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.

Inspection Appointment Booking		
This request for service is for :		.
O Authorised Company: ABC Veterinary Clinic	~	OK Cancel

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.

Inspection Appointment Booking							
User ID	NSANGELINE	1					
User Name	Angeline Tan						
Customer Ref No	199100895M						
Company Name	ABC Veterinary Clinic						
Inspection Type	Select One						
		Next Reset					

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.

	And Import Inspection - (Step 2/5)								
Instruction									
1 This form may tak	ke vou 10 minutes to fill in								
2 Please note that	all bookings must be submitted one day before the inspection date. Please also ensure that all information submitted for your reque	sts							
are correct to faci	are correct to facilitate our processing.								
3. All cargo clearance	All cargo clearance permits and any other supporting documents (eg. health certificates, invoices, packing lists etc.) for the imported consignment must								
be submitted to S	be submitted to SFA during the inspection.								
4. Please note that a	as an importer, you are responsible for the imported consignment and you have to fulfil the conditions stated in the permit.								
more									
Requestor Information									
Requestor Name	ANIMAL & PLANT HEALTH CENTRE	_							
Address	Bik 6 , PERAHU ROAD	-							
	718627	5							
		-							
Inspection Premises Cont	tact Information								
Contact Person *	YEO S C								
Telephone *	62165160								
	03103100								
Receive Inspection Confid									
Contra inspection Contin	Mobile No.								
Zama u	HOULE NO.								
2 Email	Email Address								
CCP Information									
	1.								
	3.								
	4.								
	5.								
	6.								
	6. 7.								
	6 7								
	6 7 8								
	6 7 8 9								
	6 7 8 9 10								
	6 7 8 9 10								
	6 7 8 9 10								
Inspection Information	6 7 8 9 10								
Inspection Information	6 7 8 9 10 Premises Code								
Inspection Information									
Inspection Information Inspection Location									
Inspection Information	6 7 8 9 10 10 Premises Code © Other Appointed Place Postal Code * Search								
Inspection Information	6 7 8 9 10 10 0 Other Appointed Place Postal Code * Street/Road Name * Street/Road Name *								
Inspection Information Inspection Location *	6 7 8 9 10 10 Postal Code * Street/Road Name * Block/House No *								
Inspection Information	6 7 8 9 9 10 10 Postal Code * Street/Road Name * Block/House No * Level & Unit No								
Inspection Information Inspection Location *	6 7 8 9 10								
Inspection Information Inspection Location *	6 7 8 9 10 9 10 9 10								
Inspection Information Inspection Location * Date of Booking * Date of Inspection *	6 7 8 9								
Inspection Information Inspection Location • Date of Booking • Date of Inspection • Remarks	6								
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks	6								
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks	6	ank							
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks	6	ank							
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks		ank							
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks		ank							
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks		ank							
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks		ank							
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks		ank							
Inspection Information Inspection Location * Date of Booking * Date of Inspection * Remarks		ank							

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	(CA9C937309	D)				
	Date of Booking	05/04/2019						
	Date of Inspection	11/04/2019						
	Address of Inspection	GUARDIAN HEALTH Blk 1, JELEBU ROAD # B2 - 01/02	AND BEAUTY					
	Remarks	Singapore 677743 Estimated duration	of Inspection : (0.5 working day				
				Print Acknowledgement Save (PDF) Close				

Figure 4: Inspection Appointment Booking – Acknowledgement Page

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

Inspection Appointment Boo	oking Application Acknowledgement	
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	
		Print 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 (IG8I159746R) have been Approved. Inspection Date: (18/04/2009)

Sample by Email

Subject : Inspection Booking Appointment Status – Approved

Booking Appointment No: EIIP09D000012 CCP No: IG8I159746R 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 (IG8I159746R) have been Rejected.

Sample by Email

Subject : Inspection Booking Appointment Status – Rejected

Booking Appointment No: EIIP09D000012 CCP No: IG8I159746R 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 (IG8I159746R) 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: IG8I159746R 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	D		NS	SLINDA88							
User	Name		LI	NDA TAN							
insp	ection Type		- /	All		•					
Арро	pintment No.										
Pern	nit No / Lab Appln I	No.									
insp (dd/i	ection Date Range mm/yyyy)	*	Fro	m: 01/04/2014	To:	01/04/2014					
Bool	king Status		- /	All 🔻							
										(Search Reset
2 re	cord(s) found.										
s/N	Appointment No.	Permit No Application	/ Lab n No	Inspection Type	Date & Time of Inspection	Inspection Location	Booking Status	Creator Name	Date Created	Inspection	Result
1	EIIP14C002672	IG4C64486	57G	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	EIIS14C002803	IG4C65623	86W	Import Inspection of Meat & Fish	01/04/14	BLK 7A, CHIN BEE	Approved	TAN LAY CHING DORIS	31/03/2014 17:08:00	CCP s/n	Result
						DRIVE, S619858				1	Pass
										2	Pass
										3	Pass
										4	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.