

# QMS – Quick User Guide

3 easy steps to use the AVS Quarantine Management System!



**Step 1:** Launch QMS website (<https://qms.av.s.gov.sg/Public/Login.aspx>) using browser.



The screenshot shows the homepage of the Quarantine Management System. At the top left is the Animal & Veterinary Service logo. The main banner features a golden retriever, a tabby cat, and a poodle, with the text "Quarantine Management System for Dogs, Cats and Small Mammals in Singapore". On the right, there is a search bar and navigation links for Singapore Government, Contact Info, Feedback, and Sitemap. Below the banner, a black bar contains a notice about 2FA. The main content area is titled "Reservation of Animal Quarantine Space" and includes a "Login" section with fields for Username and Password, buttons for "Login" and "Clear", and links for "Forgot Password?" and "Unlock My Account?". There are also logos for SingPass and CorpPass. To the right is an "Announcements" section with text about CorpPass, and a "Useful Links" section with links to the Quick User Guide, Dog Licencing, Import Licence, Veterinary Conditions, Dog Licence Non HDB, and Dog Licence HDB. A "NEW ACCOUNT" sidebar is visible on the left.

## **Account creation for SingPass holders**

Step 2: Click on “Login via SingPass” for SingPass user.



The screenshot shows the homepage of the Quarantine Management System. At the top left is the Animal & Veterinary Service logo. The main banner features a golden retriever, a tabby cat, and a poodle, with the text "Quarantine Management System for Dogs, Cats and Small Mammals in Singapore". On the right, there is a Singapore Government logo and a search bar. Below the banner, a black bar contains a notice about Second Factor Authentication (2FA) starting from July 5, 2016. The main content area is titled "Reservation of Animal Quarantine Space" and includes a "Login" section with a "Click here to login via SingPass" callout, an "Announcements" section, and a "Useful Links" section.

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## Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

Since 5 July 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the “Quick User Guide” in the Useful Links section.

[Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

### Reservation of Animal Quarantine Space

**Login**

Click here to login via SingPass

**ACCOUNT**

Username \*

Password \*

[Forgot Password](#)

[Unlock My Account](#)

[Login via SingPass](#) [Singapore Personal Access](#) [Singapore Corporate Access](#)

### Announcements


Singapore Corporate Access or CorpPass is a single corporate digital identity for business users to conduct Government-2-Business (G2B) transactions. From 7 Nov 2016, business users can register for their CorpPass accounts. Please register for CorpPass now at [www.corppass.gov.sg](http://www.corppass.gov.sg).

### Useful Links

- [Quick User Guide \(pdf, 1.71 MB\)](#)
- [Dog Licencing](#)
- [Import Licence](#)
- [Veterinary Conditions](#)
- [Dog Licence Non HDB](#)
- [Dog Licence HDB](#)

## Step 3: Enter your "SingPass ID" and "Password", and click Login



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[FAQ](#) • [About Us](#) • [Video Guides](#) • [Counter Locations](#) • [News](#)

### Announcement for Upcoming Scheduled Maintenance

SingPass will be undergoing scheduled maintenance from 12am to 8am on 9 Oct, and will not be available during this period. Thank you. [Note: Your SingPass account contains a lot of personal data. Please do not share your SingPass username and password with others.]

### Received your PIN mailer yet? Use it to activate your 2FA!

From 5 July 2016, you'll need 2FA to view your CPF statements, file taxes etc. To get a new PIN mailer, SMS: **Resend pin mailer**<space>**NRIC**<space>**Postal Code** to **78111**. E.g. Resend pin mailer S1234567A 098765

### Security Advisory



Use strong passwords that are alphanumeric and contain 8-24 characters  
Change your passwords regularly  
Get tips from the [GoSafeOnline](#) website on how to protect yourself against cyber threats

## Login

SingPass ID

Password

Cancel

Login

[Forgot SingPass ID or Password?](#)

[Don't have a SingPass ID? Register Now](#)

[Received an SMS about 2FA auto-registration? Find Out More](#)

Last updated on 05 July 2015

## Step 4: SingPass OTP Login

### Announcement for Upcoming Scheduled Maintenance X

SingPass will be undergoing scheduled maintenance from 12am to 8am on 9 Oct, and will not be available during this period. Thank you. [Note: Your SingPass account contains a lot of personal data. Please do not share your SingPass username and password with others.]

Welcome: KANNAN MAGESH

[Log Out](#)

**2-Step Login  
with SMS OTP**

A One-Time Password (OTP) has been sent to you via SMS.



Please enter the 6-digit OTP in the below box

Mobile Number: xxxx5015

OTP:

**Resend OTP**

Click here

If you do not received the SMS OTP, please click "Resend OTP".

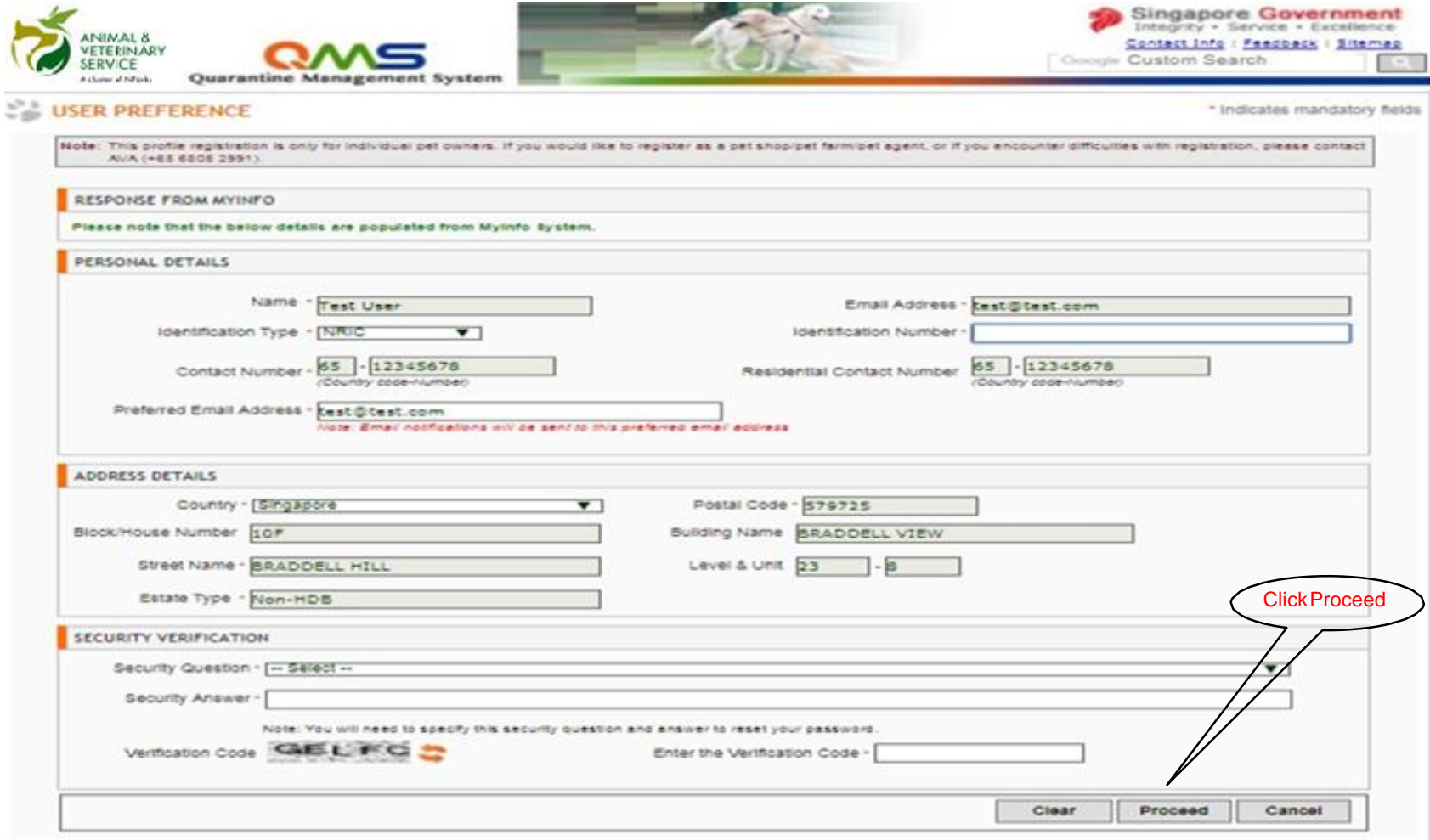
**Submit**

Note: Please do not click 'BACK' or 'REFRESH' on the browser as it may end your transaction.

## Step 5: QMS Registration Screen for New User

Note:

- Customer will be redirected to user preference page with auto filling of the details from MyInfo system.
- After Successful registration, customer will be redirected to login page. Customer should use SingPass for subsequent login into the system.



The screenshot shows the 'USER PREFERENCE' registration screen. At the top, there are logos for 'ANIMAL & VETERINARY SERVICE' and 'QMS Quarantine Management System'. The page includes a search bar for 'Singapore Government' and a note indicating mandatory fields. The form is divided into several sections: 'RESPONSE FROM MYINFO', 'PERSONAL DETAILS', 'ADDRESS DETAILS', and 'SECURITY VERIFICATION'. The 'PERSONAL DETAILS' section contains fields for Name, Email Address, Identification Type (NRIC), Identification Number, Contact Number, Residential Contact Number, and Preferred Email Address. The 'ADDRESS DETAILS' section includes Country, Postal Code, Block/House Number, Building Name, Street Name, Level & Unit, and Estate Type. The 'SECURITY VERIFICATION' section has a Security Question dropdown, a Security Answer field, and a Verification Code field with a CAPTCHA image. At the bottom right, a callout bubble points to the 'Proceed' button with the text 'Click Proceed'.

**USER PREFERENCE** \* Indicates mandatory fields

Note: This profile registration is only for individual pet owners. If you would like to register as a pet shop/pet farm/pet agent, or if you encounter difficulties with registration, please contact AVA (+65 6808 2891).

**RESPONSE FROM MYINFO**  
Please note that the below details are populated from MyInfo system.


**PERSONAL DETAILS**

Name - Test User      Email Address - test@test.com  
Identification Type - NRIC      Identification Number -  
Contact Number - 65 - 12345678 (Country code-Number)      Residential Contact Number 65 - 12345678 (Country code-Number)  
Preferred Email Address - test@test.com  
*Note: Email notifications will be sent to this preferred email address*

**ADDRESS DETAILS**

Country - Singapore      Postal Code - 579725  
Block/House Number - 10F      Building Name - BRADDELL VIEW  
Street Name - BRADDELL HILL      Level & Unit - 23 - B  
Estate Type - Non-HDB

**SECURITY VERIFICATION**

Security Question - -- Select --  
Security Answer -  
*Note: You will need to specify this security question and answer to reset your password.*  
Verification Code  Enter the Verification Code -

Clear    Proceed    Cancel

Click Proceed



## Step 6: "Login via SingPass" to access QMS system



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# Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

Since 5 July 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.

[Reservation of Animal Quarantine Space](#) [Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

### Login

Username \*

Password \*

[Forgot Password?](#)

[Unlock My Account?](#)

[Login via SingPass](#) [CorpPass](#)

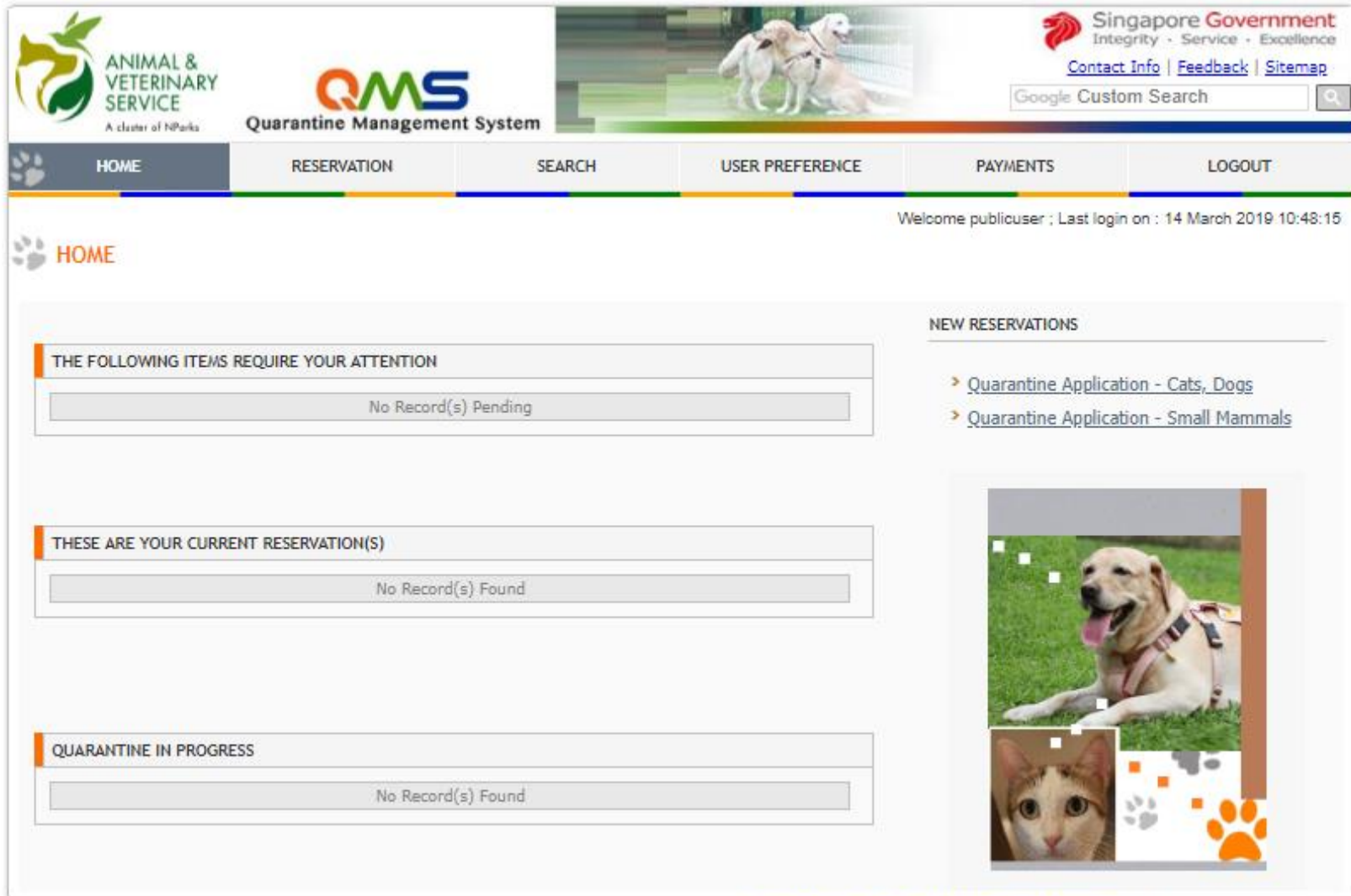
### Announcements

Singapore Corporate Access or CorpPass is a single corporate digital identity for business users to conduct Government-2-Business (G2B) transactions. From 7 Nov 2016, business users can register for their CorpPass accounts. Please register for CorpPass now at [www.corppass.gov.sg](http://www.corppass.gov.sg).

### Useful Links

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- [Dog Licencing](#)
- [Import Licence](#)
- [Veterinary Conditions](#)
- [Dog Licence Non HDB](#)
- [Dog Licence HDB](#)

## Step 7: Home page displayed after the successful login via SingPass



The screenshot shows the home page of the Quarantine Management System (QMS). The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. There are links for 'Contact Info', 'Feedback', and 'Sitemap', and a Google Custom Search box. The navigation menu has tabs for HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. The main content area is titled 'HOME' and displays a welcome message: 'Welcome publicuser ; Last login on : 14 March 2019 10:48:15'. There are three main sections: 'THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION' (No Record(s) Pending), 'THESE ARE YOUR CURRENT RESERVATION(S)' (No Record(s) Found), and 'QUARANTINE IN PROGRESS' (No Record(s) Found). On the right, there is a 'NEW RESERVATIONS' section with links for 'Quarantine Application - Cats, Dogs' and 'Quarantine Application - Small Mammals'. Below this is a decorative image of a dog and a cat with paw prints.

## **Account creation for CorpPass holders**

Step 2: Click on “Login via CorpPass” for CorpPass user.



The screenshot shows the homepage of the Quarantine Management System. At the top left is the Animal & Veterinary Service logo. The main banner features a golden retriever, a tabby cat, and a poodle, with the text "Quarantine Management System for Dogs, Cats and Small Mammals in Singapore". The Singapore Government logo and navigation links are in the top right. A search bar is also present. Below the banner is a black notification bar about 2FA. The main content area is titled "Reservation of Animal Quarantine Space" and includes a "Login" section with a "NEW ACCOUNT" button, a "Click here to login via CorpPass" callout pointing to the CorpPass button, and "Announcements" and "Useful Links" sections.

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Home | About us | FAQs (docx, 21.00 KB)

### Reservation of Animal Quarantine Space

**NEW ACCOUNT**

Click here to login via CorpPass

Username

Password \*

[Forgot Password?](#)

[Unlock My Account?](#)

Login via  

### Announcements

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- [Dog Licensing](#)
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- [Veterinary Conditions](#)
- [Dog Licence Non HDB](#)
- [Dog Licence HDB](#)

Step 3: Enter your "UEN/Entity ID", "CorpPass ID" and "Password", and click Login



A A  [Contact Us](#) | [Feedback](#) | [Sitemap](#) | [FAQ](#)

## Log in with CorpPass







Remember Entity ID 

Forgot [Entity / CorpPass ID](#) or [Password](#)

## Step 4: CorpPass OTP Login

Via SMS    Via OneKeyToken


**Via SMS**

Click the button below to get your 6-digit One-Time Password(OTP) via SMS

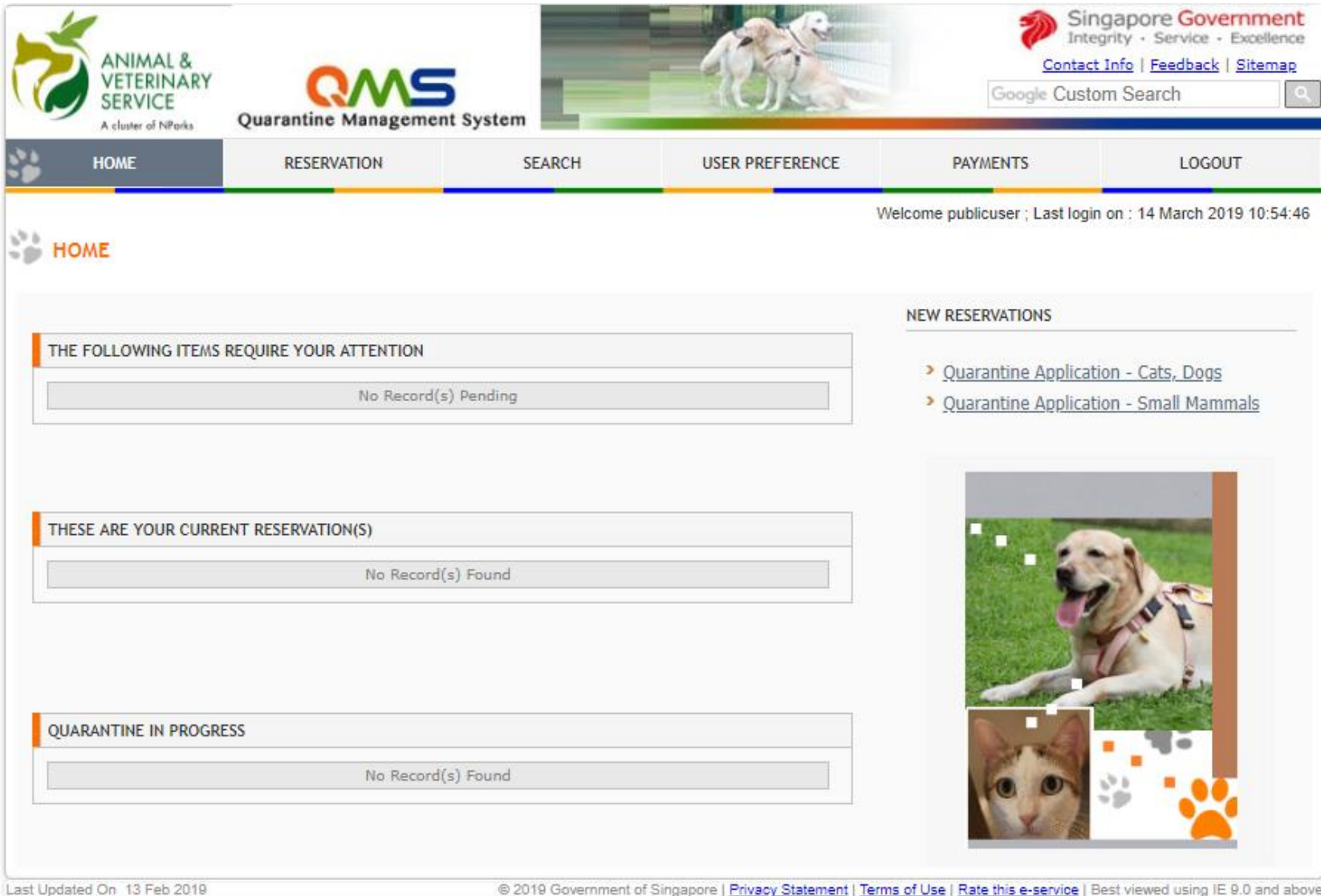
Get OTP via SMS

Mobile OTP\*

Submit



## Step 5: Home page displayed after the successful login via CorpPass



The screenshot shows the home page of the Quarantine Management System (QMS). The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. A navigation menu contains links for HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. A search bar is located in the top right corner. The main content area displays a welcome message for 'publicuser' and a timestamp for the last login on 14 March 2019 at 10:54:46. There are three main sections on the left: 'THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION' (No Record(s) Pending), 'THESE ARE YOUR CURRENT RESERVATION(S)' (No Record(s) Found), and 'QUARANTINE IN PROGRESS' (No Record(s) Found). On the right, there is a 'NEW RESERVATIONS' section with links for 'Quarantine Application - Cats, Dogs' and 'Quarantine Application - Small Mammals'. Below this is a large image of a dog and a smaller image of a cat, both with paw print icons.

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HOME RESERVATION SEARCH USER PREFERENCE PAYMENTS LOGOUT

Welcome publicuser ; Last login on : 14 March 2019 10:54:46

HOME

THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION

No Record(s) Pending

THESE ARE YOUR CURRENT RESERVATION(S)

No Record(s) Found

QUARANTINE IN PROGRESS

No Record(s) Found

NEW RESERVATIONS

- > [Quarantine Application - Cats, Dogs](#)
- > [Quarantine Application - Small Mammals](#)

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# **Account creation for Non-SingPass/Non-CorpPass Foreigners**



## Step 1: Account creation for Non-SingPass/Non-CorpPass Foreigners



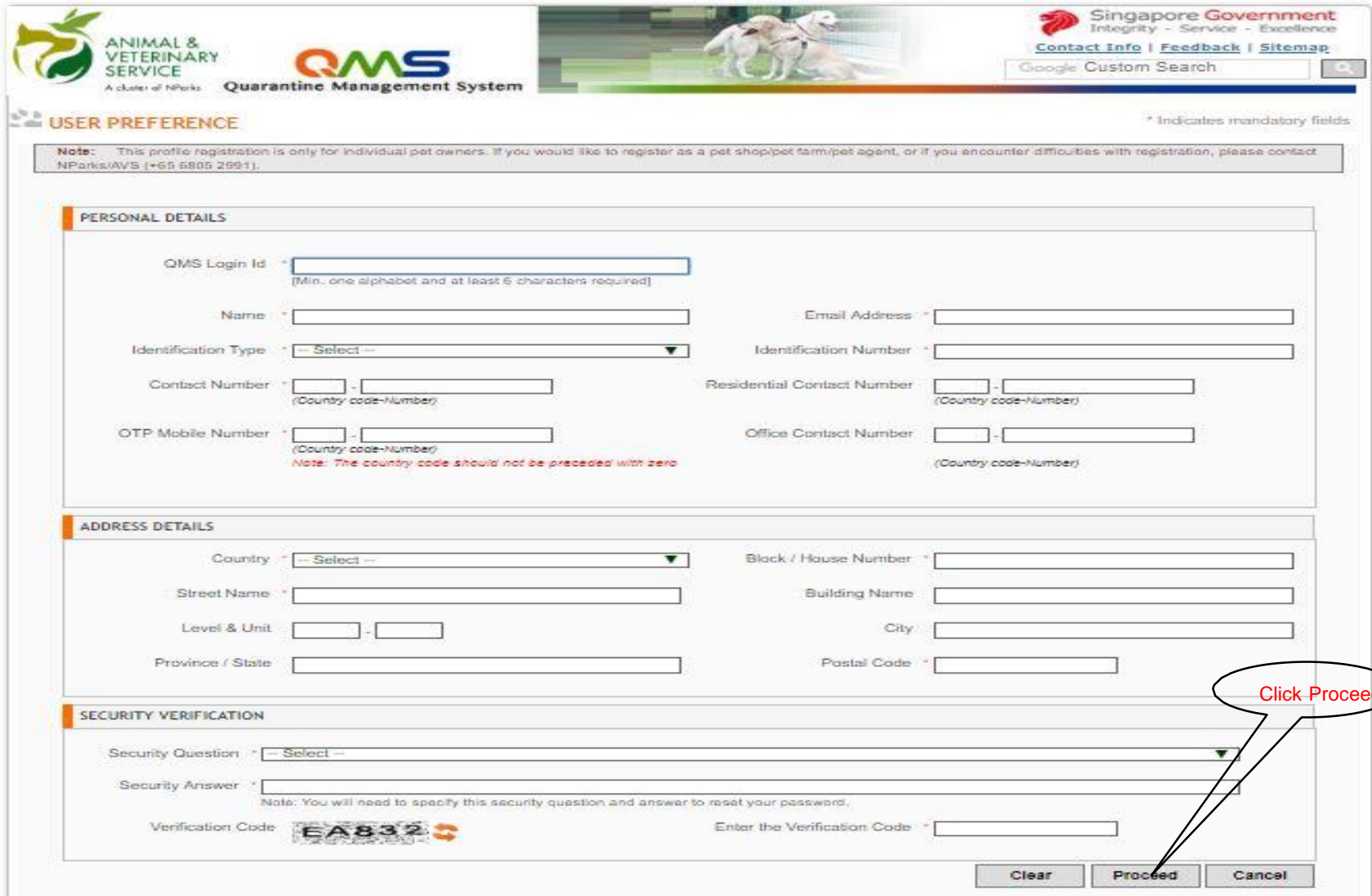
The screenshot shows the homepage of the Quarantine Management System. At the top left is the Animal & Veterinary Service logo. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and links for 'Contact Info', 'Feedback', and 'Sitemap'. Below these is a search bar with 'Google' and 'Custom Search' options. The main banner features a golden retriever, a tabby cat, and a poodle, with the text 'Quarantine Management System for Dogs, Cats and Small Mammals in Singapore'. A black notification bar states: 'Since 5 July 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.' Below this is a blue navigation bar with 'Reservation of Animal Quarantine Space' and 'Home | About us | FAQs (docx, 21.00 KB)'. The main content area is divided into three columns: 'NEW ACCOUNT' with a plus sign icon, 'Login' with fields for 'Username \*' and 'Password \*', 'Forgot Password?' and 'Unlock My Account?' links, and 'Login via SingPass CorpPass' buttons; 'Announcements' with text about Singapore Corporate Access or CorpPass; and 'Useful Links' with links for 'Quick User Guide (pdf, 1.71 MB)', 'Dog Licencing', 'Import Licence', 'Veterinary Conditions', 'Dog Licence Non HDB', and 'Dog Licence HDB'. A speech bubble on the left points to the 'NEW ACCOUNT' section with the text 'Click here'.

## Step 2: Fill up Personal details, Address details and Security Verification

### *Notes:*

- *This 2FA account creation is only applicable for foreigners without SingPass/CorpPass. Singaporeans and Singapore PR should use SingPass/CorpPass for login into the QMS system.*
- *Fields marked with red star (\*) denotes a mandatory field, It must be filled.*
- *Choose your own QMS Login Id (Minimum of 6 alphanumeric characters)*
- *Enter a valid email address to receive user id and password.*
- *Enter valid OTP Mobile Number for 2FA SMS Authentication.*
- *User ID and Password should not be the same.*

## Step 3: After filling up all required fields click on Proceed button



The screenshot shows the registration form for the QMS System. The form is divided into three main sections: PERSONAL DETAILS, ADDRESS DETAILS, and SECURITY VERIFICATION. At the top, there are logos for the Animal & Veterinary Service and the Singapore Government, along with a search bar and navigation links. A note at the top of the form states that the registration is for individual pet owners. The PERSONAL DETAILS section includes fields for QMS Login Id, Name, Email Address, Identification Type, Identification Number, Contact Number, Residential Contact Number, OTP Mobile Number, and Office Contact Number. The ADDRESS DETAILS section includes fields for Country, Street Name, Level & Unit, Province / State, Block / House Number, Building Name, City, and Postal Code. The SECURITY VERIFICATION section includes a Security Question, Security Answer, and a Verification Code. A red callout bubble points to the Proceed button at the bottom right of the form.

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Google Custom Search

**USER PREFERENCE** \* Indicates mandatory fields

**Note:** This profile registration is only for individual pet owners. If you would like to register as a pet shop/pet farm/pet agent, or if you encounter difficulties with registration, please contact NParks/AWS (+65 6805 2991).

**PERSONAL DETAILS**

QMS Login Id \*   
(Min. one alphabet and at least 6 characters required)

Name \*

Email Address \*

Identification Type \*

Identification Number \*

Contact Number \*  -   
(Country code-Number)

Residential Contact Number  -   
(Country code-Number)

OTP Mobile Number \*  -   
(Country code-Number)  
*Note: The country code should not be preceded with zero*

Office Contact Number  -   
(Country code-Number)

**ADDRESS DETAILS**

Country \*

Block / House Number \*

Street Name \*

Building Name

Level & Unit  -

City


Province / State

Postal Code \*

**SECURITY VERIFICATION**

Security Question \*

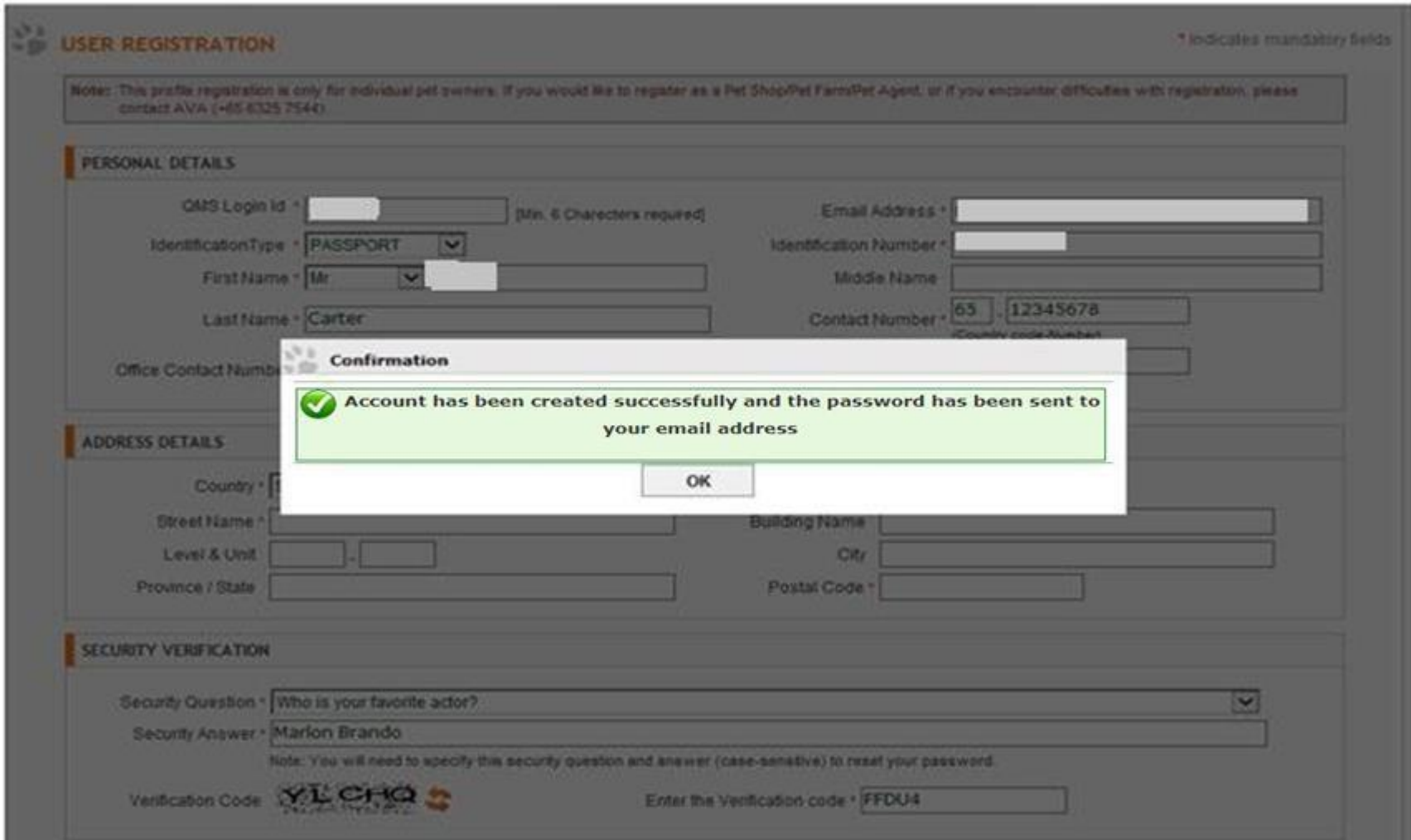
Security Answer \*   
*Note: You will need to specify this security question and answer to reset your password.*

Verification Code  Enter the Verification Code \*

Clear Proceed Cancel

Click Proceed

## Step 4: After Successful profile creation, message will be displayed



**USER REGISTRATION** \* indicates mandatory fields

Note: This profile registration is only for individual pet owners. If you would like to register as a Pet Shop/Pet Farm/Pet Agent, or if you encounter difficulties with registration, please contact AVA (+65 6325 7544)

**PERSONAL DETAILS**

GMS Login Id \*  [Min. 6 Characters required]      Email Address \*

IdentificationType \*       Identification Number \*

First Name \*        Middle Name

Last Name \*       Contact Number \*

Office Contact Number

**ADDRESS DETAILS**

Country \*

Street Name \*       Building Name

Level & Unit  -       City

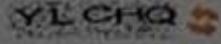
Province / State       Postal Code \*

**SECURITY VERIFICATION**


Security Question \*      

Security Answer \*      

Note: You will need to specify this security question and answer (case-sensitive) to reset your password.

Verification Code:       Enter the Verification code:

**Confirmation**

 Account has been created successfully and the password has been sent to your email address

Step 5: After Successful profile creation, a notification will be sent.

*Notes:*

- *After successful registration, an email will be sent to the email address you have specified during registration. The email will contain the user id and password to login to QMS*

*Email Sample*

*From: [noreply@qms.av.s.gov.sg](mailto:noreply@qms.av.s.gov.sg)*

*Date: 5 December, 2013 11:08:04 am GMT+8*

*To: [<your email address>](#)*

*Subject: AVS-QMS Registration Successful*

*Dear XXXX,*

*Your registration was completed successfully! Here is your login information:*

*Username : <your user name*

*Password : <your password>*

*Thank You.*

*Animal & Veterinary Service*

*This is a system generated message. Please do not reply to this email.*

# How to change password

## Step 1: Login to QMS with user id and password



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**Reservation of Animal Quarantine Space** [Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

**NEW ACCOUNT**



### Login

Username \*

Password \*

[Forgot Password?](#)

[Unlock My Account?](#)

Login via  

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# Login to QMS

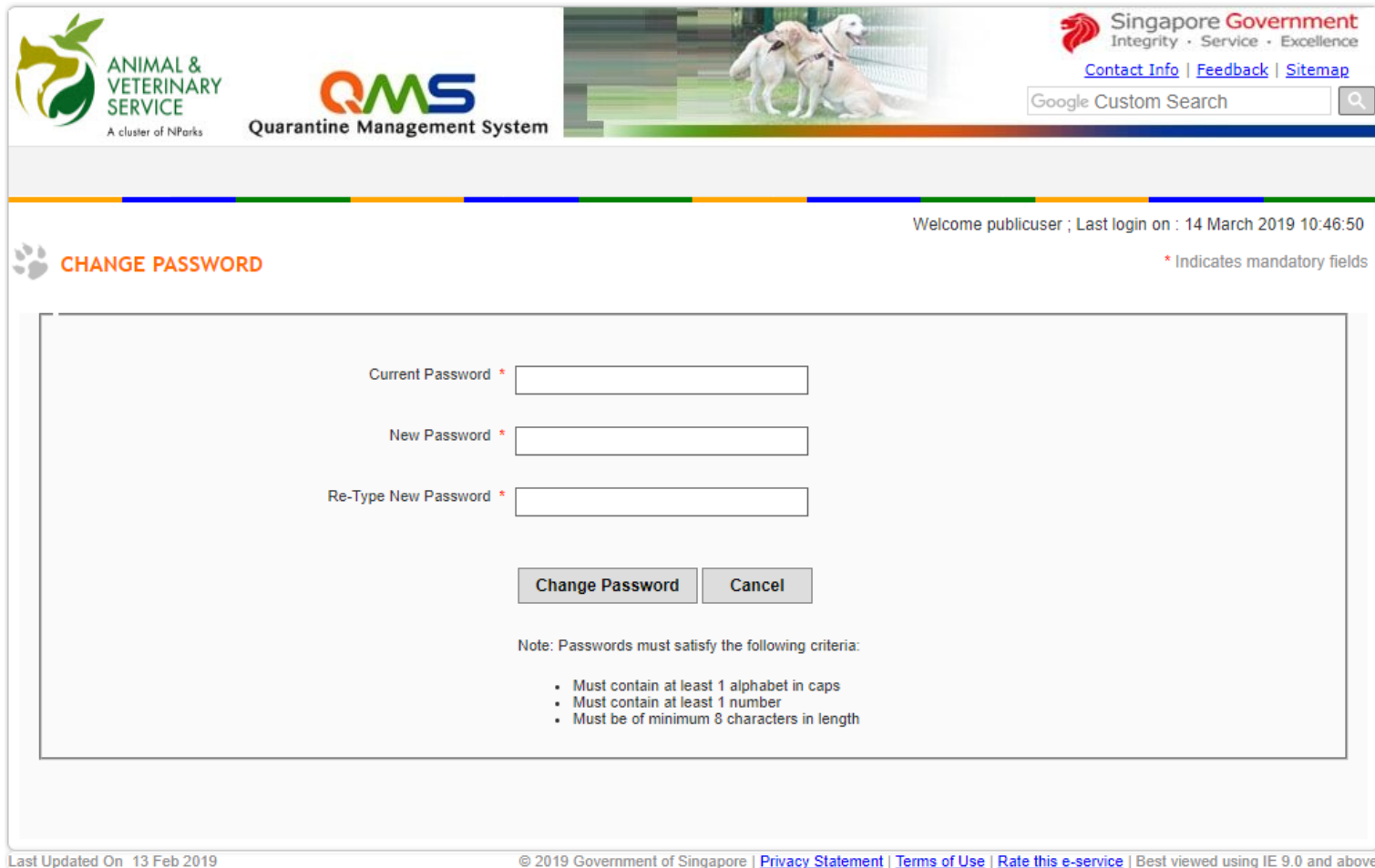
**Step 2:** After first successful login, QMS will ask the user to change the password.

*Note:*

*Change the password and set a new password that you can remember.*

*Enter the old password and new password in change password screen.*

*New password must adhere to the password policy*



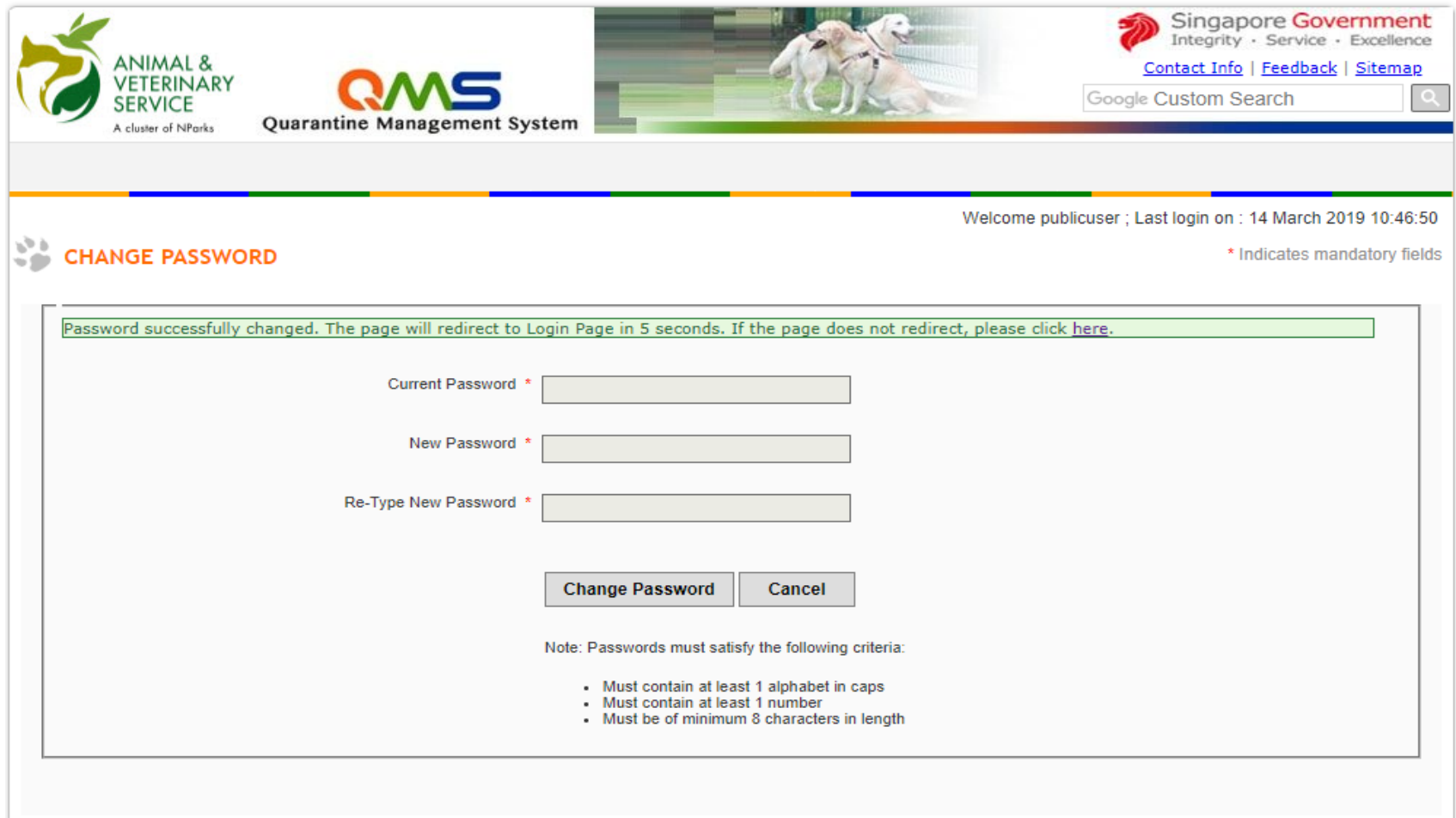
The screenshot shows the 'CHANGE PASSWORD' interface of the QMS. At the top, there are logos for 'ANIMAL & VETERINARY SERVICE' and 'QMS Quarantine Management System'. To the right, there is a 'Singapore Government' logo with the tagline 'Integrity · Service · Excellence' and links for 'Contact Info', 'Feedback', and 'Sitemap'. A 'Google Custom Search' box is also present. Below the header, a message reads 'Welcome publicuser ; Last login on : 14 March 2019 10:46:50'. The main content area contains three input fields: 'Current Password \*', 'New Password \*', and 'Re-Type New Password \*'. Below these fields are two buttons: 'Change Password' and 'Cancel'. A note states: 'Note: Passwords must satisfy the following criteria:' followed by a bulleted list: '• Must contain at least 1 alphabet in caps', '• Must contain at least 1 number', and '• Must be of minimum 8 characters in length'. The footer contains the text 'Last Updated On 13 Feb 2019' and '© 2019 Government of Singapore | Privacy Statement | Terms of Use | Rate this e-service | Best viewed using IE 9.0 and above'.



## Step 3: Change password and login again

*Note:*

*After successfully changing the password, a message will be displayed and QMS will automatically redirect to login page.*



The screenshot shows the QMS Change Password page. At the top, there are logos for Animal & Veterinary Service, QMS (Quarantine Management System), and Singapore Government. A search bar is also present. The main content area has a header "CHANGE PASSWORD" with a paw print icon. A green message box states: "Password successfully changed. The page will redirect to Login Page in 5 seconds. If the page does not redirect, please click [here](#)." Below this are three input fields: "Current Password \*", "New Password \*", and "Re-Type New Password \*". There are "Change Password" and "Cancel" buttons. A note below the buttons lists password criteria: "Note: Passwords must satisfy the following criteria: Must contain at least 1 alphabet in caps, Must contain at least 1 number, Must be of minimum 8 characters in length".


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Google Custom Search

Welcome publicuser ; Last login on : 14 March 2019 10:46:50

 **CHANGE PASSWORD** \* Indicates mandatory fields

Password successfully changed. The page will redirect to Login Page in 5 seconds. If the page does not redirect, please click [here](#).

Current Password \*

New Password \*

Re-Type New Password \*

Note: Passwords must satisfy the following criteria:

- Must contain at least 1 alphabet in caps
- Must contain at least 1 number
- Must be of minimum 8 characters in length

## How to change OTP Mobile Number Before Login

## Step 1: Login to QMS with user id and password



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[Contact Info](#) | [Feedback](#) | [Sitemap](#)

Google Custom Search

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**Reservation of Animal Quarantine Space** [Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

**NEW ACCOUNT**




### Login

Username \*

Password \*

[Forgot Password?](#)

[Unlock My Account?](#)

Login via  

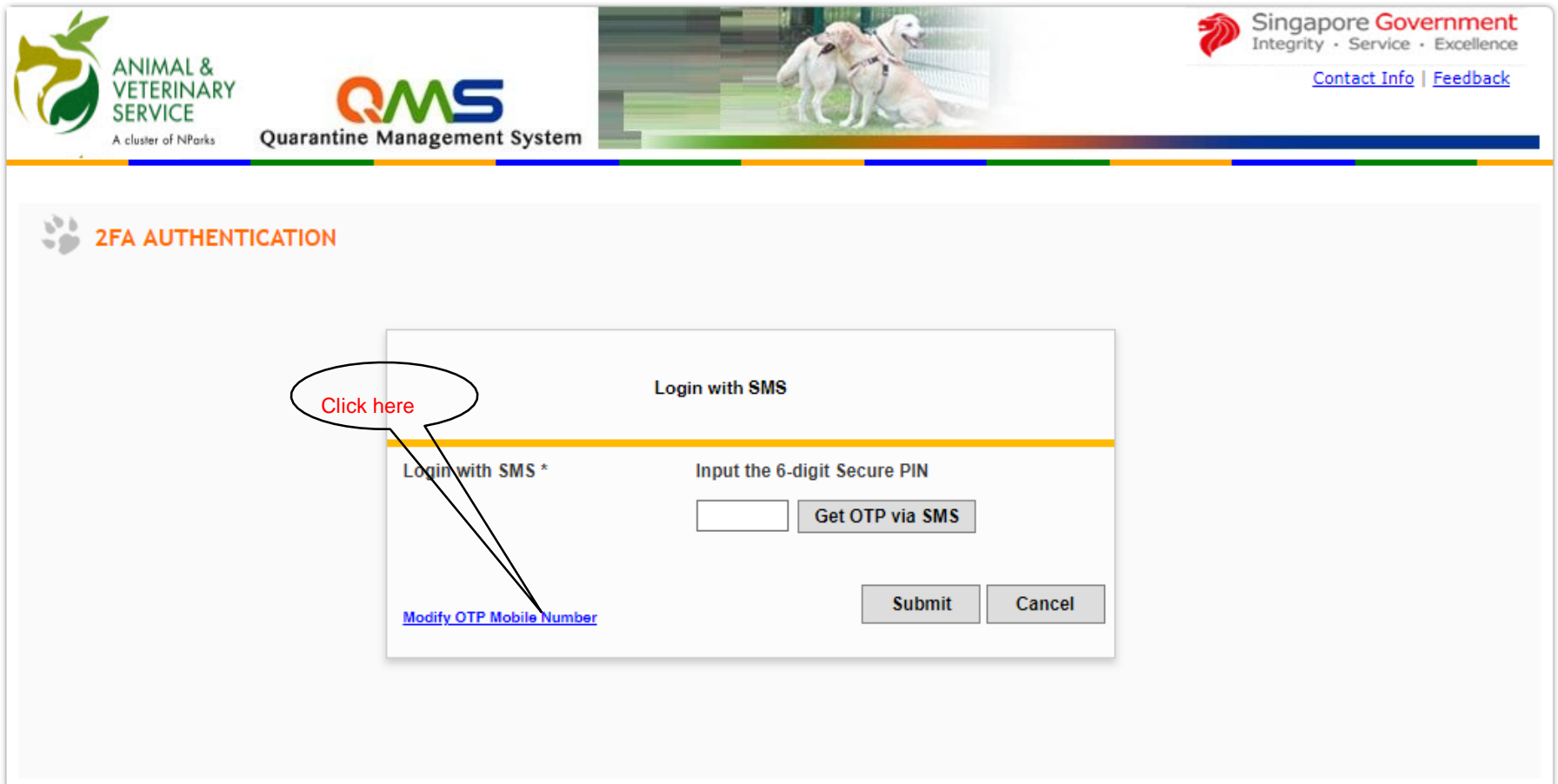
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### Useful Links

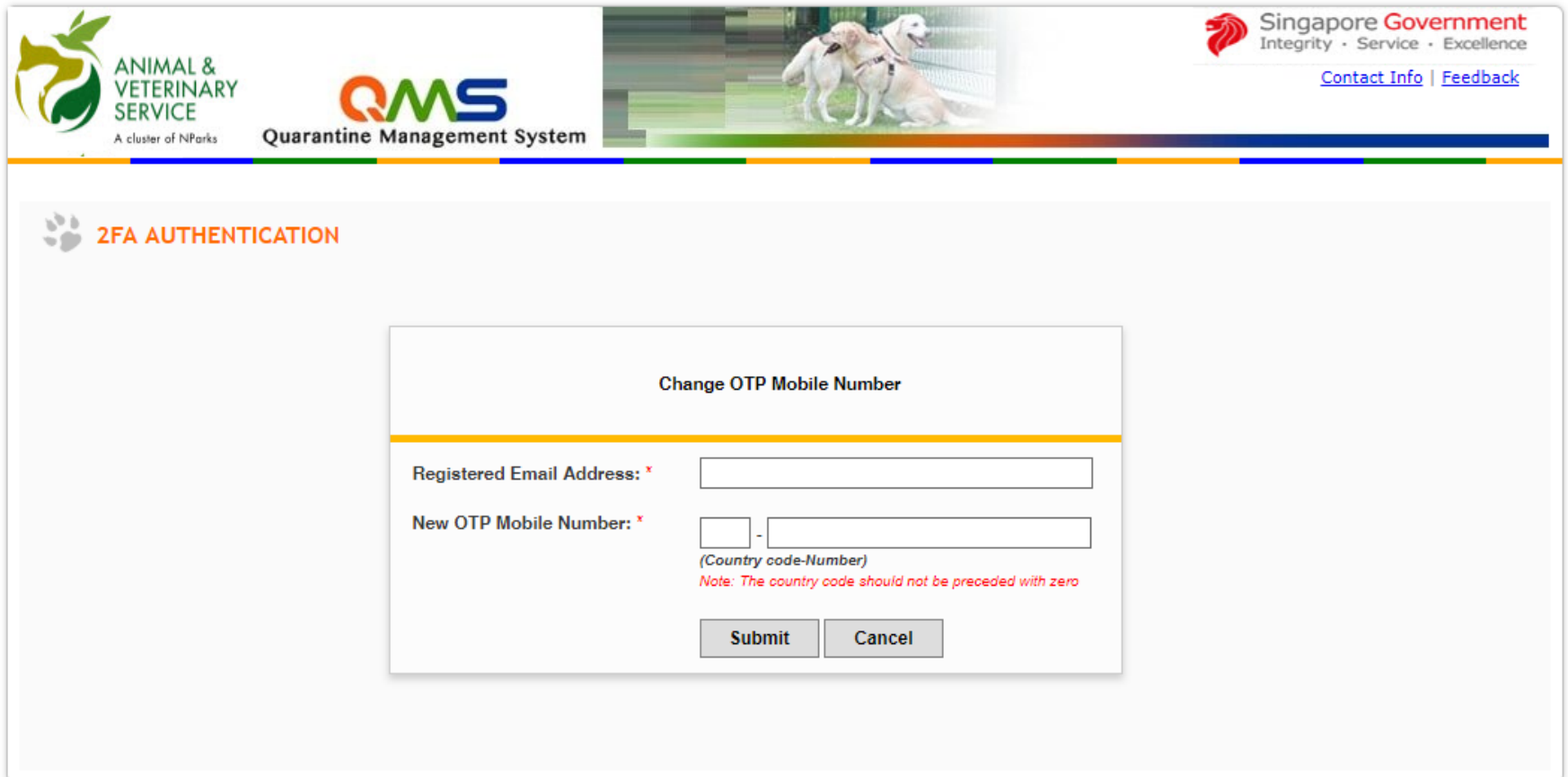
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- [Dog Licence HDB](#)

## Step 2: Click Modify OTP Mobile Number button



The screenshot displays the '2FA AUTHENTICATION' section of the Quarantine Management System (QMS) interface. The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. A link for 'Contact Info | Feedback' is also present. The main content area features a 'Login with SMS' form. A callout bubble with the text 'Click here' points to a blue underlined link labeled 'Modify OTP Mobile Number' located at the bottom left of the form. The form itself contains a 'Login with SMS \*' label, an 'Input the 6-digit Secure PIN' label, a text input field, a 'Get OTP via SMS' button, and 'Submit' and 'Cancel' buttons.

**Step 3:** Fill in the Registered Email Address and the New OTP Mobile Number details and click on the Submit button




The screenshot shows the 'Change OTP Mobile Number' form within the Quarantine Management System (QMS) interface. The page header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. There are links for 'Contact Info' and 'Feedback'. The main content area is titled '2FA AUTHENTICATION' and contains the 'Change OTP Mobile Number' form. The form has two input fields: 'Registered Email Address: \*' and 'New OTP Mobile Number: \*'. The 'New OTP Mobile Number' field is split into two parts: a small box for the country code and a larger box for the number, separated by a hyphen. A note below the fields states: 'Note: The country code should not be preceded with zero'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

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Quarantine Management System

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[Contact Info](#) | [Feedback](#)

 2FA AUTHENTICATION

Change OTP Mobile Number

Registered Email Address: \*

New OTP Mobile Number: \*  -   
(Country code-Number)  
*Note: The country code should not be preceded with zero*

Submit Cancel

Step 4: After Successful authentication, a notification will be sent.

*Notes:*

- *After successful authentication of Registered Email Address, an email will be sent to the email address you have specified during registration. The email will contain a Verification Code to reset your OTP Mobile Number in QMS.*

*Email Sample*

*From: [noreply@qms.av.s.gov.sg](mailto:noreply@qms.av.s.gov.sg)*

*Date: 16 July 2018 11:08:04 am GMT+8*

*To: [<your email address>](#)*

*Subject: AVS-QMS : Verification Code to Reset OTP Mobile Number*

*Dear Sir/Madam,*

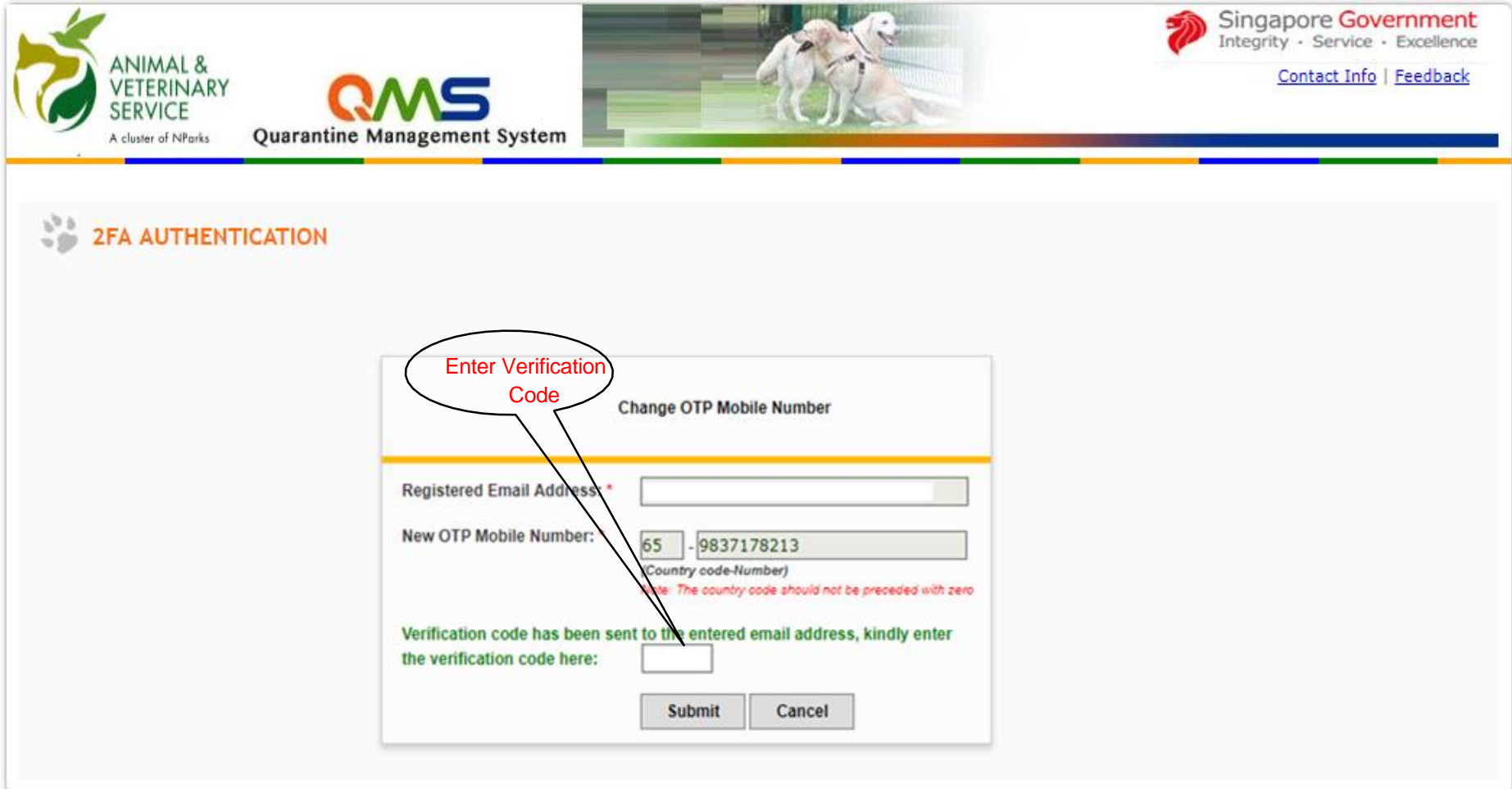
*The verification code to change your mobile number used to receive One-Time Passwords (OTP) in Quarantine Management System (QMS) is XXXX.*

*Thank You.*

*Animal & Veterinary Service.*

*This is a system generated message. Please do not reply to this email.*

**Step 5:** Fill in the Verification Code obtained from the Email and click on the Submit button

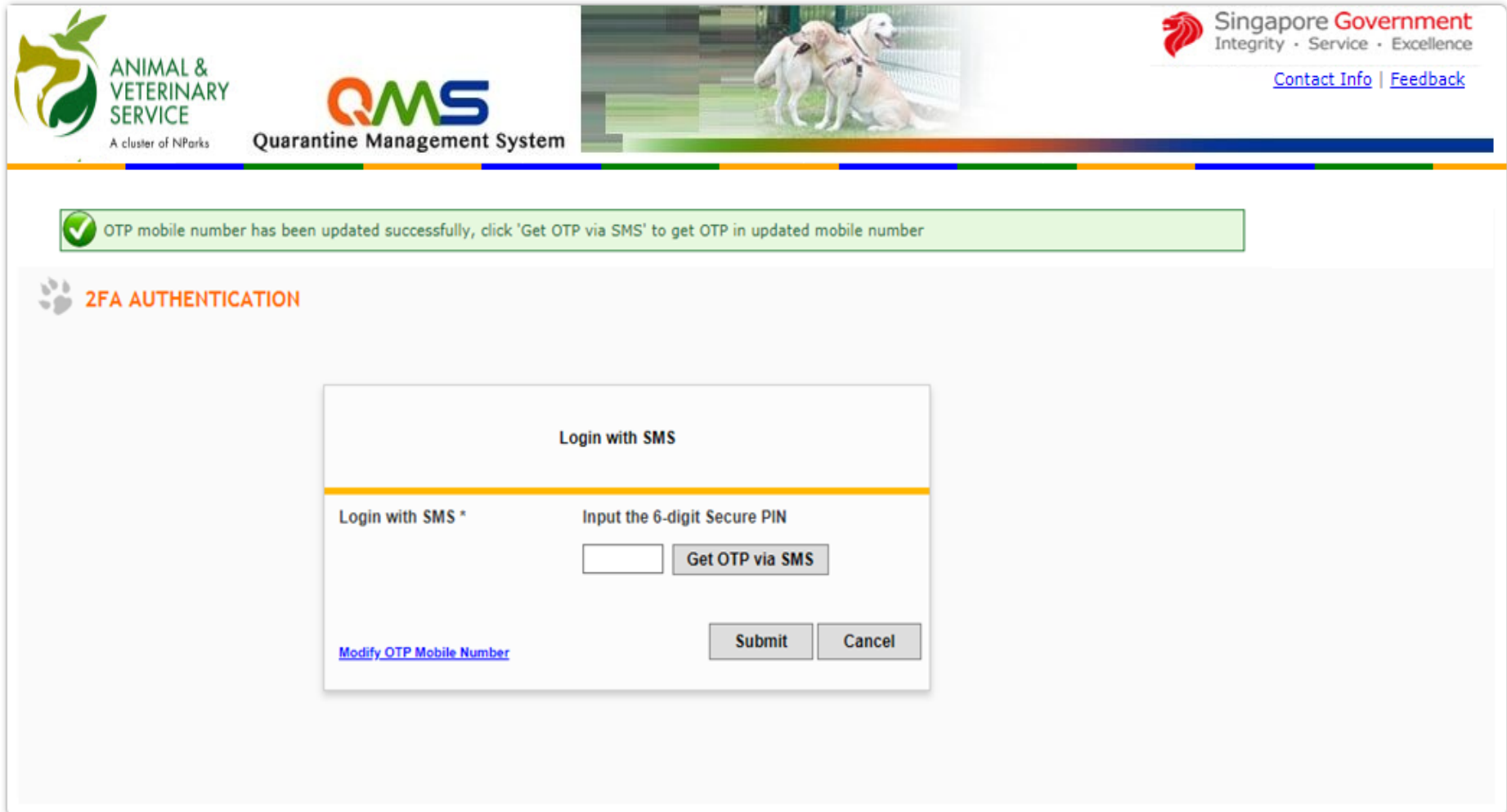


The screenshot shows the 'Change OTP Mobile Number' form within the QMS (Quarantine Management System) interface. The form is titled '2FA AUTHENTICATION' and includes the following fields and elements:

- Registered Email Address:** A text input field with an asterisk indicating it is required.
- New OTP Mobile Number:** A text input field containing '65 - 9837178213'. Below the field, it says '(Country code-Number)' and a red note: 'Note: The country code should not be preceded with zero'.
- Verification Code:** A text input field with the instruction: 'Verification code has been sent to the entered email address, kindly enter the verification code here:'.
- Buttons:** 'Submit' and 'Cancel' buttons at the bottom.

A red callout bubble with the text 'Enter Verification Code' points to the verification code input field.

## Step 6: OTP Mobile Number is successfully changed in QMS



The screenshot displays the QMS (Quarantine Management System) interface. At the top left is the Animal & Veterinary Service logo, and at the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. Below the Singapore Government logo are links for 'Contact Info' and 'Feedback'. The main header area includes the QMS logo and a photograph of two dogs. A green notification bar at the top states: 'OTP mobile number has been updated successfully, click 'Get OTP via SMS' to get OTP in updated mobile number'. Below this is a section titled '2FA AUTHENTICATION' with a paw print icon. The central focus is a 'Login with SMS' form. The form has a title 'Login with SMS' and a horizontal separator line. Below the line, there are two columns: 'Login with SMS \*' and 'Input the 6-digit Secure PIN'. Under the first column is a text input field. Under the second column is a 'Get OTP via SMS' button. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. A blue link 'Modify OTP Mobile Number' is located at the bottom left of the form area.



# Create a reservation

## Step 1: Login again with user id and password for 2FA Authentication



[Contact Info](#) | [Feedback](#) | [Sitemap](#)

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Since 5 July 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.

### Reservation of Animal Quarantine Space

[Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

#### Login

Username \*

Password \*

[Forgot Password?](#)

Login

Clear

[Unlock My Account?](#)

Login via  

#### Announcements

##### CorpPass Access

Singapore Corporate Access or CorpPass is a single corporate digital identity for business users to conduct

#### Useful Links

[Quick User Guide \(pdf, 1.71 MB\)](#)

[Dog Licencing](#)

[Import Licence](#)

[Veterinary Conditions](#)

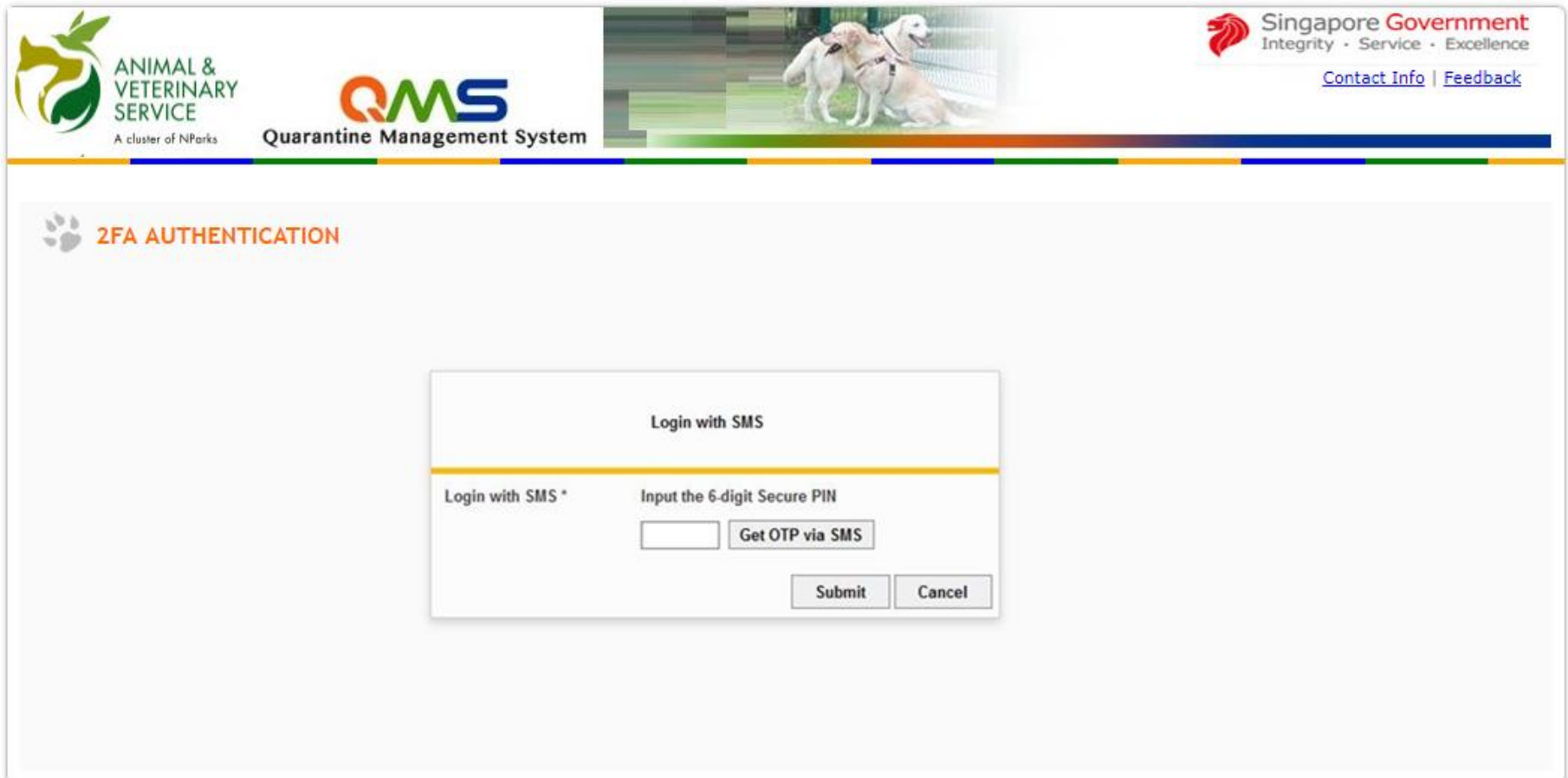
[Dog Licence Non HDB](#)

[Dog Licence HDB](#)

NEW  
ACCOUNT

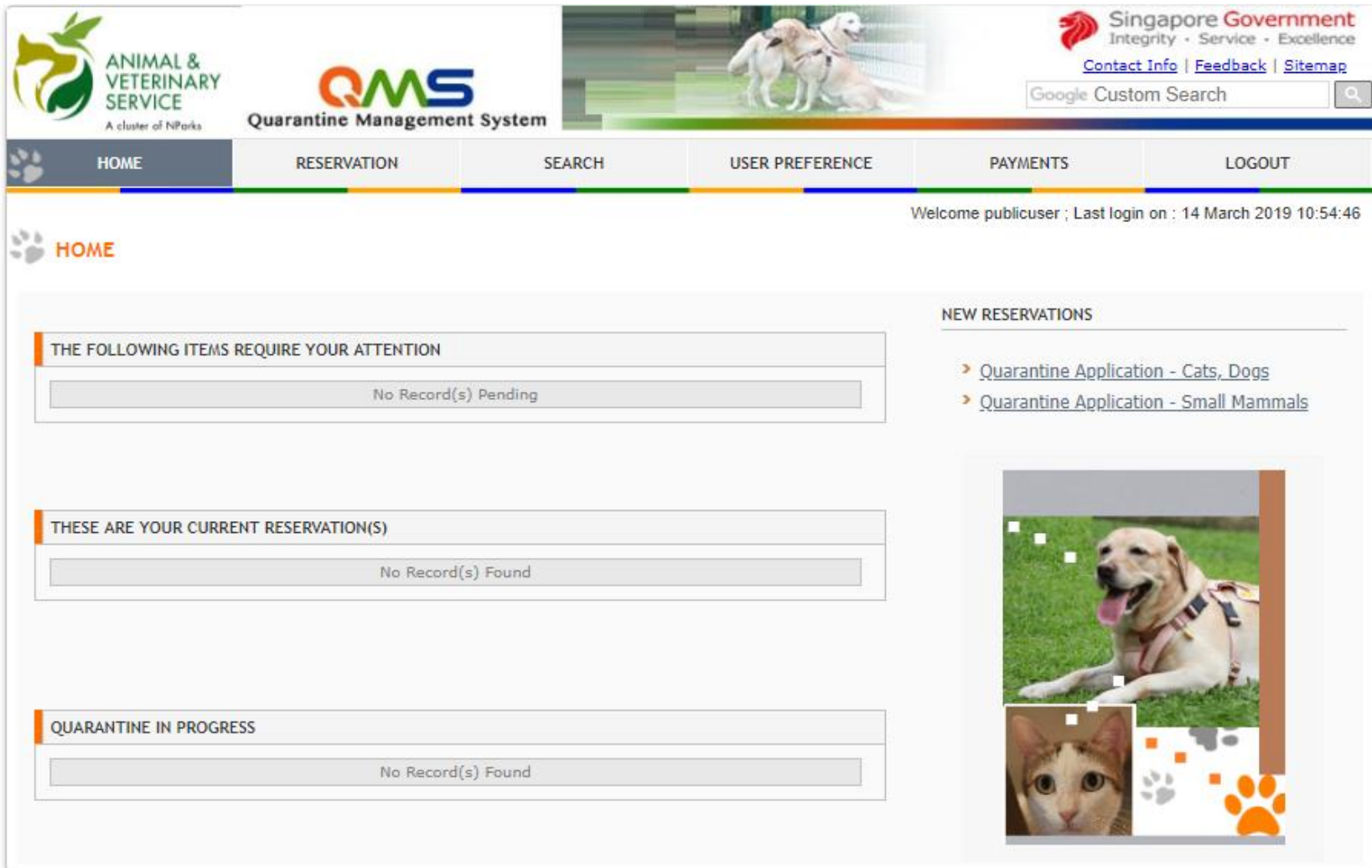


**Step 2:** Click "Get OTP via SMS" to receive the SMS OTP to your registered OTP Mobile Number, Enter the SMS OTP and click Submit



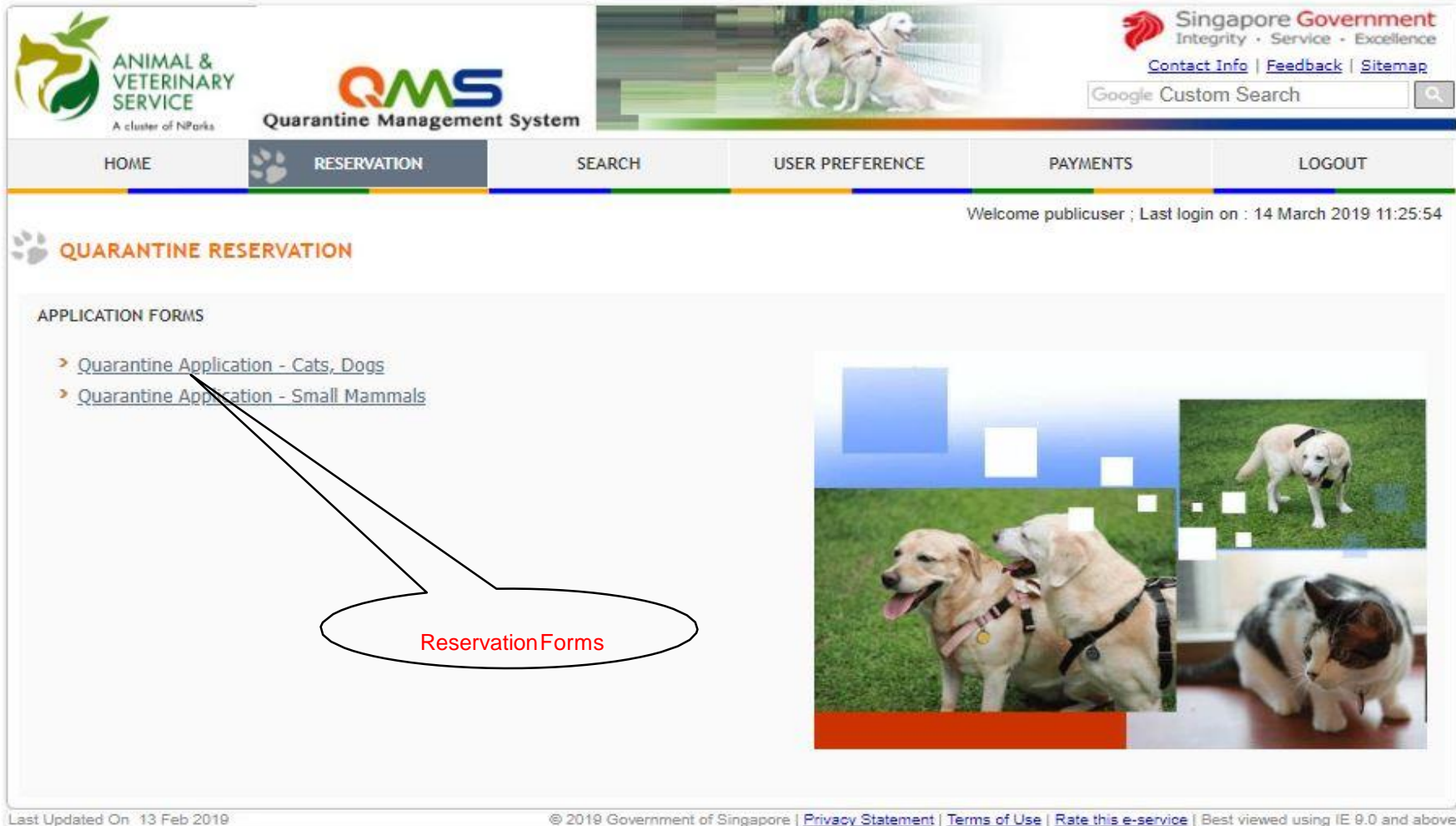
The screenshot shows the '2FA AUTHENTICATION' section of the QMS (Quarantine Management System) interface. At the top, there are logos for 'ANIMAL & VETERINARY SERVICE' and 'QMS Quarantine Management System', along with the Singapore Government logo and 'Contact Info | Feedback' links. The main content area features a 'Login with SMS' dialog box. This dialog box has a title bar 'Login with SMS' and a horizontal separator line. Below the line, it says 'Login with SMS \*' and 'Input the 6-digit Secure PIN'. There is a text input field for the PIN and a 'Get OTP via SMS' button. At the bottom of the dialog are 'Submit' and 'Cancel' buttons.

## Step 3: Home page displayed after the successful login via 2FA



The screenshot shows the home page of the Animal & Veterinary Service Quarantine Management System. The page features a navigation menu with options: HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. The user is logged in as 'publicuser' and the last login was on 14 March 2019 at 10:54:46. The main content area is divided into three sections: 'THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION' (No Record(s) Pending), 'THESE ARE YOUR CURRENT RESERVATION(S)' (No Record(s) Found), and 'QUARANTINE IN PROGRESS' (No Record(s) Found). On the right, there is a 'NEW RESERVATIONS' section with links for 'Quarantine Application - Cats, Dogs' and 'Quarantine Application - Small Mammals'. Below this is a decorative image of a dog and a cat with paw prints.

Step 1: After login, click on Reservation Menu to see quarantine reservation forms



The screenshot shows the web application interface for the Quarantine Management System (QMS). The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline "Integrity · Service · Excellence". A navigation menu contains links for HOME, RESERVATION (highlighted), SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. A search bar is also present. The main content area is titled "QUARANTINE RESERVATION" and lists "APPLICATION FORMS" with two links: "> Quarantine Application - Cats, Dogs" and "> Quarantine Application - Small Mammals". A callout bubble points to the first link with the text "ReservationForms". Below the application forms, there are three images: two dogs and one cat.

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Google Custom Search

HOME RESERVATION SEARCH USER PREFERENCE PAYMENTS LOGOUT

Welcome publicuser ; Last login on : 14 March 2019 11:25:54

QUARANTINE RESERVATION

APPLICATION FORMS

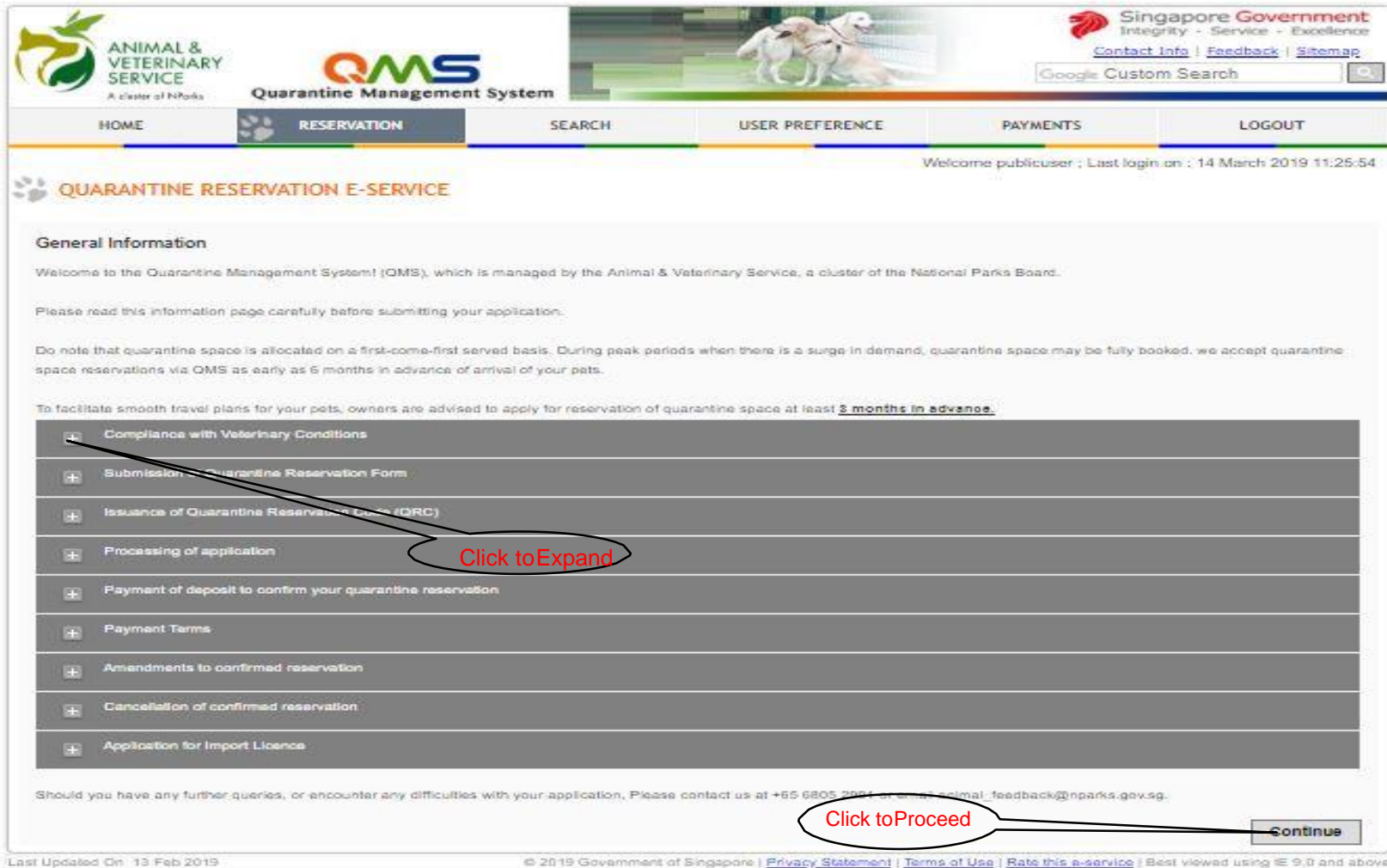
- > [Quarantine Application - Cats, Dogs](#)
- > [Quarantine Application - Small Mammals](#)

ReservationForms

Last Updated On : 13 Feb 2019

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## Step 2: View and Read Quarantine Reservation for Cats and Dogs Information Page



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Google Custom Search

HOME RESERVATION SEARCH USER PREFERENCE PAYMENTS LOGOUT

Welcome publicuser ; Last login on : 14 March 2019 11:25:54

### QUARANTINE RESERVATION E-SERVICE

#### General Information

Welcome to the Quarantine Management System (QMS), which is managed by the Animal & Veterinary Service, a cluster of the National Parks Board.

Please read this information page carefully before submitting your application.

Do note that quarantine space is allocated on a first-come-first served basis. During peak periods when there is a surge in demand, quarantine space may be fully booked, we accept quarantine space reservations via QMS as early as 6 months in advance of arrival of your pets.


To facilitate smooth travel plans for your pets, owners are advised to apply for reservation of quarantine space at least **8 months in advance**.

- Compliance with Veterinary Conditions
- Submission of Quarantine Reservation Form
- Issuance of Quarantine Reservation Card (QRC)
- Processing of application **Click to Expand**
- Payment of deposit to confirm your quarantine reservation
- Payment Terms
- Amendments to confirmed reservation
- Cancellation of confirmed reservation
- Application for Import Licence


Should you have any further queries, or encounter any difficulties with your application, Please contact us at +65 6805 2294 or email [animal\\_feedback@nparks.gov.sg](mailto:animal_feedback@nparks.gov.sg).

**Click to Proceed**


## Step 3: Fill up reservation details to check availability of room



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**Quarantine Management System**



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HOME
RESERVATION
SEARCH
USER PREFERENCE
PAYMENTS
LOGOUT

Welcome publicuser ; Last login on : 14 March 2019 11:25:54

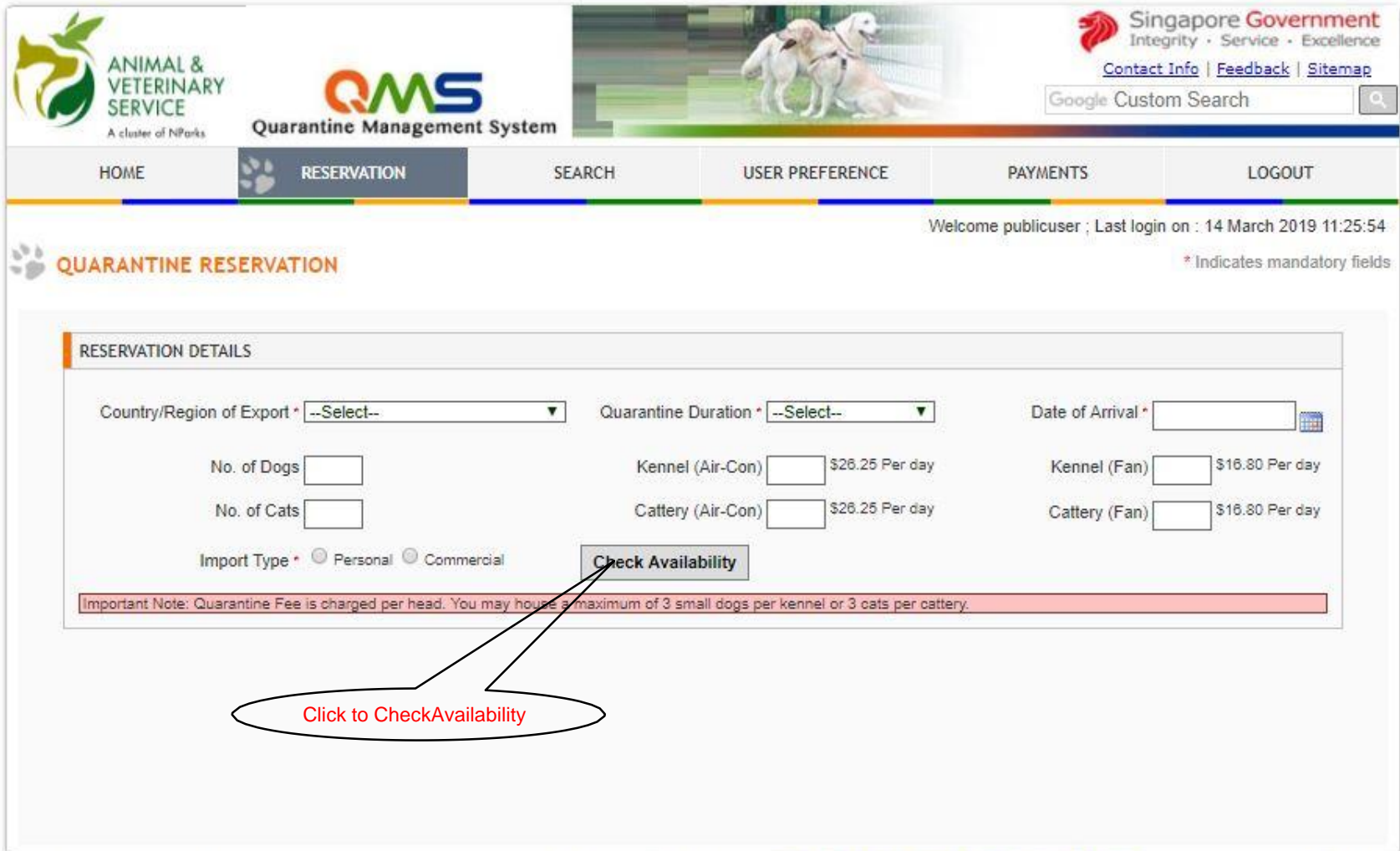
**QUARANTINE RESERVATION** \* Indicates mandatory fields

**RESERVATION DETAILS**

Country/Region of Export * <input type="text" value="--Select--"/>	Quarantine Duration * <input type="text" value="--Select--"/>	Date of Arrival * <input type="text"/> 
No. of Dogs <input type="text"/>	Kennel (Air-Con) <input type="text"/> \$26.25 Per day	Kennel (Fan) <input type="text"/> \$16.80 Per day
No. of Cats <input type="text"/>	Cattery (Air-Con) <input type="text"/> \$26.25 Per day	Cattery (Fan) <input type="text"/> \$16.80 Per day
Import Type * <input checked="" type="radio"/> Personal <input type="radio"/> Commercial		

**Important Note: Quarantine Fee is charged per head. You may house a maximum of 3 small dogs per kennel or 3 cats per cattery.**

## Step 4: After filling the details click on "Check availability"



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Google Custom Search

HOME RESERVATION SEARCH USER PREFERENCE PAYMENTS LOGOUT

Welcome publicuser ; Last login on : 14 March 2019 11:25:54

**QUARANTINE RESERVATION** \* Indicates mandatory fields

**RESERVATION DETAILS**

Country/Region of Export \* --Select--

Quarantine Duration \* --Select--

Date of Arrival \*

No. of Dogs

No. of Cats

Import Type \*  Personal  Commercial

Kennel (Air-Con)  \$26.25 Per day

Cattery (Air-Con)  \$26.25 Per day

Kennel (Fan)  \$16.80 Per day

Cattery (Fan)  \$16.80 Per day

**Check Availability**

**Important Note:** Quarantine Fee is charged per head. You may house a maximum of 3 small dogs per kennel or 3 cats per cattery.

Click to CheckAvailability



## Step 5: Fill up Pet details and attach supporting documents

**AVAILABILITY DETAILS**

Available Dates  27/02/2019  28/02/2019  01/03/2019  02/03/2019  04/03/2019  05/03/2019  06/03/2019

Payment Mode  Note: The chosen payment mode will be defaulted for future transactions of this reservation.

**DOG DETAILS**

Please note that banned breeds are not allowed for import. Please refer to the Quarantine Reservation Information page for more details

S.No.	Pet Name *	Breed *	DOB *(MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

Click to attach documents

**CAT DETAILS**

S.No.	Pet Name *	Breed *	DOB *(MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

Click to see fee estimation

**VETERINARIAN PREFERENCE**

Preferred veterinarian/veterinary clinic for attendance and treatment:

(If, in the opinion of the NParks/AVS Quarantine Station staff, your animal(s) requires veterinary attention whilst in quarantine, the Quarantine Station staff will arrange attendances and any necessary treatments by a private veterinarian on your behalf.)

Note: Leave blank if you do not have one and NParks/AVS will arrange a local veterinarian

**ESTIMATED FEE**

[Show Estimated Fee](#)

## Step 6: Attaching supporting documents

**AVAILABILITY DETAILS**

Available Dates:  27/02/2019  28/02/2019  01/03/2019  02/03/2019  04/03/2019  05/03/2019  06/03/2019

Payment Mode:  Note: The chosen payment mode will be defaulted for future transactions of this reservation.

---

**DOG DETAILS**

Please note that banned breeds are not allowed for import. Please refer to the Quarantine Reservation Information page for more details

S.No.	Pet Name *	Breed *	DOB*(MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

---

**CAT DETAILS**

S.No.	Pet Name *	Breed *	DOB*(MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

---

**VETERINARIAN PREFERENCE**

Preferred veterinarian/veterinarian's name:

(If, in the opinion of the NParks/AVS Quarantine Station staff, your animal(s) requires veterinary attention whilst in quarantine, the Quarantine Station staff will arrange attendances and any necessary treatments by a private veterinarian on your behalf.)

Note: Leave blank if you do not have one and NParks/AVS will arrange a local veterinarian

---

**ESTIMATED FEE**

Show Estimated Fee

**Manage Supporting Documents**

Following type of documents are allowed (\*.doc/\*.docx/\*.xls/\*.xlsx/\*.pdf/\*.jpg)  
Each supporting document should not exceed the size of 2000 KB

S.No.	Document Type	Upload
1	Rabies vaccination record/certificate with microchip number*	<input type="button" value="Choose File"/> Pet Detail1.jpg <input checked="" type="checkbox"/>
2	Rabies Serology test report*	<input type="button" value="Choose File"/> Pet Detail 2.jpg <input checked="" type="checkbox"/>
3	Photo showing the face and body of the dog (for mixed/ cross breeds)	<input type="button" value="Choose File"/> No file chosen

## Step 7: Click "Show Estimated Fee" to see Fee estimations

**ESTIMATED FEE**

Amend Pet details

**QUARANTINE FEE ESTIMATION**

Airconditioned Kennel Fee (S\$) :	26.25	Fan Fitted Kennel Fee (S\$) :	0.00
Airconditioned Cattery Fee (S\$) :	26.25	Fan Fitted Cattery Fee (S\$) :	0.00
Transport Fee (S\$) :	148.00		
<b>Estimated Total Quarantine Fee (S\$) :</b>	<b>1,723.00</b>	<b>Estimated Deposit Amount (S\$) :</b>	<b>673.00</b>

(This quarantine fee does not include the ad-hoc charges, which may be added for various reasons that include medication, vaccination, etc.)

**DECLARATION**

I have read and understood the information provided in the Quarantine Reservation Information Page. I hereby declare that:

- The information provided in my application is correct and true.
- I indemnify AVS/NParks of any claims arising from this application and the subsequent importation/quarantine/exportation/transhipment of the animals.
- I understand that the quarantine space will only be confirmed after a deposit has been made, and the deposit is non-refundable. Amendment fees may also be incurred for changes to confirmed reservations.
- The animal(s) which I am importing is/are not under the prohibited/banned list , and not pregnant at the time of export to Singapore.
- I understand all the [Terms and Conditions](#) for quarantine

Save as Draft

Submit

Back to Home

Print

## Step 8: Check all declarations and click on "Submit" to see Confirmation page

**ESTIMATED FEE**

Amend Pet details

**QUARANTINE FEE ESTIMATION**

Airconditioned Kennel Fee (S\$) :	26.25	Fan Fitted Kennel Fee (S\$) :	0.00
Airconditioned Cattery Fee (S\$) :	26.25	Fan Fitted Cattery Fee (S\$) :	0.00
Transport Fee (S\$) :	148.00		
<b>Estimated Total Quarantine Fee (S\$) :</b>	<b>1,723.00</b>	<b>Estimated Deposit Amount (S\$) :</b>	<b>673.00</b>


(This quarantine fee does not include the ad-hoc charges, which may be added for various reasons that include medication, vaccination, etc.)

**DECLARATION**

I have read and understood the information provided in the Quarantine Reservation Information Page. I hereby declare that:

- The information provided in my application is correct and true.
- I indemnify AVS/NParks of any claims arising from this application and the subsequent importation/quarantine/exportation/transshipment of the animals.
- I understand that the quarantine space will only be confirmed after a deposit has been made, and the deposit is non-refundable. Amendment fees may also be incurred for changes to confirmed reservations.
- The animal(s) which I am importing is/are not under the prohibited/banned list , and not pregnant at the time of export to Singapore.
- I understand all the [Terms and Conditions](#) for quarantine

## Step 9: Verify all details and Click "*Proceed*" to submit the quarantine reservation application

 Confirmation Summary

Country of Export : Argentina	Arrival Date : 27/04/2017
Quarantine Period : 30 days	Release Date : 27/05/2017
Cats : 1	Dogs : 1
Air-Conditioned Catteries : 0	Air-Conditioned Kennels : 1
Fan Fitted Catteries : 1	Fan Fitted Kennels : 0
Payment Mode : ONLINE	

Estimated Total Fee Amount (S\$) : 1,439.50 (Complete Quarantine Fee excluding ad-hoc charges E.g. Vaccination, Medication, etc)

Estimated Deposit Amount (S\$) : 578.50 (Please pay this deposit amount once your reservation is approved)

Note: Click "Proceed" to Submit your reservation. Status of your reservation will be notified through email.

## Step 10: Success Message will be displayed and email confirmation will be

ESTIMATED FEE

[Amend Pet details](#)

QUARANTINE FEE ESTIMATION

Airconditioned Kennel Fee (S\$) :	26.25	Fan Fitted Kennel Fee (S\$) :	0.00
Airconditioned Cattery Fee (S\$) :	0.00	Fan Fitted Cattery Fee (S\$) :	18.80
Transport Fee (S\$) :	148.00		
Estimated Total Quarantine Fee (S\$) :	1,439.50	Estimated Deposit Amount (S\$) :	578.50

(This quarantine fee does not include)


DECLARATION

I have read and understood

- The information provided in my application is correct and true.
- I indemnify AVA of any claims arising from this application and the subsequent importation/quarantine/exportation/transshipment of the animals.
- I understand that the quarantine space will only be confirmed after a deposit has been made, and the deposit is non-refundable. Amendment fees may also be incurred for changes to confirmed reservations.
- The animal(s) which I am importing is/are not under the prohibited/banned list, and not pregnant at the time of export to Singapore.
- I understand all the [Terms and Conditions](#) for quarantine.

[Save as Draft](#) [Submit](#) [Back to Home](#) [Print](#)

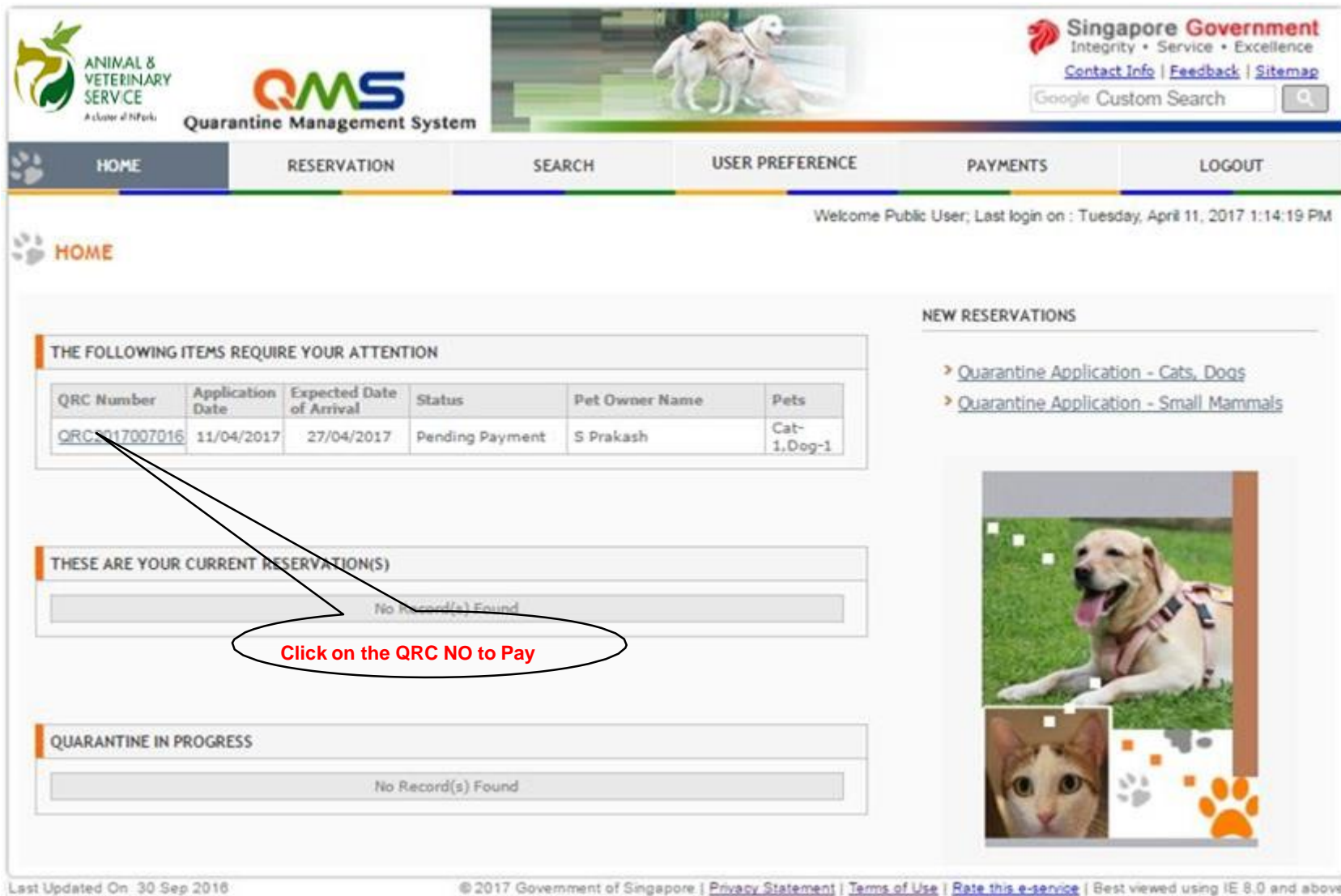
Confirmation

 Requested action has been performed successfully for QRC2017007016

[OK](#)

# Payment for Approved Reservations

# Step 1: Click on the Approved reservation to do Payments for the Reservation



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Google Custom Search

HOME RESERVATION SEARCH USER PREFERENCE **PAYMENTS** LOGOUT

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

**HOME**

**THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION**

QRC Number	Application Date	Expected Date of Arrival	Status	Pet Owner Name	Pets
<a href="#">QRC517007016</a>	11/04/2017	27/04/2017	Pending Payment	S Prakash	Cat-1, Dog-1

**THESE ARE YOUR CURRENT RESERVATION(S)**

No Record(s) Found

**QUARANTINE IN PROGRESS**

No Record(s) Found

**NEW RESERVATIONS**


- > [Quarantine Application - Cats, Dogs](#)
- > [Quarantine Application - Small Mammals](#)

**Click on the QRC NO to Pay**


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## Step 2: Confirm Reservation Details and Click "Make Payment" to Proceed



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[HOME](#) | **[RESERVATION](#)** | [SEARCH](#) | [USER PREFERENCE](#) | [PAYMENTS](#) | [LOGOUT](#)

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

**VIEW RESERVATION - QRC2017007016** \* Indicates mandatory fields

[Make Payment](#) | [Cancel Reservation](#) | [Back to Home](#) | [Print](#)

**LINKS**  
[View Payments](#)

**RESERVATION DETAILS**


Country of Export *	<input type="text" value="Argentina"/>	Quarantine Duration *	<input type="text" value="30"/> Days	Date of Arrival *	<input type="text" value="27/04/2017"/>
No. of Dogs	<input type="text" value="1"/>	Kennel (Air-Con)	<input type="text" value="1"/> \$26.25 Per day	Kennel (Fan)	<input type="text" value="0"/> \$16.80 Per day
No. of Cats	<input type="text" value="1"/>	Cattery (Air-Con)	<input type="text" value="0"/> \$26.25 Per day	Cattery (Fan)	<input type="text" value="1"/> \$16.80 Per day
Import Type *	<input checked="" type="radio"/> Personal <input type="radio"/> Commercial				


**Important Note:** Quarantine Fee is charged per head. You may house a maximum of 3 small dogs per kennel or 3 cats per cattery.

**PAYMENT DETAILS**  
Payment Mode  Note: The chosen payment mode will be defaulted for future transactions of this reservation.


Click to initiate payment

## Step 3: Click "Make Payment"





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Google Custom Search

---

HOME
**RESERVATION**
SEARCH
USER PREFERENCE
PAYMENTS
LOGOUT

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

\* Indicates mandatory fields

### RESERVATION PAYMENT

**PAYMENT DETAILS**

Dear S Prakash,

QRC No. : QRC2017007016

Please make payment for the following items:

**ITEMS PENDING**

S.No.	Payment Description	Amount(S\$)
1	1 * AC Kennel Fee * 10 Days , 1 * Fan Cattery Fee * 10 Days	430.50
2	2 * Transport Fee	148.00

Total amount paid for the reservation to-date : 0.00

Current Outstanding Amount (Total Outstanding Amount – Total Amount Paid) : 578.50

Please choose the payment gateway you wish to make payment with :

Please **DO NOT** perform the following throughout this transaction as it may disrupt the operation of the system or alter the results of the transaction:

- Navigate using the browser's "BACK", "FORWARD" or "REFRESH" buttons.
- AClick the options on the webpage more than once

Your reservation/amendment will be considered complete once you see the receipt confirmation page after payment.

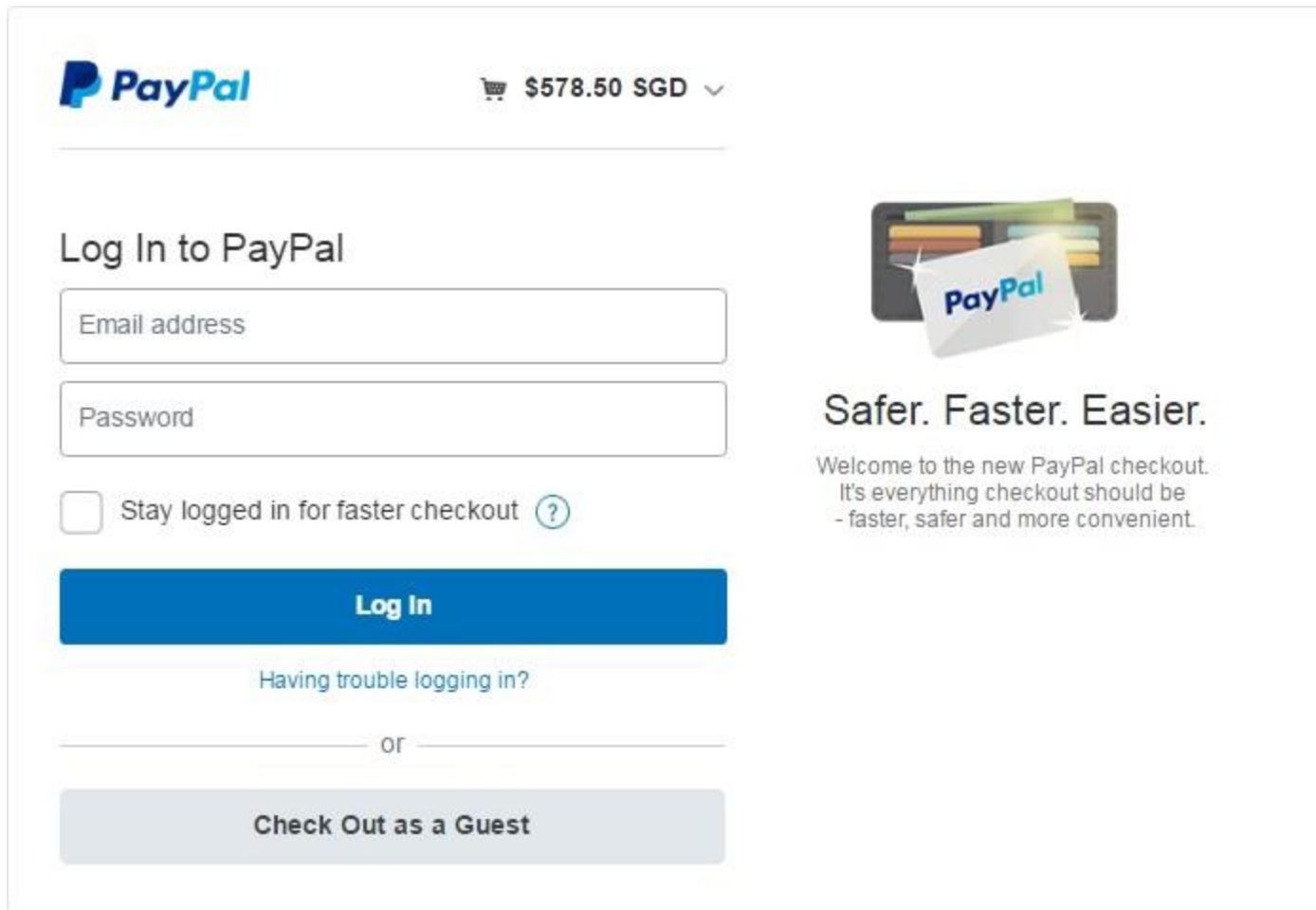
**Click to Proceed to Payment**

Last Updated On: 30 Sep 2016

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# Payment Method for Users with PayPal Account

## Step 4: Enter PayPal Account Details and Click "Login"




The screenshot shows the PayPal checkout interface. At the top left is the PayPal logo, and at the top right is a shopping cart icon with the text "\$578.50 SGD" and a dropdown arrow. Below the logo is a horizontal line. The main heading is "Log In to PayPal". There are two input fields: "Email address" and "Password". Below these is a checkbox labeled "Stay logged in for faster checkout" with a question mark icon. A large blue "Log In" button is positioned below the checkbox. Underneath the button is the text "Having trouble logging in?". A horizontal line with "OR" in the center separates the login options from the "Check Out as a Guest" button, which is a light gray button. To the right of the login fields is a graphic of a smartphone displaying the PayPal logo. Below this graphic is the text "Safer. Faster. Easier." followed by a welcome message: "Welcome to the new PayPal checkout. It's everything checkout should be - faster, safer and more convenient."

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Consumer advisory - PayPal Pte. Ltd. the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 5: Link Card Details with PayPal


### Link card



[Add](#)

 \$ 578.50 SGD

Pay with [Change](#)

 Visa x-3737 \$ 578.50 SGD

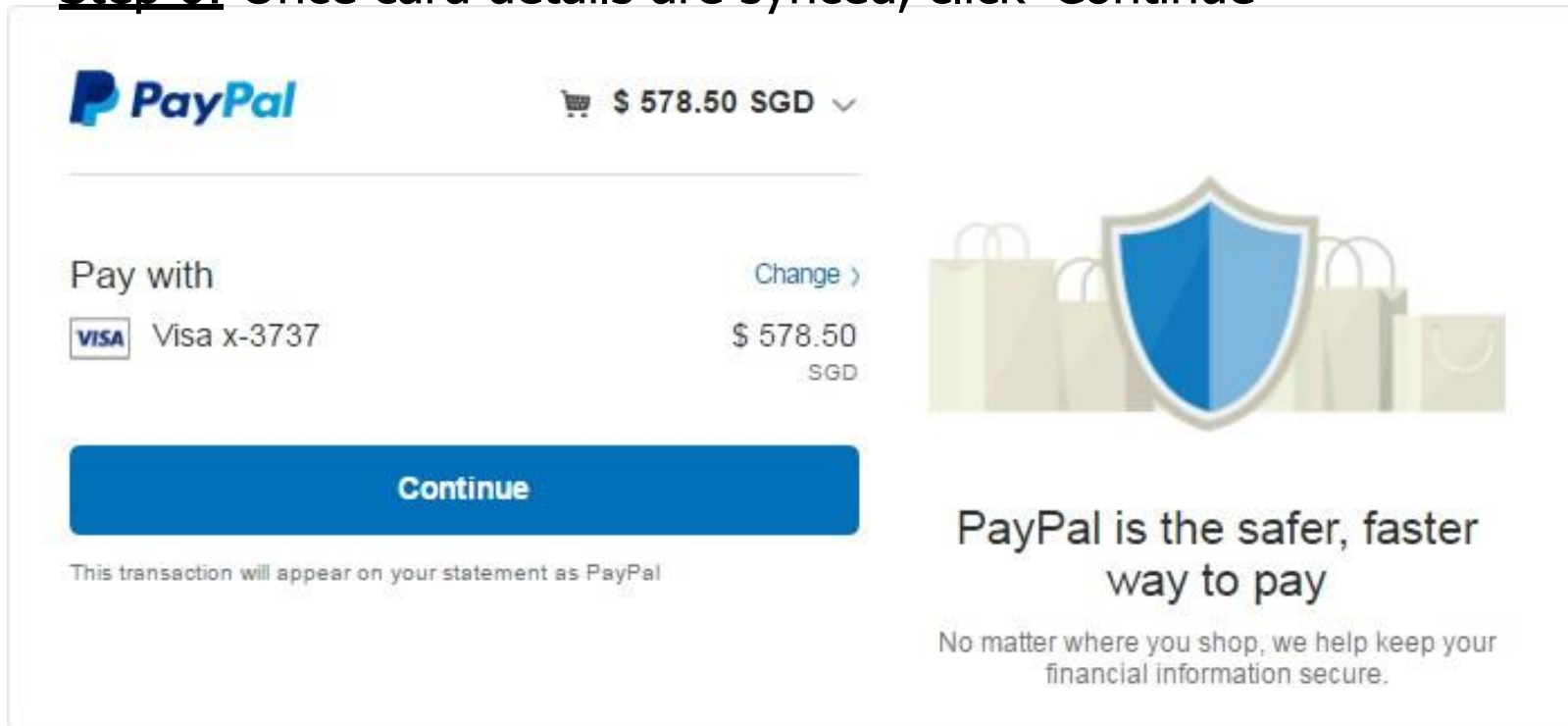
This transaction will appear on your statement as PayPal \* DELPHINMERC.


[Cancel and return to Delphin Merchant's Test Store](#)

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Consumer advisory - PayPal Pte. Ltd. the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 6: Once card details are synced, click "Continue"



PayPal  \$ 578.50 SGD

Pay with [Change >](#)

 Visa x-3737 \$ 578.50 SGD

[Continue](#)

This transaction will appear on your statement as PayPal

PayPal is the safer, faster way to pay

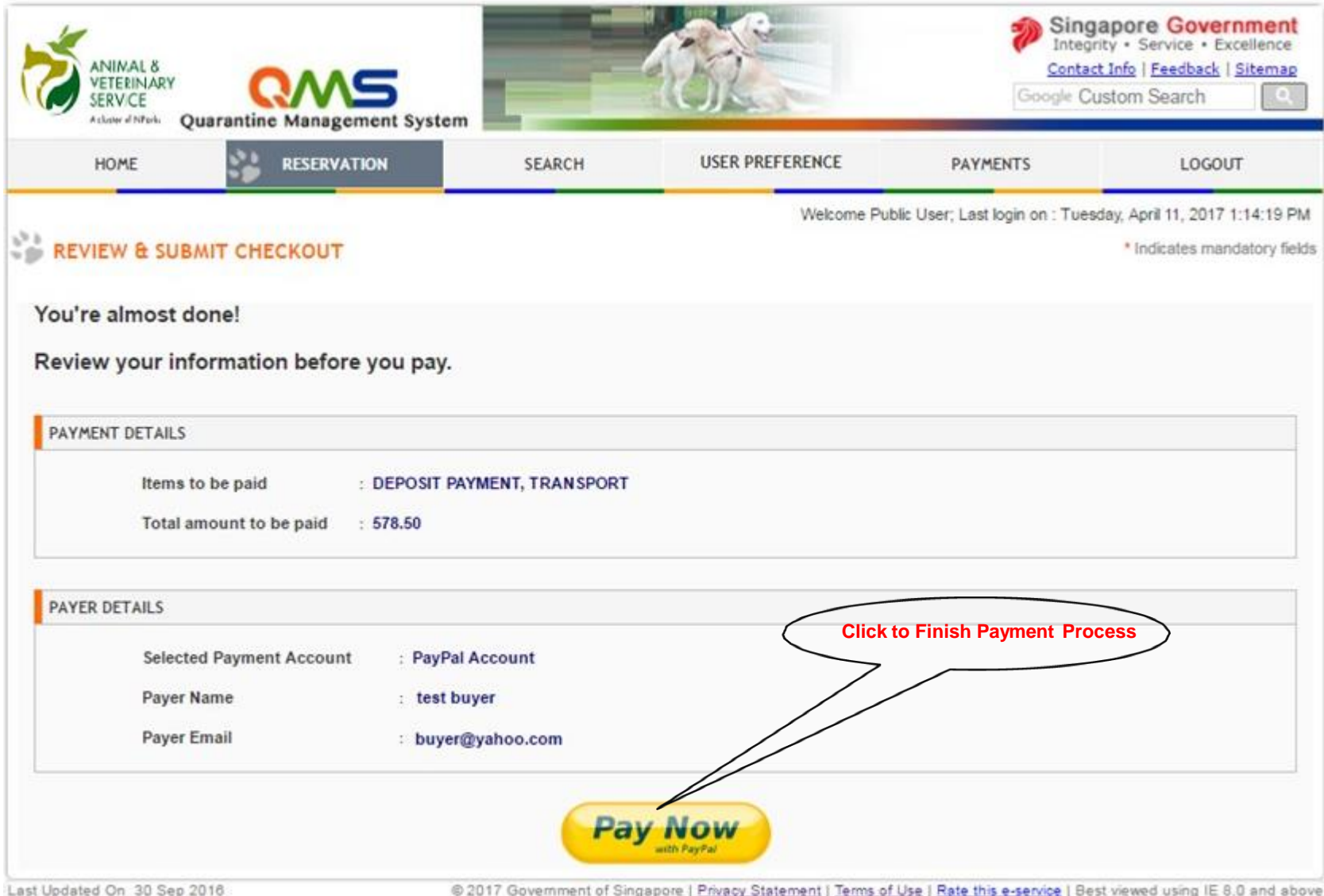
No matter where you shop, we help keep your financial information secure.

[Cancel and return to Merchant's Test Store](#)

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Consumer advisory - PayPal Pte. Ltd. the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 6. Finally Confirm the Payment details at the QMS-AVA and Click "Pay Now With PavPal"



The screenshot shows the 'REVIEW & SUBMIT CHECKOUT' page of the QMS-AVA system. The page header includes the Animal & Veterinary Service logo, the QMS (Quarantine Management System) logo, and the Singapore Government logo with the motto 'Integrity • Service • Excellence'. A navigation menu contains links for HOME, RESERVATION (active), SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. A search bar is located in the top right corner. The main content area displays the following information:

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

**REVIEW & SUBMIT CHECKOUT** \* Indicates mandatory fields

You're almost done!  
Review your information before you pay.

**PAYMENT DETAILS**

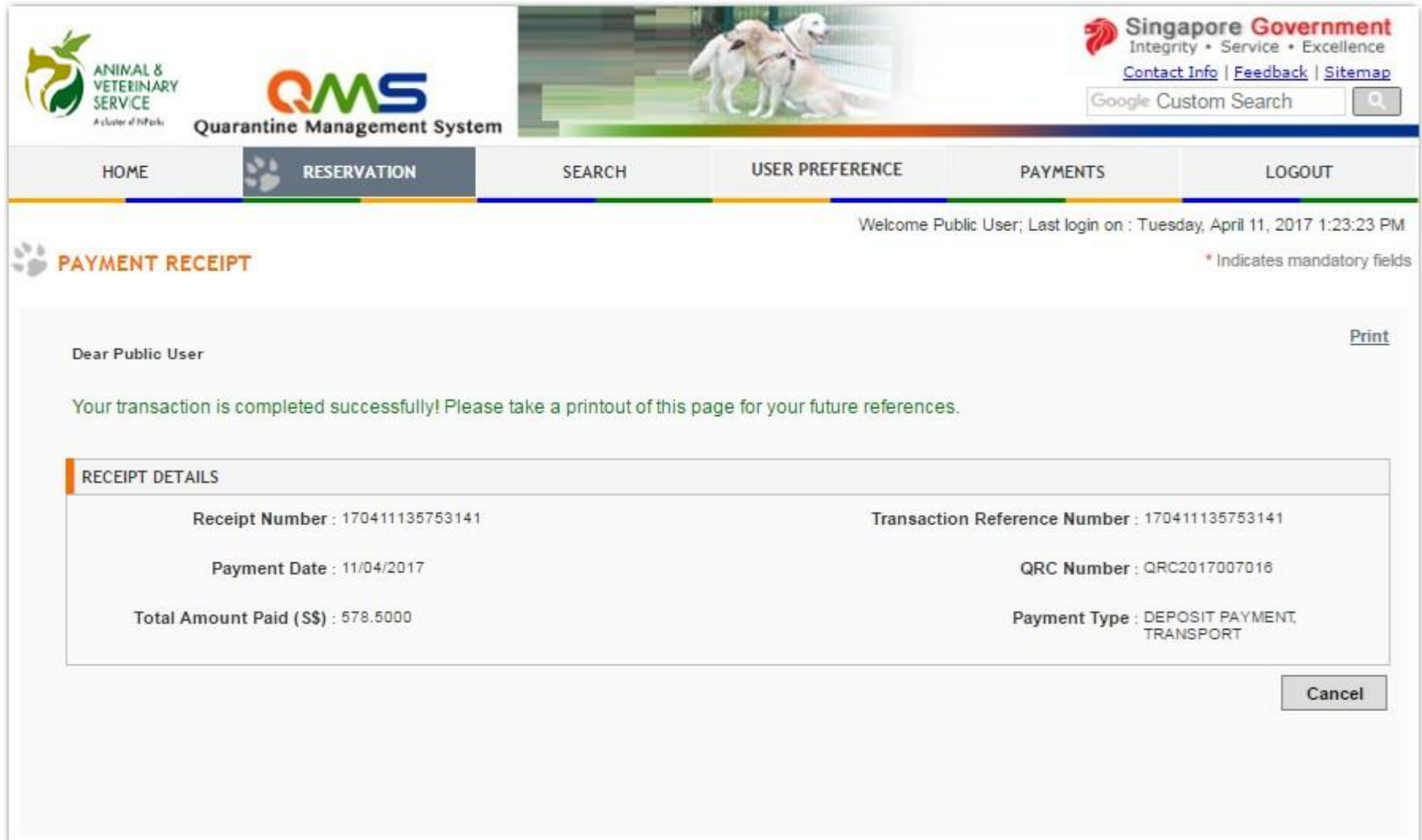
Items to be paid	: DEPOSIT PAYMENT, TRANSPORT
Total amount to be paid	: 578.50

**PAYER DETAILS**

Selected Payment Account	: PayPal Account
Payer Name	: test buyer
Payer Email	: buyer@yahoo.com

A yellow button labeled 'Pay Now with PayPal' is positioned at the bottom center. A red speech bubble with the text 'Click to Finish Payment Process' points to this button.

## Step 8: Payment process is complete and Payment Receipt is obtained



The screenshot shows the QMS (Quarantine Management System) interface. At the top, there are logos for the Animal & Veterinary Service and the Singapore Government. A navigation menu includes HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. The main content area displays a 'PAYMENT RECEIPT' for a public user, with a message stating 'Your transaction is completed successfully! Please take a printout of this page for your future references.' Below this, a 'RECEIPT DETAILS' box contains the following information:

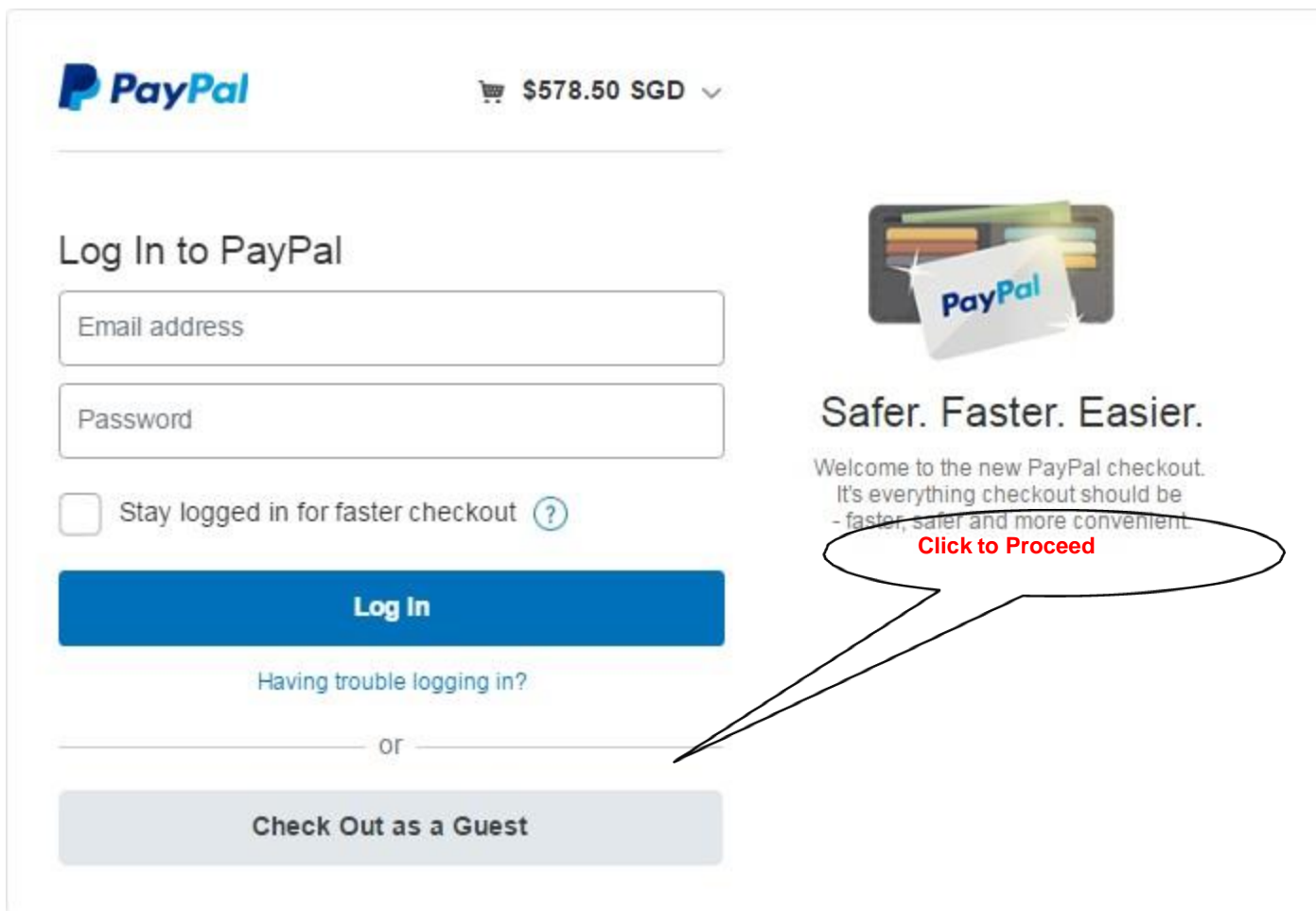
Receipt Number : 170411135753141	Transaction Reference Number : 170411135753141
Payment Date : 11/04/2017	QRC Number : QRC2017007016
Total Amount Paid (S\$) : 578.5000	Payment Type : DEPOSIT PAYMENT, TRANSPORT


A 'Print' link is located in the top right corner of the receipt area, and a 'Cancel' button is at the bottom right.



# Payment Method for Users without PayPal Account

## Step 4: Click "Checkout as Guest" in the PayPal Screen



PayPal  \$578.50 SGD

### Log In to PayPal

 Stay logged in for faster checkout [?](#)  
**Log In**  
[Having trouble logging in?](#)

or

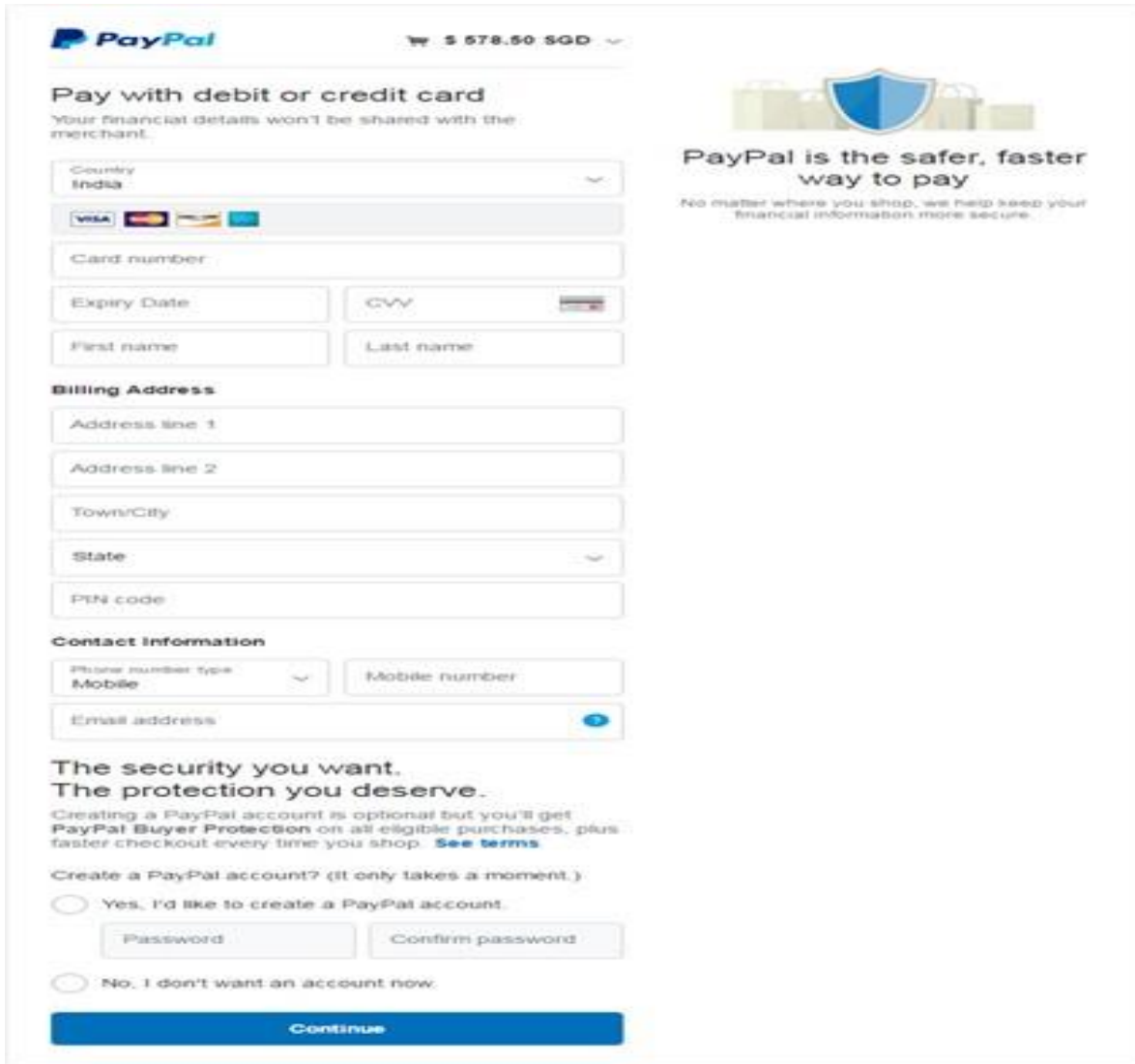
**Check Out as a Guest**

Safer. Faster. Easier.  
Welcome to the new PayPal checkout.  
It's everything checkout should be  
- faster, safer and more convenient.  
**Click to Proceed**

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Consumer advisory - PayPal Pte. Ltd. the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 5: Fill in all the details and click "Continue"

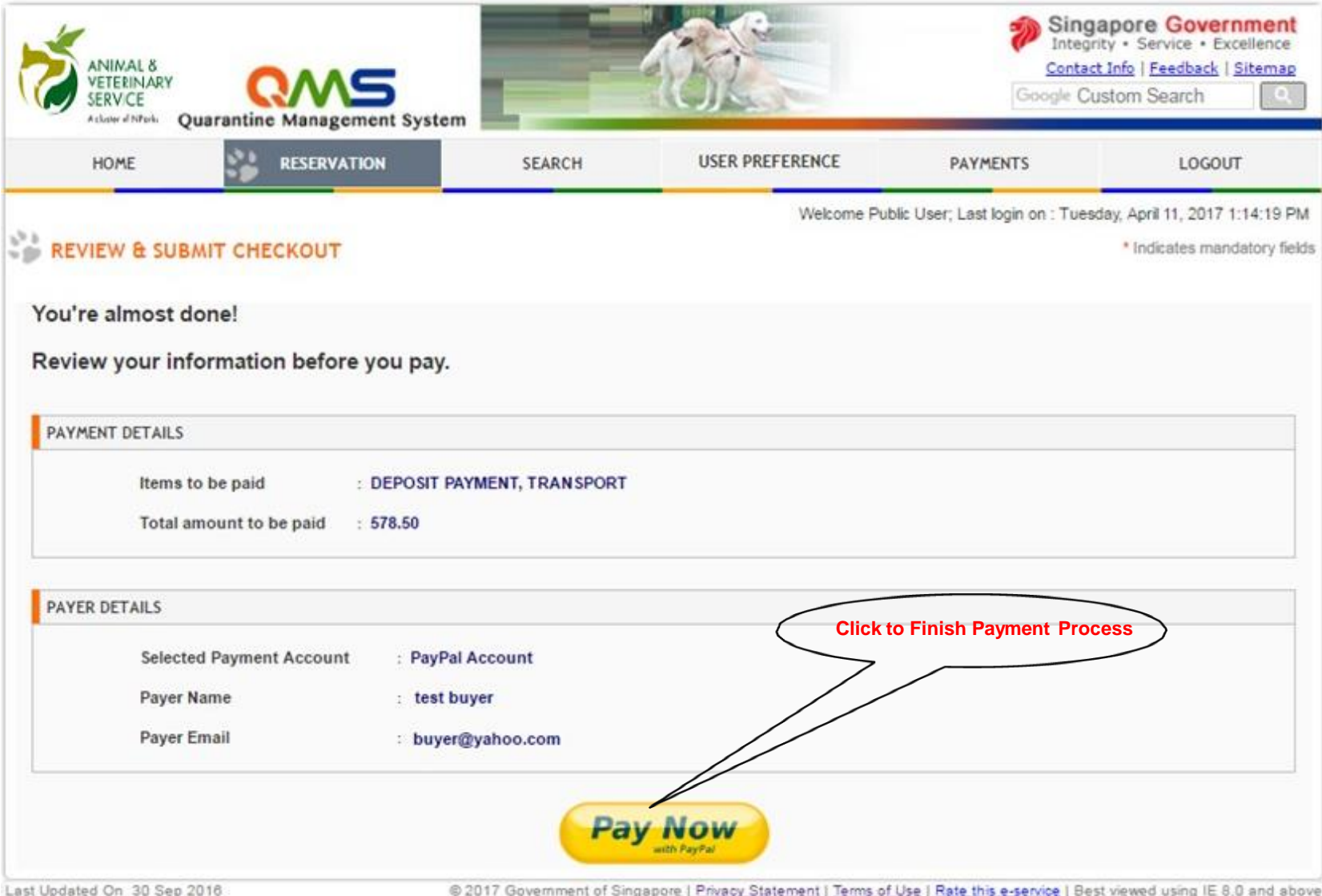


The screenshot shows the PayPal payment page for a transaction of \$ 578.50 SGD. The page is titled "Pay with debit or credit card" and includes a security message: "Your financial details won't be shared with the merchant." The form fields are organized into several sections:

- Country:** A dropdown menu set to "India".
- Card Type:** A row of icons for VISA, Mastercard, American Express, and Discover.
- Card Details:** Fields for "Card number", "Expiry Date", and "CVV".
- Name:** Fields for "First name" and "Last name".
- Billing Address:** Fields for "Address line 1", "Address line 2", "Town/City", "State" (a dropdown menu), and "PIN code".
- Contact Information:** Fields for "Phone number type" (set to "Mobile"), "Mobile number", and "Email address".

Below the form, there is a security message: "The security you want. The protection you deserve." followed by text explaining that creating a PayPal account is optional but provides "PayPal Buyer Protection" on eligible purchases. There are two radio button options: "Yes, I'd like to create a PayPal account" and "No, I don't want an account now." The "Yes" option is selected. Below this, there are fields for "Password" and "Confirm password". At the bottom of the form is a large blue "Continue" button.

## Step 6. Finally Confirm the Payment details at the QMS-AVA and Click "Pay Now With PayPal"



The screenshot shows the 'REVIEW & SUBMIT CHECKOUT' page of the QMS-AVA system. The page header includes the Animal & Veterinary Service logo, the QMS (Quarantine Management System) logo, and the Singapore Government logo with the tagline 'Integrity • Service • Excellence'. A navigation menu contains links for HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. A search bar is also present. The main content area displays the following information:

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

**REVIEW & SUBMIT CHECKOUT** \* Indicates mandatory fields

You're almost done!  
Review your information before you pay.

**PAYMENT DETAILS**

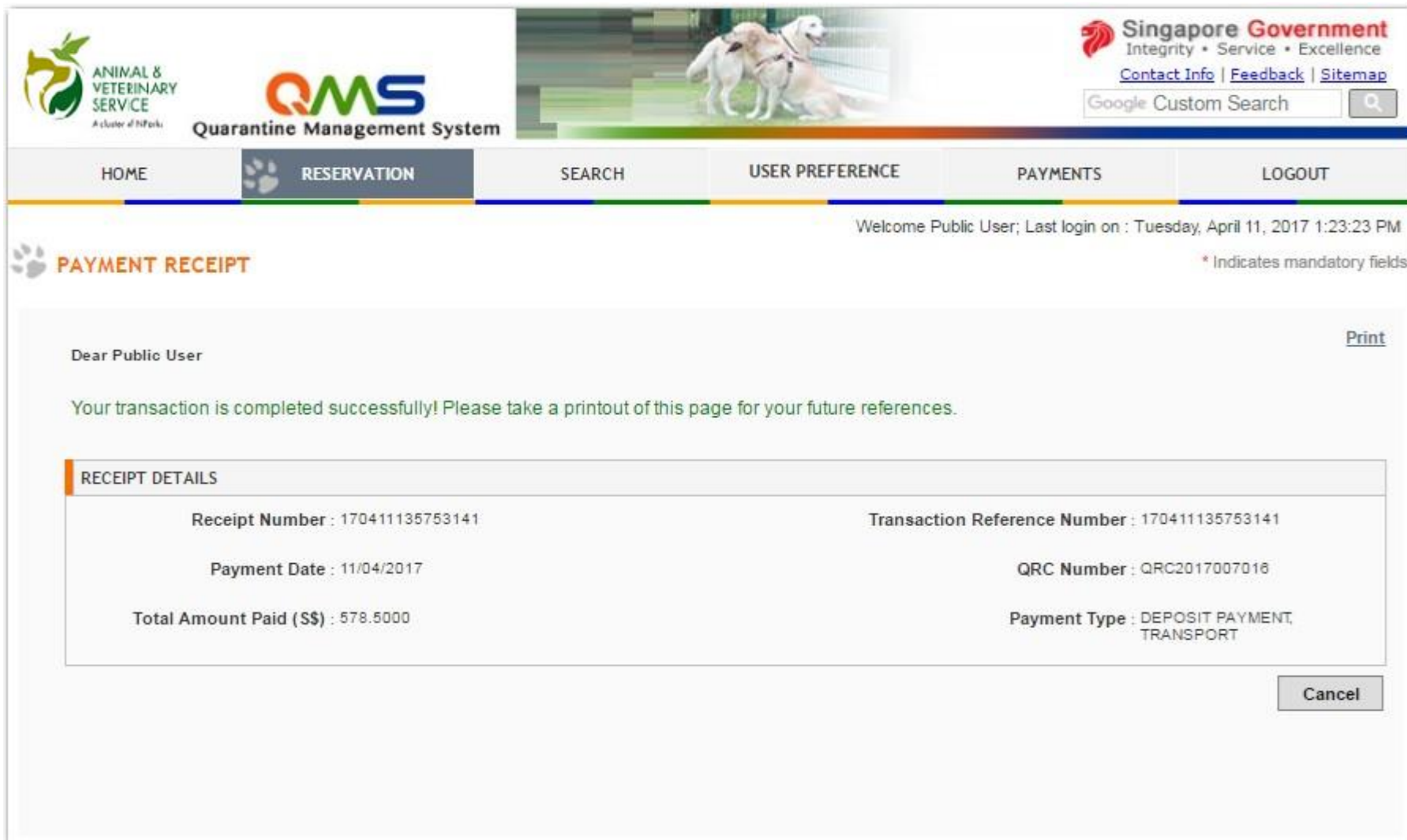
Items to be paid	: DEPOSIT PAYMENT, TRANSPORT
Total amount to be paid	: 578.50

**PAYER DETAILS**

Selected Payment Account	: PayPal Account
Payer Name	: test buyer
Payer Email	: buyer@yahoo.com

A yellow button labeled 'Pay Now with PayPal' is prominently displayed at the bottom. A speech bubble points to this button with the text 'Click to Finish Payment Process'.

## Step 7: Payment process is complete and Payment Receipt is obtained



The screenshot shows the QMS (Quarantine Management System) interface. At the top, there are logos for Animal & Veterinary Service and QMS. A navigation bar includes links for HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. The main content area displays a 'PAYMENT RECEIPT' for a public user, with a success message and a 'Print' button. Below this is a 'RECEIPT DETAILS' section containing transaction information.

RECEIPT DETAILS	
Receipt Number : 170411135753141	Transaction Reference Number : 170411135753141
Payment Date : 11/04/2017	QRC Number : QRC2017007016
Total Amount Paid (S\$) : 578.5000	Payment Type : DEPOSIT PAYMENT, TRANSPORT

# Thank You