



E-BOOKING SERVICES

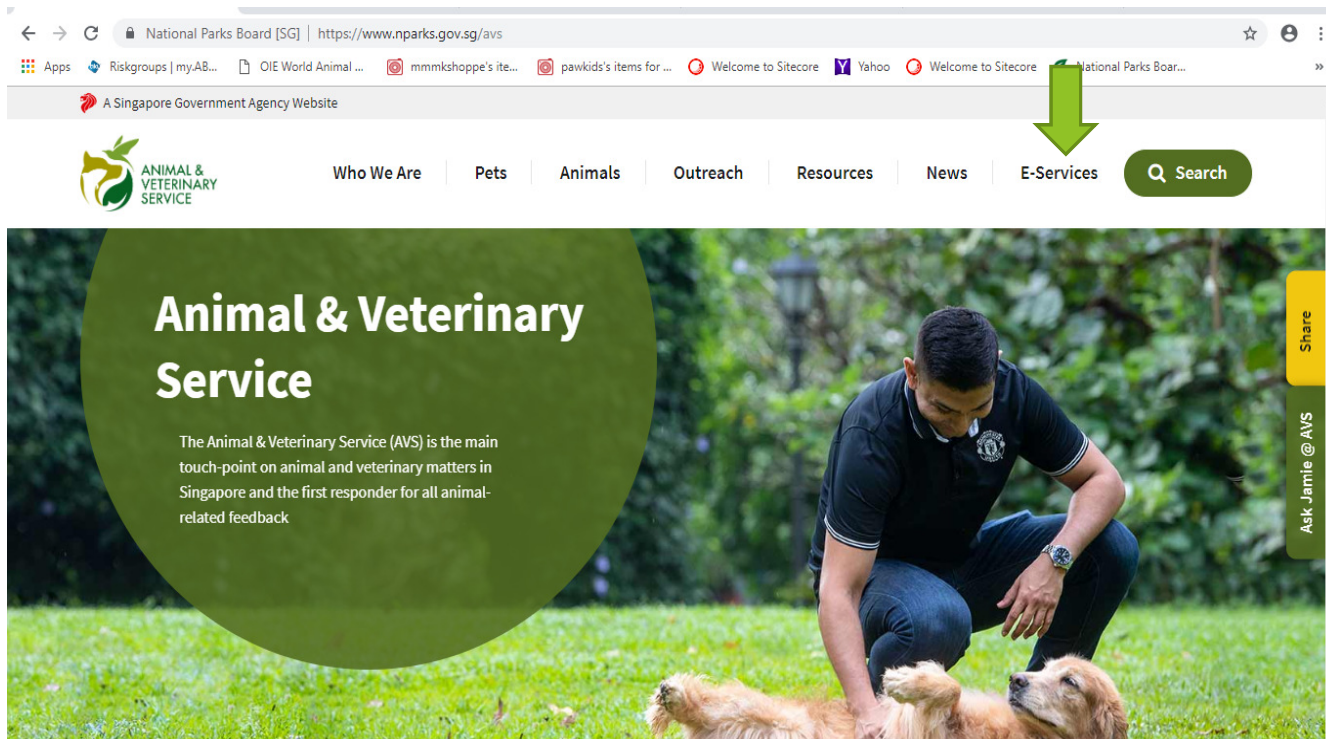
for
CAPQ and TCP

3 STEPS

- ▶ 1. Obtain an approved AVS permit
 - ▶ 2. Create an account
 - ▶ 3. Apply for e-booking appointment
- ▶ *No need to call, email or fax...*

Application in AVS Website

- ▶ Go to AVS website and select E-services



▶ Click Inspection & Laboratory e-Services

The screenshot shows a web browser window with the URL <https://www.nparks.gov.sg/avs/e-services>. The page header includes the NParks logo and navigation links: Who We Are, Pets, Animals, Outreach, Resources, News, and E-Services. A search bar is also present. The main content area displays a list of services under the 'E-Services' menu:

- > Free Sale Certificate for Vaccine and Animal Feed Premises
- > Application for a Licence to Manufacture and Process Animal Feed (Link to LicenceOne)
- > Veterinary Certificate
- > Quarantine Management System (QMS)
- > Inspection & Laboratory e-Services

A green arrow points to the 'Inspection & Laboratory e-Services' link. Below the list is a 'View less' link. At the bottom of the page, there is a small image of several goldfish in glass containers.

<https://www.nparks.gov.sg/avs/e-services>

► Log in with respective user name and password then click ‘Sign In’ icon

Singapore Food Agency **NATIONAL PARKS** **ANIMAL & VETERINARY SERVICE**

Singapore Government
Integrity • Service • Excellence

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Search by Keywords

Online Payment

Welcome to Inspection & Laboratory e-Services

Notice !

Login via

Singapore Personal Access

SingPass

Login via

Singapore Corporate Access

CorpPass

[More about CorpPass.](#)

Login via

Account

Format: NSxxxxxxxx (e.g. NSABCD1234)

[Forgot Password?](#)

[Request New Account](#)

[Need help?](#)

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Best viewed on IE10+ and above, latest Chrome, Firefox and Safari.
Adobe Reader is required for viewing and printing the Portable Document Format (PDF) documents.
Microsoft Office is required for viewing and printing the Excel & Word documents.

► Click 'Inspection Appointment Booking'

Welcome to Inspection & Laboratory e-Services, Mr Tester. Your last logon was 05-Sep-2014 21:53:25. [Help](#) [Logout](#)

Home HOME

Online Application

- Inspection Appointment Booking
- Laboratory Services

My Applications

- Resume Draft Lab Application
- Copy Lab Application
- Appointment Booking and Result Enquiry
- Make Payment
- Lab Application Status

Daily/Monthly Submission

- Monthly Production of Establishment
- Poultry - Daily Admission
- Poultry - Admission Enquiry
- Poultry - Condemnation
- Abattoir - Daily Admission
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses
- Monthly Production of Farm
- Farm Dossier Update

Singapore Food Agency

NATIONAL PARKS LET'S MAKE SINGAPORE OUR GARDEN

ANIMAL & VETERINARY SERVICE A cluster under NParks

Welcome to Inspection & Laboratory e-Services

Mr Tester

- ▶ Select 'Myself' for personal or 'Authorised company' for agents/traders. Scroll the drag down list and select respective company then click 'OK'

Welcome to Inspection & Laboratory e-Services, Mr Tester. Your last logon was 05-Sep-2014 21:53:25. [Help](#) [Logout](#)

Home

Online Application

- Inspection Appointment Booking
- Laboratory Services

My Applications

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- Copy Lab Application
- Appointment Booking and Result Enquiry
- Make Payment
- Lab Application Status

Daily/Monthly Submission

- Monthly Production of Establishment
- Poultry - Daily Admission
- Poultry - Admission Enquiry
- Poultry - Condemnation
- Abattoir - Daily Admission
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses
- Monthly Production of Farm
- Farm Dossier Update

Inspection Appointment Booking

This request for service is for:

Myself

Authorised Company:

- ▶ For ‘Myself’, select the respective type of inspection in the drag down list and click ‘Next’

HOME >> Online Application >> Appointment Booking Request

Request for Appointment Booking - (Step 1/3)

Inspection Appointment Booking

User ID: NSTESTER

User Name: Tester

Inspection Type *
-- Select One --
-- Select One --
Export Inspection for Animal and Products
Import Inspection for Animal and Products
Import Inspection of Plants
Pre-Export Inspection for Animal,meat and Seafood

Next Reset

Home

Online Application

- Inspection Appointment Booking
- Laboratory Services

My Applications

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- Make Payment
- Lab Application Status

Daily/Monthly Submission

- Monthly Production of Establishment
- Poultry - Daily Admission
- Poultry - Admission Enquiry
- Poultry - Condemnation
- Abattoir - Daily Admission
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses
- Monthly Production of Farm

- ▶ For ‘Authorised company’, select the respective type of inspection in the drag down list and click ‘Next’

HOME >> Online Application >> Appointment Booking Request

Online Application
Request for Appointment Booking - (Step 1/3)
Inspection Appointment Booking

• Inspection Appointment Booking
• Laboratory Services

My Applications
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Daily/Monthly Submission
• Monthly Production of Establishment
• Poultry - Daily Admission
• Poultry - Admission Enquiry
• Poultry - Condemnation
• Abattoir - Daily Admission
• Abattoir - Slaughter
• Abattoir - Temperature of Pig Carcasses

User ID: NSTESTER

User Name: Tester

Customer Ref No: 200006394W

Company Name: COMPANY NAME m0cn3ut9oar 6ef24sw

Inspection Type *
-- Select One --
-- Select One --
Export Inspection for Animal and Products
Export Inspection of Dragon Fish
Export Inspection of Vet Health Certificate
Harvest Inspection of Dragon Fish
Import Inspection Booking for Pathogen
Import Inspection for Animal and Products
Import Inspection for Poultry Eggs
Import Inspection for Veterinary Biologics
Import Inspection of Dragon Fish
Import Inspection of Fresh Fruits and Vegetables
Import Inspection of Meat & Fish
Import Inspection of Plants
Import Inspection of Processed Food
Pre-Export Inspection for Animal,meat and Seafood

Next Reset

► Read the instructions and fill in the required fields

Welcome to Inspection & Laboratory e-Services, Mr testac03. Your last logon was 19-Nov-2014 10:44:52. [Help](#) [Logout](#)

Home HOME>>Online Application>>Appointment Booking Request>>Appointment Booking

Online Application

- Inspection Appointment Booking
- Laboratory Services

My Applications

- Resume Draft Lab Application
- Copy Lab Application
- Appointment Booking and Result Enquiry
- Make Payment
- Lab Application Status

Daily/Monthly Submission

- Monthly Production of Establishment
- Poultry - Daily Admission
- Poultry - Admission Enquiry

Request for Import Inspection for Animals and Animal Products (Step 2/3)

Instruction

1. Inspection services at Changi Animal & Plant Quarantine (CAPQ) are available from 0800-2230H (SG time), Mondays to Saturdays. We are closed on Sundays and Public Holidays.
2. Inspection services at TUAS Checkpoint are available from 0500-1300H, Mondays to Thursdays and 0500-1500H, Fridays to Saturdays. We are closed during Sundays.
3. Inspection services at other port of entries such as Seletar airport, ferry terminals and Changi passenger terminals are available from 0800-2230H, Mondays to Saturdays. No inspections on Sundays and Public Holidays.
4. Please note that all requests must be submitted at least 1 day before inspection and by 12 noon (SG time) in order for your appointment to be processed.
5. Inspection fees would be charged for those without booking during CAPQ and TUAS Checkpoint operating hours at \$80/hr or part thereof.
6. All relevant documents such as AVS permit (CITES permit, if any), CCP, health certificate, vaccination records, rabies test report, captain's declaration and other supporting documents must be presented during the inspection.
7. Please note that as an importer or exporter, you are responsible for the consignment and you must fulfil all the conditions for import/export.

[less](#)

Requestor Information

Requestor Name	The Exporters Pte Ltd
Address	Blk 1, MARITIME SQUARE HARBOURFRONT CENTRE



► Ensure to fill in a valid AVS permit

7. declaration and other supporting documents must be presented during the inspection. Please note that as an importer or exporter, you are responsible for the consignment and you must fulfil all the conditions for import/export.

0955

Requestor Information

Requestor Name COMPANY NAME m0cn3ut9oar 6et24sw
Address BIK 3000, MARSILING ROAD
CMM BUILDING
739108

Inspection Premises Contact Information

Contact Person * Contact Person Name of 56933360E
Telephone * 62690876

Permit Information

AVS Permit No. *

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

Lab Application Status

- Monthly Production of Establishment
- Poultry - Daily Admission
- Poultry - Admission Enquiry
- Poultry - Condemnation
- Abattoir - Daily Admission
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses
- Monthly Production of Farm
- Farm Dossier Update

Daily/Monthly Submission

- Tagging Report Submission
- Monthly Captive Birds Breeding Record
- Monthly Microchip for Pets
- Microchip Submission (For Individual)

Microchip/Tag Data Submission

- Harvest Confirmation
- Create Letter of Transfer
- Microchip Enquiry
- Transfer of Pets Ownership
- Transfer of Pets Ownership and Status Enquiry

Microchip(others)

For Commercial Labs

- Acknowledge Receipt of Packages

► Review all details and click ‘Next’

File Edit View Favorites Tools Help

- Harvest Confirmation
- Create Letter of Transfer
- Microchip Enquiry
- Transfer of Pets Ownership
- Transfer of Pets Ownership and Status Enquiry

For Commercial Labs

- Acknowledge Receipt of Packages
- Acknowledge Receipt of Samples
- Enter Test Results
- Release Test Results

Account Management

- My Profile
- Change Password

10.

Transshipment Consignment Indicator

Country of Origin *

Date of Arrival * *(dd/mm/yyyy)

Time of Arrival * (HHMM,24hrs format) *

Arrival Flight/Vehicle no* *

Inspection Information

Inspection Location *

- Air Freight Centre (CAPQ)
- TUAS Checkpoint
- Other Appointed Place

Date of Inspection * (dd/mm/yyyy)

Time of Inspection * (HHMM,24hrs format) Indicate at least 1.5 hrs upon arrival

Remarks

To Receive Inspection Confirmation By

Email **Email Address ***

► Click 'Submit'

- Harvest Confirmation
- Create Letter of Transfer
- Microchip Enquiry
- Transfer of Pets Ownership
- Transfer of Pets Ownership and Status Enquiry

For Commercial Labs

- Acknowledge Receipt of Packages
- Acknowledge Receipt of Samples
- Enter Test Results
- Release Test Results

Account Management

- My Profile
- Change Password

10.

Transshipment Consignment Indicator

Country of Origin * BRAZIL

Date of Arrival * 27/09/2014 (dd/mm/yyyy)

Time of Arrival * 0900 (HHMM,24hrs format)

Arrival Flight/Vehicle no* SQ101

Inspection Information

Inspection Location *

- Air Freight Centre (CAPQ)
- TUAS Checkpoint
- Other Appointed Place

Date of Inspection * 27/09/2014 (dd/mm/yyyy)

Time of Inspection * 1030 (HHMM,24hrs format) Indicate at least 1.5 hrs upon arrival

Remarks

To Receive Inspection Confirmation By

Email Email Address *harry@gmail.com

Declaration

► Take note of the Appointment Application number

The screenshot displays a web application interface with a navigation menu on the left and a main content area on the right. The navigation menu includes sections for Home, Online Application, My Applications, Daily/Monthly Submission, and Microchip/Tag Data Submission. The main content area shows the 'Request for Appointment Booking - Acknowledgement. (Step 3/3)' page. The page title is 'Acknowledgement' and the breadcrumb trail is 'HOME>>Online Application>>Appointment Booking Request>>Appointment Booking>>Acknowledgement'. The main message states: 'Your application have been successfully submitted and will be processed. Please check your booking status under Appointment Booking and Result Enquiry.' Below this message is a table with the following data:

Appointment Application No.	EIIO14I000126 (14IA000045)
Date of Booking	25/09/2014
Date of Inspection	27/09/2014
Address of Inspection	Air Freight Centre (CAPQ)
Remarks	Estimated duration of Inspection : 0.5 working day

At the bottom right of the main content area, there are two buttons: 'Print Acknowledgement' and 'Close'. Below these buttons is a link: 'Rate this e-Service'.