# 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 1 Application Section 2

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.

Aqr	i-Food & Veterin	arv	Integrity	Service	Excellence	
AVA	Authority of Singapore					
Walcome to Inspection & Laboratory	o Sonicos, Miss Michollo Cui You	Flash Jacob Was 04 Oct 2012 40:45:42	Search	Hala	Go	
Home	HOME>>Online Application>>Labo	pratory Services		neih	Loyout	
Online Application Inspection Appointment	Laboratory Services					
Booking	This request is for *	⊙ Myself				
<ul> <li>Food Factory Consultation</li> </ul>		O Authorised Company - Select One -				
Laboratory Services	Type of Service *	O Testing of Animal Pathogens & Veterinary Biologics				
My Applications		O Food Testing and Export Health Certification (Veterinary Health Certificate for Meat, Fish & Dairy Products)				
<ul> <li>Resume Draft Lab Application</li> </ul>		Plant Health Diagnostic Services				
<ul> <li>Copy Lab Application</li> </ul>	Type of Application *	Commercial				
<ul> <li>Appointment Booking Enquiry</li> </ul>						
<ul> <li>Make Payment</li> </ul>	Register New Applicati	on				

## **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.

HOME>>Online Application>>L	aboratory Services>>Commerc	cial				_			
Instruction [Show]									
Plant Health Diagnostic Servi Application: Commercial Applicant: 199507363H; MS M	ces (Application is for Authoria ichelle Gui; HENG GUAN POUL	sed Company) TRY IND PTE LTD	; 32, SENOKO CRESCE	NT, SENOKO INDUS	TRIAL ESTATE, SINGAPO	RIE 758280; GIF	20		
Samples & Tests	My Preference	Submitter De	etails						
Samples & Tests									
Sample Listing									
C/II Comple Maddinet	1. Sample Type		Complete anti-	C	Diagona D		Testin		

## 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

HOME>	>Online Application>	>Laboratory Services>>Co	mmercial					
Instru	ction [Show]							
Plant H Applica Applica	Health Diagnostic Ser ation: Commercial ant: 199507363H; MS	rvices (Application is for A Michelle Gui; HENG GUAN	uthorised Company)	D; 32, SENOKO CRESC	ENT, SENOKO INDUSTF	RIAL ESTATE, SINGAPORE 758280;	GIRO	
5	Samples & Tests	My Preference	Submitter D	)etails				
Sam	ples & Tests							
Samp	ole Listing							
S/N	Sample Marking	1. Sample Type * 2. Sample Name * 3. Sample Description		Sample Location	Symptom	Disease Distribution	Test(s)	
1		Select One	~	Select One 🛛 👻		Select One 💉	<ul> <li>I</li> </ul>	
			٩,					
		No Item	~					
			Assign Tests	Add Sample	Delete Sample	Replicate Sample Rep	olicate 0	time(s)
	Back to Laborato	ory Services	Proceed to Previ	ew Page Sa	ave Draft			

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 raw/sample to add test. Click on **Assign Tests**. The **Assign Tests Popup** window will appear as shown below:

ном	E>>Online Application>	>Laboratory Services>>C	Commercial							
Inst	Instruction [Show]									
Plan Appl Appl	t Health Diagnostic Se ication: Commercial icant: NSMICHELLE; M	rvices (Application is for S Michelle Gui; 1, MARITI	Myself) Me Square, , Harbourf	RONT CENTRE, SINGA	PORE 099253; NON-GIF	20				
	Samples & Tests	My Preference	e Submitter D	etails						
Sa	mples & Tests									
Sa	nple Listing									
s	N Sample Marking*	1. Sample Type 2. Sample Name 3. Sample Description	n *	Sample Location*	Symptom*	Disease Dis	tribution Test(s)			
1		Select One	~	Select One 🛛 👻		Select O	ne 💙	( 🗹 )		
			9					$\sim$		
		No Item	▼							
			Assign Tests	Add Sample	Delete Sample	Replicate Sample	Replicate 0	time(s)		
	Back to Laborato	ory Services	Proceed to Previe	ew Page Sa	ve Draft					

# Figure 4: Sample & Test Details Section

Assign Tests			
Other Tests		_	
			Assign Selected Tests
Search for Other Tests			
Laboratory	All	<b>~</b>	
Test Description			Search

# 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.

Assign Tests										
Other Tests										
BFE & ME (Discounted under NPCPT)     BFE & ME(Trogoderma granarium)-     ENTO-001										
Assign Selected Tests										
Search for Other Tests										
Laboratory All										
Test Description %	Search									
173 test(s) found										
S/N Test Description										
1 BFE & ME (Discounted under NPCPT)										
2 BFE & ME (Ephestia elutella)										
3 BFE & ME(Hypothenemus hampei)										
4 BFE & ME(Trogoderma granarium)-ENTO-001										
5 BFE & ME(Lasioderma serricome)										
6 Tissue Extraction & Microscopic Examination										
Visual Examination in Plant Clinic										
Carbon Nitrogen Ratio										
9 Soluble Calcium(as Ca)										
	Add									

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.

#### **INSPECTION & LABORATORY E-SERVICES**

## Online Application >> Plant Health Diagnosis Services

HOME>>Online Application>>	Laboratory Services>>	Commercial						_
Instruction [Show]								
Plant Health Diagnostic Ser Application: Commercial Applicant: NSMICHELLE; MS	vices (Application is fo Michelle Gui; 1, MARIT	r Myself) Me Square, , harbouri	FRONT CENTRE, SING	APORE 099253; NON-GI	RO			
Samples & Tests	My Preference	e Submitter I	Details					
Samples & Tests								
Sample Listing								
S/N Sample Marking	1. Sample Type 2. Sample Name 3. Sample Description		Sample Location*	Symptom*	Disease Distribution	n Test(s)'	0	
1	Select One		Select One 💌		Select One	<ul> <li>BFE &amp; ME (Ephestia elutella)</li> </ul>	×	
	a NO DENTA					Tissue Extraction & Microscopic Examination	×	
		Assign Tests	Add Sample	Delete Sample	Replicate Sample	Replicate 0	time	e(s)
Back to Laborato	ry Services	Proceed to Previ	iew Page S	ave 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 Service	es>>Commercial							
Instruction [Show]	Instruction [Show]							
Plant Health Diagnostic Services (Application Application: Commercial Applicant: NSMICHELLE; MS Michelle Gui; 1, N	L <b>is for Myself)</b> IARITIME SQUARE, , HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO							
Samples & Tests My Pref	erence Submitter Details							
My Preference								
Sample Handling / Testing Instructions								
Results Reporting Instruction								
Preferred Method of Receiving Notification	SMS 🗹 Email							
Preferred Method of Receiving Report *	⊙ Fax O Mail O Email O 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 (App Application: Commercial Applicant: NSMICHELLE; MS Michelle (	Dication is for Myself) Gui; 1, MARITIME SQUAF	RE, , HARBOURFRONT CENTRE,	SINGAPORE 099253; NON-GIRO					
Samples & Tests	My Preference	Submitter Details						
Submitter Details								
Salutation/Title	~							
Submitter Name								
Submitter Company Name								
Back to Laboratory Servic	ces Pro	ceed to Preview Page	Save Draft					



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

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

	Assign Tests	Add Sample	Delete Sample
Back to Laboratory Services	Proceed to Pre	view Page	Save Draft
HOME>>Online Application>>Laboratory Services>>Cor	mmercial		
Instruction [Show]			
Plant Health Diagnostic Services (Application is for M Application: ELLP 12J000017; Commercial Applicant: NSMICHELLE; MS Michelle Gui; 1, MARITIME	lyself) E SQUARE, , HARBOURFRO	INT CENTRE, SINGAPOR	RE 099253; NON-GIRO
Samples & Tests Ny Preference	Submitter Deta	iis	
Application has been successfully saved as D	raft. Service Acknowle	dgement No: ELLP12	23000017
Samples & Tests			
Sample Listing			
4 Sample Tune 1			

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	10ME>>Online Application>>Laboratory Services>>Commercial>>Preview									
Plant Applie Applie	Plant Health Diagnostic Services (Application is for Myself) Application: ELLP12J000018; Commercial Applicant: NSMICHELLE; NS Michelle Gui; 1, MARITIME SQUARE, HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO									
San	Samples & Tests									
Sam	ple Listing									
S/N	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)		
Му	Preference									
Sam	nple Handling/ Testin	g Instructions								
Res	ults Reporting Instru	ctions								
Pref	erred Method of Rece	eiving Notification	SMS 🗹 E	mail						
Pref	erred Method of Rece	eiving Report	💿 Fax i 🔘 Ma	iil 🔿 Email 🔿 Self (	Collection					
Sub	omitter Details									
Salu	itation/Title									
Sub	Submitter Name									
Driv	Submitter Company Name									
PIII										
4	Amend Application	ו Pi	roceed 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>>Labo	ratory Services>>Estimation of Cost			
Plant Appli Appli	Health Diagnostic Services cation: ELLP12J000018; Con cant: NSMICHELLE; MS Mich	(Application is for Myself) imercial eli Gui, 1, MARITIME SQUARE, HARBOURFRONT CENTRE, SINGAPORE 099253; NON-GIRO			
Es	timation of Cost				
(Т	his is an estimated cost. To	al amount payable to be confirmed upon sample submission.)			
s	N Tests/ Services	Fee Description	Qty	Unit Amt (S <b>\$</b> )	Net Amt (S\$)
1	BFE & ME (Discounted under NPCPT)	Detection of pests-ELISA	1	26.50	26.50
			Total F	ees (Before GST )	26.50
				Total GST	1.85
			Total	Fees (After GST )	28.35
Dec					
I dec	are that the information giver	above is true and correct at the time of application and I am fully aware of the conditions laid down by the Ag	ri-Food 8	Veterinary Authorit	y of Singapore.
	Back to Preview Page	Confirm			

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				
1	ELLP12C000002		19/03/2012	02/04/2012	(1) ACACIA SPECIES				
2	ELLP12H000003		08/08/2012	22/08/2012	(1) VEGETABLES MIXED, FRESH				
3	ELLP12I000019		14/09/2012	28/09/2012	(1) WHEAT, WORKED				
4	ELLP12I000021		14/09/2012	28/09/2012	(1) WHEAT, WORKED				
5	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									
Pri	Print Now Print Later. Register Another Application Rate this e-Servi								

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).

C	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											
Sing Tel: Prir	apore 718827 65-63165168/88 nt Close										

Figure 14: Print Acknowlegement 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.