

Inspection & Laboratory e-Services Online Help (Last Updated: 15 April 2019)

PLANT HEALTH DIAGNOSIS SERVICES 1

HOW TO CREATE AND SUBMIT APPLICATION FOR LABORATORY EXAMINATION (COM - COMMERCIAL)	1
Select Lab Application Form.....	1
Completion of Lab Application Form	Error! Bookmark not defined.
Application Section	2
Requestor Section	Error! Bookmark not defined.
Special Instructions Section.....	Error! Bookmark not defined.
Sample Details.....	Error! Bookmark not defined.
How to Add Test(s)	Error! Bookmark not defined.
Case History and Sampling Details	Error! Bookmark not defined.
Save Draft, Cost Estimation and Submit Application	5

Plant Health Diagnosis Services

This function is for registration of applications for Plant Health Diagnosis Services.

Pre-Requisites

- Singapore Residents can login to Inspection & Laboratory e-Services using your SingPass ID.
- For Non Singapore Residents, you need to apply for an account to login to Inspection & Laboratory e-Services.
- Companies need to apply for an account and authorised representatives to use Inspection & Laboratory e-Services
- The administrator of the company must assign your SingPass ID / personal account as an authorised representative in order to perform transaction for his/her company.

How to Create and Submit Application for Laboratory Examination (COM - Commercial)

Select Lab Application Form

1. Go to **Online Application → Plant Health Diagnosis Services** on the navigation menu bar. The following screen display will be displayed.

Figure 1: Laboratory Services Selection

1. This screen allows you to apply for a service as an individual or on behalf of the company.
 - To register for service as an individual, select **Myself**.
 - To register for service as an authorised representative from a company, select **Authorised Company** and select the company name from the dropdown list.
 - Select the **Type of Service** required.
 - Select the **Type of Application** from the dropdown list.

- Click on 'Register New Application' and the following screen will be displayed.

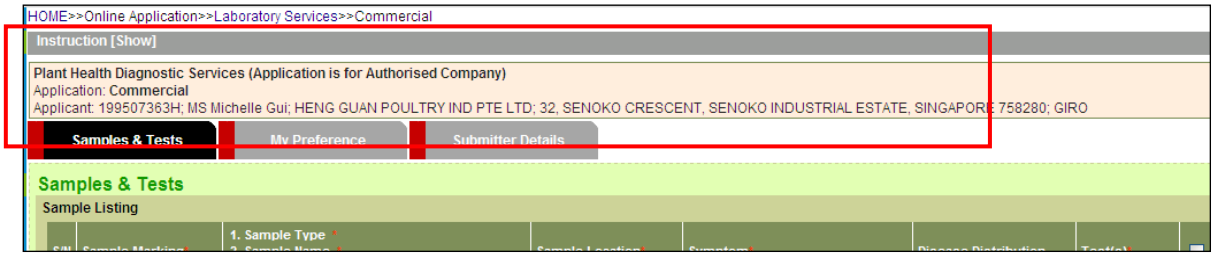


Figure 2: Plant Health Diagnostic Services

2. All the information about the applicant as shown on the top section is retrieved from your user and/or company profile upon loading the screen.

Completing the Application Form

To begin registration, fill in or select the correct information in the relevant sections/tabs of the form.

Samples & Tests

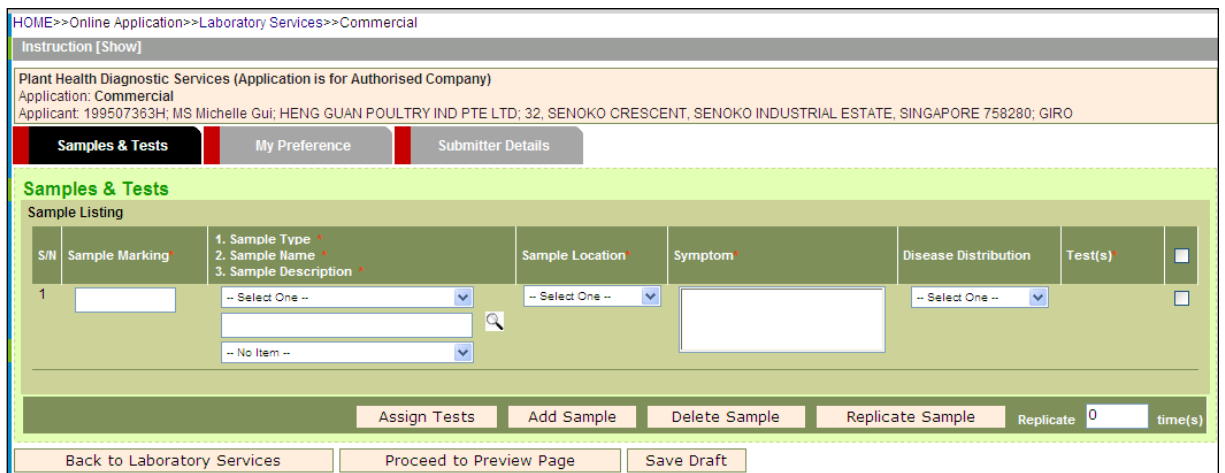


Figure 3: Samples & Tests

1. Fill in the information accordingly. Fields marked with * are mandatory.

How to Add Test(s)

1. To add **Test(s)** to a sample, click on the right end check box to select the row/sample to add test. Click on **Assign Tests** . The **Assign Tests Popup** window will appear as shown below:

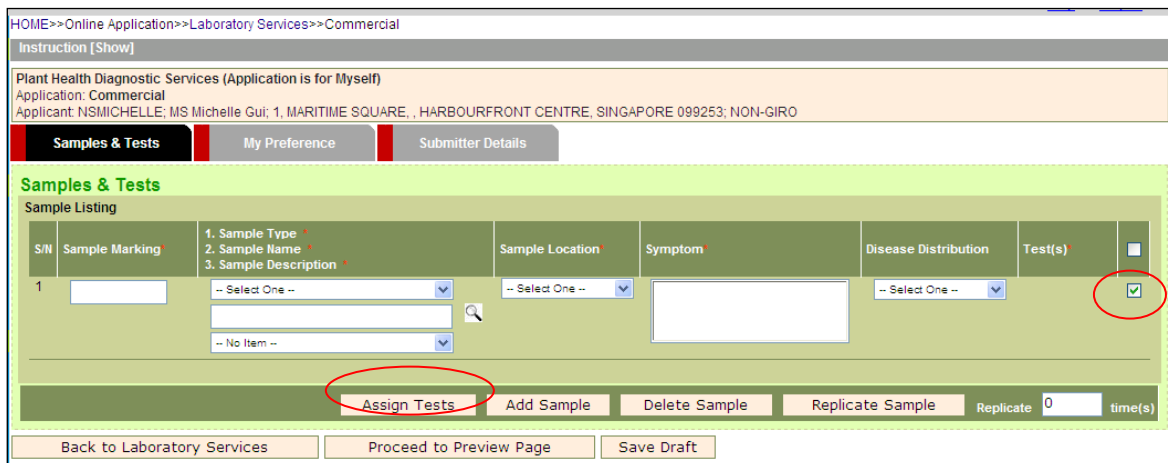


Figure 4: Sample & Test Details Section

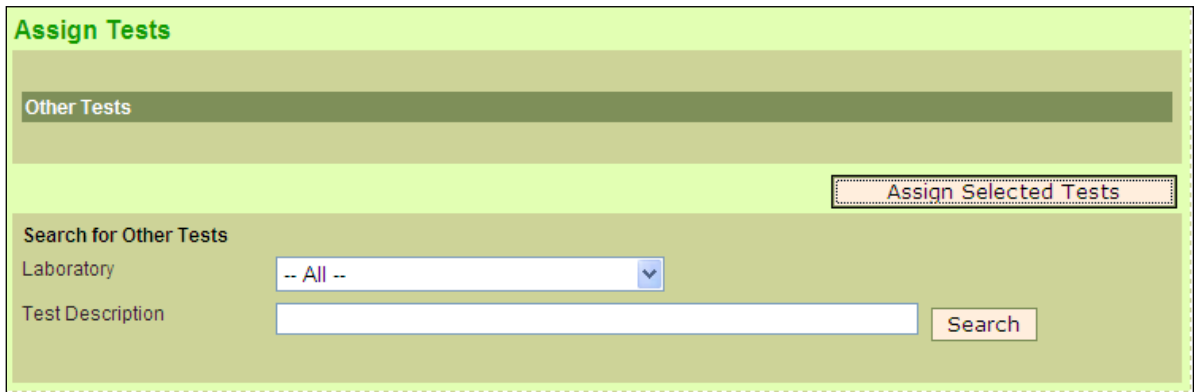


Figure 5: Assign Tests Popup Window

2. Enter the test description. You may use “%” as the wildcard if you do not know the exact description.
3. Click **Search**. Tests that meet the selection criteria will be displayed as shown.

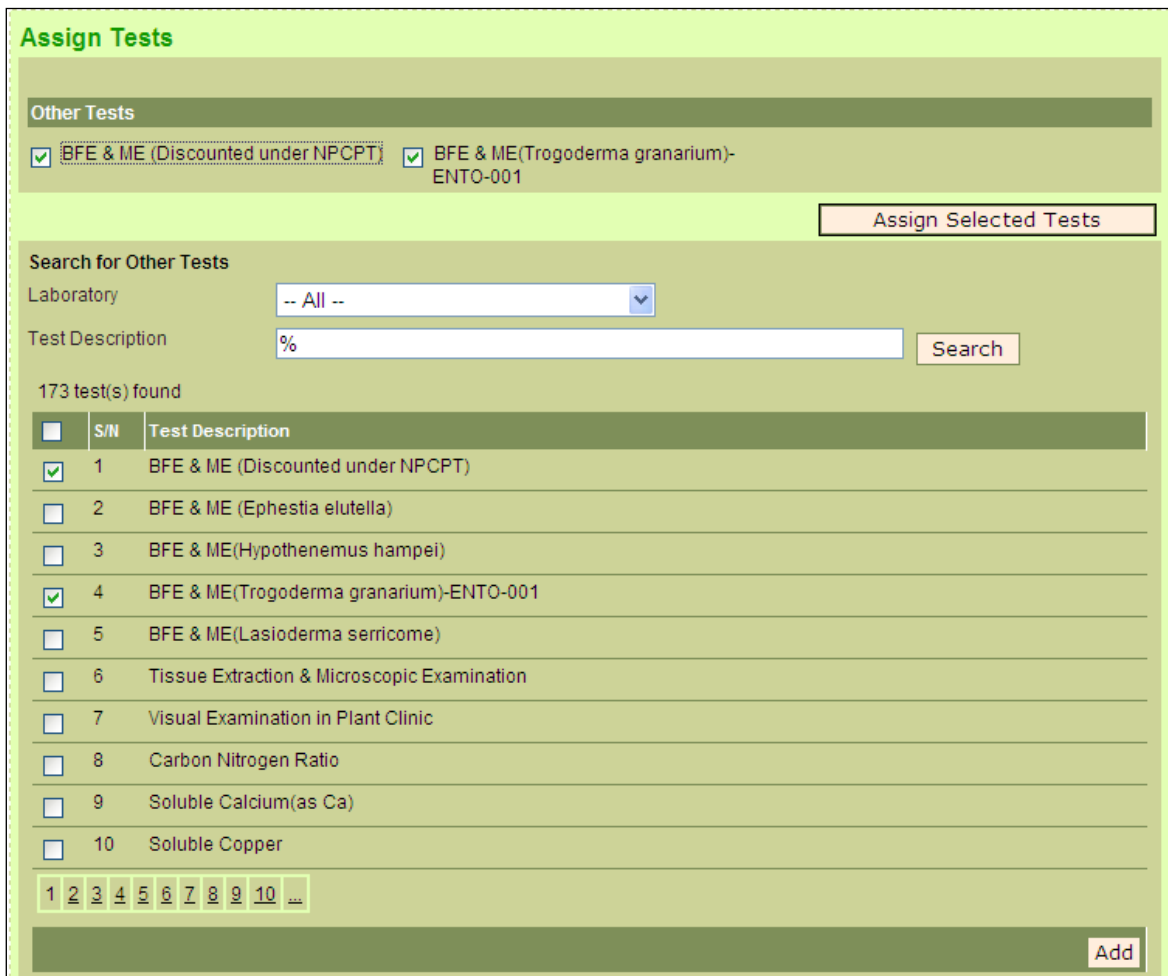


Figure 6: Assign Tests Popup Window – Other Tests

4. Select the test(s) by clicking in the boxes next to the test description. Click on the **Add** button and the test(s) will be included in the other test list as shown
5. Click on **Assign Selected Tests** to return to the Sample Tests Screen.

HOME>>Online Application>>Laboratory Services>>Commercial

Instruction [Show]

Plant Health Diagnostic Services (Application is for Myself)
 Application: Commercial
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Samples & Tests | My Preference | Submitter Details

Samples & Tests

Sample Listing

S/N	Sample Marking	1. Sample Type 2. Sample Name 3. Sample Description	Sample Location	Symptom	Disease Distribution	Test(s)	
1		-- Select One -- [Search] -- No Item --	-- Select One --		-- Select One --	BFE & ME (Ephesia elutella) Tissue Extraction & Microscopic Examination	<input type="checkbox"/>

Assign Tests | Add Sample | Delete Sample | Replicate Sample | Replicate 0 time(s)

Back to Laboratory Services | Proceed to Preview Page | Save Draft

Figure 7: : Samples & Tests - Selected Tests

6. Click on **Add Sample** to add another sample row.
7. Select rows to be deleted and click on **Delete Sample** to delete the selected sample row(s).
8. Select a row to copy and click on **Replicate Sample** and enter no of times to copy.

My Preference

HOME>>Online Application>>Laboratory Services>>Commercial

Instruction [Show]

Plant Health Diagnostic Services (Application is for Myself)
 Application: Commercial
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Samples & Tests | **My Preference** | Submitter Details

My Preference

Sample Handling / Testing Instructions

Results Reporting Instruction

Preferred Method of Receiving Notification: SMS Email

Preferred Method of Receiving Report*: Fax Mail Email Self Collection

Back to Laboratory Services | Proceed to Preview Page | Save Draft

Figure 8: My Preference Page

Fill in any special instructions and preferred notification method in 'My Preference' tab.

HOME>>Online Application>>Laboratory Services>>Commercial

Instruction [Show]

Plant Health Diagnostic Services (Application is for Myself)
 Application: Commercial
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Samples & Tests | My Preference | **Submitter Details**

Submitter Details

Salutation/Title

Submitter Name

Submitter Company Name

Back to Laboratory Services | Proceed to Preview Page | Save Draft

Figure 9: Submitter Details

Fill in the details of the submitter in the '**Submitter Details**' tab.

Save Draft, Preview Page, Cost Estimation and Confirmation (Submit Application)

HOME>>Online Application>>Laboratory Services>>Commercial

Instruction [Show]

Plant Health Diagnostic Services (Application is for Myself)
 Application: ELLP12J000017; Commercial
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Samples & Tests | My Preference | Submitter Details

Application has been successfully saved as Draft. Service Acknowledgement No: ELLP12J000017

Samples & Tests

Sample Listing

SN	Sample Marking	Sample Type	Sample Name	Sample Description	Sample Location	Symptom	Disease Distribution	Test(s)
1	s1	BEVERAGES	COFFEE	Stored products	Foreign	NA	Not Applicable	BFE & ME (Discounted under NPCPT)

Figure 10: Save Draft

1. Click on **Save Draft** to save the application as **Draft** (please note that there is no need to include all mandatory information at this point). A Service Acknowledgement No. (e.g. ELLP12J000017) will be generated.
2. To proceed with the application without saving draft, click on **Proceed to Preview Page**. The following page will be displayed.

HOME>>Online Application>>Laboratory Services>>Commercial>>Preview

Plant Health Diagnostic Services (Application is for Myself)
 Application: ELLP12J000018; Commercial
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Samples & Tests

Sample Listing

SN	Sample Marking	Sample Type	Sample Name	Sample Description	Sample Location	Symptom	Disease Distribution	Test(s)
1	s1	BEVERAGES	COFFEE	Stored products	Foreign	NA	Not Applicable	BFE & ME (Discounted under NPCPT)

My Preference

Sample Handling/ Testing Instructions

Results Reporting Instructions

Preferred Method of Receiving Notification SMS Email

Preferred Method of Receiving Report Fax Mail Email Self Collection

Submitter Details

Salutation/Title

Submitter Name

Submitter Company Name

Print

Amend Application | Proceed to Cost Estimation

Figure 11: Preview Page

3. Click on **Amend Application** to edit changes.
4. Click on **Proceed to Cost Estimation** to view the estimated cost of the application.

HOME>>Online Application>>Laboratory Services>>Estimation of Cost

Plant Health Diagnostic Services (Application is for Myself)
 Application: ELLP12J000018; Commercial
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Estimation of Cost
 (This is an estimated cost. Total amount payable to be confirmed upon sample submission.)

S/N	Tests/ Services	Fee Description	Qty	Unit Amt (\$\$)	Net Amt (\$\$)
1	BFE & ME (Discounted under NPCPT)	Detection of pests-ELISA	1	26.50	26.50
Total Fees (Before GST)					26.50
Total GST					1.85
Total Fees (After GST)					28.35

Declaration
 I declare that the information given above is true and correct at the time of application and I am fully aware of the conditions laid down by the Agri-Food & Veterinary Authority of Singapore.






Figure 12: Cost Estimation

5. Click on **Back to Preview Page** if you wish to make changes to your application.
6. Click on **Confirm** to submit the application. An Acknowledgement page of all the submitted applications will be generated as shown below.

HOME>>Online Application>>Laboratory Services>>Acknowledgement

Acknowledgement
 Thank you. Your application(s) has/have been submitted successfully. Please print a copy of this acknowledgement slip and submit it along with your samples to the following address by the date(s) specified. Your application(s) will be deleted after 14 days if samples are not received.

Application(s) Submitted

S/N	Application No.	Barcode	Date of Application	Submit Samples By	Product/Specimen	<input type="checkbox"/>
1	ELLP12C000002		19/03/2012	02/04/2012	(1) ACACIA SPECIES	<input type="checkbox"/>
2	ELLP12H000003		08/08/2012	22/08/2012	(1) VEGETABLES MIXED, FRESH	<input type="checkbox"/>
3	ELLP12I000019		14/09/2012	28/09/2012	(1) WHEAT, WORKED	<input type="checkbox"/>
4	ELLP12I000021		14/09/2012	28/09/2012	(1) WHEAT, WORKED	<input type="checkbox"/>
5	ELLP12J000018		04/10/2012	18/10/2012	(1) COFFEE	<input checked="" type="checkbox"/>

Plant Health Laboratory
 Animal & Plant Health Centre
 6 Perahu Road
 Singapore 718827
 Tel:65-63165168/88

[Rate this e-Service](#)

Figure 13: Acknowledgment Screen

1. Click on **Print Now** to print the selected acknowledgement(s). Please bring along the acknowledgement slip and submit it together with the sample(s).



Agri-Food & Veterinary Authority of Singapore

Acknowledgement

Thank you. Your application(s) has/have been submitted successfully. Please print a copy of this acknowledgement slip and submit it along with your samples to the following address by the date(s) specified. Your application(s) will be deleted after 14 days if samples are not received.

Application(s) Submitted

S/N	Application No.	Barcode	Date of Application	Submit Samples By	Product/Specimen
1	ELLP12J000018		04/10/2012	18/10/2012	(1) COFFEE

Plant Health Laboratory
Animal & Plant Health Centre
6 Perahu Road
Singapore 718827
Tel:65-63165168/88

Figure 14: Print Acknowledgement Page

SMS and Email Notifications

You will receive the following SMS and/or email notifications if you have indicated to receive notification by SMS and/or email in your lab application form.

Acknowledgement of Application by the Laboratory

- **Successful Applications**

You will receive the following message after the laboratory has acknowledged receipt of your samples.

Sample by SMS

Lab App Service Ack No: ELLP09G000012
Your Lab Application has been accepted.

Sample by Email

Subject: Lab Service Acknowledgement
Lab Application Service Acknowledgement No ELLP09G000012

Name: Dr Angeline Tan

Your Lab Application has been accepted

This is computer generated email.

- **Rejected Applications**

You will receive the following message if your application was rejected by the laboratory.

Sample by SMS

Your Lab Application request ELLP09G000002 has been rejected.

Sample by Email

Subject: Lab Application Rejected
Your Lab Application request ELLP09G000002 has been rejected

Name: Dr Angeline Tan

This is computer generated email.

Notification of Laboratory Results

You will receive the following message after the completion of all the lab tests in your application.

Sample by SMS

Lab App Service Ack No: ELLP09G000012
Result(s) is Ready. Status – Approved. If you have made payment, please view online.

Sample by Email

Subject: Lab Results Status Approved

Lab Application Service Acknowledgement No: ELLP09G000012

Name: Dr Angeline Tan

- Lab Test Result is ready. If you are not paying through Giro, please note that payment is required before you can view the raw results.

This is computer generated email.