AVA e-Services Guide for Food Import Inspections

Booking Amendment and Cancellation



Accessing e-Services

1) <u>https://ifast.ava.gov.sg/eserviceweb</u>

or

- 2) Through AVA website (<u>www.ava.gov.sg</u>)
 - Access Our Services > e-services > Inspection & Laboratory e-Services



Booking Amendment and Cancellation

 In the event of delayed cargo delivery or persons in charge being unavailable etc., e-Services allows users to make amendments and cancellations to submitted bookings



Important things to note

- Amendments and cancellations can be made any time before 10.30 pm on the day before the inspection date
 - Eg. An appointment was made for 3 September. Amendment or cancellation can be made any time before 10.30 pm on 2 September
- If a last minute amendment or cancellation is needed (i.e. after 10.30 pm on the day before the original appointment date), please contact AVA



Important things to note

- In the event of a cancellation, importers are advised to re-book the appointment for inspection.
- Consignments that have not passed AVA inspection are not to be distributed.



Booking Amendment





Agri-Food & Veterinary

Authority of Singapore

Welcome to Inspection & Laboratory e-Services, Mr TROY. Your last logon was 07-Feb-2014 10:13:53.

Home Online Application Inspection Appointment Appointment Booking Enquiry Booking Laboratory Services This request for service is for : Myself My Applications Resume Draft Lab Application COMPANY TEST CC Authorised Company : • 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 - Slaughter Abattoir - Temperature of Pig Carcasses Microchip/Tag Data Submission Tagging Report Submission Monthly Captive Birds Breeding Record Monthly Microchip for Pets

Appointment Booking List (E-Service)

Welcome TROY	
User ID	NSTESTER3
User Name	TROY
Inspection Type	- All You may enquire by Appointment No.,
Appointment No.	Permit No. or Inspection date range
Permit No / Lab Appln No.	remit No. or inspection date range
Inspection Date Range * (dd/mm/yyyy)	From: 03/09/2014 To: 03/09/2014
Booking Status	All 🔻

2 record(s) found.

s/I	Appointment No.	Permit No/ Lab Application No	Inspection Type	Date & Time of Inspection	Inspection Location	Booking Status	Creator Name	Date Created	Ins
1	EIIP14I000010	IG4G569851S	Import Inspection of Processed Food	03/09/14	BLK 5, MAXWELL ROAD, S069110	Approved	TROY	02/09/2014 10:04:27	-
2	EIIP14I000011	IC (G570074Q	Import Inspection of Processed Food	03/09/14	BLK 5 MAXWELL ROAD	Approved	TROY	02/09/2014 10:04:27	-
					KOAD,				

Click on booking to be amended

Remarks: *Please check with AVA officer for detailed inspection results

Inspection Premises Contact Informat	tion	
Contact Person *	Contact Person Name of S1261730E	
Telephone *	677555555	
CCP Information		
	^{1,} IG4G569851S	
	2.	
	3,	
	4.	You may amond any of the following details:
	5,	fou may amend any of the following details.
	7	i) Contact Person
	8	ii) Telenhone
	9.	
	10.	iii) Inspection location
		iv) Date of inspection
Inspection Information		
Inspection Location *	💿 Premises Code 🛛 <u>Ser In</u>	
	Other Appointed Place	
	Postal Code * 069112	Search
	Rlock / Hours No *	
	Level & Luit No	
Date of Booking *		
Date of Inspection *	05/09/2014 (dd/mm/yyyy)	
To Receive Inspection	Mobile No.	
Confirmation By	Email Email Address	
Cancel		Click "Next" to proceed
Remarks By AVA		
		Next Back

Inspection Information		
Inspection Location *	 Premises Code Other Appointed Place Postal Code * D69112 Street/Road Name * MAXWELL ROAD Block/House No * 9 Level & Unit No - Building Name MND BUILDING ANNEXE A 	
Date of Booking *	02/09/2014	
Date of Inspection *	05/09/2014 (dd/mm/yyyy)	
Remarks To Receive Inspection Confirmation By	SMS Mobile No.	
	Email	
Cancel Remarks By AVA	Click "Submit" to complete amendment	
I, declare that the information given a	bove is true and correct at the time of application and I am fully aware of the conditions laid down by the Agri-Food & Veterinary Authority and approximate and the second s	
	Save Draft Submit	Back

You will receive an acknowledgement of the amendment

Your amendment request have been successfully submitted and will be processed.

Acknowledgement

Appointment Application No.	EIIP14I000010	(IG4G569851S)	
Date of Booking	02/09/2014		
Date of Inspection	05/09/2014		
Address of Inspection	Blk 9, MAXWELL ROAD MND BUILDING ANNEXE Singapore 069112	A	
Remarks	Estimated duration of I	Inspection : 0.5 working day	
			Print Acknowledgement Close

Rate this e-Service

Booking Cancellation





Agri-Food & Veterinary

Authority of Singapore

Welcome to Inspection & Laboratory e-Services, Mr TROY. Your last logon was 07-Feb-2014 10:13:53.

Home Online Application Inspection Appointment Appointment Booking Enquiry Booking Laboratory Services This request for service is for : Myself My Applications Resume Draft Lab Application COMPANY TEST CC Authorised Company : • 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 - Slaughter Abattoir - Temperature of Pig Carcasses Microchip/Tag Data Submission Tagging Report Submission Monthly Captive Birds Breeding Record Monthly Microchip for Pets

Appointment Booking List (E-Service)

Welcome TROY

User ID	NSTESTER3]	
User Name	TROY		
Inspection Type	All		You may enquire by Appointment No.,
Appointment No.			Permit No. or Inspection date range
Permit No / Lab Appln No.			
Inspection Date Range * (dd/mm/yyyy)	From: 03/09/2014		To: 05/09/2014
Booking Status	All 🔻		

2 record(5) found.

s/I	Appointment No.	Permit No/ Lab Application No	Inspection Type	Date & Time of Inspection	Inspection Location	Booking Status	Creator Name	Date Created	Ins
1	EIIP14I000010	IG4G569851S	Import Inspection of Processed Food	05/09/14	BLK 9, MAXWELL ROAD, S069112	Approved	TROY	02/09/2014 10:04:27	-
2	EIIP14I000011	IG4G570074Q	Import Inspection of Processed Food	03/09/14	BLK 5, MAXWELL ROAD, S069110	Approved	TROY	02/09/2014 10:04:27	-

Remarks: *Please check with AVA officer for detailed inspection results

Click on booking to be cancelled

	5.		
	6.		
	7.		
	8.		
	9		
	5,		
	10.		
Inspection Information			
Inspection Location *	Premises Code		
	Other Appointed Place	ce la	
	Postal Code *	069110 Search	
	Street/Road Name *	MAXWELL ROAD	
	Block/House No *	5	
	Level & Unit No		
	Building Name		
Data of Rocking *		MND BUILDING	
Date of booking	02/09/2014		
Date of Inspection *	03/09/2014	(dd/mm/yyyy)	
Remarks		A	
		~	
To Receive Inspection	SMS	Mobile No.	
Confirmation By	Email	Email Address	
Cancel			
Remarks I AVA			
-			Next Back
Check th	e box next to	"Cancel"	

Inspection Information Inspection Location Inspection Inspection <th>Inspection Information Inspection Location Inspection Inspectio</th> <th>_</th> <th></th> <th></th>	Inspection Information Inspection Location Inspection Inspectio	_		
B. 9: 10. Inspection Location	Inspection Information Inspection Location * Premises Code Other Appointed Place Postal Code * Street/Road Name MAXWELL ROAD Block/House No * Level & Unit No Building Name MND BuilLDING Date of Booking * O2/09/2014 (dd/mm/yyyy) To Receive Inspection To Receive Inspection By Concel Remarks Pelay in arrival of cargo. Arrival date not yet known. Remarks By AVA			
9. 10. Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code Street/Road Name MAXWELL ROAD Block/House No Street/Road Name MAXWELL ROAD Building Name MAD BUILDING Date of Booking * D2(09/2014 MAD BUILDING Date of Inspection Date of Inspection Confirmation By Concel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Concel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Delay in arrival of cargo. Arrival date not yet known. Date of Inspection Date of Inspecti	9. 10. Inspection Information Inspection Location * Premises Code Image: Conter Appointed Place Postal Code * Postal Code * Image: Conter Appointed Place Postal Code * Postal Code * Image: Conter Appointed Place Postal Code * Postal Code * Image: Conter Appointed Place Postal Code * Postal Code * Image: Conter Appointed Place Postal Code * Street/Read Rame * MAXD BUILDING Date of Inspection * 02/09/2014 Date of Inspection * 03/09/2014 Confirmation By Enter reason for the cancellation Image: Reason for Cancellation * Reason for Cancellation * Reason for Cancellation * Remarks By AVA		8.	
Inspection Information Inspection Location Tremises Code Other Appointed Place Postal Code Postal Code Footal Code Block/House No Date of Booking Date of Inspection Date of Inspection Date of Inspection Date of Inspection Confirmation By Enter reason for the cancellation Email Enter reason for the cancellation Confirmation Delay in arrival of cargo. Arrival date not yet known.	Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code ** P			
10. Inspection Information Inspection Location * • Other Appointed Place Postal Code * • Other Appointed Place Postal Code * • Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/vyyv) Remarks Confirmation By • Delay in arrival of cargo. Arrival date not yet known.	Inspection Information Inspection Location Premises Code Other Appointed Place Prestal Code Street/Road Name MAXWELL ROAD Block/House No Level & Unit No Building Name MND BUILDING Date of Booking Date of Inspection O3/09/2014 (dd/mm/yyyy) Remarks Confirmation By Enter reason for the cancellation Email Confirmation Delay in arrival of cargo. Arrival date not yet known. Remarks By AVA			
Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code Postal Code Postal Code Note of Street/Road Name MAXWELL ROAD Block/House No S Level & Unit No Level & Unit No Date of Booking Date of Inspection O2/09/2014 (dd/mm/yyyy) Remarks Concel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known.	Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code Postal Code MAXWELL ROAD Biock/House No S Level & Unit No Building Name MND BUILDING Date of Booking O2/09/2014 (dd/mm/yyyy) Remarks Confirmation By Enter reason for the cancellation Confirmation By Enter reason for the cancellation Confirmation Pelay in arrival of cargo. Arrival date not yet known. Remarks By AVA		10.	
Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code Postal Code NMAXWELL ROAD Block/House No Level & Unit No Building Name MAXWELL ROAD Building Name MND BUILDING Date of Inspection O2/09/2014 (dd/mm/yyyy) Remarks Confirmation By Entter reason for the cancellation Confirmation By Delay in arrival of cargo. Arrival date not yet known. Delay in arrival of cargo. Arrival date not yet known.	Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code NAXWELL ROAD Block/House No Level & Unit No Building Name NND BUILDING Date of Inspection O2/09/2014 (dd/mm/yyyy) Remarks To Receive Inspection SMS Enter reason for the cancellation Confirmation By Email Email Email Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known. Remarks By AVA			
Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code * Description Street/Road Name MAXWELL ROAD Block/House No * Level & Unit No Blick/House No * Used & Unit No Building Name MND BUILDING Date of Booking * O2/09/2014 (dd/mm/yyyy) Remarks Enter reason for the cancellation Confirmation By Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known.	Inspection Location * Premises Code Other Appointed Place Postal Code * O69110 Street/Road Name * MAXWELL ROAD Block/House No * Level & Unit No Building Name MND BUILDING Date of Booking * O2/09/2014 (dd/mm/yyyy) Remarks Confirmation By Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known. Remarks By AVA			
Inspection Location * Premises Code Other Appointed Place Postal Code * Postal Code * Dester/Road Name * MAXWELL ROAD Block/House No * Level & Unit No Building Name MND BUILDING Date of Inspection O3/09/2014 (dd/mm/yyyy) Remarks To Receive Inspection OsMS Enter reason for the cancellation Confirmation By Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Inspection Information Inspection Location Premises Code Other Appointed Place Postal Code * Postal			
Inspection Location * Premises Code © Other Appointed Place Postal Code * © 69110 Street/Road Name * MAXWELL ROAD Block/House No * 5 Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks Confirmation By Confirmation By © Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Inspection Location Other Appointed Place Postal Code * Dotte / Road Name Biock/House No * Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Odd/mm/yyyy) Remarks	Inspection Information		
Other Appointed Place Postal Code * 069110 Street/Road Name * MAXWELL ROAD Block/House No * 5 Level & Unit No - Building Name MND BUILDING Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks Confirmation By SMS Enter reason for the cancellation Confirmation By Delay in arrival of cargo. Arrival date not yet known.	Other Appointed Place Postal Code * Octop 10 Street/Road Name * MAXWELL ROAD Block/House No * S Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks	Inspection Location *	Premises Code	
Postal Code * 069110 Street/Road Name * MAXWELL ROAD Block/House No *	Postal Code * 069110 Street/Road Name * MAXWELL ROAD Block/House No * 5 Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks To Receive Inspection OSMS Enter reason for the cancellation Confirmation By Email Email		Other Appointed Place	
Street/Road Name MAXWELL ROAD Block/House No * Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks To Receive Inspection SMS Enter reason for the cancellation To Receive Inspection BMS Enter reason for the cancellation Delay in arrival of cargo. Arrival date not yet known. Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known.	Street/Road Name MAXWELL ROAD Block/House No Level & Unit No Building Name MND BUILDING Date of Booking 02/09/2014 Date of Inspection 03/09/2014 (dd/mm/yyyy)		Postal Code * 069110	
Block/House No * Level & Unit No Building Name MND BUILDING Date of Inspection * 02/09/2014 Caddymm/yyyy) Remarks Confirmation By Cancel Reason for the cancellation Pelay in arrival of cargo. Arrival date not yet known.	Block/House No * Level & Unit No Building Name Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 Confirmation By Confirmation By Confirmation By Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.		Street/Road Name * MAXWELL ROAD	
Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks Confirmation By Enter reason for the cancellation	Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks Confirmation By Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known.		Block/House No *	
Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks To Receive Inspection Confirmation By Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Level & Unit No Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks To Receive Inspection Confirmation By Enter reason for the cancellation Email Finite Autress Pelay in arrival of cargo. Arrival date not yet known.			
Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks Confirmation By SMS Enter reason for the cancellation Enter reason for the cancellation Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Building Name MND BUILDING Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks Image: Provide the second sec		Level & Unit No	
Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 Remarks (dd/mm/yyyy) To Receive Inspection Confirmation By SMS Enter reason for the cancellation Imail Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Date of Booking * 02/09/2014 Date of Inspection * 03/09/2014 Remarks (dd/mm/yyyy) Remarks		Building Name MND BUILDING	
Date of Inspection * 03/09/2014 Remarks To Receive Inspection Confirmation By SMS Email Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Date of Inspection * 03/09/2014 (dd/mm/yyyy) Remarks Io Receive Inspection Confirmation By Enter reason for the cancellation Imail Final Provide the second secon	Date of Booking *	02/09/2014	
Remarks To Receive Inspection Confirmation By Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known.	Remarks Remarks Confirmation By Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known. Remarks By AVA	Date of Inspection *	03/09/2014 (dd/mm/yyyy)	
Remarks To Receive Inspection Confirmation By Cancel Reason for Cancellation Delay in arrival of cargo. Arrival date not yet known.	Remarks To Receive Inspection Confirmation By SMS Email Enter reason for the cancellation Imail Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known. Remarks By AVA		03/03/2014	
To Receive Inspection Confirmation By SMS Email Enter reason for the cancellation Imail Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	To Receive Inspection Confirmation By Email Imail Imail <th>Barrandar</th> <th></th> <th></th>	Barrandar		
To Receive Inspection Confirmation By SMS Email Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	To Receive Inspection Confirmation By Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Remarks		
To Receive Inspection Confirmation By	To Receive Inspection Confirmation By Concel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.		v	
To Receive Inspection Confirmation By Email Enter reason for the cancellation Enter reason for the can	To Receive Inspection Confirmation By Email Enter reason for the cancellation Imail Address Imail Ad			
Confirmation By Bris Effective Custom for the currective for the curre	Confirmation By Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	To Receive Inspection	Enter reason for the cancellation	
Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Email Email Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known. The second s	Confirmation By		
Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Image: Cancel Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known. Remarks By AVA Image: Cancel Cancellation Cargo. Arrival date not yet known.		Email Email	
Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Reason for Cancellation * Delay in arrival of cargo. Arrival date not yet known.	Cancel		
	Remarks By AVA	Reason for Cancellation *	Delay in arrival of cargo. Arrival date not yet known	
	Remarks By AVA			
	Remarks By AVA		▼	
Remarks By AVA		Remarks By AVA		



	9, 10.	
Inspection Information		
Inspection Location *	 Premises Code Search Other Appointed Place Postal Code * 069110 Search Street/Road Name * MAXWELL ROAD Block/House No * 5 Level & Unit No Building Name MND BUILDING 	
Date of Booking *	02/09/2014	
Date of Inspection *	03/09/2014 (dd/mm/yyyy)	
Remarks		
To Receive Inspection Confirmation By	SMS Mobile No. Email Email Address	
Cancel Reason for Cancellation *	elay in arrival of cargo. Arrival date not yet known. Click "Save" to complete cancellation	
		Back Save

You will receive an acknowledgement of the cancellation

Your cancellation request have been successfully submitted and will be processed.

Acknowledgement

Appointment Application No.	EIIP14I000011	(IG4G570074Q)		
Date of Booking	02/09/2014			
Date of Inspection	03/09/2014			
Address of Inspection	Blk 5, MAXWELL ROAD MND BUILDING Singapore 069110			
Remarks				
			Print Acknowledgement	Close

Rate this e-Service