



14 December 2022

All Traders, Declaring Agents, and Freight Forwarders

Dear Sir/Madam,

**CLOSURE OF SELF-HELP KIOSK SERVICES AT NPARKS' ANIMAL & PLANT HEALTH CENTRE (APHC)**

With effect from 2 January 2023, the Self-Help Kiosk at NParks' Animal & Plant Health Centre (APHC), will cease its operation.

2. For printing of watermarked CITES permits and certificates, please proceed to the Self-Help Kiosk located at the Visitor Services Centre in the HortPark (Please refer to **Annex A** for more information). Traders are also strongly encouraged to self-print their CITES permits and certificates using compatible watermark printers (Please refer to **Annex B** for more information).
3. Returning or surrendering of documents such as original foreign CITES export/re-export permits will continue at APHC.
4. Should you require further clarification on the above matter, please feel free to contact [cites@nparks.gov.sg](mailto:cites@nparks.gov.sg).

Thank you.

Yours faithfully,

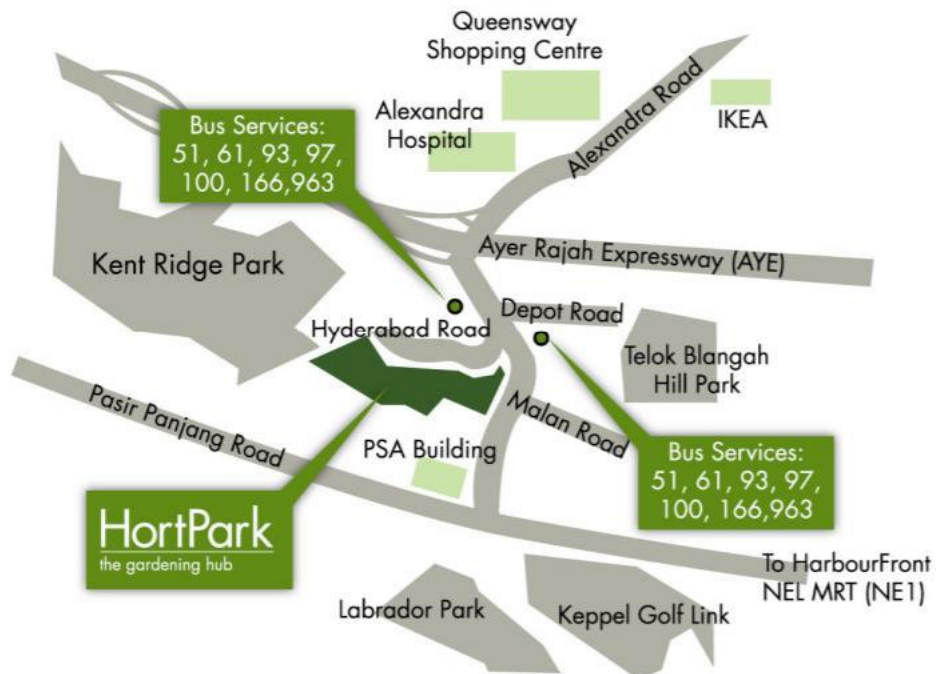
Chan Kin Fung  
Officer (Wildlife Trade)  
For Director-General, Wildlife Trade Control  
National Parks Board

**HortPark (Visitor Services Centre)**

33 Hyderabad Road, Singapore 119578

Tel: 6471 5601

Operating Hours: 8.30 am to 5.00 pm (Mondays to Fridays)





## Annex B

### Self-Printing using compatible watermark printers

With effect from 1 October 2019, traders are to self-print their CITES permits and certificates. All CITES permits and certificates will have electronic signatures, and endorsement of these permits is to be done at Immigration & Checkpoints Authority (ICA) checkpoints or at Changi Animal & Plant Quarantine Station (CAPQ).

#### How to set up

1. Check if your current printer model is capable of printing watermarked CITES permits, or obtain a compatible printer that is listed in the Watermark Printers Compatibility List on LicenceOne. (Please refer to LicenceOne Help Topic 32 at <https://licence1.business.gov.sg/feportal/web/help-internet/watermark-printers-compatibility-list>)
2. Ensure that your printer uses a PostScript driver and that it has PCP (Print Control Proxy) Installed. If necessary, download and install the latest printer PostScript drivers and PCP. (Please refer to LicenceOne Help Topic 18 at <https://licence1.business.gov.sg/feportal/web/help-internet/print-certificate-with-watermark> for the installation and troubleshooting guides.)
3. Call NParks' Wildlife Trade team at 6908 3015 and 6908 3037 to inform that you intend to do a test print of the CITES permit or certificate.
4. Conduct the test print.
5. Update NParks' Wildlife Trade team when the test print is successful.
6. Submit the test print to the NParks' Wildlife Trade team for approval
7. Once approved, traders can start printing on their own printer.

#### Who to contact

For queries on printer issues or LicenceOne, please contact CrimsonLogic at 6774 1430 or [licences-helpdesk@crimsonlogic.com](mailto:licences-helpdesk@crimsonlogic.com).

For queries on CITES permit applications, please contact the NParks Wildlife Trade team at [cites@nparks.gov.sg](mailto:cites@nparks.gov.sg).