

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

### TESTING OF ANIMAL PATHOGENS & VETERINARY BIOLOGICS..... 1

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## 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 Mammalian Specimens

### Select Application Form for Mammals

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

**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 - Mammals**

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.
2. To add details for Group Animals, click on the '+' to expand the section or '-' to collapse the section.
3. To add details to Mandatory for Post Mortem details, click on the '+' to expand the section or '-' to collapse the section.
4. To add details to Farm/Location details, click on the '+' to expand the section or '-' to collapse the section.
5. To add details to Animal/Pet's Information, click on the '+' to expand the section or '-' to collapse the section.
6. To add details to Clinical Management details, click on the '+' to expand the section or '-' to collapse the section.
7. To add details to Vaccination History, click on the '+' to expand the section or '-' to collapse the section.
8. To add details to Quarantine Information, click on the '+' to expand the section or '-' to collapse the section.

HOME>>Online Application>>Laboratory Services>>Mammals (Companion/Livestock/Exotic)

Instruction [Show]

Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)  
 Application: Mammals (Companion/Livestock/Exotic)  
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

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

**Specimen Details**

**Specimen**

Purpose of Test \*

Country of Birth/Origin \*

Referring Veterinarian

For Group Animals: [-]

No. on Premises  No. in Group/Pen

No. Sick  No. Dead  No. at Risk

Herd/Group ID  House/Pen No.

Mandatory for Post Mortem: [-]

Animal  Alive  Dead

Save Remains For Burial/Cremation

Remarks

**Farm/Location Details [-]**

Farm/Location Name

Farm/Location Address  Local  Foreign

Postal Code  Refresh

Block/House/Lot No.

Street Name

Level & Unit No.  -

Building Name

Country

**Animal/Pet's Information [-]**

Owner

Name of Animal  ID/Microchip No.

Gender  Male (Intact)  Female (Intact)  Male (Neutered)  Female (Spayed)

Age  yrs  mths  weeks Date of Birth

Countries of Residence Please list the Countries of Residence if different from Country of Birth for the past 2 years.

**Clinical History & Management**

Healthy \*  Yes  No

Clinical Management (Signs, Treatment & Remarks): [-]

**Vaccination History [-]**

**Quarantine Information [-]**

In Quarantine - Import Licence No.

To be Exported

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

Figure 4: Specimen Details – add details

**Samples & Tests**

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

HOME>>Online Application>>Laboratory Services>>Mammals (Companion/Livestock/Exotic)

Instruction [Show]

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 Application: Mammals (Companion/Livestock/Exotic)  
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

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

**Samples & Tests**

Specimen Listing

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

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

**How to Add Test(s)**

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

HOME>>Online Application>>Laboratory Services>>Mammals (Companion/Livestock/Exotic)

Instruction [Show]

Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)  
 Application: Mammals (Companion/Livestock/Exotic)  
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

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

**Samples & Tests**

Specimen Listing

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

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

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

### Assign Tests

**Examination/Diagnostic Tests**

<input type="checkbox"/> Post-mortem Examination (Cat/Dog)	<input type="checkbox"/> Cytology	<input type="checkbox"/> Histopathology (attach dermatology form for skin cases)
<input type="checkbox"/> Routine aerobic bacterial culture	<input type="checkbox"/> Routine fungal culture	<input type="checkbox"/> <i>Salmonella</i> culture
<input type="checkbox"/> Haemoparasites blood smear	<input type="checkbox"/> Fecal Flotation Test (qualitative)	<input type="checkbox"/> <i>Toxoplasma gondii</i> IFAT (cats & dogs only)
<input type="checkbox"/> <i>Babesia gibsoni</i> IFAT	<input type="checkbox"/> <i>Ehrlichia canis</i> IFA (qualitative)	

**Import / Export Tests**

<input type="checkbox"/> <i>Brucella canis</i> TAT	<input type="checkbox"/> <i>Leptospira canicola</i> MAT	<input type="checkbox"/> <i>Ehrlichia canis</i> IFA (qualitative)
<input type="checkbox"/> Hookworm Flotation Test (qualitative)	<input type="checkbox"/> Knott's microfilariae test	<input type="checkbox"/> <i>Dirofilaria immitis</i> rapid ELISA test
<input type="checkbox"/> <i>Babesia gibsoni</i> IFAT	<input type="checkbox"/> <i>Leishmania infantum</i> /donavani ELISA	<input type="checkbox"/> Isolation of <i>Taylorella equigenitalis</i>
<input type="checkbox"/> Isolation of <i>Streptococcus equi</i> subsp. <i>Equi</i>	<input type="checkbox"/> Equine influenza PCR	<input type="checkbox"/> EIA Coggin's test
<input type="checkbox"/> EVA SNT	<input type="checkbox"/> <i>Theileria equi</i> IFAT	<input type="checkbox"/> <i>Babesia caballi</i> IFAT

**Other Tests**

**Search for Other Tests**  
 Laboratory:  ▼  
 Test Description:

**Figure 7: Assign Tests Popup Window**

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

**Import / Export Tests**

<input type="checkbox"/> <i>Brucella canis</i> TAT	<input type="checkbox"/> <i>Leptospira canicola</i> MAT	<input type="checkbox"/> <i>Ehrlichia canis</i> IFA (qualitative)
<input type="checkbox"/> Hookworm Flotation Test (qualitative)	<input type="checkbox"/> Knott's microfilariae test	<input type="checkbox"/> <i>Dirofilaria immitis</i> rapid ELISA test
<input type="checkbox"/> <i>Babesia gibsoni</i> IFAT	<input type="checkbox"/> <i>Leishmania infantum /donavani</i> ELISA	<input type="checkbox"/> Isolation of <i>Taylorella equigenitalis</i>
<input type="checkbox"/> Isolation of <i>Streptococcus equi</i> subsp. <i>Equi</i>	<input type="checkbox"/> Equine influenza PCR	<input type="checkbox"/> EIA Coggin's test
<input type="checkbox"/> EVA SNT	<input type="checkbox"/> <i>Theileria equi</i> IFAT	<input type="checkbox"/> <i>Babesia caballi</i> IFAT

**Other Tests**

**Search for Other Tests**

Laboratory:

Test Description:

52 test(s) found

<input type="checkbox"/>	S/N	Test Description
<input type="checkbox"/>	1	Isolation of Aeromonas
<input type="checkbox"/>	2	Isolation of Leptospira
<input type="checkbox"/>	3	Isolation of <i>Listeria monocytogenes</i>
<input type="checkbox"/>	4	Isolation of Mycobacterium
<input type="checkbox"/>	5	Isolation of Mycoplasma
<input type="checkbox"/>	6	Isolation of Methicillin-resistant <i>Staphylococcus aureus</i>
<input type="checkbox"/>	7	Isolation of <i>Pasteurella</i>
<input type="checkbox"/>	8	Isolation of <i>Vibrio parahaemolytica</i>
<input type="checkbox"/>	9	Isolation of <i>Bordetella Bronchiseptica</i>
<input type="checkbox"/>	10	Isolation of <i>Escherichia coli</i>

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

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

HOME>>Online Application>>Laboratory Services>>Mammals (Companion/Livestock/Exotic)

Instruction [Show]

Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)  
 Application: Mammals (Companion/Livestock/Exotic)  
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Specimen Details **Samples & Tests** My Preference

### Samples & Tests

Specimen Listing

S/N	Sample Marking	1. Species 2. Breed 3. Specimen Description	No. of Samples	Test(s)	
1	<input type="text"/>	1. <input type="text"/> 2. <input type="text"/> 3. <input type="text"/>	1	Haemoparasites	<input type="checkbox"/>
			1	Bacteriological examination (Routine)	<input type="checkbox"/>
2	<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  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  :  :  AM  
 To  :  :  AM

Back to Laboratory Services Proceed to Preview Page Save Draft

**Figure 9: Samples & Tests - Selected Tests**

9. Specify the No. of Sample(s), default is 1.
10. Click on 'Add Sample' button to add another sample row.
11. Click on 'Delete Sample' to delete selected sample row(s)
12. Click on 'Replicate Sample' and enter no of times to replicate/copy selected sample row(s).

## Sampling

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

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

Back to Laboratory Services Proceed to Preview Page Save Draft

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**Figure 10: Sampling Section**

Fill in the information in the Sampling details.

## My Preference



HOME>>Online Application>>Laboratory Services>>Mammals (Companion/Livestock/Exotic)

Instruction [Show]

Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)  
 Application: Mammals (Companion/Livestock/Exotic)  
 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

**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. ELLA12J000013) will be generated.

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**

HOME>>Online Application>>Laboratory Services>>Mammals (Companion/Livestock/Exotic)

Instruction [Show]

Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)  
 Application: ELLA12J000013; Mammals (Companion/Livestock/Exotic)  
 Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO

Specimen Details Samples & Tests My Preference

**Application has been successfully saved as Draft. Service Acknowledgement No: ELLA12J000013**

**Specimen Details**

Specimen

Purpose of Test \* Export

**Figure 12: Save Draft**

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



**Figure 13: Preview Page**

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

**Testing of Animal Pathogens & Veterinary Biologics (Application is for Myself)**  
 Application: ELLA19D000017; **Mammals (Companion/Livestock/Exotic)**  
 Applicant: NSTESTER; MDM tester; 808B, CHOACHU KANG AVENUE 1, KEAT HONG AXIS, SINGAPORE 682808;

**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 (\$S)	Net Amt (\$S)
1	Histopathology	Histopathology-tissue	1	34.35	34.35
				<b>Total Fees ( Before GST )</b>	<b>34.35</b>
				<b>Total GST</b>	<b>2.40</b>
				<b>Total Fees ( After GST )</b>	<b>36.75</b>

**Declaration**  
 I declare that the information provided here is true and correct at the time of application and I am fully aware of the conditions laid down by the National Parks Board.

**Figure 14: Cost Estimation**













6. Click on **Back to Preview Page** if you wish to make changes to your application.
7. 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	ELLA12D000022		25/04/2012	09/05/2012	(1) AMPHIBIAN	<input type="checkbox"/>
2	ELLA12I000010		14/09/2012	28/09/2012	(1) FISH MARINE	<input type="checkbox"/>
3	ELLA12I000023		15/09/2012	29/09/2012	(1) VACCINE - INACTIVATED BACTERIAL AQUATIC ANIMAL	<input type="checkbox"/>
4	ELLA12I000050		17/09/2012	01/10/2012	(1) VACCINE - INACTIVATED BACTERIAL EQUINE	<input type="checkbox"/>
5	ELLA12J000001		02/10/2012	16/10/2012	(1) BLOOD, FISH MARINE	<input type="checkbox"/>
6	ELLA12J000002		02/10/2012	16/10/2012	(1) FISH FRESHWATER	<input type="checkbox"/>
7	ELLA12J000005		02/10/2012	16/10/2012	(1) BLOOD, FISH FRESHWATER	<input type="checkbox"/>
8	ELLA12J000006		02/10/2012	16/10/2012	(1) FISH FRESHWATER	<input type="checkbox"/>
9	ELLA12J000007		02/10/2012	16/10/2012	(1) BLOOD, AMPHIBIAN	<input type="checkbox"/>
10	ELLA12J000008		03/10/2012	17/10/2012	(1) VACCINE - INACTIVATED VIRAL COMPANION ANIMAL	<input type="checkbox"/>
11	ELLA12J000009		03/10/2012	17/10/2012	(1) VACCINE - INACTIVATED BACTERIAL COMPANION ANIMAL	<input type="checkbox"/>
12	ELLA12J000011		03/10/2012	17/10/2012	(1) DOG/CAT FOOD	<input checked="" type="checkbox"/>
13	ELLA12J000012		03/10/2012	17/10/2012	(1) BIRD, ORNAMENTAL	<input checked="" type="checkbox"/>
14	ELLA12J000013		03/10/2012	17/10/2012	(1) FAECAL SWAB - CAT	<input checked="" type="checkbox"/>

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

[Rate this e-Service](#)

**Figure 15: Acknowledgement Screen**

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






<b>Inspection &amp; Laboratory e-Services</b>					
<b>Acknowledgement</b>					
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.					
<b>Application(s) Submitted</b>					
S/N	Application No.	Barcode	Date of Application	Submit Samples By	Product/Specimen
1	ELLA19D000002		05/04/2019	19/04/2019	(1) WATER FARM
2	ELLA19D000003		05/04/2019	19/04/2019	(1) VACCINE - INACTIVATED BACTERIAL COMPANION ANIMAL
3	ELLA19D000004		05/04/2019	19/04/2019	(1) DOG/CAT FOOD (CONTAINING MEAT)
4	ELLA19D000005		05/04/2019	19/04/2019	(1) CLOACAL SWAB - CHICKEN BROILER
5	ELLA19D000006		05/04/2019	19/04/2019	(1) FISH MEAL
<b>Animal Health Laboratory</b> <b>Animal &amp; Plant Health Centre</b> <b>6 Perahu Road</b> <b>Singapore 718827</b> <b>Tel:65-63165168/88</b>					
<input type="button" value="Print"/> <input type="button" value="Close"/>					

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.

### 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.