

Inspection & Laboratory e-Services Online Help (Last Updated: 13 May 2020)

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Inspection Appointment Booking

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

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

Pre-Requisites

- Singapore Residents can login to Inspection & Laboratory e-Services using your SingPass ID.
- For Non Singapore Residents, you need to apply for an account to login to Inspection & Laboratory e-Services.
- The administrator of the company must assign your SingPass ID / personal account as an authorised representative in order to perform transaction for his/her company.
- For Inspection Booking via SMS, you need to specify your mobile phone number in your user profile. Please ensure that the mobile phone number given is correct.

How to Book an Appointment

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


Figure 1: Service Representative Selection

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

Figure 2: Inspection Appointment Booking – Select Inspection Type

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

Figure 3: Inspection Appointment Booking –Eg: Import Inspection of Processed Food

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

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

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

Figure 4: Inspection Appointment Booking – Acknowledgement Page

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

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

Figure 5: Inspection Appointment Booking – Print Acknowledgement Page

SMS and Email Notifications

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

Appointment Booking Confirmation

- **Approved Inspection Appointment Booking**

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

Sample by SMS

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

Sample by Email

Subject : Inspection Booking Appointment Status – Approved

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

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

Below is the Inspection Booking details:

Date: 18/04/2009
Time: 1330

Remark:

This is a computer generated email.

- **Rejected Inspection Appointment Booking**

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

Sample by SMS

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

Sample by Email

Subject : Inspection Booking Appointment Status – Rejected

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

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

Remark:

This is a computer generated email.

Inspection Not Required

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

Sample by SMS

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

Sample by Email

Subject: Inspection Booking Appointment Status – Inspection Not Required

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

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

Remark:

 This is a computer generated email.

How to Check Result of Inspection

Go to **My Applications** → **Appointment Booking Enquiry** on the navigation menu bar. The following screen will be displayed. You may enquire by Appointment No., Permit No. or Inspection date range.

HOME>>My Applications>>Appointment Booking Enquiry

Appointment Booking List (E-Service)

Welcome LINDA TAN

User ID:
 User Name:
 Inspection Type:
 Appointment No.:
 Permit No / Lab Appln No.:
 Inspection Date Range * (dd/mm/yyyy): From: To:
 Booking Status:

2 record(s) found.

S/N	Appointment No.	Permit No / Lab Application No	Inspection Type	Date & Time of Inspection	Inspection Location	Booking Status	Creator Name	Date Created	Inspection Result																
1	EIIP14C002672	IG4C644867G	Import Inspection of Processed Food	01/04/14	BLK 7A, CHIN BEE DRIVE, S619858	Inspection Not Required	TAN LAY CHING DORIS	29/03/2014 14:39:36	-																
2	EIS14C002803	IG4C656236W	Import Inspection of Meat & Fish	01/04/14	BLK 7A, CHIN BEE DRIVE, S619858	Approved	TAN LAY CHING DORIS	31/03/2014 17:08:00	<table border="1"> <thead> <tr> <th>CCP s/n</th> <th>Result</th> </tr> </thead> <tbody> <tr><td>1</td><td>Pass</td></tr> <tr><td>2</td><td>Pass</td></tr> <tr><td>3</td><td>Pass</td></tr> <tr><td>4</td><td>Pass</td></tr> <tr><td>5</td><td>Pass</td></tr> <tr><td>6</td><td>Pass</td></tr> <tr><td>7</td><td>Pass</td></tr> </tbody> </table>	CCP s/n	Result	1	Pass	2	Pass	3	Pass	4	Pass	5	Pass	6	Pass	7	Pass
CCP s/n	Result																								
1	Pass																								
2	Pass																								
3	Pass																								
4	Pass																								
5	Pass																								
6	Pass																								
7	Pass																								

Result Security

Results can only be viewed by users (authorised to view results) under the importer's CorpPass account . CorpPass users who have not been authorised will not see results.

Eg. CCP no. IG1234567X belongs to Importer A. User X authorised under Logistics Company A's account books appointment on behalf of Importer A. Result will not be released to Logistics Company A as they are not the owner of the CCP.