

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

INSPECTION APPOINTMENT BOOKING..... 1

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Inspection Appointment Booking

This function allows you to book an inspection appointment with our officers on:

- Import Inspection of Fresh Fruits Vegetables
- Import Inspection of Plants
- Import Inspection of Dragon Fish
- Export Inspection of Dragon Fish
- Import Inspection of Meat & Fish
- Import Inspection of Processed Food
- Export Inspection of Vet Health Certificate

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.
- 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.
- For Inspection Booking via SMS, you need to specify your mobile phone number in your user profile. Please ensure that the mobile phone number given is correct.

How to Book an Appointment

1. Go to **Online Application** → **Inspection Appointment Booking** on the navigation menu bar. The following screen will be displayed.

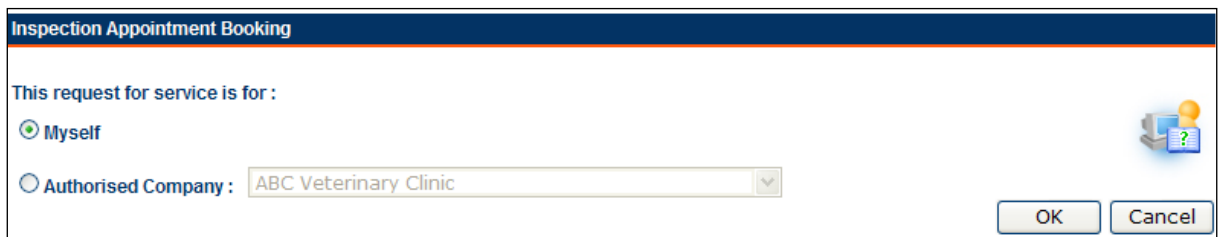


Figure 1: Service Representative Selection

2. This screen allows you to apply for a service as an individual or on behalf of the company.
 - To apply as an individual, select **Myself** and click on **OK**.
 - To apply on behalf of the company, select **Authorised Company** and select the company from the list. Click on **OK** to proceed.
3. The following **Inspection Appointment Booking** screen will be displayed.
Customer Ref No and **Company Name** will be displayed only if **Authorised Company** is selected.

Figure 2: Inspection Appointment Booking – Select Inspection Type

4. Select an **Inspection Type** and click **Next**. The form for the selected Inspection Type will be displayed.

Figure 3: Inspection Appointment Booking – Import Inspection of Fresh Fruits Vegetables


Request for Post Entry Inspection for Plant - (Step 2/3)

Instruction

1. This online booking for post-entry inspection may take you 5 minutes to fill in.
2. Post-entry inspection services are available during the following office hours: Mondays to Fridays: 9.30am - 4.00pm (off-site) / 8.30am - 12.00pm, 2.00pm - 4.30pm (at our office).
3. To book for a post-entry inspection, the following information is required: Cargo Clearance Permit Ref. No., the inspection date and the inspection location.
4. All applications for post-entry inspection services must be submitted at least one working day before the inspection date.

[more info](#)

Requestor Information

Requestor Name ANIMAL & PLANT HEALTH CENTRE
Address Blk 6 , PERAHU ROAD
 718827 

Inspection Premises Contact Information

Contact Person * YEO S C
Telephone * 63165168

CCP Information

1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>
5.	<input type="text"/>
6.	<input type="text"/>
7.	<input type="text"/>
8.	<input type="text"/>
9.	<input type="text"/>
10.	<input type="text"/>

Inspection Information

Inspection Location *

Premises Code
 Other Appointed Place

Postal Code *

Street/Road Name *

Block/House No *

Level & Unit No -

Building Name

Date of Inspection * (dd/mm/yyyy)

Remarks

To Receive Inspection Confirmation By

SMS **Mobile No.**

Email **Email Address**

Figure 4: Inspection Appointment Booking – Import Inspection of Plants

Request for Dragon Fish Import Inspection - (Step 2/3)

Instruction

1. This form may take you 10 minutes to fill in.
2. The application must be submitted one week in advance of inspection date.
3. CITES permit issued by AVS must be submitted as supporting document for the inspection.
4. All import inspections are conducted at Changi Animal & Plant Quarantine station (CAPO) at Changi Airfreight Centre unless specified by AVS.

[more](#)

Requestor Information

Requestor Name: ANIMAL & PLANT HEALTH CENTRE
 Address: Blk 6, PERAHU ROAD, 718827

Inspection Premises Contact Information

Contact Person *: YEO S C
 Telephone *: 63165168

Permit Information

CITES Permit No. *

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

[Add more](#)

Import Export

Total No.

Country of Origin/Destination *: --Select One-- ▼

Shipment Arrival/Departure Date Time (dd/mm/yyyy)

Flight No.

Airway Bill No.

Inspection Information

Inspection Location * Air Freight Centre (CAPO) Other Appointed Place

Date of Inspection * (dd/mm/yyyy)

Time of Inspection * (HHMM,24hrs format)

Remarks

To Receive Inspection Confirmation By SMS Email

Mobile No.

Email Address

[Add](#) [ImportDataFile](#)

Figure 5: Inspection Appointment Booking – Import Inspection of Dragon Fish

Request for Dragon Fish Export Inspection - (Step 2/3)

Instruction

1. This form may take you 10 minutes to fill in.
2. The application must be submitted one week in advance of inspection date.
3. CITES permit issued by AVS must be submitted as supporting document for the inspection.
4. All export inspections must be conducted at premises indicated in application or specified by AVS. Consignments must be presented at CAPQ prior to export.

Requestor Information

Requestor Name ANIMAL & PLANT HEALTH CENTRE
Address Blk 6 , PERAHU ROAD
 718827

Inspection Premises Contact Information

Contact Person * YEO S C
Telephone * 63165168

Permit Information

CITES Permit No. *

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

Import Export

Total No.

Country of Origin/Destination * --Select One--

Shipment Arrival/Departure Date Time (dd/mm/yyyy)

Flight No.

Airway Bill No.

Inspection Information

Inspection Location * **Premises Code** [Search](#)

Premises Name
Postal Code
Street/Road Name
Block/House No.
Level & Unit No.
Building Name

OFS's office (SRS)
 Air Freight Centre (CAPQ)
 Other Appointed Place

Date of Inspection * (dd/mm/yyyy)

Time of Inspection * (HHMM,24hrs format)

Remarks

To Receive Inspection Confirmation By

SMS **Mobile No.**

Email **Email Address**

Figure 6: Inspection Appointment Booking – Export Inspection of Dragon Fish

Request for Meat and Fish Product Import Inspection - (Step 2/3)

Instruction

1. This form may take you 10 minutes to fill in.
2. Please note that all bookings must be submitted one day before the inspection date. Please also ensure that all information submitted for your requests are correct to facilitate our processing.
3. All cargo clearance permits and any other supporting documents (eg. health certificates, invoices, packing lists etc.) for the imported consignment must be submitted to SFA during the inspection.
4. Please note that as an importer, you are responsible for the imported consignment and you have to fulfil the conditions stated in the permit.

[more](#)

Requestor Information

Requestor Name ANIMAL & PLANT HEALTH CENTRE
Address Blk 6 , PERAHU ROAD
 718827

Inspection Premises Contact Information

Contact Person * YEO S C
Telephone * 63165168

Receive Inspection Confirmation

SMS **Mobile No.**
 Email **Email Address**

CCP Information

	Contained Chilled Item?
1. <input type="text"/>	<input type="checkbox"/> Yes
2. <input type="text"/>	<input type="checkbox"/> Yes
3. <input type="text"/>	<input type="checkbox"/> Yes
4. <input type="text"/>	<input type="checkbox"/> Yes
5. <input type="text"/>	<input type="checkbox"/> Yes
6. <input type="text"/>	<input type="checkbox"/> Yes
7. <input type="text"/>	<input type="checkbox"/> Yes
8. <input type="text"/>	<input type="checkbox"/> Yes
9. <input type="text"/>	<input type="checkbox"/> Yes
10. <input type="text"/>	<input type="checkbox"/> Yes

Inspection Information

Inspection Location * Premises Code
 Other Appointed Place
Postal Code * [Search](#)
Street/Road Name *
Block/House No *
Level & Unit No -
Building Name

Date of Booking * 05/04/2019
Date of Inspection * (dd/mm/yyyy)

Remarks

(For request on preferred time of inspection, our inspectors will try their best to meet the request whenever possible. Thank you for your understanding.)

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Figure 7: Inspection Appointment Booking – Import Inspection of Meat & Fish

Request for Processed Food Import Inspection - (Step 2/3)

Instruction

1. This form may take you 10 minutes to fill in.
2. Please note that all bookings must be submitted one day before the inspection date. Please also ensure that all information submitted for your requests are correct to facilitate our processing.
3. All cargo clearance permits and any other supporting documents (eg. health certificates, invoices, packing lists etc.) for the imported consignment must be submitted to SFA during the inspection.
4. Please note that as an importer, you are responsible for the imported consignment and you have to fulfil the conditions stated in the permit.

[more](#)

Requestor Information

Requestor Name ANIMAL & PLANT HEALTH CENTRE
Address Blk 6 , PERAHU ROAD
 718827

Inspection Premises Contact Information

Contact Person * YEO S C
Telephone * 63165168

Receive Inspection Confirmation

SMS **Mobile No.**
 Email **Email Address**

CCP Information

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

Inspection Information

Inspection Location * Premises Code
 Other Appointed Place

Postal Code * [Search](#)
Street/Road Name *
Block/House No *
Level & Unit No -
Building Name

Date of Booking * 05/04/2019
Date of Inspection * (dd/mm/yyyy)
Remarks

(For request on preferred time of inspection, our inspectors will try their best to meet the request whenever possible. Thank you for your understanding.)

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Figure 8: Inspection Appointment Booking – Import Inspection of Processed Food

Request for Vet Health Certificate Inspection - (Step 2/3)

Instruction

- This form may take you 10 minutes to fill in.
- All bookings should be made at least two working days before the requested date of inspection. inspection fees for these bookings would be charged at \$38/hr or part thereof.
- Booking which is submitted one working day before the actual inspection date will be assessed as urgent. Such bookings are subject to the availability of inspectors. If confirmed, inspection fees of \$80/hr or part thereof will be charged.
- Supporting documents (e.g. health certificate of ingredients of animal origin, heat treatment record during production) should be uploaded before the inspection.

[more](#)

Requestor Information

Requestor Name ANIMAL & PLANT HEALTH CENTRE
Address Blk 6, PERAHU ROAD
 718827

Inspection Premises Contact Information

Contact Person * YEO S C
Telephone * 63165168

Lab Application Information

Choose Lab Applications ...

-
-
-
-
-
-
-
-
-
-

Inspection Information

Inspection Location * **Premises Code** SGSP95D0013 [Search](#)
Premises Name HENG GUAN POULTRY INDUSTRIES PTE LTD
Postal Code 758280
Street/Road Name SENOKO CRESCENT
Block/House No. 32
Level & Unit No. -
Building Name
 Other Appointed Place

Date of Booking * 05/04/2019
Date of Inspection * (dd/mm/yyyy)
Time of Inspection * AM PM

Remarks

To Receive Inspection Confirmation By SMS **Mobile No.**
 Email **Email Address**

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Figure 9: Inspection Appointment Booking – Export Inspection of Vet Health Certificate

- Read through the instruction in the **Instruction** panel.
- Please note that all requests must be submitted one working day before inspection and by 12 noon in order for all applications to be processed.
- The **Requestor Information** and **Contact Information** will be auto populated based on your user profile (if apply as an individual) or the selected company profile (if apply on behalf of the company).
- Enter the required information on the screen and click on **Confirm Appointment**.
- Verify the information displayed on the screen.
 - Click on **Printer Friendly** to print the booking details.
 - Click on **Draft** to save the appointment booking as draft. To resume a draft appointment booking, go to **My Applications** → **Appointment Booking Enquiry** on the navigation menu bar.

- Click on **Submit** to submit the appointment booking. The following acknowledgement page will be displayed.
- Click on **Back** to edit information.

Acknowledgement	
Your application have been successfully submitted and will be processed. Please check your booking status under Appointment Booking and Result Enquiry.	
Appointment Application No.	EIIS19D000002 (CA9C937309D)
Date of Booking	05/04/2019
Date of Inspection	11/04/2019
Address of Inspection	GUARDIAN HEALTH AND BEAUTY Blk 1, JELEBU ROAD # B2 - 01/02 Singapore 677743
Remarks	Estimated duration of Inspection : 0.5 working day
<input type="button" value="Print Acknowledgement"/> <input type="button" value="Save (PDF)"/> <input type="button" value="Close"/>	

Figure 10: Inspection Appointment Booking – Acknowledgement Page

10. Click on **Print Acknowledgement** to print the acknowledgment page. The following print preview page will be displayed.
11. Click on **Print**.

<u>Inspection Appointment Booking Application Acknowledgement</u>	
Appointment Application No.	EIIS09H000003
CCP No.	IG9A005751Z
Date of Inspection	31/08/2009
Address of Inspection	ABC Research Co
Remarks	Estimated duration of Inspection : 0.5 working day
<input type="button" value="Print"/> <input type="button" value="Close"/>	

Figure 11: Inspection Appointment Booking – Print Acknowledgement Page

SMS and Email Notifications

You will receive the following SMS and/or email notifications if you have indicated to receive inspection confirmation by SMS and/or email in your appointment booking via online Web page. For inspection booking via SMS, you will only receive the SMS notifications.

Appointment Booking Confirmation

- **Approved Inspection Appointment Booking**

You will receive a message for an approved inspection appointment booking by email and/or SMS.

Sample by SMS

(17/04/2009) Booking Appointment No (EIIP09D000012), CCP No (IG81159746R) have been Approved. Inspection Date: (18/04/2009)

Sample by Email

Subject : Inspection Booking Appointment Status – Approved

Booking Appointment No: EIIP09D000012
 CCP No: IG81159746R
 Name: Angeline

Your Appointment for eService– Inspection Appointment Booking has been approved successfully.

Below is the Inspection Booking details:

Date: 18/04/2009
 Time: 1330

Remark:

 This is a computer generated email.

- **Rejected Inspection Appointment Booking**

You will receive a message for rejected inspection appointment booking either by email and/or SMS.

Sample by SMS

(17/04/2009) Booking Appointment No (EIIP09D000012), CCP No (IG81159746R) have been Rejected.

Sample by Email

Subject : Inspection Booking Appointment Status – Rejected

Booking Appointment No: EIIP09D000012
 CCP No: IG81159746R
 Name: Angeline

Your Appointment for eService - Inspection Appointment Booking has been rejected. Please contact Administrator for more information.

Remark:

 This is a computer generated email.

- **Inspection Not Required**

You will receive a notification for cargo clearance permit that does not require inspection if you chose to be notified either by email and/or SMS.

Sample by SMS

(17/04/2009) Booking Appointment No (EIIP09D000012), CCP No (IG81159746R) have been have not been Needed for Inspection.

Sample by Email

Subject: Inspection Booking Appointment Status – Inspection Not Required

Booking Appointment No: EIIP09D000012
CCP No: IG81159746R
Name: Angeline

Your Appointment for eService - Inspection Appointment Booking has not been needed for Inspection. Please contact Administrator for more information.

Remark:

This is a computer generated email.