

**Inspection & Laboratory e-Services Online Help (Last Updated: 15 April 2019)****TESTING OF ANIMAL PATHOGENS & VETERINARY BIOLOGICS..... 1**

HOW TO CREATE AND SUBMIT APPLICATION FOR AQUATIC ANIMALS, AMPHIBIANS AND REPTILES SPECIMENS.....	1
Application Form for AQU – Aquatic Animals, Amphibians and Reptiles.....	1
Completing the Application Form.....	2
Clinical History & Disease Signs.....	3
Samples & Tests.....	3
Sampling.....	7
My Preference.....	8
Save Draft, Preview Page and Cost Estimation.....	8
SMS AND EMAIL NOTIFICATIONS.....	11
Acknowledgement of Application by the Laboratory.....	11
Notification of Laboratory Results.....	12

**Testing of Animal Pathogens & Veterinary Biologics**

This function is for registration of applications for Testing of Animal Pathogens & Veterinary Biologics.

**Pre-Requisites**

- Singapore Residents can login to NParks Inspection & Laboratory e-Services using your SingPass ID.
- For Non Singapore Residents, you need to apply for an account to login to NParks 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 Aquatic Animals, Amphibians and Reptiles Specimens****Application Form for Aquatic Animals, Amphibians and Reptiles**

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

The screenshot shows the 'Laboratory Services' selection page. The page header includes logos for Singapore Food Agency, National Parks, and Animal & Veterinary Service. The navigation menu on the left has 'Online Application' selected. The main content area is titled 'Laboratory Services' and contains a form for selecting service options. The form includes radio buttons for 'Myself' and 'Authorised Company', a dropdown menu for 'ANIMAL & PLANT HEALTH CENTRE', radio buttons for 'Food Testing and Export Health Certification (Veterinary Health Certificate for Meat, Fish & Dairy Products)', 'Testing of Animal Pathogens & Veterinary Biologics', and 'Plant Health Diagnostic Services'. There is also a dropdown for 'Type of Application' set to 'Aquatic Animals, Amphibians and Reptiles' and a text input for 'Applicant's Reference No.'. A 'Register New Application' button is at the bottom.

**Figure 1: Laboratory Services Selection**

2. 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: Testing of Animal Pathogens & Veterinary Biologics Screen**

3. 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.

### Specimen Details

**Figure 3: Specimen Details**

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

### **Clinical History & Disease Signs**

**Figure 4: Clinical History & Disease Signs**

Select clinical history before proceeding to enter the Disease Signs if any.

Click on '+' at **Disease Signs** to enter the required information and '-' to collapse the screen.

### **Samples & Tests**

To add samples & tests information, click on the '**Samples & Tests**' tab.

HOME>>Online Application>>Laboratory Services>>Aquatic Animals, Amphibians and Reptiles

Instruction [Show]

Testing of Animal Pathogens & Veterinary Biologics (Application is for Authorised Company)  
 Application: Aquatic Animals, Amphibians and Reptiles  
 Applicant: 199507363H; MS Michelle Gui; HENG GUAN POULTRY IND PTE LTD; 32, SENOKO CRESCENT, SENOKO INDUSTRIAL ESTATE, SINGAPORE 758280; GIRO

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

**Samples & Tests**

Specimen Listing

S/N	Sample Marking *	Alive/Dead	1. Species 2. Breed 3. Specimen Description	No. of Samples	Test(s)
1	<input type="text"/>	<input type="text"/>	1. <input type="text"/> 2. <input type="text"/> 3. <input type="text"/>		<input type="checkbox"/>

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

For Bacterial Culture Only  Antibiotic Sensitivity Test Required (Test will not be done if left blank)

Sampling Details

Sampled By:  Sampling Date & Time \* From:  12 : 00 AM To:  12 : 00 AM

Back to Laboratory Services Proceed to Preview Page Save Draft

Figure 5: Samples & Tests

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

**How to Add Test(s)**

- Select the check box at the end of each sample row to add test(s) for the corresponding specimen/samples.
- Click on **Assign Tests**.

Species\*  
Breed\*  
Specimen Description\*

No. of Samples*	Test(s)*
	<input checked="" type="checkbox"/>

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

ed (Test will not be done if left blank)

Figure 6: Samples & Tests – Add Test(s) to Sample

**Assign Tests**

**Examination/Diagnostic Tests**

Post mortem Aquatic Animals > 500g  Post mortem Aquatic Animals < 500g

**Other Tests**

**Assign Selected Tests**

**Search for Other Tests**

Laboratory: -- All --

Test Description:

**Search**

**Figure 7: Assign Tests Popup Window**

3. Select the type of examination/diagnostics tests required
4. Click on **Assign Selected Tests** if there are no other tests required, else search for other types of tests if required.
5. Enter the test description. You may use “%” as the wildcard if you do not know the exact description.
6. Click **Search**. Tests that meet the selection criteria will be displayed as shown.

### Assign Tests

**Examination/Diagnostic Tests**

Post mortem Aquatic Animals > 500g   
  Post mortem Aquatic Animals < 500g

**Other Tests**

**Search for Other Tests**  
 Laboratory: -- All -- ▼  
 Test Description: % Search

195 test(s) found

<input type="checkbox"/>	S/N	Test Description
<input type="checkbox"/>	1	Isolation of Aeromonas
<input type="checkbox"/>	2	Leishmania IFAT
<input type="checkbox"/>	3	Therileria equi cELISA
<input type="checkbox"/>	4	Therileria equi IFAT
<input type="checkbox"/>	5	Toxoplasma gondii IFAT (screening)
<input type="checkbox"/>	6	Toxoplasma gondii IFAT (titration)
<input type="checkbox"/>	7	Trypanosoma evansi CATT
<input type="checkbox"/>	8	Trypanosoma evansi ELISA
<input type="checkbox"/>	9	QC - Inactivation in tissue culture
<input type="checkbox"/>	10	QC - Inactivation in eggs

1
2
3
4
5
6
7
8
9
10
...

**Figure 8: Assign Tests Popup Window – Other Tests**

7. Add the other tests needed and click on **Assign Selected Tests** to return to the Samples & Tests screen.

**Specimen Listing**

SN	Sample Marking	Alive/Dead	1. Species 2. Breed 3. Specimen Description	No. of Samples	Test(s)
1			1. 2. 3.	1	Post mortem Aquatic Animals < 500g
				1	Post mortem Aquatic Animals > 500g
2			1. 2. 3.		

For Bacterial Culture Only  Antibiotic Sensitivity Test Required (Test will not be done if left blank)

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

**Figure 9: Specimen Listing with tests added**

8. Specify the No of Sample(s), default is 1.
9. Click on **Add Sample** button to add another sample row.
10. Select rows to be deleted and click on **Delete Sample** to delete the selected sample row(s).
11. Select a row to copy and click on **Replicate Sample** and enter no of times to copy.

## Sampling

**Sampling Details**

Sampled By:

Sampling Date & Time \* From:  12 : 00 AM

To:  12 : 00 AM

**Figure 10: Sampling Section**

Fill in the information in the Sampling details.

## My Preference

HOME>>Online Application>>Laboratory Services>>Aquatic Animals, Amphibians and Reptiles

Instruction [Show]

Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)  
 Application: ELLA12J000006; Aquatic Animals, Amphibians and Reptiles  
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

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

**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

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

Figure 11: My Preference Page

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

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

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. ELLA12J000004) will be generated.

Disease Status: [M]

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

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

Application has been successfully saved as Draft. Service Acknowledgement No: **ELLA12J000004**

**Specimen Details**

Specimen

Purpose of Test\*

Figure 12: Save Draft Application

2. To retrieve the draft application, go to **My Applications** → **Resume Draft Lab Application**.
3. To proceed without saving as draft, click on **Proceed to Preview Page**. The Application Form will be displayed.



HOME>>Online Application>>Laboratory Services>>Aquatic Animals, Amphibians and Reptiles>>Preview

**Request for Laboratory Services - (Step 2/4)**

**Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)**  
 Application: ELLA19D000012; **Aquatic Animals, Amphibians and Reptiles**  
 Applicant: NSTESTER; Mdm tester, 808B, CHOA CHU KANG AVENUE 1, KEAT HONG AXIS, SINGAPORE 682808; NON-GIRO

**Specimen Details**

**Specimen Details**  
 Purpose of Test: Disease Diagnosis  
 Country of Birth: ALBANIA

**Specimen Details**  
 Clinical History:  Healthy  Diseased

Disease Signs:  
 Disease Pattern

Total No. on Premises: No. or % Diseased

No. Dead Daily: Total No. Dead Farm Area

Total No. of Units: Unit Size No. Affected

Age Affected: Size Affected

Other Species/Breed Affected

Clinical Signs & Remarks

**Samples & Tests**

**Specimen Listing**

S/N	Sample Marking	Alive/Dead	Species	Breed	Specimen Description	No. of Samples	Test(s)
1	435	Alive	BACTERIAL CULTURE	BACTERIAL CULTURE	BACTERIAL CULTURE	1	Post mortem Aquatic Animals < 500g
						1	Virus Isolation-Avian Pox Virus

For Bacterial Culture Only  Antibiotic Sensitivity Test Required (Test will not be done if left blank)

**Sampling Details**

Sampled By: Sampling Date & Time: From 08/04/2019 12:00:00 AM To 08/04/2019 12:00:00 AM

**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

Payment Mode:  GIRO  Non GIRO

Figure 13: Preview Page

- Click on **Amend Application** to edit changes.

- Click on **Proceed to Cost Estimation** to view the estimated cost of the application.

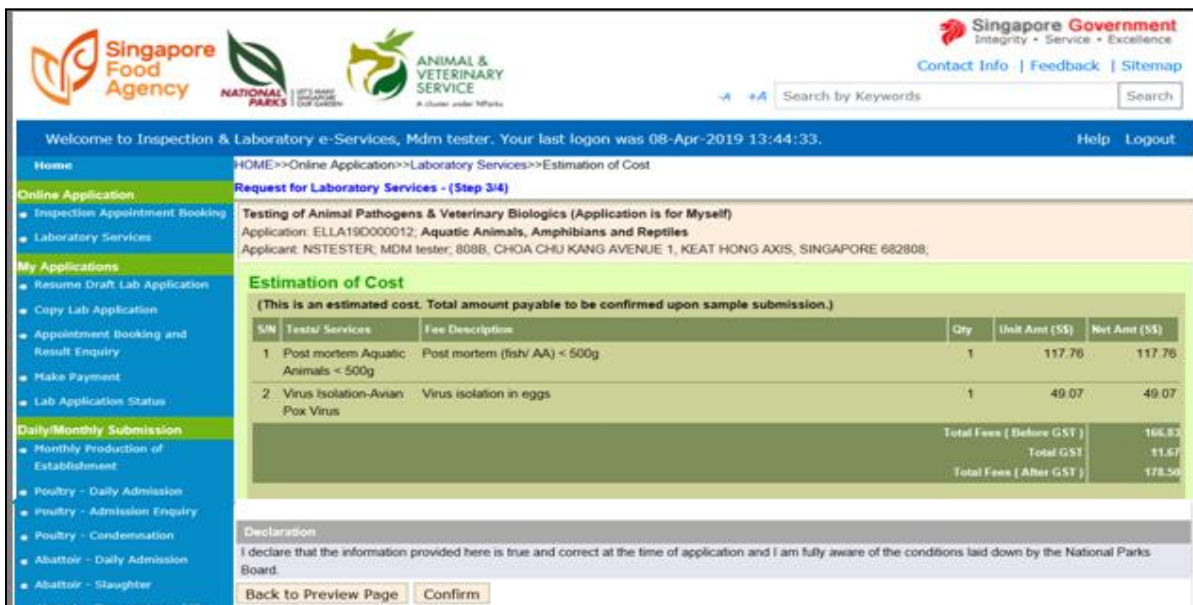


Figure 14: Cost Estimation

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

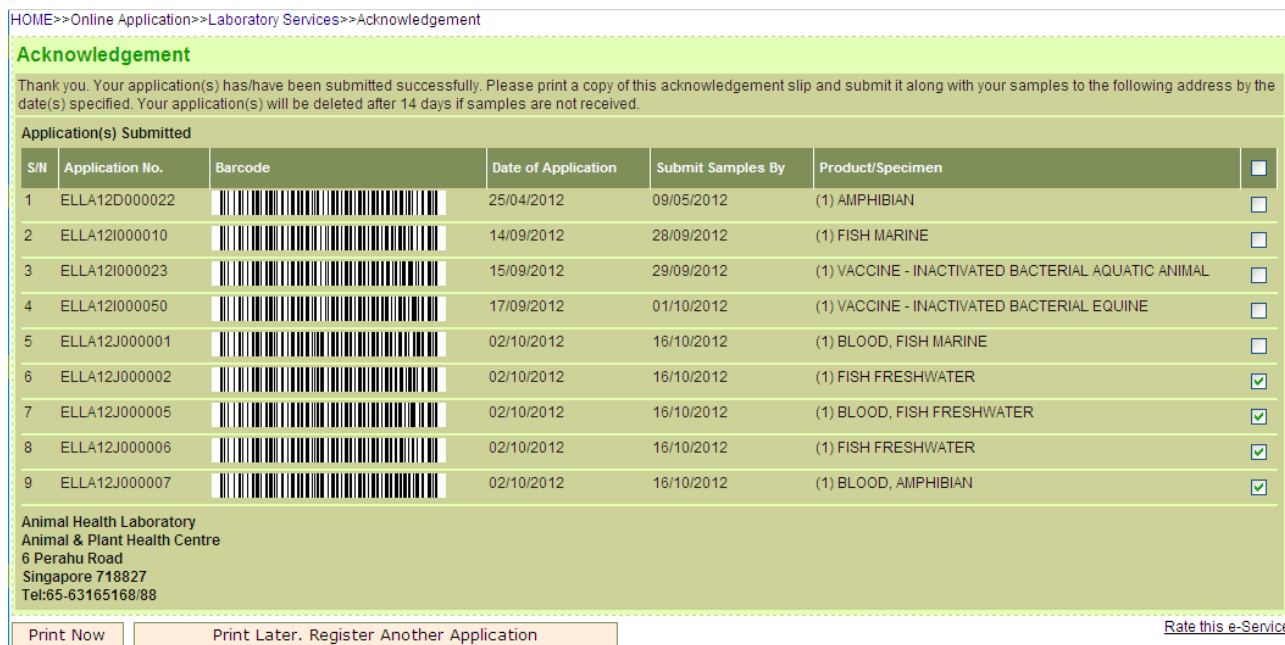


Figure 15: Acknowledgement Screen


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

**Inspection & Laboratory e-Services**

**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	ELLA19D000002		05/04/2019	19/04/2019	(1) WATER FARM

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

Figure 16: 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 preference page.

#### **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: ELLA09G000012  
 Your Lab Application has been accepted.  
 Lab Application No: AFWL20090700001

Sample by Email

Subject: Lab Service Acknowledgement

Lab Application Service Acknowledgement No.: ELLA09G000012

Name: Dr Angeline Tan

Lab Application No: AFWL20090700001

Your Lab Application has been accepted.

\*\*\*\*\*

This is a 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 ELHV09E000002 has been rejected.

Sample by Email

Subject: Lab Application Rejected  
Name: Dr Angeline Tan  
Your Lab Application request ELHV09E000002 has been rejected.  
\*\*\*\*\*  
This is a 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: ELLA09G000012  
Result(s) is ready. Status – Approved. Please view online after payment.

Sample by Email

Subject: Lab Results. Status: Approved  
Lab Application Service Acknowledgement No: ELLA09G000012  
Lab Application No: AFWL20090700001  
Name: Dr Angeline Tan  
Laboratory test result(s) is ready. Please note that for non-GIRO customers, payment is required before you can view the results.  
\*\*\*\*\*  
This is a computer generated email.