pets? ☒ Yes ☐ No Click on the buttons or links once only. Do not use the Back or Forward buttons as your browser as this may end your transaction. Back Submit
4	An acknowledge page indicating that you have successfully submitted the change of licensee request will be displayed.	Home > Change of Licensee Request ✓ Your change of licensee request has been conveyed to the intended recipient. You will be notified when your change of licensee is approved or rejected.
5	The new licensee will receive a notification containing the reference number to accept/reject the change of licensee. You will be notified of the outcome when the new licensee accepts or rejects the request.	Dear Pet Shop 2, A request for a change of licensee to you has been initiated. From Pet Shop 1 Dog microchip number: XXXXXXXXXXXXXXXX Please log in to the Pet Animal Licensing System (PALS) to accept or reject the change request by DD MMM YYYY. Go to 'Accept Change of Licensee' > Key in the below reference number to proceed. Reference Number: XXXXXXXXXX ***** This is a computer generated email. Please do not reply to this email.

7.4 Accept Change of Licensee (By Organisation)

SN	Step	Screenshot
1	Click on 'Accept Change of Licensee'.	
2	Key in the reference number that you received to accept/reject the change of licensee. Click on Retrieve. Click 'Yes' to confirm that you wish to accept the change of licensee. Select the premises (within your company) where you will be keeping the cat/dog. (This must be the same premises that the Transferer selected during the transfer) Click 'Next' to proceed.	
3	Verify the details you have entered are correct. Click 'Next' to proceed.	

4	An acknowledgment page indicating that you have successfully accepted the change of licensee request will be displayed. The previous licensee will be notified of the outcome when you have accepted the change of licensee.	Home > Accept Change of Licensee ✔ You have successfully accepted the dog(s) with Microchip No [REDACTED] Dear Pet Shop 1, Your change of licensee request for the following pet(s) has been accepted by Pet Shop 2. Dog microchip number: XXXXXXXXXXXXXXXX Premises name: Pet Shop Premises address: XXX ***** This is a computer generated email. Please do not reply to this email.
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