

# AVA e-Services Guide for Food Import Inspections

Inspection Appointment Booking  
and Viewing of Bookings/Results



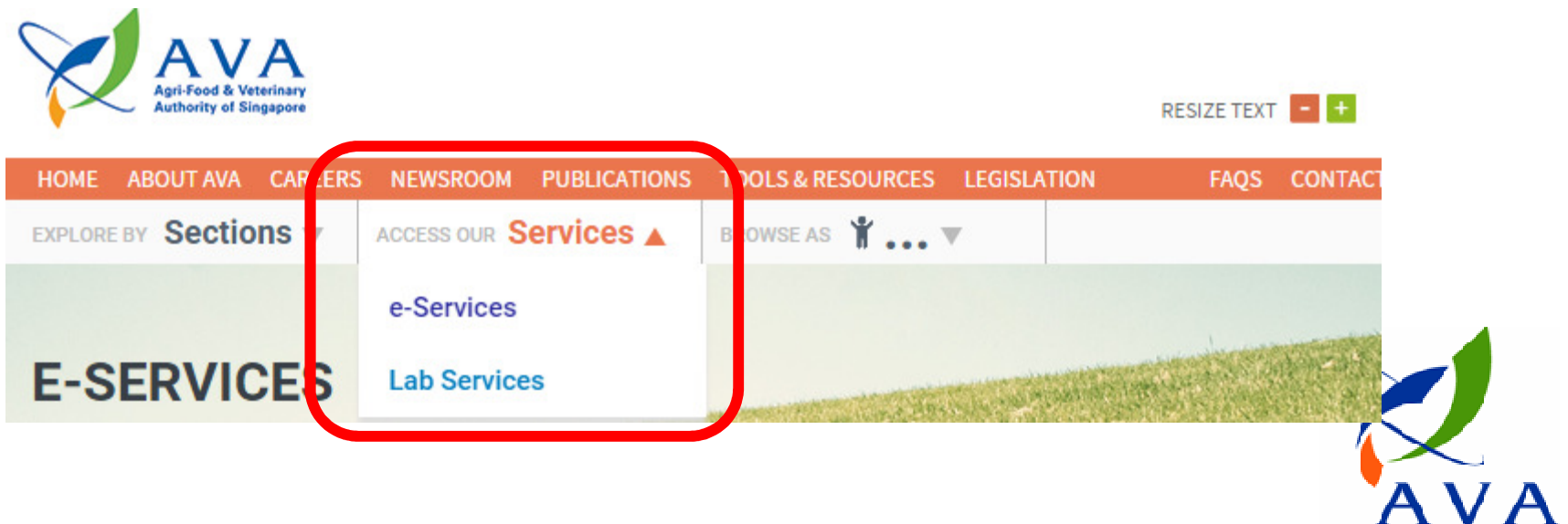
# Accessing e-Services

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

or

2) Through AVA website ([www.ava.gov.sg](http://www.ava.gov.sg))

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



# *Inspection Appointment Booking*



## *Important things to note*

- Each importing company must have its own **Company Account**
- If you have do not have an existing company account, please apply for one
- Bookings should be made by persons (using Singpass/Non-Singpass accounts) authorised under the **Company Account**



## *Important things to note for existing users*

- Bookings under “Myself” are not available for Food Import Inspections
- Bookings must be made under “Authorised Company”

### Inspection Appointment Booking

This request for service is for :

Myself



Authorised Company : -- No Items --





- Home**
- Online Application**
  - Inspection Appointment Booking**
  - Food Factory Consultation
  - Testing of Animal Pathogens & Veterinary Biologics
  - Food Testing and Export Health Certification (Veterinary Health Certificate for Meat, Fish & Dairy Products)
  - Plant Health Diagnosis Services
- My Applications**
  - Resume Draft Lab Application
  - Copy Lab Application
  - Appointment Booking Enquiry
  - Make Payment
  - Lab Application Status
- Daily/Monthly Submission**
  - Monthly Production of Establishment
  - Poultry - Daily Admission
  - Poultry - Condemnation
  - Abattoir - Slaughter
  - Abattoir - Temperature of Pig Carcasses
- Account Management**
  - My Profile
  - Change Password

## Inspection Appointment Booking

This request for service is for :

Myself

Authorised Company :





Welcome to Inspection & Laboratory e-Services, Mr Alex Lee. Your last logon was 03-Sep-2009 12:42:55.

[Help](#) [Logout](#)

Home

HOME>>New Online Application>>Appointment Booking Request

Online Application

Request for Appointment Booking - This form may take you 10 minutes to fill in. (Step 1/3)

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

Inspection Appointment Booking

User ID	<input type="text" value="S0750701A"/>
User Name	<input type="text" value="Alex Lee"/>
Customer Ref No	<input type="text" value="199802064E"/>
Company Name	<input type="text" value="FOODPLEX TRADING PTE LTD"/>
Inspection Type	-- Select One --

- Select One --
- Import Inspection of Fresh Fruits Vegetables
- Import Inspection of Plants
- Import Inspection of Dragon Fish
- Export Inspection of Dragon Fish
- Import Inspection of Processed Food
- Import Inspection of Meat & Fish

Next Reset

Select the correct Inspection Type  
-Import Inspection of Processed Food or  
-Import Inspection of Meat & Fish

My Applications

- Resume Draft Lab Application
- Copy Lab Application
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- Make Payment
- Lab Application Status

Daily/Monthly Submission

- Monthly Production of Establishment
- Poultry - Daily Admission
- Poultry - Condemnation
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses

Account Management

- My Profile
- Change Password

- Poultry - Daily Admission
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- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses

**Account Management**

- My Profile
- Change Password

**Inspection Premises Contact Information**

**Contact Person \***

**Telephone \***

Fill in name and contact of person who will be present at the inspection.

**CCP Information**

1.	<input type="text"/>
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"/>

Fill in Cargo Clearance Permit number. Up to 10 CCP numbers can be filled in.

**Inspection Information**

**Inspection Location \***

Premises Code

Other Appointed Place

**Postal Code \***  [Search](#)

**Street/Road Name \***

**Block/House No \***

**Level & Unit No**  -

**Building Name**

Fill in inspection location address

**Date of Inspection \***

Fill in inspection date. Must be at least 1 day after present date

**Remarks**

**To Receive Inspection Confirmation By**

SMS **Mobile No.**

Email **Email Address**

Confirmation can be received by SMS or email



- Poultry - Condensation
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses

#### Account Management

- My Profile
- Change Password

#### Inspection Premises Contact Information

Contact Person \* NISHA  
Telephone \* 88818153

#### CCP Information

1. IG2D1234567
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

#### Inspection Information

Inspection Location \*  Premises Code SGOT004186  
Premises Name CHOON SENG VEGETABLES IMPORTER  
Postal Code  
Street/Road Name  
Block/House No.  
Level & Unit No. -  
Building Name  
 Other Appointed Place

Date of Inspection \* 26/04/2012

#### Remarks

To Receive Inspection Confirmation By  SMS Mobile No. 91234567  
 Email Email Address nisha@yahoo.com

#### 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.





[Home](#) HOME>>Online Application>>Appointment Booking Request>>Appointment Booking>>Acknowledgement

**Online Application** Request for Appointment Booking - Acknowledgement. (Step 3/3)

- Inspection Appointment Booking
- Food Factory Consultation
- Laboratory Services

**My Applications**

- Resume Draft Lab Application
- Copy Lab Application
- Appointment Booking Enquiry
- Make Payment
- Lab Application Status

**Daily/Monthly Submission**

- Monthly Production of Establishment
- Poultry - Daily Admission
- Poultry - Condemnation
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses

**Account Management**

- My Profile
- Change Password

**Acknowledgement**

Your application have been successfully submitted and will be processed.

Appointment Application No.	EIIP12D000002
CCP No.	IG2D1234567
Date of Inspection	26/04/2012
Address of Inspection	CHOON SENG VEGETABLES IMPORTER Blk 974, JURONG WEST STREET 93 # 01 - 421 Singapore 640974
Remarks	Estimated duration of Inspection : 0.5 working day

[Rate this e-Service](#)



## *Important things to note*

- The acknowledgement is not a confirmation of appointment. It only acknowledges that the booking has been received.
- After e-Services has processed your booking, you will receive an SMS or email (if you have requested it in your booking) to confirm the appointment.
- You may also use “Appointment Booking Enquiry” to check the status of your booking.



# *Appointment Booking and Result Enquiry*



## *Important things to note*

- Company account administrators can authorise users to
  - (i) View appointment bookings only or
  - (iii) View both bookings and results



## *Important things to note*

- Booking enquiries are made under the **individual accounts** (Singpass / non-Singpass)
- Not through **the Company Account**
- All individuals authorised under the same company can view one another's bookings
  - Eg. Company A has 3 authorised users (User 1, User 2 and User 3)
  - User 1 makes booking
  - Users 1, 2 and 3 can all enquire and see the booking made



## *Important things to note*

- Result enquiries are made under the **individual accounts** (Singpass / non-Singpass)
- Not through **the Company Account**
- Results are tied to inspection bookings
- Ad hoc inspections done without booking will not have results. Importers are advised to check with AVA for results of ad hoc inspections.







## *Important things to note*

- Results display
  - Pending – Result is not yet released
  - Pass – Inspection for this booking has passed
  - Fail – Inspection for this booking has failed.
  - “-” (dash) – User enquiring is not authorised to view results





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**
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  - 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 [Redacted]

User ID:

User Name:

Inspection Type: -- All --

Appointment No.:

Permit No / Lab Appln No.:

Inspection Date Range \* (dd/mm/yyyy) From:  To:

Booking Status: -- All --

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



Search Reset

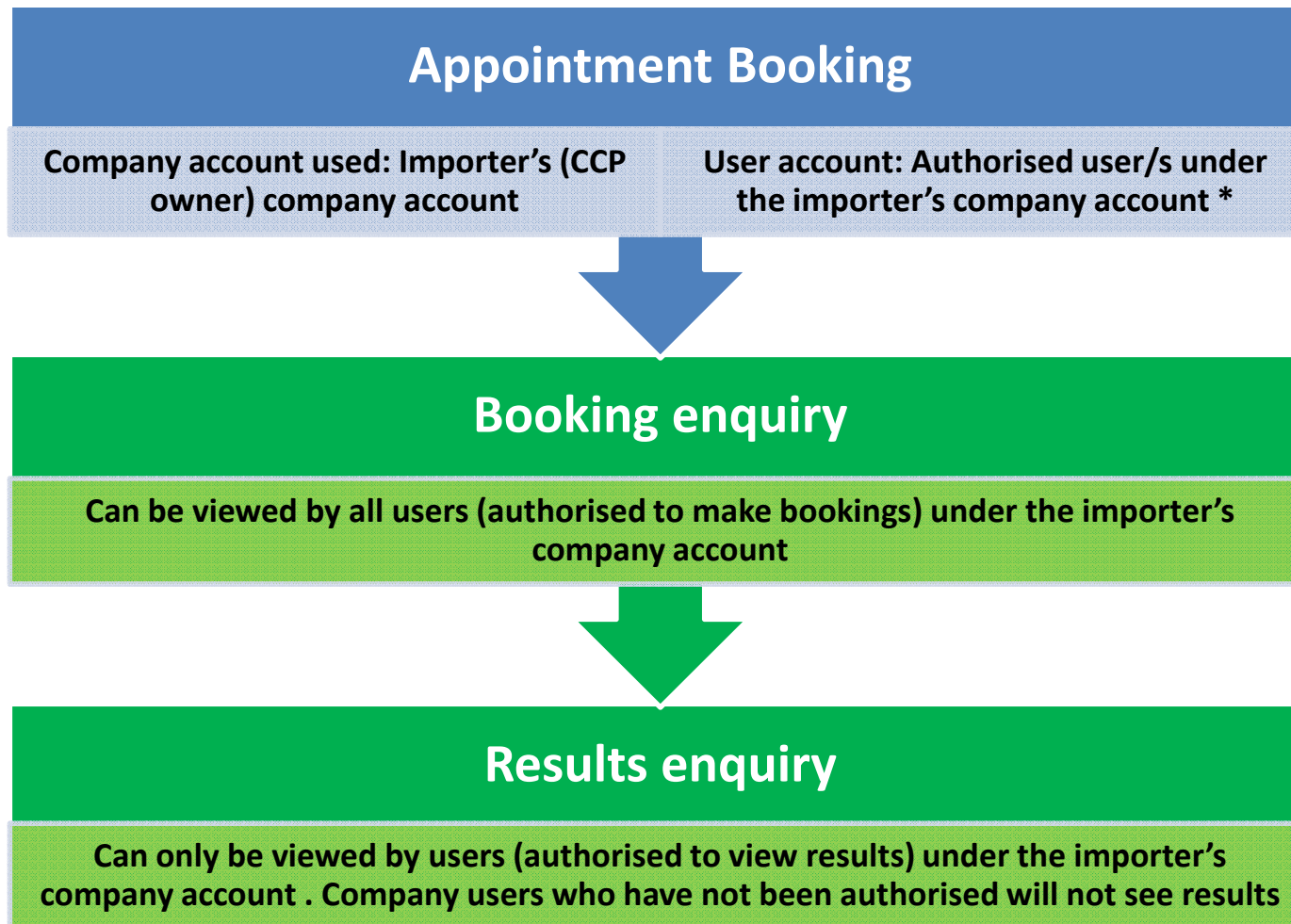
2 record(s) found.

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	<a href="#">EIIP14C0</a>	IG4C644	Import Inspection of Processed Food	01/04/14		Inspection Not Required		29/03/2014 14:39:36	-																	
2	<a href="#">EIIS14C0</a>	IG4C656	Import Inspection of Meat & Fish	01/04/14		Approved		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																									

# *Booking Workflow and Result Security*



# Booking flow 1 – Correct flow



\* Authorised user can be a staff member from an external company – i.e. declaring agent, logistics agent. Their Singpass/Non-Singpass user accounts must be authorised under the importer's Company Account



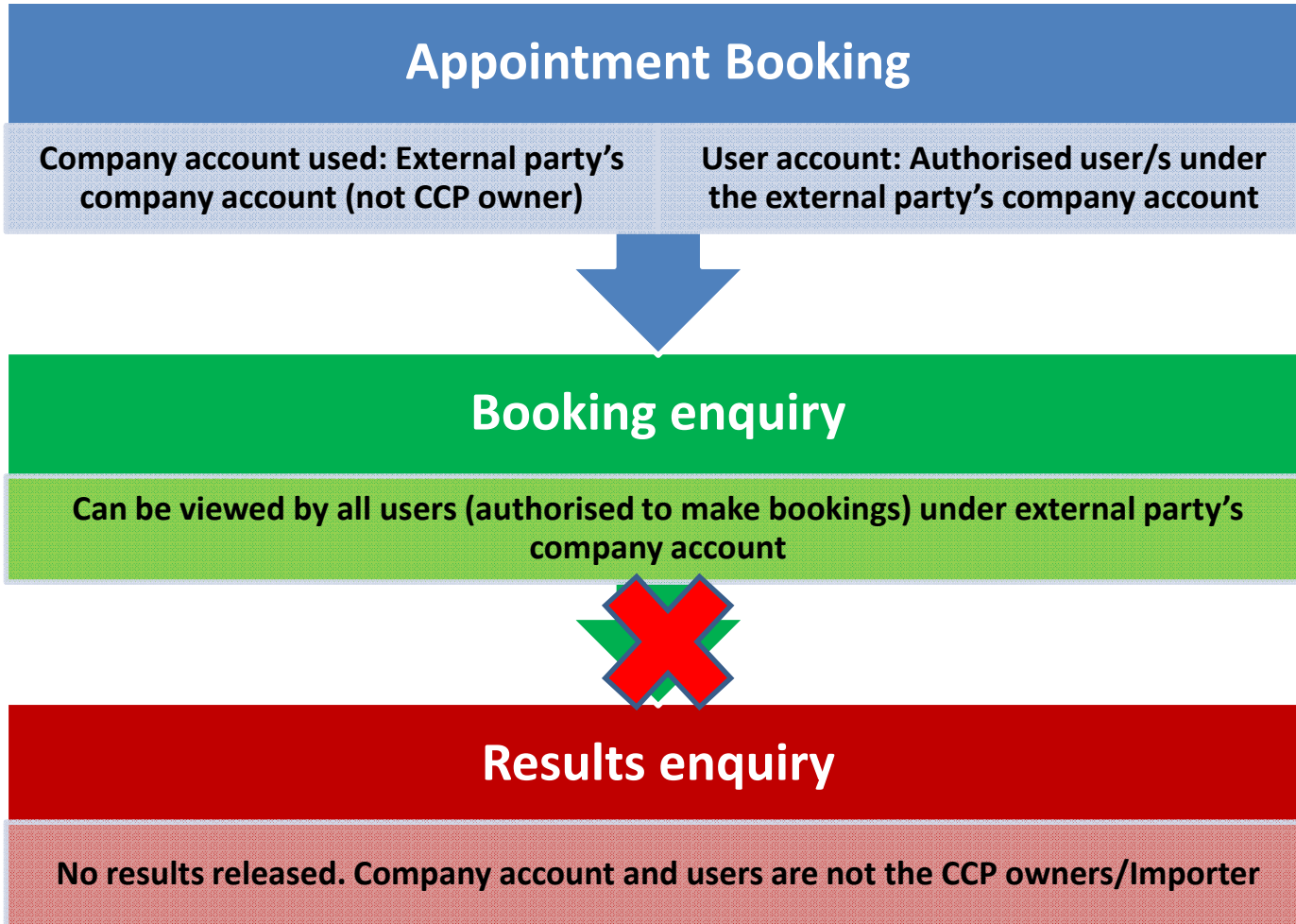
# *Example*

## Example 1

- CCP no. IG1234567X belongs to Importer A
- Authorised user from Importer A books appointment.
- Result is released
- Result can be viewed by Importer A's users who are authorised to view results



# Booking flow 2 – Incorrect flow



# *Example*

## Example 2

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





# Booking flow

How to tell if user's account has been authorised under the importer's Company Account

- When making appointment bookings, the user should be able to see the importer's company name in the "Authorised Company" drop down menu

Inspection Appointment Booking

Inspection Appointment Booking

This request for service is for :

Myself

Authorised Company :

COMPANY TEST CC

-- Select One --

COMPANY TEST CC

