

AVA e-Services Guide for Food Import Inspections

Getting Started:

1. Company Account
2. Singpass Account
3. Non-Singpass Account



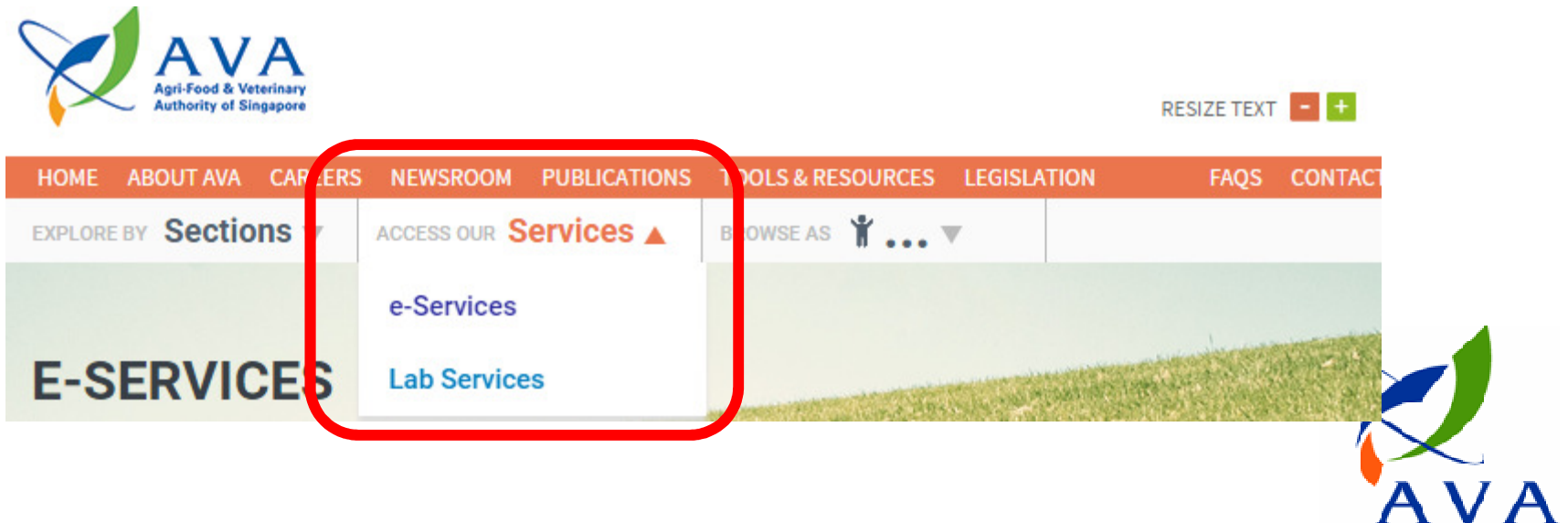
Accessing e-Services

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

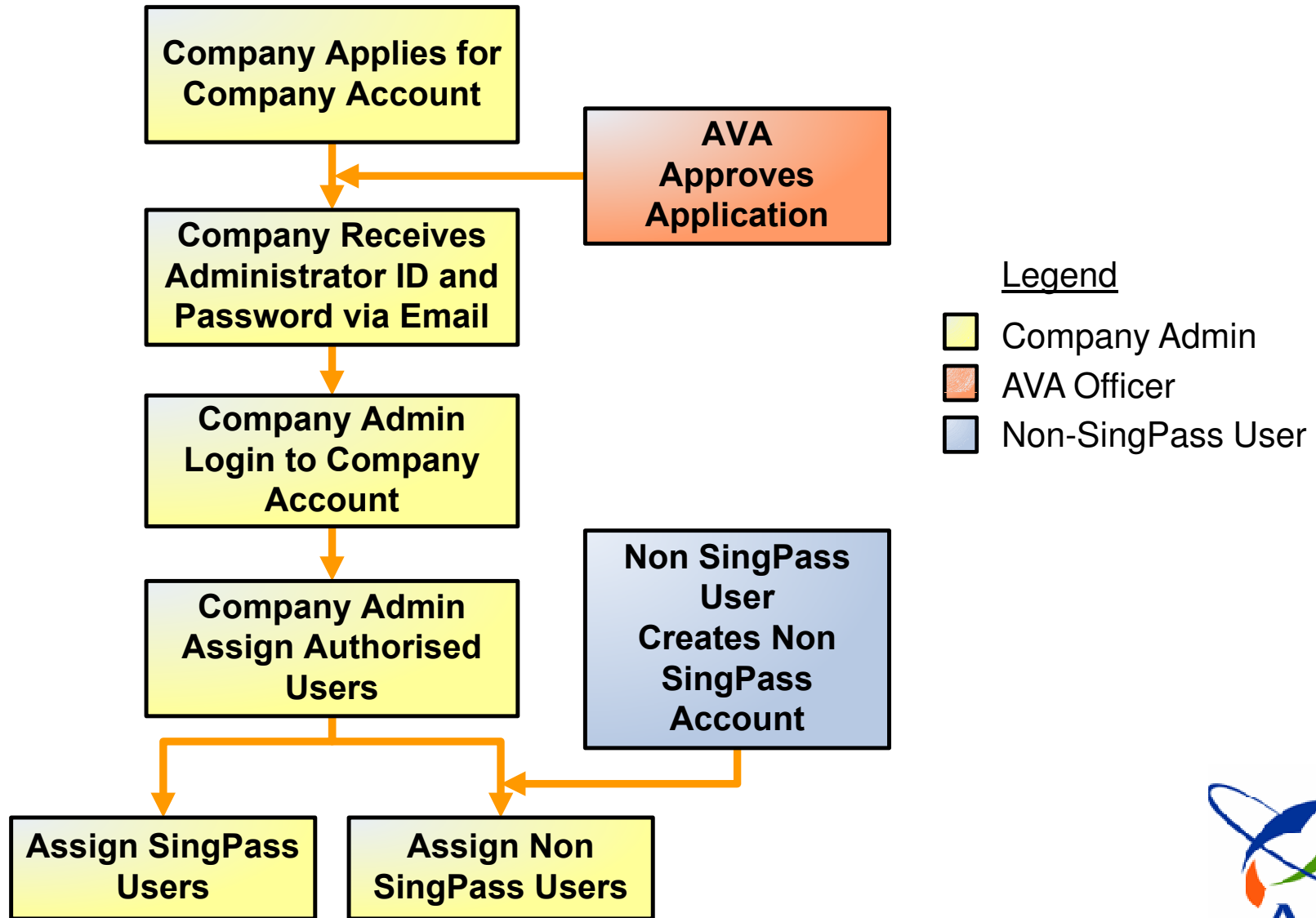
or

2) Through AVA website (www.ava.gov.sg)

- Access Our Services > e-services > Inspection & Laboratory e-Services



Overview



Applying for a Company Account



Important things to note

- Each company may only apply for 1 Company Account
- If your company has an existing e-Services Company Account, new applications will be rejected automatically
- If you need to reset your password, please refer to our FAQ.





Welcome to Inspection & Laboratory e-Services

Login to e-Services:

via SingPass:

[Sign In](#)

via Account:

User Name :

Format: NSxxxxxxxx
(e.g. NSabcd1234)

Password :

[Sign In](#)

[Forget Password?](#)

[New account? Click here](#)

Maintain Company Account:

User Name :

Password :

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[Forget Password?](#)

[New account? Click here](#)


[Need help? Click here](#)



Company Account Application

Company Account Registration (this form may take you up to 10 minutes to fill up)

Step 1 of 2

Company Type *	<input checked="" type="radio"/> Singapore Local Company <input type="radio"/> Foreign Company			
Company Ref Type *	UEN NUMBER <input type="button" value="v"/>			
Company Ref No *	199802064E	<input type="button" value="Retrieve"/>		
<i>Format for "Others" Company Ref Type: NSxxxxxxx (e.g. NSabcd1234), case-insensitive, at least 6 characters, alpha-numeric</i>				
Company Name *	FOODPLEX TRADING PTE LTD			
Address Type *	<input checked="" type="radio"/> Local			
Address	Postal Code *	637763	<input type="button" value="Refresh"/>	
	Block/House/Lot No. *	21		
	Street Name	TUAS BAY WALK		
	Level & Unit No.	<input type="text"/> - <input type="text"/>		
	Building Name	<input type="text"/>		
	Country *	SINGAPORE		
Salutation/Title *	Mr <input type="button" value="v"/>			
Contact Name *	Alex Lee	NRIC/FIN *	S0750701A	
Contact Number	<i>Please include country code for non Singapore line.</i>			
	Telephone *	61234567	Extension	<input type="text"/>
	Hand Phone	<input type="text"/>	Fax	<input type="text"/>
Email Address *	alex.lee@abc.com			
<i>Your Company ID and Password will be emailed to you upon approval. Please verify your email address.</i>				
Reason for Application	<input type="text"/>			
Send Documents for Registration Through	<input type="radio"/> Fax <input type="radio"/> Softcopy <input type="radio"/> Email <input type="radio"/> By Post			
Document Attachment	<input type="text"/>	<input type="button" value="Browse..."/>	(This is only applicable for Softcopy)	
<i>Note: Only one attachment is allowed; please zip multiple files together; the size of the attachment is limited to '1' MB.</i>				
Document Description	<input type="text"/>			



Company Account Application

Company Account Registration (this form may take you up to 10 minutes to fill up)

Step 2 of 2

Please read the below instructions before proceed:
1. Select one (most frequently used) service for first time registration.
2. Inspection Appointment Booking is only applicable for licenced importer.



AVA Service required: *

Daily/Monthly Statistic Submission

- Abattoir - Slaughter/Temperature of Pig Carcasses, and Poultry - Daily Admission/Condemnation Upload
- Monthly Production of Establishment

Inspection Appointment Booking

- Import Inspection of Fresh Fruits Vegetables
- Import Inspection of Meat & Fish
- Import Inspection of Plants
- Import Inspection of processed food
- Import/Export inspection of Dragon Fish

Laboratory Test & Health Certificate Application

- Testing of Animal Pathogens & Veterinary Biologics
- Plant Health Diagnosis Services
- Food Testing and Export Health Certification (Veterinary Health Certificate for Meat, Fish & Dairy Products)

Pre-Application Consultation

- Consultation on Processing Plant, Abattoir, Slaughterhouse, Cold store



Company Account Application

Thank you An email, with the user name, password and other administrative information, will be sent to your designated email address, upon approval of your account application.

Application No	G09083120-0231H
Company Ref No	199802064E
Company Name	FOODPLEX TRADING PTE LTD

Notification of New Company Account

[AVA-iFAST] – Company Account Application Status – Approved

iFAST@ava.sg

To: Alex Lee

Dear Alex Lee,

Welcome to iFAST eServices.

Your application for iFAST eServices has been approved. The application details are as follows:

Application No: G09083120-0231H

Company Name: FOODPLEX TRADING PTD LTD

To administer your account, please visit: <https://app.ifast.ava.gov.sg/EServiceWeb/Login.aspx>.

Please login using the following:

User Name: 199802064E

Password: K@\$N*4q.

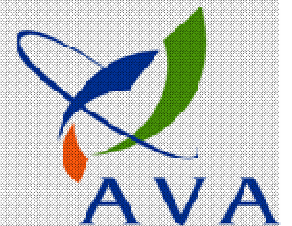
The password could be changed after you login.

Should you have any queries, please contact the following AVA administrator(s) for clarification:

(1) <Name of Officer>

Email: xxxx@ava.gov.sg

Thank you.



Maintaining your Company Account





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Format: NSxxxxxxxx
(e.g. NSabcd1234)

Password :

[Sign In](#)

[Forget Password?](#)
[New account? Click here](#)

Maintain Company Account:

User Name :

Password :

[Sign In](#)

[Forget Password?](#)
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[Need help? Click here](#)



Welcome to Inspection & Laboratory e-Services, Mr Alex Lee. Your last logon was 01-Sep-2009 21:06:18.

[Logout](#)

Change Company Account Password

Company ID

Current Password *

New Password *

Re-enter New Password *





Welcome to Inspection & Laboratory e-Services, Mdm Contact Person Name of S1261730E. Your last logon was 10-Feb-2014 15:51:18.

[Logout](#)

Maintain Company Account

Company ID	G12050314-0591H											
Password	<input type="button" value="Change Password"/>											
Company Type *	<input checked="" type="radio"/> Singapore Local Company <input type="radio"/> Foreign Company											
Company Ref. Type *	UEN NUMBER											
Company Ref. No. *	196900622N											
Company Name *	COMPANY TEST CC											
Address Type *	<input checked="" type="radio"/> Local											
Address	Postal Code *	347790										
	Block/House/Lot No. *	37										
	Street Name	TANNERY LANE										
	Level & Unit No.	03	- 08									
	Building Name	TANNERY HOUSE										
	Country *	SINGAPORE										
Salutation/Title *	Mdm											
Contact Name *	Contact Person Name of S1261730E	NRIC/FIN *	S1261730E									
Contact Number	<i>Please include country code for non Singapore line.</i>											
	Telephone *	67769999	Extension									
	Hand Phone	91111111	Fax									
Email Address *	abc@xyz.com											
<i>Your Company ID and Password will be emailed to you upon approval. Please verify your email address.</i>												
Premises Code	SGSP04M0001	<input type="button" value="Refresh"/>										
Premises Name	LEE SAY POULTRY INDUSTRIAL											
Authorised Users	<i>The following users will be able to enquire inspection/lab results and make online payments on behalf of the company.</i>											
	<input type="button" value="SingPass User(s)"/> <input checked="" type="checkbox"/> View Result <input type="text"/> <input type="button" value="Add"/>	<input type="button" value="Non SingPass User(s)"/> <input checked="" type="checkbox"/> View Result <input type="text"/> <input type="button" value="Add"/>										
	<table border="1"> <thead> <tr> <th>Authorised Non SingPass User(s)</th> <th>Able to view Inspection Result</th> <th></th> </tr> </thead> <tbody> <tr> <td>NSVATTI01</td> <td><input type="checkbox"/></td> <td>X</td> </tr> <tr> <td>NSTESTER3</td> <td><input checked="" type="checkbox"/></td> <td>X</td> </tr> </tbody> </table>			Authorised Non SingPass User(s)	Able to view Inspection Result		NSVATTI01	<input type="checkbox"/>	X	NSTESTER3	<input checked="" type="checkbox"/>	X
Authorised Non SingPass User(s)	Able to view Inspection Result											
NSVATTI01	<input type="checkbox"/>	X										
NSTESTER3	<input checked="" type="checkbox"/>	X										



Login using SingPass Account





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via Account:

User Name :

Format: NSxxxxxxxx
(e.g. NSabcd1234)

Password :

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[Forget Password?](#)

[New account? Click here](#)

Maintain Company Account:

User Name :

Password :

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Welcome

to SingPass Authentication Service

SingPass ID (Enter your [Identification Number](#))
e.g. S1234567G, G1234567G

SingPass (8-24 characters, CASE-SENSITIVE)

Tick here to change your SingPass

By clicking on the Submit button, you agree to be bound by the terms specified in the [Terms of Use](#) and Important Notes below.

[For tips on Online Security. Click here.](#)

[Do not have a SingPass? Apply here.](#)

[Forgot your Password? Reset here.](#)

Important Notes

- You understand that SingPass is intended to help you authenticate yourself on the Internet. As there are inherent security risks on the Internet, you must carefully consider the degree to which you choose to rely on your SingPass.
- You will maintain secure possession of your SingPass. If you know or suspect that the security of your SingPass has been compromised, you must stop using SingPass and notify the SingPass operator immediately.
- The Government of Singapore ("Government") does not warrant or endorse any goods, services, information, accuracy or the privacy practice associated with any non-public sector websites ("Private Website") even though the Private Website may require the use of SingPass.
- You will not hold the Government liable for any damage or loss of any kind caused as a result (direct or indirect) of the use of any Private Website, including but not limited to any damage or loss suffered as a result of reliance on the contents contained in or available from the Private Website.

If you encounter any problems with this page, please contact CrimsonLogic SingPass Helpdesk at 68877377 or via [email](#).

You may also give us your comments by using this [feedback](#) form

*Creating non-SingPass Account
(For non-SingPass holders)*





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Format: NSxxxxxxxx
(e.g. NSabcd1234)

Password :

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[Forget Password?](#)

[New account? Click here](#)



Maintain Company Account:

User Name :

Password :

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[Forget Password?](#)

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[Need help? Click here](#)



Create Non SingPass Account

User ID *	<input type="text" value="NS ALICETAN"/> <small>Format: NSxxxxxxx (e.g. NSabcd1234), case-insensitive, at least 6 characters, alpha-numeric</small>	
Password *	<input type="password" value="••••••••"/> <small>case-sensitive, at least 8-characters, alpha-numeric</small>	
Re-enter Password *	<input type="password" value="••••••••"/>	
Password Reminder *	<input type="text" value="Favourite book/story?"/> <input type="text" value="alice in wonderland"/> <small>You will need to specify this password reminder question and answer (case-sensitive) to reset your password</small>	
Salutation *	<input type="text" value="Miss"/>	
Name *	<input type="text" value="Alice Tan"/>	
Address Type *	<input checked="" type="radio"/> Local <input type="radio"/> Foreign	
Address	Postal Code * <input type="text" value="099253"/> <input type="button" value="Refresh"/>	
	<small>Please enter Postal Code and click on the Refresh button.</small>	
	Block/House/Lot No. * <input type="text" value="1"/>	
	Street Name <input type="text" value="MARITIME SQUARE"/>	
	Level & Unit No. <input type="text" value="12"/> - <input type="text" value="10"/>	
	Building Name <input type="text" value="HARBOURFRONT CENTRE"/>	
	Country * <input type="text" value="SINGAPORE"/>	
Contact Number <small>Please prefix Contact Number with the country code for non Singapore line.</small>	Telephone * <input type="text" value="61234567"/> Extension <input type="text"/>	
	Hand Phone <input type="text" value="98789898"/>	
	Fax <input type="text"/>	
Email Address *	<input type="text" value="alicetan@abc.com"/>	

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