

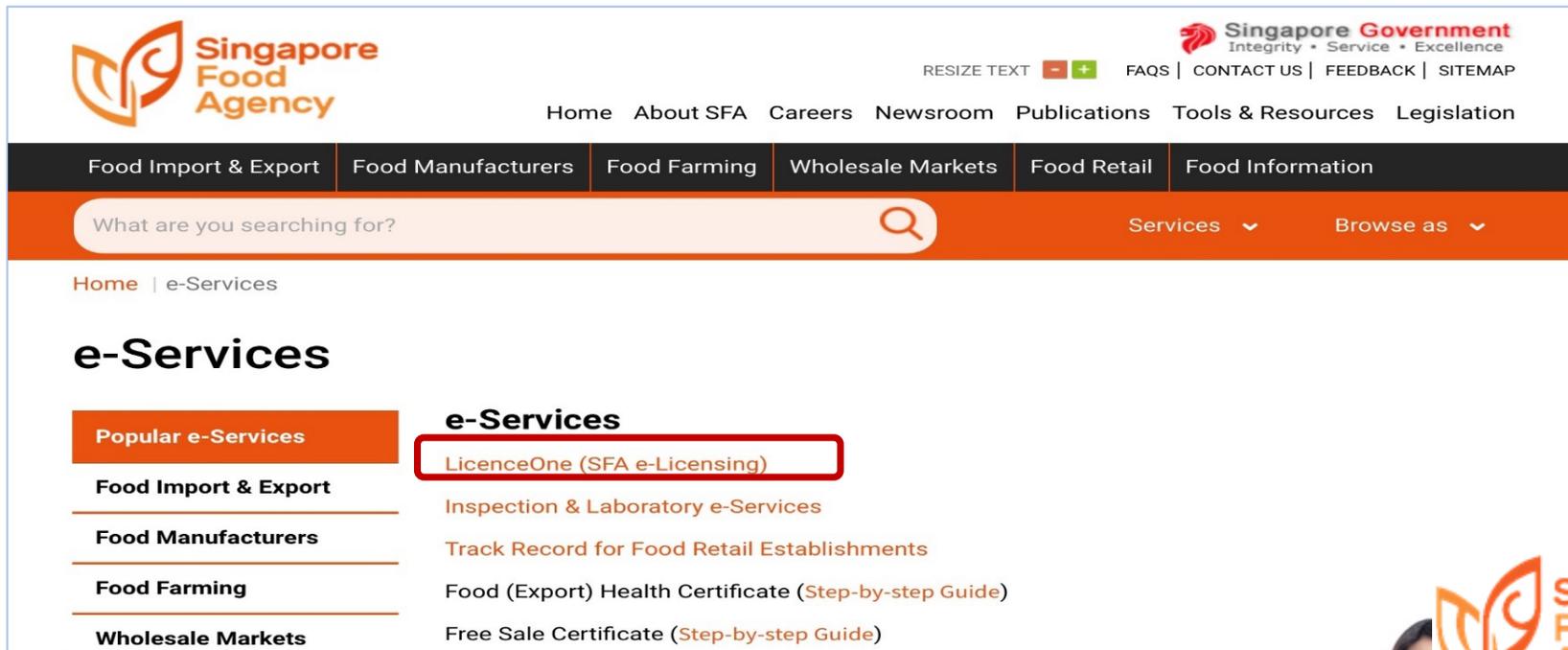
SFA e-Services Guide for Food Import Inspections

Booking of Inspection Appointment and
Viewing of Bookings/Results

Accessing e-Services

Accessing e-Services

- 1) <https://ifast.sfa.gov.sg/eserviceweb>
- 2) Through SFA website (www.sfa.gov.sg)
 - Access Our Services → e-Services → Inspection & Laboratory e-Services

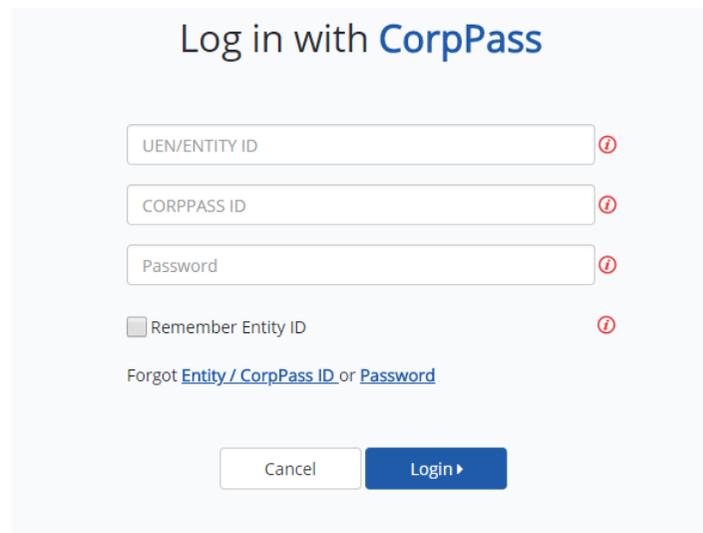


The screenshot shows the Singapore Food Agency website. At the top left is the SFA logo. To the right is the Singapore Government logo with the tagline 'Integrity • Service • Excellence'. Below these are navigation links: 'RESIZE TEXT', 'FAQS', 'CONTACT US', 'FEEDBACK', and 'SITEMAP'. A main navigation bar includes 'Home', 'About SFA', 'Careers', 'Newsroom', 'Publications', 'Tools & Resources', and 'Legislation'. A secondary navigation bar lists 'Food Import & Export', 'Food Manufacturers', 'Food Farming', 'Wholesale Markets', 'Food Retail', and 'Food Information'. A search bar is present with the placeholder text 'What are you searching for?'. Below the search bar, the breadcrumb 'Home | e-Services' is visible. The main heading is 'e-Services'. On the left, a sidebar lists 'Popular e-Services' with categories: 'Food Import & Export', 'Food Manufacturers', 'Food Farming', and 'Wholesale Markets'. The main content area is titled 'e-Services' and lists several options: 'LicenceOne (SFA e-Licensing)', 'Inspection & Laboratory e-Services', 'Track Record for Food Retail Establishments', 'Food (Export) Health Certificate (Step-by-step Guide)', and 'Free Sale Certificate (Step-by-step Guide)'. The 'LicenceOne (SFA e-Licensing)' link is highlighted with a red box. The SFA logo is also present in the bottom right corner.

Accessing e-Services

From 1st Sep 2018, the company's iFAST administrator must first authorize users before they are able to book for inspection.

Inspection bookings can only be made by authorized users of the company via User CorpPass.



The screenshot shows a login form titled "Log in with CorpPass". It contains three input fields: "UEN/ENTITY ID", "CORPPASS ID", and "Password". Each field has a red information icon to its right. Below the fields is a checkbox labeled "Remember Entity ID" with a red information icon. At the bottom of the form, there is a link that says "Forgot Entity / CorpPass ID or Password". At the very bottom of the form area, there are two buttons: "Cancel" and "Login ▶".

Don't have a CorpPass Account?
[Get Started](#)



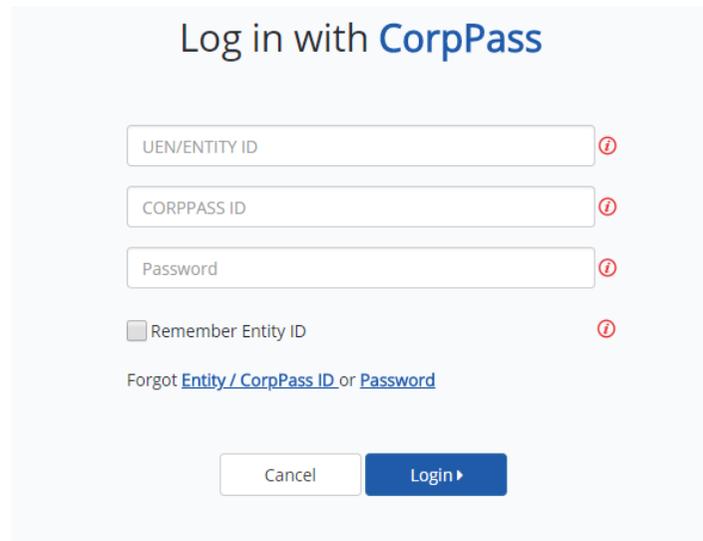
Accessing e-Services

Users have to have a valid CorpPass account.

Instructions to activate the CorpPass account can be found at:
<https://www.corppass.gov.sg/corppass/common/userguides>

Activate your CorpPass Account → For SingPass Holders

Authorised users have to log-in using their CorpPass ID under SFA e-Services



The screenshot shows a login form titled "Log in with CorpPass". It contains three input fields: "UEN/ENTITY ID", "CORPPASS ID", and "Password". Each field has a red information icon to its right. Below the fields is a checkbox labeled "Remember Entity ID" with a red information icon. At the bottom of the form, there is a link that says "Forgot Entity / CorpPass ID or Password". At the very bottom of the form area, there are two buttons: "Cancel" and "Login ▶".

Don't have a CorpPass Account?
[Get Started](#)



Accessing e-Services

After logging in using the CorpPass in SFA e-Services website, this page will be displayed when the inspection and laboratory e-Services have not been activated.

CorpPass Activation

CorpPass has not been activated for :

Note :
1) Only Company Administrator can perform this activation.
2) Once CorpPass is activated, you will need to use CorpPass login for all future corporate transaction with Inspection and Laboratory e-Services.

Do you wish to activate now?

Getting Started with CorpPass

SFA Inspection and Laboratory e-Services have to be activated via CorpPass at <https://www.corppass.gov.sg>

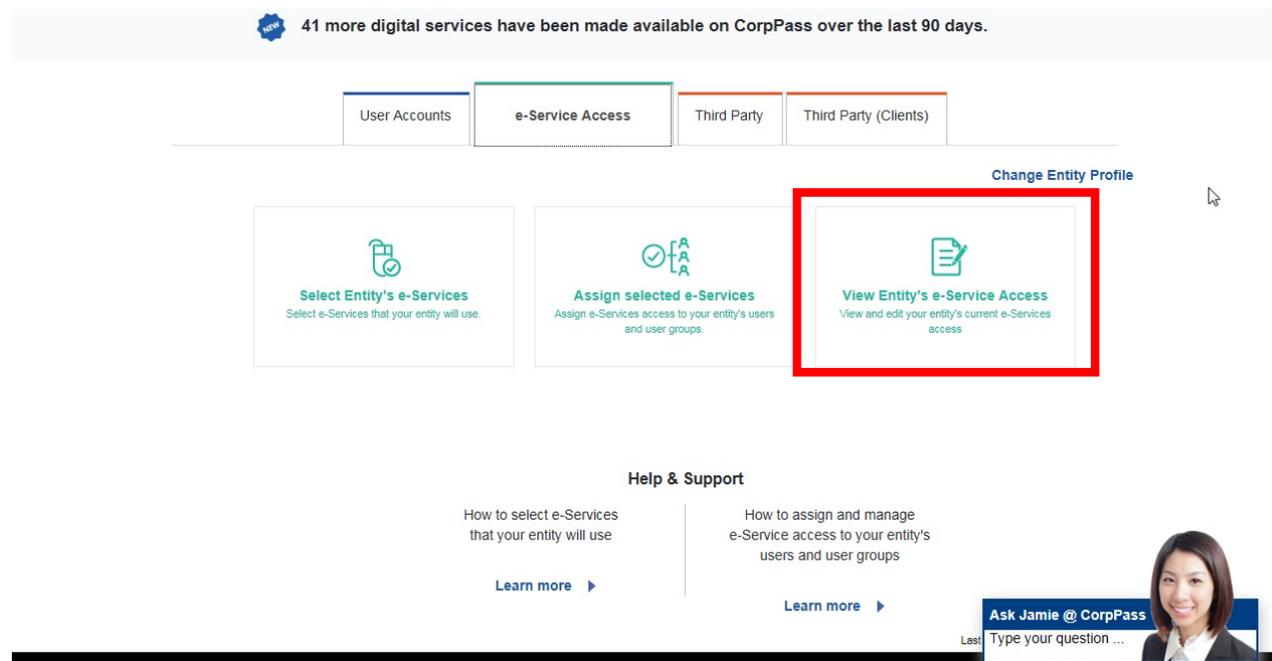
Please refer to CorpPass guide for instructions on activation of SFA Inspection and Laboratory e-Services.

Checking of iFast Roles Assigned

How to check iFAST roles in CorpPass

To view what roles are currently assigned to an e-Service:

- 1) Log-in to www.CorpPass.gov.sg
- 2) Go to e-Service Access tab and click on 'View Entity's e-Service Access'



How to check iFAST roles in CorpPass

To view what roles are currently assigned to an e-Service:

3) List of e-Service Access, select e-Service

View Entity's e-Service Access

Click e-Service name to view its profile. Select the checkbox(es) to edit or remove.

Only e-Services with roles and/or parameters can be edited.

Edit e-Service (0) Remove e-Service (0) Filter Search

Govt. Agency	Entity's Selected e-Service	Description	Assigned Users
<input type="checkbox"/>	AGRI FOOD AND VETERINARY AUTHORITY OF SINGAPORE (AVA)	AVA INSPECTION & LABORATORY E-SERVICES (IFAST)	IFAST Staging 8 User(s)

0 e-Service(s) Selected

Showing 1 to 1 of 1 items

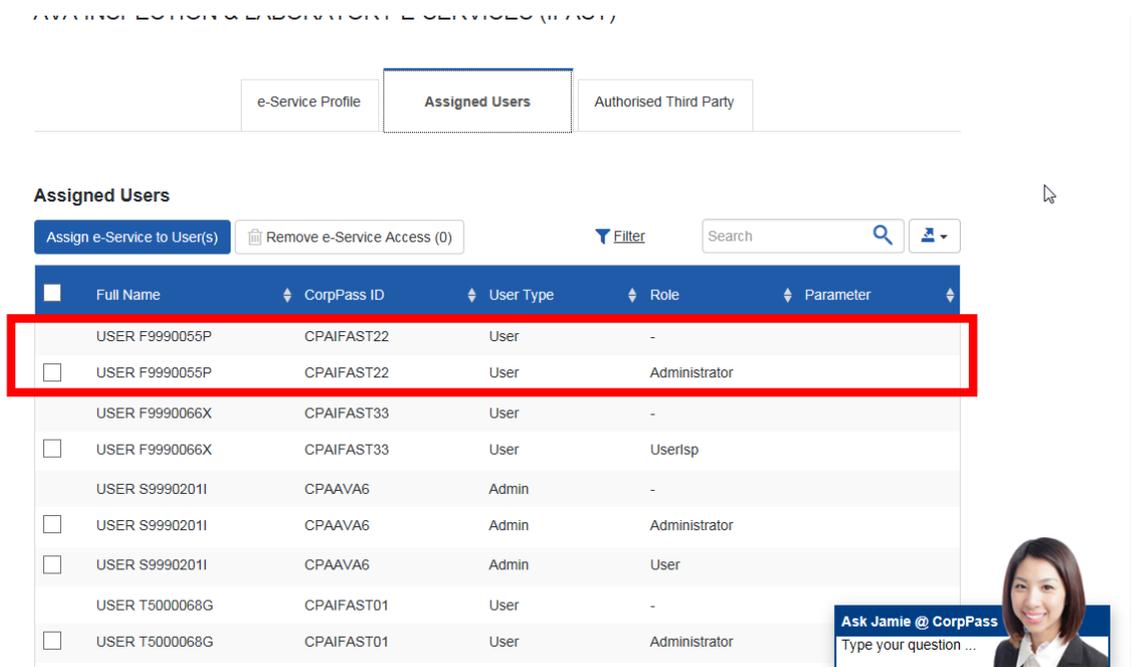
Last **Ask Jamie @ CorpPass**
© 20... Type your question ...

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How to check iFAST roles in CorpPass

To view what roles are currently assigned to an e-Service:

- 4) Click 'Assigned Users' tab to obtain list of users and their assigned roles e.g. selected user has 'administrator' role



The screenshot displays the 'Assigned Users' tab in the CorpPass interface. The interface includes a navigation bar with 'e-Service Profile', 'Assigned Users', and 'Authorised Third Party' tabs. Below the navigation bar, there are buttons for 'Assign e-Service to User(s)', 'Remove e-Service Access (0)', and a 'Filter' button. A search bar is also present. The main content is a table with the following columns: Full Name, CorpPass ID, User Type, Role, and Parameter. The table lists several users, with the second row highlighted in red. This row shows a user with the ID CPAIFAST22 and the role 'Administrator'. A chat window for 'Ask Jamie @ CorpPass' is visible in the bottom right corner.

	Full Name	CorpPass ID	User Type	Role	Parameter
<input type="checkbox"/>	USER F9990055P	CPAIFAST22	User	-	
<input type="checkbox"/>	USER F9990055P	CPAIFAST22	User	Administrator	
	USER F9990066X	CPAIFAST33	User	-	
<input type="checkbox"/>	USER F9990066X	CPAIFAST33	User	Userisp	
	USER S9990201I	CPAAVA6	Admin	-	
<input type="checkbox"/>	USER S9990201I	CPAAVA6	Admin	Administrator	
<input type="checkbox"/>	USER S9990201I	CPAAVA6	Admin	User	
	USER T5000068G	CPAIFAST01	User	-	
<input type="checkbox"/>	USER T5000068G	CPAIFAST01	User	Administrator	

Assignment of roles

How to assign iFAST roles in CorpPass

To assign roles:

- 1) 'Home' → 'e-Service Access' → 'Assign selected e-Services'

41 more digital services have been made available on CorpPass over the last 90 days.

User Accounts e-Service Access Third Party Third Party (Clients) 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](#)

Ask Jamie @ CorpPass
Last Type your question ...

How to assign iFAST roles in CorpPass

To assign roles:

2) View list of users

Assign Selected e-Services



Ensure that you have selected e-Service(s) for your Entity before assigning it to your user account(s).

Select from your entity's CorpPass user accounts.

 Filter

Search



<input type="checkbox"/>	Full Name	Email Address	CorpPass ID	User Type
<input type="checkbox"/>	USER S9990201I	CPAAVA6@mailinator.com	CPAAVA6	Admin

How to assign iFAST roles in CorpPass

To assign roles:

3) Select the user to assign additional roles

Select from your entity's CorpPass user accounts.

 Filter

Search



<input type="checkbox"/>	Full Name	Email Address	CorpPass ID	User Type
<input type="checkbox"/>	USER S99902011	CPAAVA6@mailinator.com	CPAAVA6	Admin

How to assign iFAST roles in CorpPass

To assign roles:

4) Select the e-Service

Can't find an e-Service? Click [here](#) to add e-Service to your Entity.

Assign Selected e-Service(s) to
1 Selected User(s) +

Assign from selected e-Service(s). Filter

<input checked="" type="checkbox"/>	Govt Agency	Entity's selected e-Services	Description	Agency Check Required	Additional Details Required
<input checked="" type="checkbox"/>	AGRI FOOD AND VETERINARY AUTHORITY OF SINGAPORE (AVA)	AVA INSPECTION & LABORATORY E-SERVICES (IFAST)	IFAST Staging		

1 e-Service(s) selected.

Showing 1 to 1 of 1 items

Back Next

Ask Jamie @ CorpPass
Type your question ...



How to assign iFAST roles in CorpPass

To assign roles:

5) Select the additional role e.g. 'Userlsp'

- Refer to the role description below the drop-down list for the definition of each role

Assign Selected e-Services to
1 Selected Users +

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
AGRI FOOD AND VETERINARY AUTHORITY OF SINGAPORE (AVA)	AVA INSPECTION & LABORATORY E-SERVICES (IFAST)		

1 e-Service(s) selected.

AGRI FOOD AND VETERINARY AUTHORITY OF SINGAPORE (AVA)
AVA INSPECTION & LABORATORY E-SERVICES (IFAST)

Role*

Userlsp

Role Description

User (able to view inspection results) - Able to perform corporate transactions with the ability to view inspection results in AVA Inspection and Laboratory e-Services

Ask Jamie @ CorpPass
Type your question ...

Back Next

How to assign iFAST roles in CorpPass

Get Started with CorpPass

Find Out More

FAQs

User Guides & Video Guides

To transact using CorpPass for this e-Service, the appointed CorpPass Administrator for your organisation need to setup and assign relevant role(s) to your CorpPass Account.

Below are the roles available for this e-Service. For more information regarding CorpPass, please visit www.corppass.gov.sg

Administrator

Company Administrator - Able to perform the following in AVA Inspection and Laboratory e-Services:

- (i) Create company profile (for new customers)
- (ii) Activate CorpPass (for existing customers)
- (iii) Maintain company profile

There must be at least one Company Administrator. The Company Administrator must login using CorpPass to create company profile (for new customers) or to activate CorpPass (for existing customers) first before others can transact using CorpPass.

User

User - Able to perform corporate transactions (eg: booking of inspection appointment, request for laboratory services) in AVA Inspection and Laboratory e-Services

UserIspr

User (able to view inspection results) - Able to perform corporate transactions (eg: booking of inspection appointment, request for laboratory services) with the ability to view inspection results in AVA Inspection and Laboratory e-Services

ComLabAckReceipt

[For Commercial Labs] Acknowledge Receipt - Able to acknowledge receipt of packages/samples

ComLabEnterResult

[For Commercial Labs] Enter Results - Able to enter results

How to assign iFAST roles in CorpPass

To assign roles:

6) Click 'Next' and then 'Submit'

Assign Selected e-Services

Select Users • Select e-Services • Enter Details • **4 Review & Submit**

Verify the following details.

1 Selected Users +

Selected e-Services

AGRI FOOD AND VETERINARY AUTHORITY OF SINGAPORE (AVA)	• AVA INSPECTION & LABORATORY E-SERVICES (IFAST)
	Role Userisp

Back Submit

Last Ask Jamie @ CorpPass
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How to assign iFAST roles in CorpPass

To assign roles:

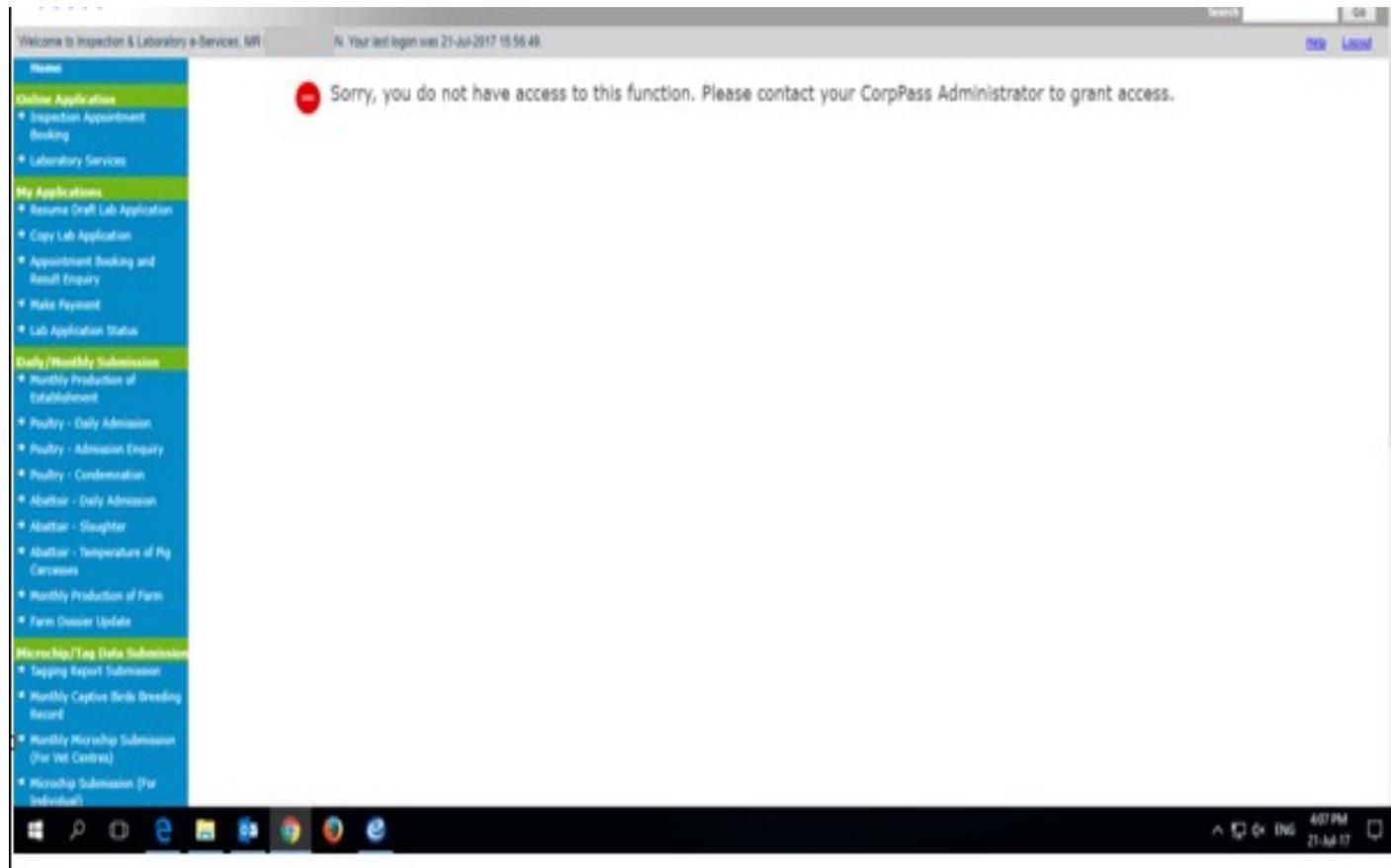
7) Verify the roles assigned for the user, which has 2 roles now

The screenshot displays the 'Assign Service to User(s)' interface in CorpPass. It features a table with columns for Full Name, CorpPass ID, User Type, Role, and Parameter. A red box highlights two rows for the user 'USER F9990055P', showing they have been assigned the roles 'Administrator' and 'Userisp'. The interface also includes a search bar, a 'Remove e-Service Access (u)' button, and a '0 users selected' indicator at the bottom. A chatbot window for 'Ask Jamie @ CorpPass' is visible in the bottom right corner.

Full Name	CorpPass ID	User Type	Role	Parameter
USER F9990055P	CPAIFAST22	User	-	
<input type="checkbox"/> USER F9990055P	CPAIFAST22	User	Administrator	
<input type="checkbox"/> USER F9990055P	CPAIFAST22	User	Userisp	
USER F9990066X	CPAIFAST33	User	-	
<input type="checkbox"/> USER F9990066X	CPAIFAST33	User	Userisp	
USER S9990201I	CPAAVA6	Admin	-	
<input type="checkbox"/> USER S9990201I	CPAAVA6	Admin	Administrator	
<input type="checkbox"/> USER S9990201I	CPAAVA6	Admin	User	
USER T5000068G	CPAIFAST01	User	-	
<input type="checkbox"/> USER T5000068G	CPAIFAST01	User	Administrator	

Common Errors Encountered by users

This happens only when the user has iFAST 'Administrator' role and does not have either 'User' or 'Userlsp' roles assigned. Please refer to the guide above on assigning roles.



Booking of Inspection Appointment

Booking of Inspection Appointment

To access booking system:

The screenshot displays the Singapore Food Agency website interface. At the top, there are logos for the Singapore Food Agency, National Parks, and the Animal & Veterinary Service. The Singapore Government logo is also present with the tagline 'Integrity • Service • Excellence'. Navigation links for 'Contact Info', 'Feedback', and 'Sitemap' are visible. A search bar with the text 'Search by Keywords' and a 'Search' button is located in the top right. A blue header bar contains the text 'Welcome to Inspection & Laboratory e-Services, NG LAY KHENG. Your last logon was 24-Apr-2018 16:01:22.' and links for 'Help' and 'Logout'. The main navigation menu on the left is expanded, showing 'Home', 'Online Application', 'My Applications', and 'Daily/Monthly Submission'. The 'Inspection Appointment Booking' option under 'Online Application' is highlighted with a red box. The main content area features the heading 'Welcome to Inspection & Laboratory e-Services' and a large blue button. The Singapore Food Agency logo is also present in the bottom right corner.

Home HOME

Online Application

- Inspection Appointment Booking
- Laboratory Services

My Applications

- Resume Draft Lab Application
- 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 - Daily Admission
- Abattoir - Slaughter
- Abattoir - Temperature of Pig Carcasses
- Monthly Production of Farm
- Farm Dossier Update

Singapore Government
Integrity • Service • Excellence

Contact Info | Feedback | Sitemap

-A +A Search by Keywords Search

Welcome to Inspection & Laboratory e-Services, NG LAY KHENG. Your last logon was 24-Apr-2018 16:01:22. Help Logout

Welcome to Inspection & Laboratory e-Services

Booking of Inspection Appointment

To access booking system:

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



The screenshot shows a web application interface for 'Inspection Appointment Booking'. On the left is a blue sidebar menu with the following items: 'Inspection Appointment Booking', 'Laboratory Services', 'My Applications' (highlighted in green), 'Resume Draft Lab Application', 'Copy Lab Application', 'Appointment Booking and Result Enquiry', and 'Make Payment'. The main content area has a dark blue header with the text 'Inspection Appointment Booking'. Below the header, the text 'This request for service is for :' is followed by two radio button options: 'Myself' and 'Authorised Company :'. The 'Authorised Company' option is selected. To the right of this option is a dropdown menu with 'COMPANY TEST CC' selected. A secondary dropdown menu is open below it, showing '-- Select One --' and 'COMPANY TEST CC' as an option.

Booking of Inspection Appointment

To access booking system:

Inspection Premises Contact Information	
Contact Person *	<input type="text"/> *
Telephone *	<input type="text"/>

Receive Inspection Confirmation	
<input type="checkbox"/> SMS	Mobile No. <input type="text"/>
<input checked="" type="checkbox"/> Email	Email Address <input type="text"/>

CCP Information	
	Contained Chilled Item?
1. <input type="text"/>	<input type="checkbox"/> Yes
2. <input type="text"/>	<input type="checkbox"/> Yes
3. <input type="text"/>	<input type="checkbox"/> Yes
4. <input type="text"/>	<input type="checkbox"/> Yes
5. <input type="text"/>	<input type="checkbox"/> Yes
6. <input type="text"/>	<input type="checkbox"/> Yes
7. <input type="text"/>	<input type="checkbox"/> Yes
8. <input type="text"/>	<input type="checkbox"/> Yes
9. <input type="text"/>	<input type="checkbox"/> Yes
10. <input type="text"/>	<input type="checkbox"/> Yes



Booking of Inspection Appointment

To access booking system:

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

(For request on preferred time of inspection, our inspectors will try their best to meet the request whenever possible. Thank you for your understanding.)

Important Notes

The acknowledgement is **not** a confirmation of the appointment. It only states that the booking has been received

After e-Services has processed your booking, you will receive an SMS/email (upon request) to confirm the appointment

You may also use 'Appointment Booking Enquiry' to check the status of your booking

Result Enquiry

Important Notes

Display of results

- Pending → Result is not released yet
- Pass → Inspection for this booking has passed
- Fail → Inspection for this booking has failed
- '-' (Dash) → User is not authorised to view the results

Home

Online Application

- Inspection Appointment Booking
- Laboratory Services

My Applications

- Resume Draft Lab Application
- 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
- Microchip Submission(For ...)

Appointment Booking Enquiry

This request for service is for :

Myself

Authorised Company

COMPANY TEST CC

Appointment Booking List (E-Service)

Welcome LINDA TAN

User ID:

User Name:

Inspection Type:

Appointment No.:

Permit No / Lab Appln No.:

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

Booking Status:

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

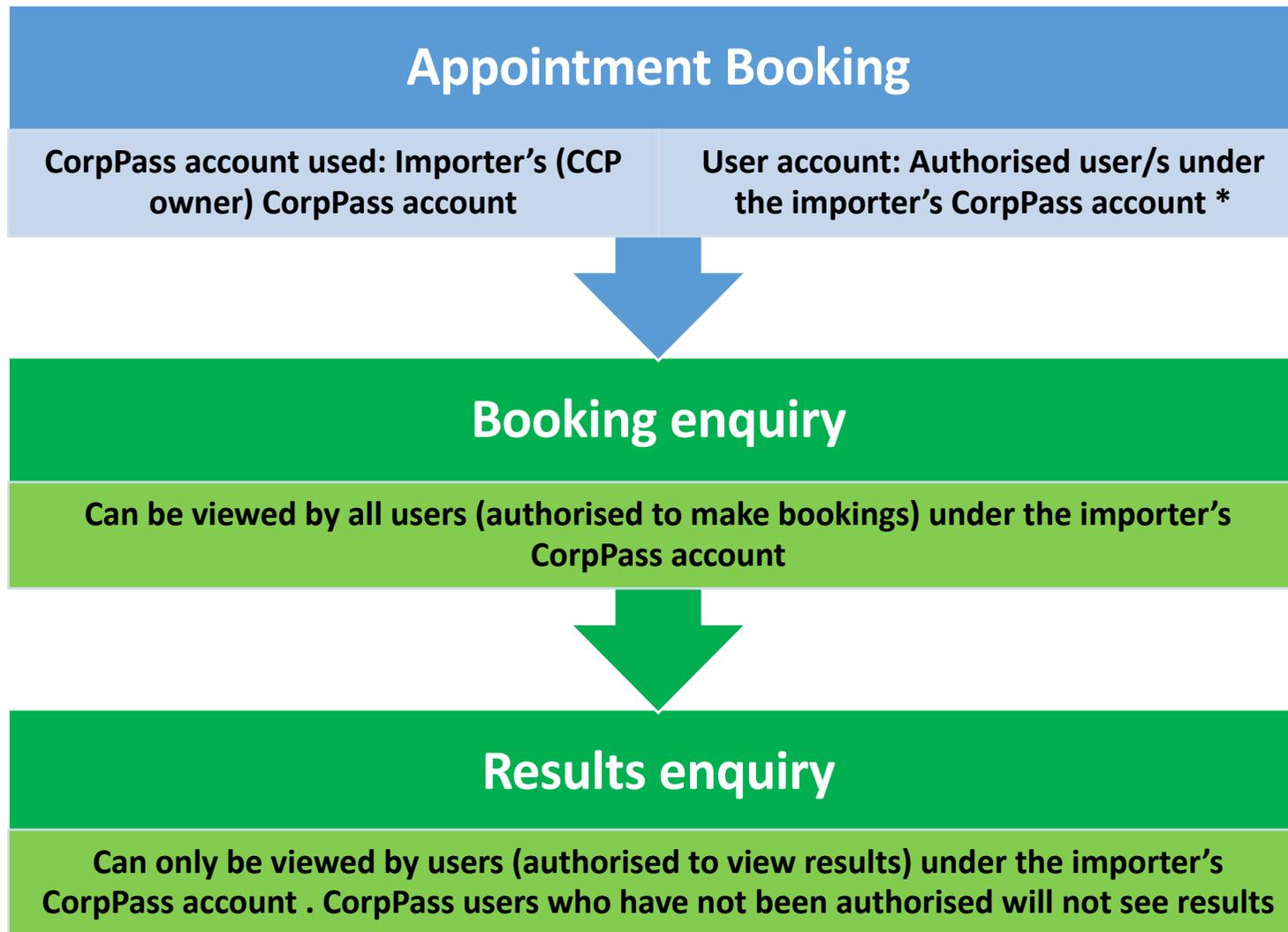


2 record(s) found.

S/N	Appointment No.	Permit No/ Lab Application No	Inspection Type	Date & Time of Inspection	Inspection Location	Booking Status	Creator Name	Date Created	Inspection Result																
1	EIIP14C002672	IG4C644867G	Import Inspection of Processed Food	01/04/14	BLK 7A, CHIN BEE DRIVE, S619858	Inspection Not Required	TAN LAY CHING DORIS	29/03/2014 14:39:36	-																
2	EIS14C002803	IG4C656236W	Import Inspection of Meat & Fish	01/04/14	BLK 7A, CHIN BEE DRIVE, S619858	Approved	TAN LAY CHING DORIS	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



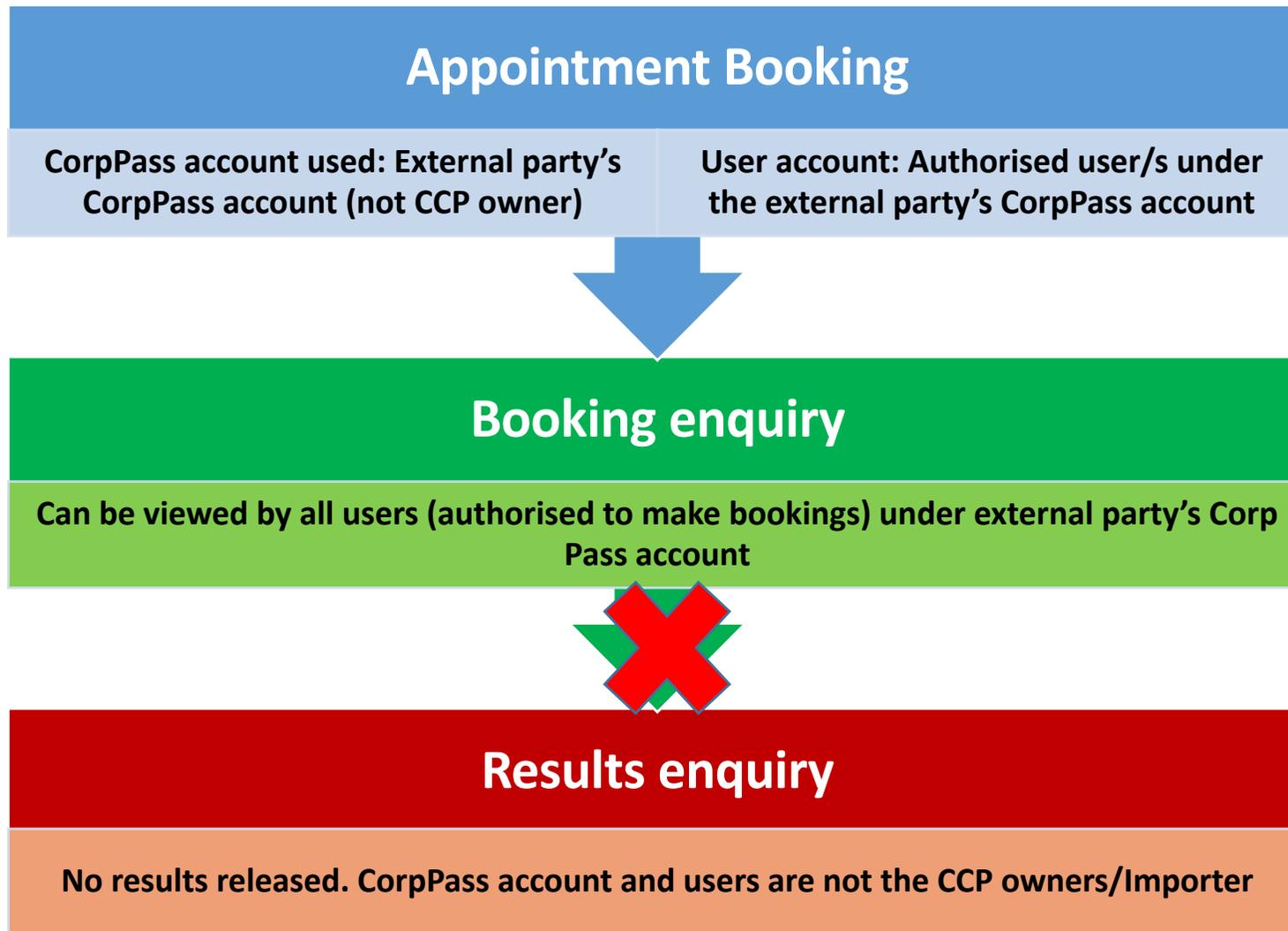
* Authorised user can be a staff member from an external company – i.e. declaring agent, logistics agent. Their CorpPass user accounts must be authorised under the importer's Corppass Account

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 CorpPass 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