

## FAQ ON E-BOOKING

### **1. What is E-booking?**

E-booking is an online booking for an appointment for the inspection of consignments at Changi Animal and Plant Quarantine Station (CAPQ) or Tuas Checkpoint.

### **2. Why is E-booking needed?**

E-booking is required so that the respective inspection offices will have all the necessary details for inspection on a day-to-day basis. This ensures that a government veterinarian will also be available to endorse necessary documents.

### **3. Is E-booking needed for imported consignments containing dogs and cats only?**

No. All consignments that need to be inspected must have an E-booking.

### **4. When should I book my appointment?**

You can book your appointment as soon as you have the approved Licence to Import Non-Food Animals, Birds, Eggs and Biologics. You must book your appointment at least five days before your arrival date.

### **5. Where can I book my inspection appointment?**

Please use this link for making an appointment, [eservices - National Parks Board \(NParks\)](#).

Local entities or individuals can log in via Singpass. Foreigners can log in after registering for an E-Services account.

Commercial entities can log in via Corppass. Authorised corporate users can submit inquiries for inspection/laboratory results and make online payments on behalf of the company. This will enable them to inquire inspection/ laboratory results and make online payments on behalf of the company.

### **6. Is E-booking free?**

Yes. It is free to book an inspection appointment. Amending and cancelling an existing appointment is also free.

## **7. What details do I need to provide to do E-booking?**

You must have a valid Licence to Import Non-Food Animals, Birds, Eggs and Biologics and flight details of the consignment.

## **8. If my consignment arrives at midnight, what is the time of inspection?**

- Inspection services at Changi Animal & Plant Quarantine (CAPQ) are only available during its [opening hours](#) here.

We encourage you to select flights that arrive in Singapore at least 3 hours before closing time of CAPQ to allow the pets to reach CAPQ within the opening hours for inspection. Animals that arrive outside of CAPQ's [opening hours](#) will be held at the respective Ground Handling Agents' air-conditioned animal holding room overnight.

- Inspection services at Tuas Checkpoint are only available during its [operating hours](#) here.
- Inspection services at other port of entries such as Seletar Airport, ferry terminals and Changi passenger terminals are available from 9am to 4pm, Mondays to Fridays.
- For consignments by Sea, inspection will be conducted at the importer's premises Mondays to Saturdays from 8am to 12.30pm. Inspections fees will occur for such inspections. For more info with regards to the fees, you may contact the Tuas Duty Officer at +65 98349760. Please book your inspection time during office hours.

## **9. My appointment booking is still pending, what are the possible reasons?**

Your appointment booking could be pending because:

- The Licence to Import Non-Food Animals, Birds, Eggs and Biologics is not reflected.
- The inspection time is beyond office hours.
- The inspection time is on weekends or public holidays.
- The Licence to Import Non-Food Animals, Birds, Eggs and Biologics has expired. The Licence is valid for 90 days.

## **10. What should I do if I have forgotten to make an inspection booking?**

There will be a \$133 fee per consignment as a penalty for not having an E-booking.