

Press Release

2016-12-05

Identification Services Bureau introduces online postal application status enquiry and payment service

To be in line with the governance principle of the Special Administrative Region Government, the Identification Services Bureau (hereinafter referred to as DSI) keeps on studying and developing electronic services and simplifying administrative procedures. Starting from 5 December 2016, DSI introduces online application status enquiry and payment service for the aim of improving the formalities of the postal application for the Certificate of Criminal Record and Macao Special Administrative Region travel documents. Applicants from abroad can log in the “Postal Application Service” system in the website of DSI (webportal.dsi.gov.mo/postal) to check the status of their postal application and pay the application fee and postage with credit card.

The applicants have to log in the “Postal Application Service” system before mailing the application materials. They need to select the application category under the “New Application” column and then input their email address in order to obtain an application slip on which the application number is stated. The application slip is divided into two parts. Part 1 is to be kept by the applicant and Part 2 has to be mailed to DSI with the application materials. After receiving the application materials, DSI will start the examination procedures and update the application status in the system from time to time. By using the application status enquiry function in the system, the applicants can trace the application workflow right after inputting their application number and email address, including receipt of application, request for supplementary information (if any) or payment, issuance of documents and so on. It could save the time of making enquiry for the application status by phone or e-mail. After the applicants receive the payment notification from DSI and pay the application fee and postage with their credit card online, DSI will produce the document or certificate and mail it to the applicants on time.

Furthermore, starting from 1 January 2017, only credit card is

accepted for paying the application fee and postage of all postal applications, replacing the current practice of paying by bank draft. It could save the cost and inconvenience that applicants will encounter when buying bank drafts, as well as the processing fee for cashing the bank draft at banks. Besides, it will avoid the delay in the application progress in case of any problem arises in cashing the bank draft. These will bring greater convenience to the applicants from abroad.

DSI will continue to study the possibility of providing more convenient electronic services for citizens. For details of the above-mentioned service, please go to the website of DSI (www.dsi.gov.mo).



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Application Slip – Part 1

Type of application: Certificate of Criminal Record
Application number: 16-670275-335498
Enquiry website: <https://webportal.dsi.gov.mo/postal>
Date: 2016/11/23 14:45:22



Part 1 of the slip is to be kept by the applicant



Application Slip – Part 2

Type of application: Certificate of Criminal Record
Application number: 16-670275-335498
Enquiry website: <https://webportal.dsi.gov.mo/postal>
Date: 2016/11/23 14:45:22



Part 2 of the slip is to be mailed together with the application documents
to the Identification Services Bureau (Macau P.O. Box 1089/ Avenida da
Praia Grande, No. 804, Edificio China Plaza, 20 andar, Macau)

Postal application slip