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# WELCOME TO CREW SYSTEM

Help▼

In order to use Singpass, it is recommended that all the client PCs are installed with JRE 1.5 or above. You can download the latest JRE version in <http://java.com/en/> (<http://java.com/en/>).

## Attention:

Dear Shipping Agents,

From 1 February 2020, 2359 hrs, all new visitors with recent travel history to mainland China within the last 14 days will not be allowed entry into or transit through Singapore.

2 The issuance of all forms of new visas and visa-free transit facility to those with PRC passports will be suspended with immediate effect.

3 The above measures are applicable to all travellers including crew members arriving with vessels and crew members who are signing on/off vessels calling Singapore.

4 We would like to seek your cooperation to inform ICA Pre-Clearance Section (PCS) if the vessel(s) under your charge

a) have called at ports in China in the past 14 days;

Or

b) have crew/passengers who have travelled to mainland China for the past 14 days.

Thank you.

With effect from 01 September 2006, Immigration & Checkpoints Authority has introduced the web-based Computerisation of REcord for creW Clearance System (CREW). This system aims to:

Provide a one-stop service for all local shipping agents of vessels to submit e-manifest (e.g. vessel details, crew/passenger information/list, arrival/departure details) to ICA via the Internet as applications for crew clearance and related matters;

Allow ICA to capture and store submitted e-manifest quickly and accurately for online processing;

Automate the crew and passenger screening and clearance approval/rejection processes upon receipt of these applications;

Provide online enquiry and retrieval of crew and through passengers records;

Facilitate shipping activities through speedier clearance.

## FACILITIES AVAILABLE UNDER CREW SYSTEM

The facilities which are available under CREW System include:

Online application for arrival immigration clearance of vessel;

Online application for departure immigration clearance of vessel

Online application for crew sign-on;

Online application for crew sign-off;

Online application for transfer of crew from one vessel to another;

Online application for extension of stay of crew;

Online amendments of submitted applications;

Online inquiry of application status (for Shipping Agents and Trusted Partners);

Online application for Shipping Agents/Trusted Partners to access the CREW System.

## THINGS TO DO

In order for Shipping Agents to transact with ICA under CREW System, the following are required:

SingPass (For more information, you can visit  
<https://www.singpass.gov.sg/singpass/common/faq>  
(<https://www.singpass.gov.sg/singpass/common/faq>))

Unique Entity No. (UEN) of the Shipping Companies

ICA grants access rights

Valid Insurance Bond or Banker's Guarantee with ICA

The estimated duration to complete the e-Service is within 60 minutes

The contact details of the Pre-Clearance ICA Officer's are as follows:

**COASTAL COMMAND PRE-CLEARANCE SECTION**

10, Brani Way

Singapore 098631

Tel: (Telephone) 6377 5939 / 6377 5940  
Fax: (Facsimile) 6272 4950  
Email: (Email) ICA\_CREW\_Administrator@ica.gov.sg

Shipping Agents should get their own SingPass and provide the company's UEN before requesting access rights from ICA and submit the valid Insurance Bond or Banker's Guarantee to ICA.

## FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions when submitting applications via CREW System  
(/crewfrontend/docs/CREW-FAQi.jsp)

Proceed

**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.**

If you encounter any problems with this e-service, please contact us at 6377 5939/6377 5940, or email ICA\_CREW\_Administrator@ica.gov.sg (mailto:ICA\_CREW\_Administrator@ica.gov.sg).

This website is optimised for IE version 10.0, 11.0, Firefox 27.0, 28.0 and Safari 6.1, 7.0, Chrome 34.0, 35.0, Opera 19, 20

This eService was last updated on 12 Jan 2020

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