

AVA e-Services Guide for Food Import Inspections

Booking Amendment and Cancellation



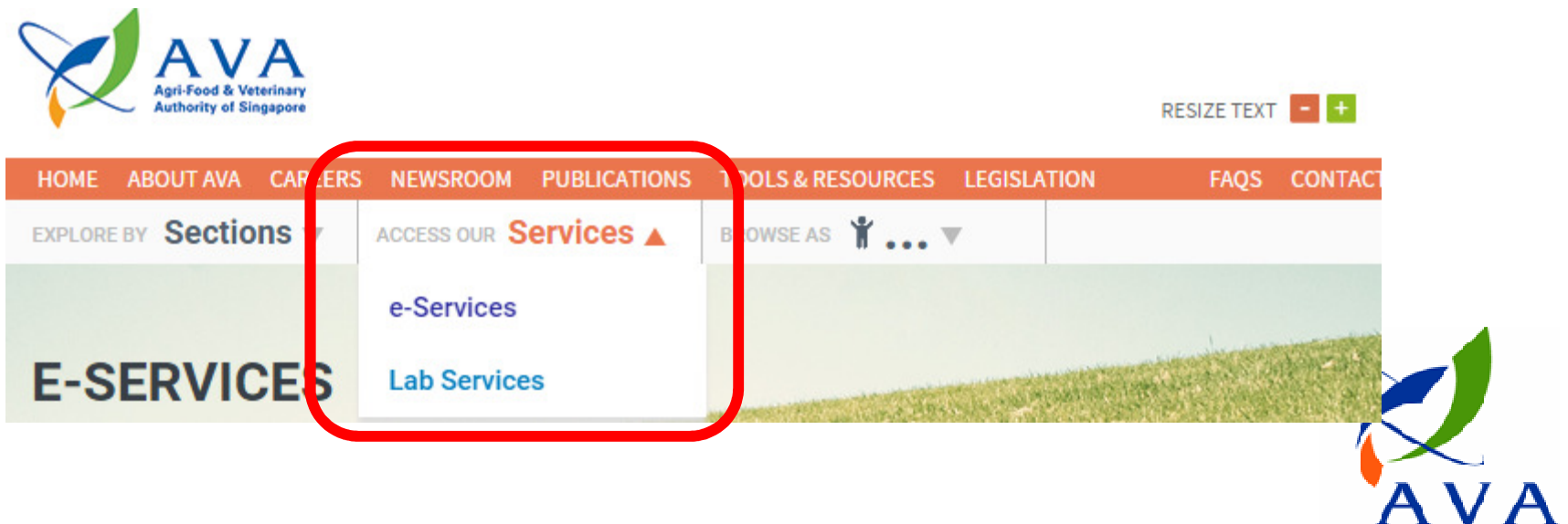
Accessing e-Services

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



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





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

- Home
- Online Application**
 - Inspection Appointment Booking
 - Laboratory Services
- My Applications**
 - Resume Draft Lab Application
 - Conv 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
 - Microchip Submission(For Individual)

Appointment Booking Enquiry

This request for service is for :

Myself

Authorised Company

COMPANY TEST CC

Appointment Booking List (E-Service)

Welcome TROY

User ID	NSTESTER3		
User Name	TROY		
Inspection Type	-- All --		
Appointment No.	<input type="text"/>		
Permit No / Lab Appln No.	<input type="text"/>		
Inspection Date Range * (dd/mm/yyyy)	From: <input type="text" value="03/09/2014"/>	To: <input type="text" value="03/09/2014"/>	<input type="text"/>
Booking Status	-- All --		

You may enquire by Appointment No., Permit No. or Inspection date range

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	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	IG570074Q	Import Inspection of Processed Food	03/09/14	BLK 5, MAXWELL ROAD,	Approved	TROY	02/09/2014 10:04:27	-

Click on booking to be amended

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

Inspection Premises Contact Information

Contact Person *

Telephone *

CCP Information

1.	<input type="text" value="IG4G569851S"/>
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>
5.	<input type="text"/>
6.	<input type="text"/>
7.	<input type="text"/>
8.	<input type="text"/>
9.	<input type="text"/>
10.	<input type="text"/>

You may amend any of the following details:

- i) Contact Person
- ii) Telephone
- iii) Inspection location
- iv) Date of inspection

Inspection Information

Inspection Location * Premises Code [Search](#)

Other Appointed Place

Postal Code * [Search](#)

Street/Road Name *

Block/House No *

Level & Unit No -

Building Name

Date of Booking *

Date of Inspection * (dd/mm/yyyy)

To Receive Inspection Confirmation By SMS Email

Mobile No.

Email Address

Cancel

Remarks By AVA

Click "Next" to proceed

Inspection Information

Inspection Location *

- Premises Code
 Other Appointed Place

Postal Code *

Street/Road Name *

Block/House No *

Level & Unit No -

Building Name

Date of Booking *

Date of Inspection * (dd/mm/yyyy)

Remarks

To Receive Inspection
Confirmation By

SMS

Mobile No.

Email

Email Address

Cancel

Remarks By AVA

Declaration

I, declare that the information given above 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 of Singapore.

Save Draft

Submit

Back

Click "Submit" to
complete amendment



Acknowledgement

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

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 A Singapore 069112	
Remarks	Estimated duration of Inspection : 0.5 working day	

You will receive an acknowledgement of the amendment

[Print Acknowledgement](#)

[Close](#)

[Rate this e-Service](#)

Booking Cancellation





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Appointment Booking Enquiry

This request for service is for :

Myself

Authorised Company

COMPANY TEST CC

Appointment Booking List (E-Service)

Welcome TROY

User ID	<input type="text" value="NSTESTER3"/>
User Name	<input type="text" value="TROY"/>
Inspection Type	<input type="text" value="-- All --"/>
Appointment No.	<input type="text"/>
Permit No / Lab Appln No.	<input type="text"/>
Inspection Date Range * (dd/mm/yyyy)	From: <input type="text" value="03/09/2014"/> <input type="text" value="05/09/2014"/> To: <input type="text"/>
Booking Status	<input type="text" value="-- All --"/>

You may enquire by Appointment No., Permit No. or Inspection date range

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

Click on booking to be cancelled

5.

6.

7.

8.

9.

10.

Inspection Information

Inspection Location *

Premises Code

Other Appointed Place

Postal Code * [Search](#)


Street/Road Name *

Block/House No *

Level & Unit No -

Building Name

Date of Booking *

Date of Inspection *  (dd/mm/yyyy)

Remarks

To Receive Inspection Confirmation By

SMS

Mobile No.

Email

Email Address

Cancel

Remarks

Check the box next to "Cancel"

7.

8.

9.

10.

Inspection Information

Inspection Location *

Premises Code

Other Appointed Place

Postal Code *

Street/Road Name *

Block/House No *

Level & Unit No -

Building Name

Date of Booking *

Date of Inspection * (dd/mm/yyyy)

Remarks

To Receive Inspection Confirmation By

SMS

Email

Enter reason for the cancellation

Cancel

Reason for Cancellation *

Remarks By AVA

Click "Next" to proceed 

9.

10.

Inspection Information

Inspection Location *

Premises Code [Search](#)

Other Appointed Place

Postal Code * [Search](#)

Street/Road Name *

Block/House No *

Level & Unit No -

Building Name

Date of Booking *

Date of Inspection * (dd/mm/yyyy)

Remarks

To Receive Inspection Confirmation By SMS Mobile No.

Email Email Address

Cancel

Reason for Cancellation *

Remarks By AVA

Click "Save" to complete cancellation



You will receive an acknowledgement of the cancellation

Acknowledgement

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

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](#)