

FAQ ON E-BOOKING

1. What is E-booking?

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

2. Why is E-booking needed?

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

3. Is it applicable for dogs and cats only?

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

4. When should I book my appointment?

You can book your appointment as soon as you have the approved Import License. It must not be less than 5 days of your arrival date.

5. Where can I book my inspection appointment?

Please use this link for making an appointment, [eservices - National Parks Board \(NParks\)](#). Logging in can be either via Singpass or via Account. Commercial account can maintain a company account and must add authorised users. 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 online inspection appointment, as well as making an amendment and cancellation.

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

You must have your valid import license 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 available during its [opening hours](#).

- Inspection services at Tuas Checkpoint are available during its [operating hours](#).

- 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 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?

The following are few possible reasons why your inspection appointment is still pending:

- The import license is not reflected.
- The inspection time is beyond office hours.
- The inspection time is on Sundays or public holidays.
- The import license is valid for 60 days.

10. What is the penalty if I don't have an E-booking?

There will be an \$80 fee per consignment as a penalty for not having an E-booking.