

# SELF HELP GUIDE

## INSPECTION BOOKING FOR LIVE POULTRY IMPORT

# Content

[Part A – CorpPass Access](#)

[Part B – SFA Inspection & Laboratory e-Services Access](#)

[Part C – Inspection Booking](#)

# PART A (Within CorpPass)

Assigning User Roles

(Assigning user roles to SFA Inspection & Laboratory e-Services in CorpPass)



[Home](#) [About Us](#) [Services](#) [Help](#)



# Corppass, the authorisation system for entities

[I have an existing account, log in →](#)

New to Corppass?

[Apply for an Admin account →](#)

## Step 1

Go to Corppass website [www.corppass.gov.sg](http://www.corppass.gov.sg) and login with Singpass. Next, choose the company you wish to register.



Get started with Corppass by your role



**Step 2**  
**Under e-Services Access, click “Select Entity’s e-Services”**

User Accounts

**e-Service Access**

Third Party

[Change Entity Profile](#)



**Select Entity's e-Services**

Select e-Services that your entity will use.



**Assign selected e-Services**

Assign e-Services access to your entity's users and user groups.



**View Entity's e-Service Access**

View and edit your entity's current e-Services access

**Help & Support**

How to select e-Services that your entity will use

[Learn more](#)

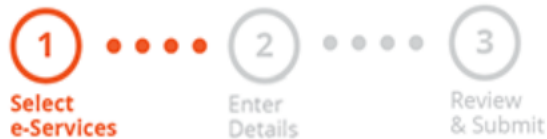
How to assign and manage e-Service access to your entity's users and user groups

[Learn more](#)

[Need help?](#)



## Select Entity's e-Services



### Step 4

**Select SINGAPORE FOOD AGENCY (SFA INSPECTION & LABORATORY E-SERVICES)**

wish to add to your entity's list.

require details to be set up on Corppass (denoted by ).

require additional checks when you log in. Click for more information.

### Step 3

**Input** Singapore Food Agency in the box and click the search icon

Filter

Singapore food agency



<input type="checkbox"/>	Govt. Agency	e-Service	Description	Additional Agency Check*	Additional Details Required*
<input type="checkbox"/>	SINGAPORE FOOD AGENCY	SFA INSPECTION & LABORATORY E-SERVICES	The Inspection & Laboratory e-Services allows traders to book an inspection appointment, submit monthly production data as well as register samples for laboratory tests etc.		
<input type="checkbox"/>	SINGAPORE FOOD AGENCY	Singapore Food Agency Tenancy Management System	With the e-service, Tenants are able to apply for assignment, business changes, renewal and termination.		
<input type="checkbox"/>	SINGAPORE	Singapore Food Agency	CornPass integration with EHD2H		

Need help?



<input type="checkbox"/>	Govt. Agency	e-Service	Description	Additional Agency Check	Additional Details Required
<input checked="" type="checkbox"/>	SINGAPORE FOOD AGENCY	SFA INSPECTION & LABORATORY E-SERVICES	The Inspection & Laboratory e-Services allows traders to book an inspection appointment, submit monthly production data as well as register samples for laboratory tests etc.		
<input type="checkbox"/>	SINGAPORE FOOD AGENCY	Singapore Food Agency Tenancy Management System	With the e-service, Tenants are able to apply for assignment, business changes, renewal and termination.		
<input type="checkbox"/>	SINGAPORE FOOD AGENCY	Singapore Food Agency Food Handler Digital Data Hub	CorpPass integration with FHD2H		
1 e-Service(s) Selected					

Showing 1 to 3 of 3 items

Cancel

Next

**Step 5**  
Click Next

Need help? ✕



[Home](#) / [Select Entity's e-Services](#)

## Select Entity's e-Services



Select  
e-Services



Enter  
Details



Review  
& Submit

### Verify Selected e-Service(s)

SINGAPORE FOOD AGENCY

- SFA INSPECTION & LABORATORY E-SERVICES

[Back](#)[Submit](#)

**Step 6**  
**Click Submit**

[Need help?](#)



Home / Select Entity's e-Services



The selected e-Service(s) is ready to be assigned to users.

## Next Step



### Assign selected e-Services

Assign e-Service access to your entity's users and user groups.

Return to Homepage

Assign selected e-Services



### Step 7

**Click Assign  
selected e-Services**

Need help?



Select Users for e-Service Assign

+

←

→

↺

corpass.gov.sg/corpass/manageeservices/selectusersforeservices

Google

🔗

☆

⚙️

🖨️

👤

⋮

Select from your entity's Corppass user accounts.

Filter

Search

🔍

↺

<input type="checkbox"/>	Full Name	Email Address	User Type
<input type="checkbox"/>			Sub-Admin
<input type="checkbox"/>			Sub-Admin
<input checked="" type="checkbox"/>			Admin

1 user(s) selected.

Showing 1 to 3 of 3 items

Step 8

Select Name to Assign role for Corppass Users.

Cancel

Next

Step 9

Click Next

Need help?

×

10

👤

Select Users

Select e-Services

Enter Details

Review & Submit

Assign Selected e-Service(s) to

1 Selected User(s) +

Assign from selected e-Service(s).

Filter

Singapore food agency

Search icon

Refresh icon

Govt Agency	Entity's selected e-Services	Description	Agency Check Required	Additional Details Required
<input checked="" type="checkbox"/>	SINGAPORE FOOD AGENCY	SFA INSPECTION & LABORATORY E-SERVICES	The Inspection & Laboratory e-Services allows traders to book an inspection appointment, submit monthly production data as well as register samples for laboratory tests etc.	

1 e-Service(s) selected.

**Step 10**

Select SINGAPORE FOOD AGENCY (SFA INSPECTION & LABORATORY E-SERVICES)

Back

Next



**Step 11**

Click Next



Showing 1 to 1 of 1 items

Need help? x



e-Services with  require additional details. For more information, contact the relevant agency. Click  to enter details.

\* - denotes mandatory fields

Govt Agency	Entity's selected e-Services	Agency Check Required	Additional Details Required
 SINGAPORE FOOD AGENCY	SFA INSPECTION & LABORATORY E-SERVICES		


**Step 13**


Select Today's date for Effective Date


Select Expiry Date with year ending 2099. e.g. 03/10/2099


1 e-Service(s) selected.


**Step 12**  
Select Administrator


Role\* 


Administrator 

Authorisation Effective Date \* 

05/10/2023 

Authorisation Expiry Date 

03/10/2099 

Need help? 



**Step 14**


Click Next



## Assign Selected e-Services



Verify the following details.

1 Selected Users 

## Selected e-Services

SINGAPORE FOOD AGENCY

- **SFA INSPECTION & LABORATORY E-SERVICES**

Role	Administrator
Authorisation Effective Date	05/10/2023
Authorisation Expiry Date	03/10/2099

[Back](#)

Submit

**Step 15**  
**Click Submit**

Need help?





Welcome

[Home](#)

[My Account](#)

[Users](#)

[e-Service](#)

[Third Party](#)

[Advance](#)

[Help](#)

[Log Out](#) 👤



[Home](#) / [Assign Selected e-Services](#)



You have assigned e-Service(s) to your user(s).

[Return to Homepage](#)

**Step 16**

**Click Return to  
Homepage**


[Need help?](#)




**Step 17**  
**Under e-Services Access, click "Assign selected e-Services"**

- User Accounts
- e-Service Access**
- Third Party


[Change Entity Profile](#)



**Select Entity's e-Services**  
Select e-Services that your entity will use.



**Assign selected e-Services**  
Assign e-Services access to your entity's users and user groups.



**View Entity's e-Service Access**  
View and edit your entity's current e-Services access

Help & Support

How to select e-Services that your entity will use

[Learn more](#)



How to assign and manage e-Service access to your entity's users and user groups

[Learn more](#)



[Need help?](#)



1 Selected User(s)

e-Services with  require additional details. For more information, contact the relevant agency. Click  to enter details.


\* - denotes mandatory fields


Govt Agency	Entity's selected e-Services	Agency Check Required	Additional Details Required
 SINGAPORE FOOD AGENCY	SFA INSPECTION & LABORATORY E-SERVICES		


UserIsrp


Role Description

UserIsrp - Able to perform both corporate transactions and view inspection results in Inspection and Laboratory e-Services

Authorisation Effective Date \*

05/10/2023 

Authorisation Expiry Date 

05/10/2099 

1 e-Service(s) selected.

**Step 18**

**Under manage e-Services, select Userisrp**  
(Userisrp will allow the user to view and download laboratory results)

**Select Today's date for Effective Date**

**Select Expiry Date with year ending 2099. e.g. 03/10/2099**

**Step 19**

**Click Next**

Need help? x





Assigned Users

Assign e-Service to User(s)

Remove e-Service Access (0)

Filter

Search

Refresh

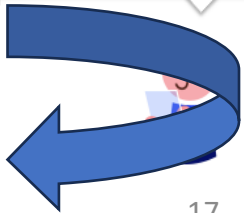
<input type="checkbox"/>	Full Name	User Type	Role	Parameter
<input type="checkbox"/>	Tan XXX XXX	Admin	Administrator	05/10/2023 03/10/2099
<input type="checkbox"/>	Tan XXX XXX	Admin	Userlsp	05/10/2023 05/10/2099

You should have two roles assigned under the same person (Administrator and Userlsp role)

- Administrator** – Company Administrator can perform the below task :
- Create Company profile (for new customers)
  - Activate CorpPass (for existing customers)
  - Maintain company profile
- Userlsp** – Userlsp would be allowed to perform the below task :
- Booking of inspection appointment and laboratory services
  - View inspection results in SFA inspection and Laboratory e-Services

Need help?

Showing 1 to 5 of 5 items



# PART B (SFA Inspection & Laboratory e-Services)

Company account application for SFA e-Services

(For one time setting up of company profile after enabling SFA Inspection & Laboratory e-Services for CorpPass first time users)

## Welcome to Inspection & Laboratory e-Services

### Notice (1 of 1) :



Dear Users, Please be informed that iFAST e-services for application of NParks laboratory services will be unavailable due to a scheduled system transition starting from 4.00pm on 21 February 2025, until 11.59pm on 23 February 2025. New Application Process: You can start submitting new applications via the new NParks M2 AVS eService portal at <https://avs-eservices.nparks.gov.sg/eservices> from 12:00 AM on 24 February 2025. Should you require further clarifications, please feel free to contact us at: For Centre for Animal & Veterinary Services (CAVS) matters [NPARKS\\_CAVS\\_Service\\_Enquiries@nparks.gov.sg](mailto:NPARKS_CAVS_Service_Enquiries@nparks.gov.sg) For Plant Science & Health (PSH) matters [NPARKS\\_PSH\\_Service\\_Enquiries@nparks.gov.sg](mailto:NPARKS_PSH_Service_Enquiries@nparks.gov.sg). We apologise for the inconvenience caused and thank you for your patience.

**Step 1**  
Go to [SFA e-Services](#) website  
and  
login via For Business Users  
using Singpass

Login via

For Individual Users

Log in with Singpass

Login via

For Business Users

Log in with Singpass

*i* Setting up of roles.

# Company Account Application

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

Please setup your Company Profile

Company type\* ☒ Singapore Local Company ☐ Foreign Company

Company Ref. Type\* UEN NUMBER

Company Ref. No.\* 11223344D

Company Name\* Tan XXX XXX Pte Ltd

Address Type\* ☒ Local

## Address

Postal Code\* 112233

Retrieve

**Step 2**  
Authorized users will be prompted to setup company profile on their first successful login. Proceed to fill up information marked with red asterisk only

SFA Services\*

-- Select One --

-- Select One --

Inspection Services

Laboratory Services

Salutation/Title\*

Contact Name\*

S1111111D Corppass

Contact Number

Telephone\*

Extension

*Please include country code for non Singapore line.*

Mobile

Fax

Email Address\*

Reason for Application

Verification Code\*

GLEPPR

[Click to change](#)

**Step 3**  
**Choose "Inspection Services"**

**Step 4**  
**Click 'Submit' after all required  
information are entered**

Submit

Reset

Home



## Company Account Application

Attention

> New record has been added successfully

> Please return to main menu and login again!

Home



# PART C (SFA Inspection & Laboratory e-Services)

Inspection booking guideline for a consignment of imported live poultry

# 1. Access to SFA Inspection & Laboratory e-Services and login via “For Business Users”

**Singapore Food Agency** WHO WE ARE NEED HELP

## Welcome to Inspection & Laboratory e-Services

**Notice (1 of 1) :**  
Dear Users, Please be informed that iFAST e-services for application of NParks laboratory services will be unavailable due to a scheduled system transition starting 23 February 2025. New Application Process: You can start submitting new applications via the new NParks M2 AVS eService portal at <https://avs-eservices.nparks.gov.sg>. Should you require further clarifications, please feel free to contact us at: For Centre for Animal & Veterinary Services (CAVS) matters NPARKS\_CAVS\_Service\_Enquiries@nparks.gov.sg; For Plant Health Service (PSH) matters NPARKS\_PSH\_Service\_Enquiries@nparks.gov.sg. We apologise for the inconvenience caused and thank you for your patience.

Login via

**For Individual Users**

Log in with Singpass

Login via

**For Business Users**

Log in with Singpass

Setting up of roles.

Login via

**Account**

Format: NSxxxxxxx (e.g. NSABCD1234)

Username

Password

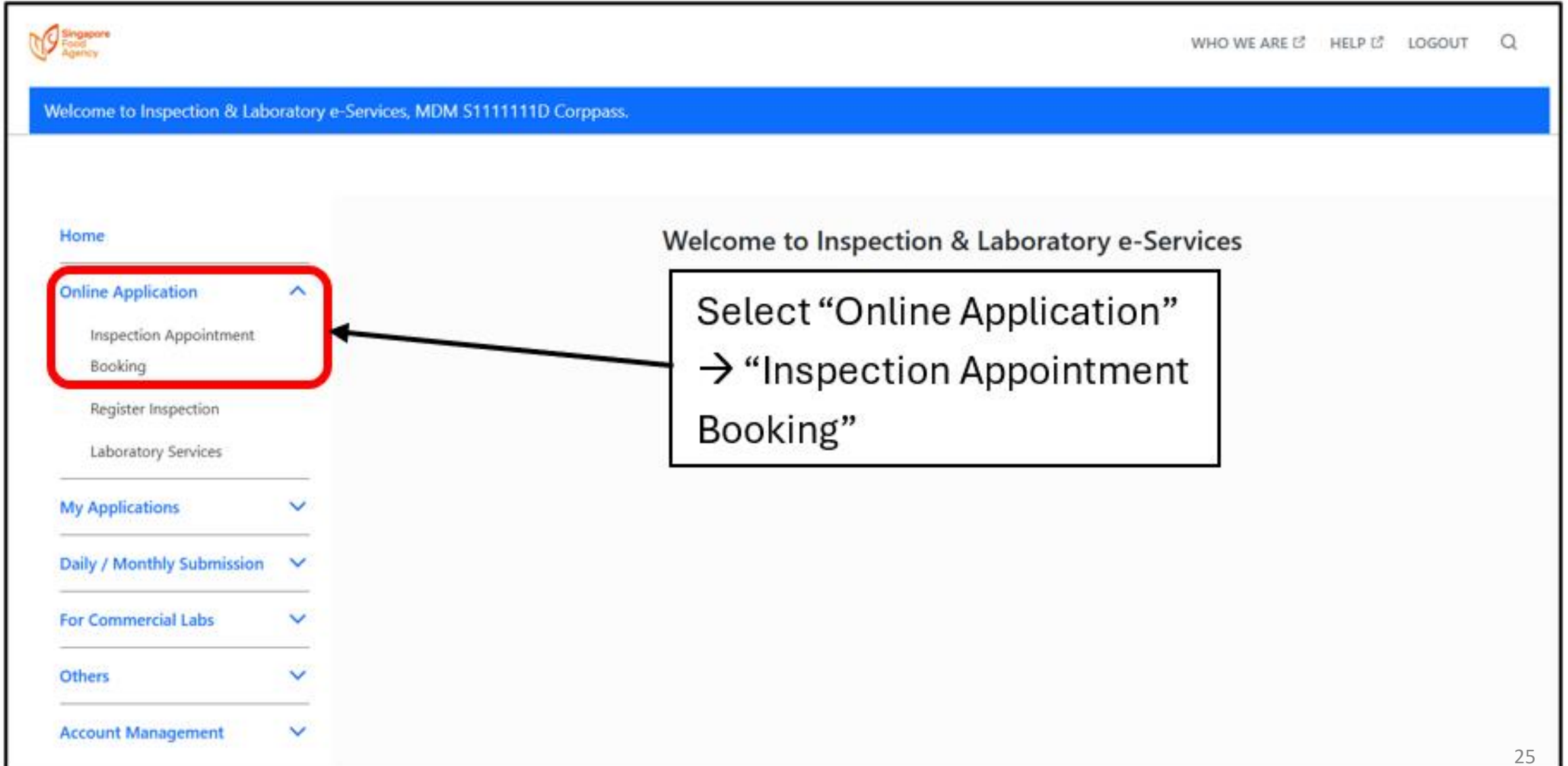
Sign In

[Forgot Password?](#) [Request New Account](#)

Click “Log in with Singpass” under “For Business Users”



2. On the main page left-hand panel, select the drop-down list “Online Application” --> “Inspection Appointment Booking”



The screenshot displays the Singapore Food Agency website interface. At the top left is the agency's logo. The top right contains links for 'WHO WE ARE', 'HELP', 'LOGOUT', and a search icon. A blue banner below the header reads 'Welcome to Inspection & Laboratory e-Services, MDM S1111111D Corppass.' The main content area features a left-hand navigation panel and a central header area. The navigation panel includes a 'Home' link, a red-bordered dropdown menu for 'Online Application' (which is expanded to show 'Inspection Appointment Booking', 'Register Inspection', and 'Laboratory Services'), and several other expandable sections: 'My Applications', 'Daily / Monthly Submission', 'For Commercial Labs', 'Others', and 'Account Management'. The central header area displays 'Welcome to Inspection & Laboratory e-Services'. A text box on the right contains the instruction 'Select “Online Application” → “Inspection Appointment Booking”', with an arrow pointing to the 'Inspection Appointment Booking' option in the dropdown menu.

Home

Online Application

- Inspection Appointment Booking
- Register Inspection
- Laboratory Services

My Applications

Daily / Monthly Submission

For Commercial Labs

Others

Account Management

Welcome to Inspection & Laboratory e-Services

Select “Online Application”  
→ “Inspection Appointment Booking”

3. Select the authorized company (importer's company) from the drop-down list, then click "OK"

Singapore Food Agency

WHO WE ARE HELP LOGOUT

Welcome to Inspection & Laboratory e-Services, MDM S1111111D Corpass.

Home

Online Application

- Inspection Appointment Booking
- Register Inspection
- Laboratory Services

My Applications

Daily / Monthly Submission

For Commercial Labs

Others

Account Management

Inspection Appointment Booking

This request for service is for:

☒ Authorised Company:

OK Cancel

Please inform "Company Administrator" to update company address in Inspection & Laboratory e-Services

Select Importer's company and click "OK"

4. Select “(SFA) Inspection of Live Poultry @ Slaughterhouse” in the “Inspection Type” field, then click “Next” for next step

The screenshot displays the Singapore Food Agency's e-services portal. A blue banner at the top reads "Welcome to Inspection & Laboratory e-Services, MDM S1111111D Corppass." The left sidebar contains navigation links: Home, Online Application (with sub-links for Inspection Appointment Booking, Register Inspection, and Laboratory Services), My Applications, Daily / Monthly Submission, For Commercial Labs, Others, and Account Management. The main content area shows a four-step process: Step 1 (Request for Appointment Booking), Step 2 (Inspection Appointment Booking), Step 3, and Step 4. A callout box with an arrow points to the "Inspection Type" dropdown menu in Step 2, which is highlighted with a red border. The dropdown list includes: -- Select One --, (SFA) Import Inspection of Fresh Fruits and Vegetables, (SFA) Import Inspection of Meat & Fish, (SFA) Import Inspection of Processed Food, (SFA) Import Inspection(Eggs), (SFA) Inspection of Live Poultry @ Slaughterhouse (highlighted in blue), (SFA) Pre-Licensing Inspection (Hygiene), and (SFA) Inspection of Live Poultry @ Slaughterhouse. Below the dropdown are "Next" and "Cancel" buttons.

WHO WE ARE HELP LOGOUT

Welcome to Inspection & Laboratory e-Services, MDM S1111111D Corppass.

Home

Online Application

- Inspection Appointment Booking
- Booking
- Register Inspection
- Laboratory Services

My Applications

Daily / Monthly Submission

For Commercial Labs

Others

Account Management

Step 1  
Request for Appointment Booking

Step 2  
Inspection Appointment Booking

Step 3

Step 4

Select “(SFA) Inspection of Live Poultry @ Slaughterhouse” and then “Next”

User ID

User Name

Customer Ref No

Company Name

Inspection Type\*

-- Select One --

- (SFA) Import Inspection of Fresh Fruits and Vegetables
- (SFA) Import Inspection of Meat & Fish
- (SFA) Import Inspection of Processed Food
- (SFA) Import Inspection(Eggs)
- (SFA) Inspection of Live Poultry @ Slaughterhouse
- (SFA) Pre-Licensing Inspection (Hygiene)
- (SFA) Inspection of Live Poultry @ Slaughterhouse

Next Cancel

5. Input the Cargo Clearance Permit (CCP) number into the “Permit Number (for imported poultry)” column, then click “Next”

The screenshot displays the Singapore Food Agency's web portal. At the top, the logo and navigation links (WHO WE ARE, HELP, LOGOUT) are visible. A blue banner welcomes the user to the 'Inspection & Laboratory e-Services' page. A left-hand menu lists various services like 'Online Application', 'My Applications', and 'Account Management'. The main content area features a progress bar with five steps: Step 1 (Request for Appointment Booking), Step 2 (Enter Permit Number), Step 3, Step 4, and Step 5. Step 2 is currently active. Below the progress bar, the 'Inspection Appointment Booking' section shows two radio button options. The first option, 'Permit Number (for imported poultry) \*', is selected and highlighted with a red rectangle. Next to it is an empty text input field. The second option, 'Health Cert Number (for local spent hens and quails) \*', is unselected. A blue 'Next' button is located at the bottom right. A text box with an arrow pointing to the input field contains the instruction: 'Input CCP number into the column and then “Next”'.

Home

Online Application

- Inspection Appointment Booking
- Register Inspection
- Laboratory Services

My Applications

Daily / Monthly Submission

For Commercial Labs

Others

Account Management

Step 1 Step 2 Step 3 Step 4 Step 5

Request for Appointment Booking Enter Permit Number

Inspection Appointment Booking

☒ Permit Number (for imported poultry) \*

☐ Health Cert Number (for local spent hens and quails) \*

Next

Input CCP number into the column and then “Next”

# 6. Filled all column with asterisk mark for Inspection Premises Contact Information and Receive Inspection Confirmation

Inspection Premises Contact Information

Contact Person\*

Telephone\*

Receive Inspection Confirmation

Email\*

☐

Email Address

Permit Information

Permit No.\*

1

IG4I328944V

7. For “Inspection Information” section, input the details of that live broiler truck that is importing into SG

Inspection Information

Country of Origin*	MALAYSIA
Farm Code*	MYCHJ393
Name of Farm	Name of MYCHJ393
Name of Approved Disease-Free Zone (DFZ)	Johor
Truck Number	JND 1245
Date of Booking*	25/03/2025
Date of Arrival*	26/03/2025
Time of Arrival*	04:50
Date of Inspection*	26/03/2025
Remarks	

Note: **Date of arrival and inspection** shall be at least **1 day later** than date of booking

## 8. Input all the necessary information for “Inspection Location” section

**Inspection Location\***

**Poultry Slaughterhouse**

**No heads of Live Poultry**

No.	Poultry Slaughterhouse	Address	Qty	Del
1	SGSP18B0005	BLK85B, LORONG 4 TOA PAYOH, TOA PAYOH PEAKVIEW, 312085	1880	
2	SGSP17K0001	BLK193, PANDAN LOOP, 128382	500	
3	SGSP18A0001	#34-45, BLK170, LENTOR LOOP, BULLION PARK, 789099	500	

**Total Qty**

**Total Declared**

a. Click “Del” icon and re-input the information if amendment on slaughterhouse or number of poultry required.

b. The “Total Declared” is based quantity declared in CCP, error message will prompt if “Total Qty” exceed “Total Declared” value.

- (i) Select slaughterhouse from drop-down list
- (ii) Input the number of live poultry
- (iii) Click “Add”
- (iv) Repeat (i) to (iii) for consignment to multiple slaughterhouse
- (iv) Click “Next” to proceed after completing input

## 9. Review the inspection booking input and click “Next” to confirm the inspection booking

The screenshot displays the Singapore Food Agency's e-services interface. At the top left is the agency's logo. The top right contains links for 'WHO WE ARE', 'HELP', 'LOGOUT', and a search icon. A blue banner below the header reads 'Welcome to Inspection & Laboratory e-Services, MDM S1111111D Corppass.' On the left, a sidebar menu includes 'Home', 'Online Application' (with an upward arrow), 'Inspection Appointment Booking', 'Register Inspection', and 'Laboratory Services'. The main content area features a horizontal process flow with five steps: Step 1 (Request for Appointment Booking), Step 2 (Enter Permit Number), Step 3 (Request Details), Step 4 (Confirmation), and Step 5. Step 4 is currently selected, indicated by a blue circle. Below the flow is a section titled 'Instruction' with a downward arrow.

This section shows a dark blue header labeled 'Declaration'. Below the header, there is a large white area. In the bottom right corner, there are two buttons: a blue 'Next' button and a grey 'Back' button.



# 10. An acknowledgement page for successful booking

1

Step 1

Request for Appointment  
Booking

2

Step 2

Enter Permit Number

3

Step 3

Request Details

4

Step 4

Confirmation

5

Step 5

Acknowledgement

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.	EIIA25C000001 (IG4B485038U)
Date of Booking	25/03/2025
Date of Inspection	26/03/2025
Address of Inspection	#34-45, BLK170, LENTOR LOOP, BULLION PARK, 789099 BLK85B, LORONG 4 TOA PAYOH, TOA PAYOH PEAKVIEW, 312085 BLK34, SENOKO CRESCENT, 758281
Remarks	Estimated duration of Inspection : 0.5 working day

Save as PDF

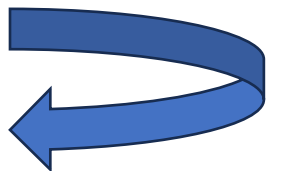
Note: Licensee can record the “Appointment Application No.” as reference for the inspection booking or download a copy as PDF

11. Importer to repeat the same inspection booking step 1 to 10 for every consignment of live poultry

Note: Importer to write in to Slaughterhouse team at

[SFA-SRO-ST@sfa.gov.sg](mailto:SFA-SRO-ST@sfa.gov.sg)

if require further assistance on the inspection booking!



THANK YOU