

# QMS – Quick User Guide

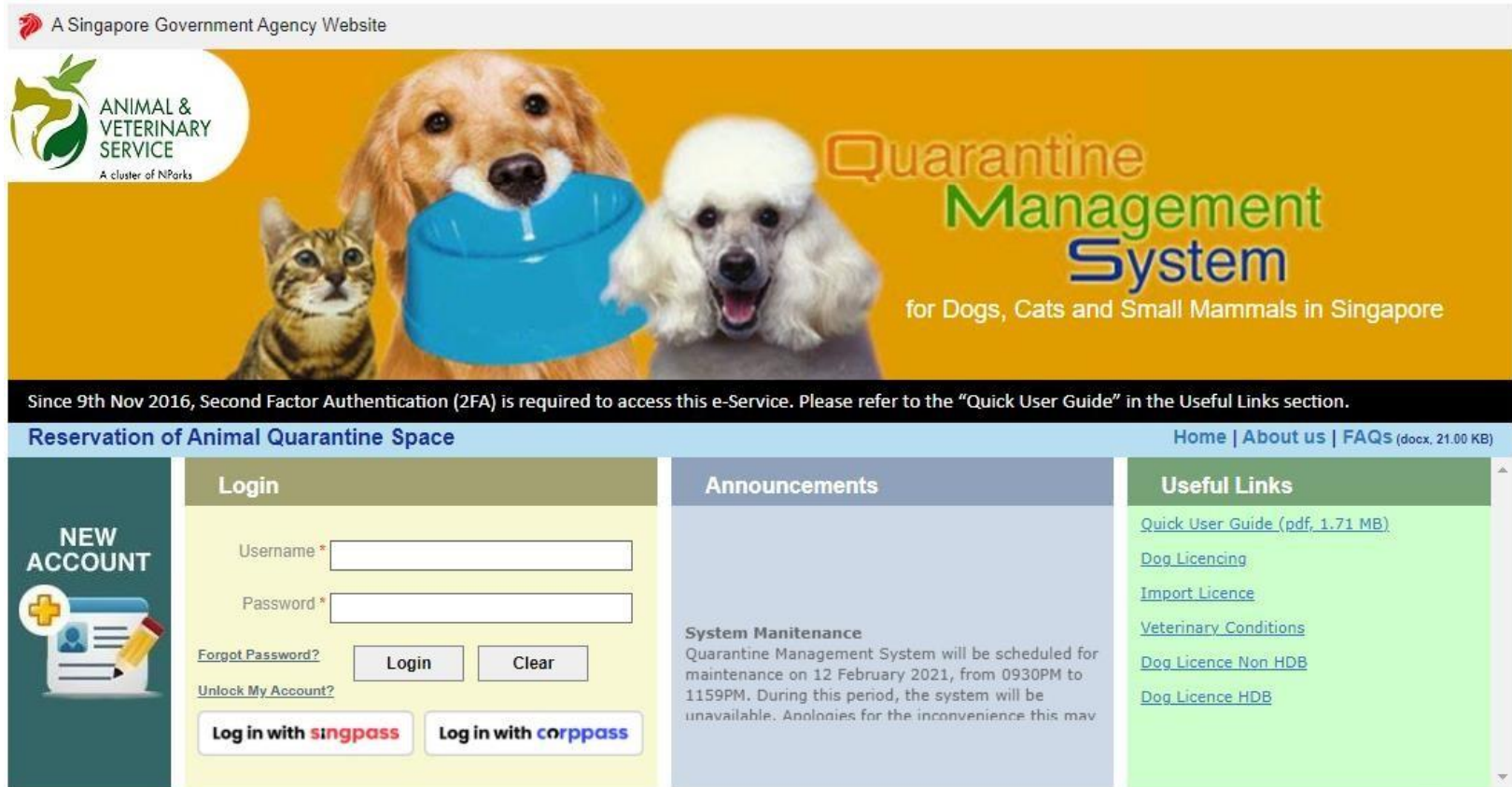


# 3 Easy Steps

3 easy steps to use the AVS Quarantine Management System!



**Step 1:** Launch QMS website (<https://qms.avsgov.sg/Public/Login.aspx>) using browser.



The screenshot shows the homepage of the Quarantine Management System (QMS) for Singapore. At the top, there is a navigation bar with the text "A Singapore Government Agency Website" and the Animal & Veterinary Service logo. Below this is a large banner featuring a golden retriever, a tabby cat, and a poodle, with the text "Quarantine Management System for Dogs, Cats and Small Mammals in Singapore". A notice below the banner states: "Since 9th Nov 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the 'Quick User Guide' in the Useful Links section." The main content area is divided into three columns: "Login", "Announcements", and "Useful Links". The "Login" column contains fields for "Username" and "Password", along with "Forgot Password?" and "Unlock My Account?" links, and buttons for "Login" and "Clear". There are also buttons for "Log in with singpass" and "Log in with corppass". The "Announcements" column features a "System Maintenance" notice. The "Useful Links" column lists several links, including "Quick User Guide (pdf, 1.71 MB)", "Dog Licencing", "Import Licence", "Veterinary Conditions", "Dog Licence Non HDB", and "Dog Licence HDB".

Contact Info | Feedback

# Account creation for Singpass holders

## Step 2: Click on “Login via Singpass” for Singpass user.

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### Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

Since 9th Nov 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the “Quick User Guide” in the Useful Links section.

Reservation of Animal Quarantine Space Home | About us | FAQs (docx, 21.00 KB)

#### Login

Name \*

Word \*

Forgot Password?

Don't have My Account?

#### Announcements

**System Maintenance**  
Quarantine Management System will be scheduled for maintenance on 12 February 2021, from 0930PM to 1159PM. During this period, the system will be unavailable. Apologies for the inconvenience this may

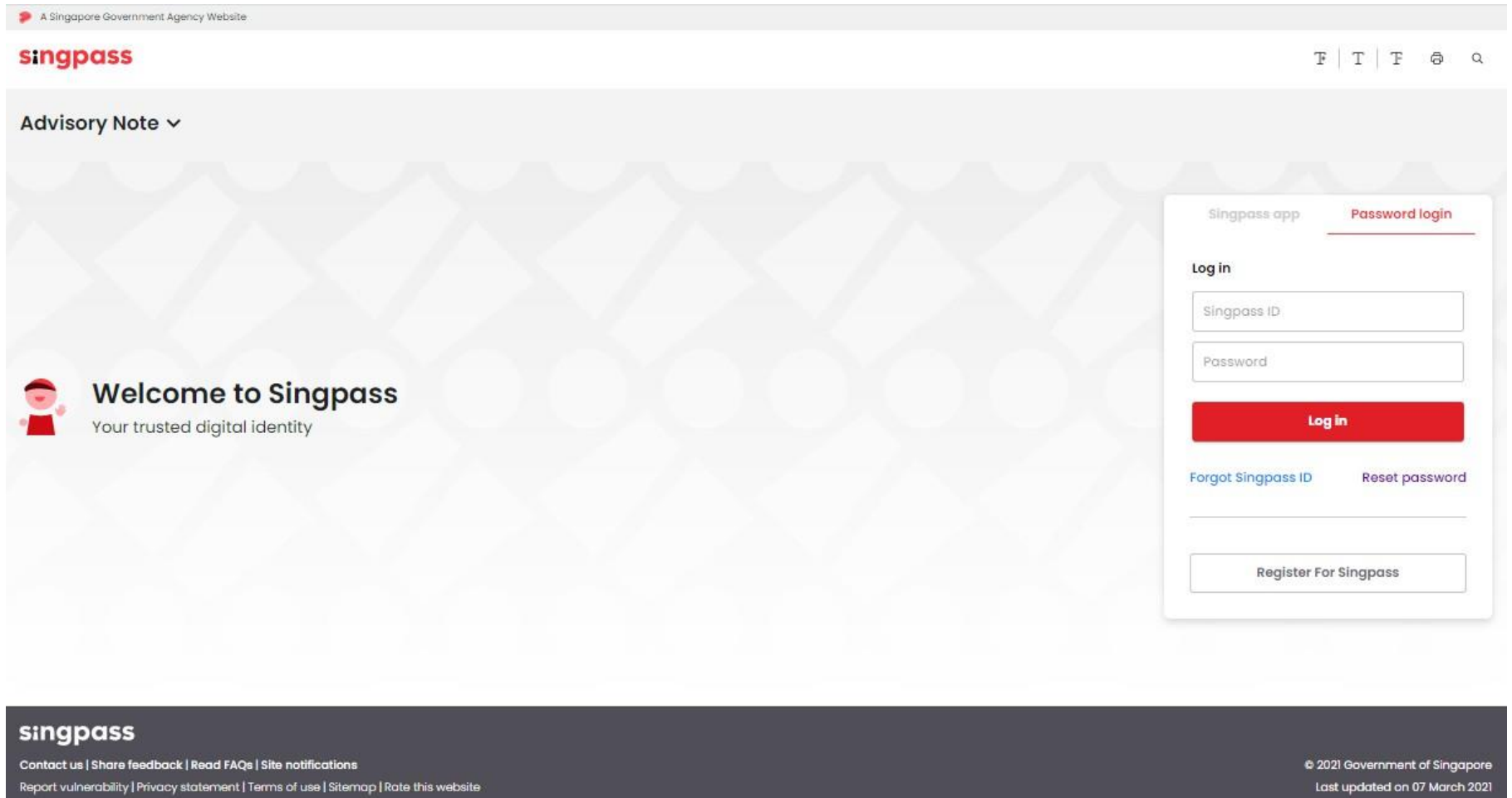
#### Useful Links

- [Quick User Guide \(pdf, 1.71 MB\)](#)
- [Dog Licencing](#)
- [Import Licence](#)
- [Veterinary Conditions](#)
- [Dog Licence Non HDB](#)
- [Dog Licence HDB](#)

Contact Info | Feedback

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## Step 3: Enter your “Singpass ID” and “Password”, and click Login



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**singpass**

Advisory Note ▾

 **Welcome to Singpass**  
Your trusted digital identity

**Singpass app** | **Password login**

**Log in**

Singpass ID

Password

**Log in**

[Forgot Singpass ID](#) | [Reset password](#)

[Register For Singpass](#)

**singpass**

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Last updated on 07 March 2021

## Step 4: Singpass OTP Login

### Announcement for Upcoming Scheduled Maintenance X

SingPass will be undergoing scheduled maintenance from 12am to 8am on 9 Oct, and will not be available during this period. Thank you. [Note: Your SingPass account contains a lot of personal data. Please do not share your SingPass username and password with others.]

Welcome: KANNAN MAGESH

[Log Out](#)

**2-Step Login  
with SMS OTP**

A One-Time Password (OTP) has been sent to you via SMS.



Please enter the 6-digit OTP in the below box

Mobile Number: xxxx5015

OTP:

**Resend OTP**

Click here

If you do not received the SMS OTP, please click "Resend OTP".

**Submit**

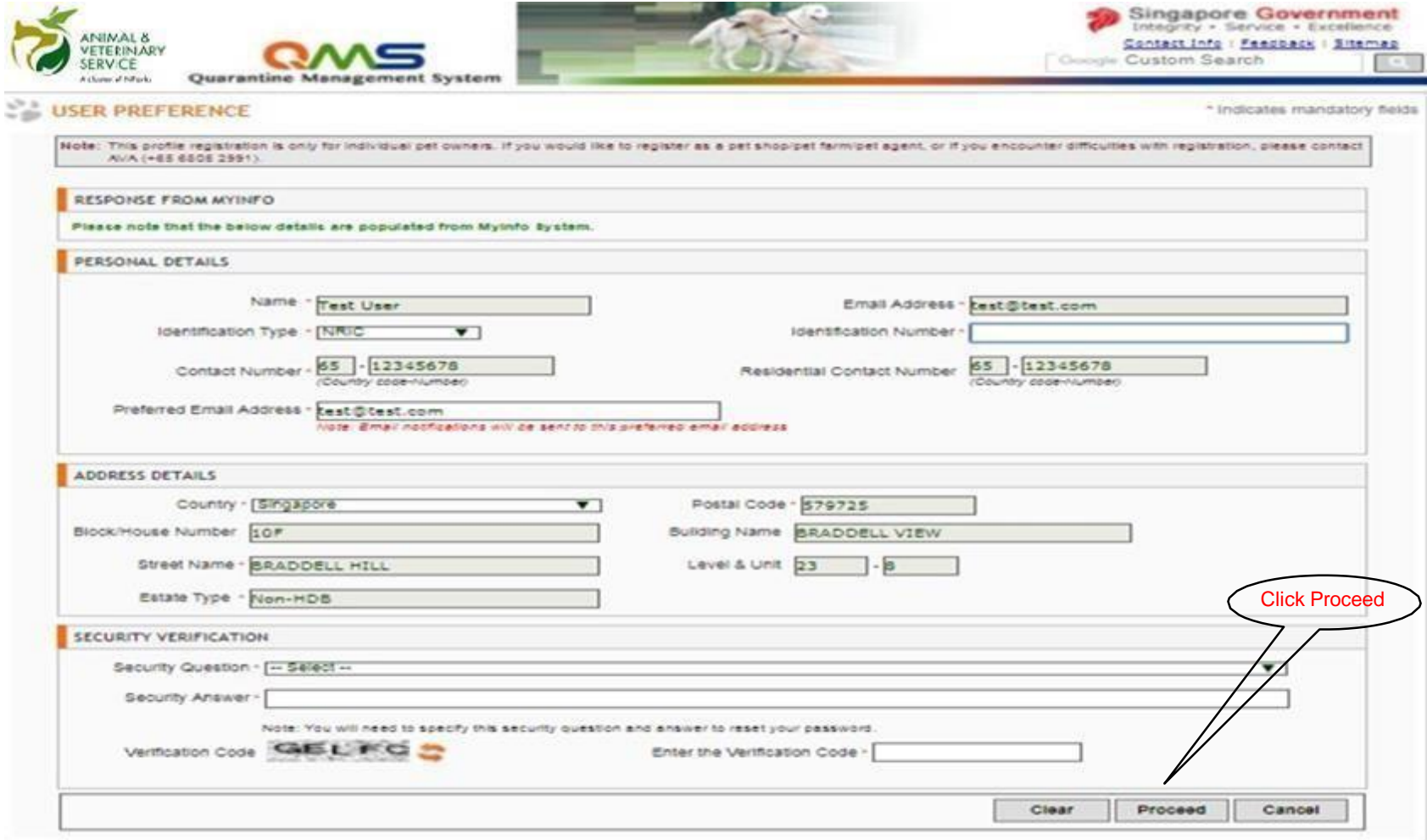
Note: Please do not click 'BACK' or 'REFRESH' on the browser as it may end your transaction.



## Step 5: QMS Registration Screen for New User

Note:

- Customer will be redirected to user preference page with auto filling of the details from MyInfo system.
- After Successful registration, customer will be redirected to login page. Customers should use Singpass for subsequent login into the system.



The screenshot shows the 'USER PREFERENCE' registration screen for the QMS (Quarantine Management System). The page includes a header with the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo. A search bar is visible in the top right corner. The main content area is titled 'USER PREFERENCE' and contains several sections:

- NOTE:** This profile registration is only for individual pet owners. If you would like to register as a pet shop/pet farm/pet agent, or if you encounter difficulties with registration, please contact AVA (+65 6805 2991).
- RESPONSE FROM MYINFO:** Please note that the below details are populated from MyInfo System.
- PERSONAL DETAILS:** This section contains fields for Name (Test User), Email Address (test@test.com), Identification Type (NRIC), Identification Number, Contact Number (65-12345678), Residential Contact Number (65-12345678), and Preferred Email Address (test@test.com). A note states: "Note: Email notifications will be sent to this preferred email address."
- ADDRESS DETAILS:** This section contains fields for Country (Singapore), Postal Code (579725), Block/House Number (10F), Building Name (BRADDELL VIEW), Street Name (BRADDELL HILL), Level & Unit (23 - B), and Estate Type (Non-HDB).
- SECURITY VERIFICATION:** This section contains fields for Security Question (Select), Security Answer, and Verification Code (GELFC). A note states: "Note: You will need to specify this security question and answer to reset your password."

At the bottom of the form, there are three buttons: Clear, Proceed, and Cancel. A red speech bubble with the text "Click Proceed" points to the Proceed button.

## Step 6: "Login via Singpass" to access QMS system



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## Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

Since 9th Nov 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.

Reservation of Animal Quarantine Space Home | About us | FAQs (docx, 21.00 KB)

### Login

Username \*

Password \*

[Forgot Password?](#)

[Log in with My Account?](#)

### Announcements

**System Maintenance**  
Quarantine Management System will be scheduled for maintenance on 12 February 2021, from 0930PM to 1159PM. During this period, the system will be unavailable. Apologies for the inconvenience this may

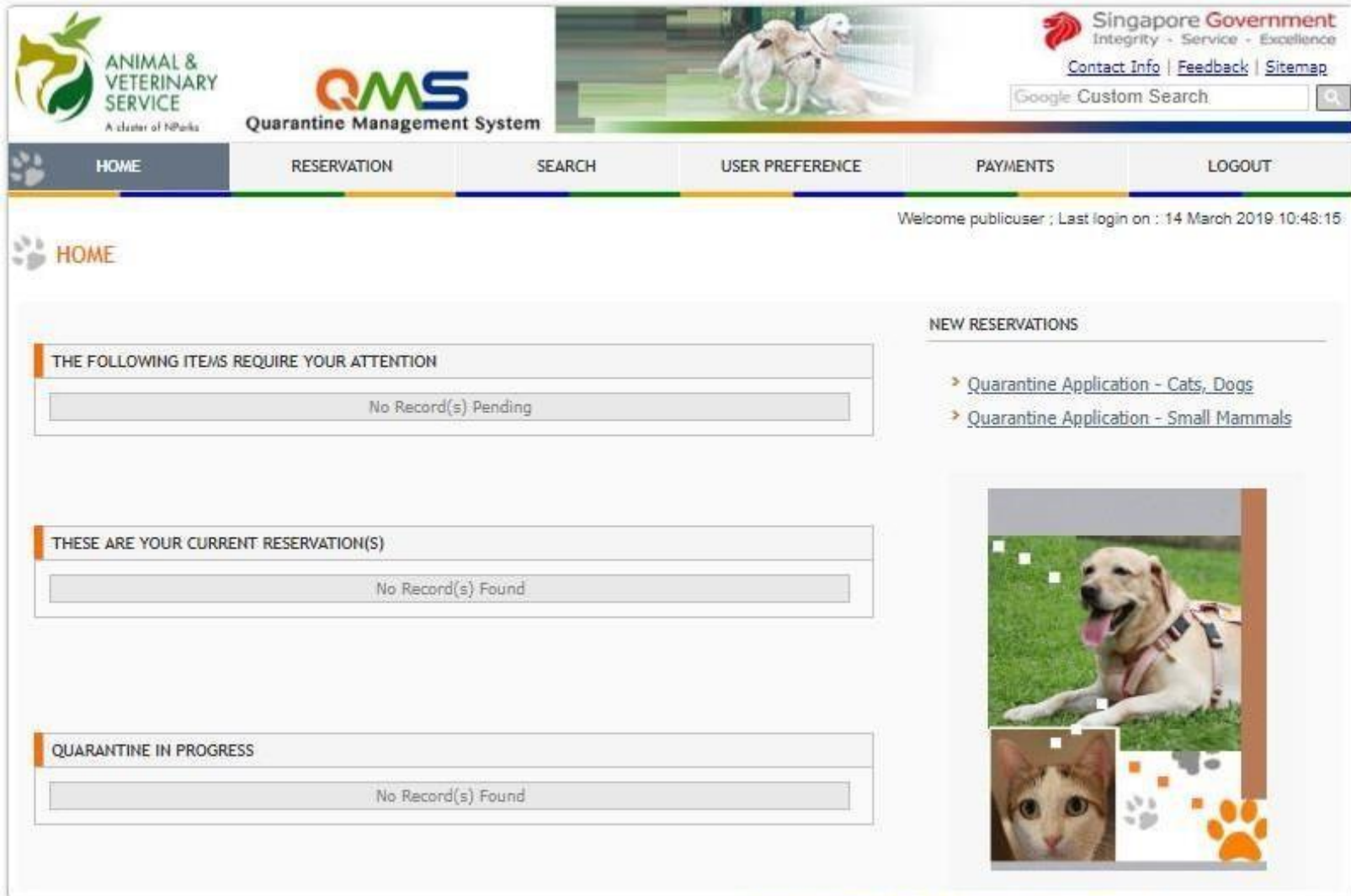
### Useful Links

- [Quick User Guide \(pdf, 1.71 MB\)](#)
- [Dog Licencing](#)
- [Import Licence](#)
- [Veterinary Conditions](#)
- [Dog Licence Non HDB](#)
- [Dog Licence HDB](#)

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## Step 7: Home page displayed after the successful login via Singpass



The screenshot shows the home page of the Quarantine Management System (QMS). The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity - Service - Excellence'. There are links for 'Contact Info', 'Feedback', and 'Sitemap', and a Google Custom Search box. The navigation menu contains 'HOME', 'RESERVATION', 'SEARCH', 'USER PREFERENCE', 'PAYMENTS', and 'LOGOUT'. The main content area is titled 'HOME' and displays a welcome message: 'Welcome publicuser ; Last login on : 14 March 2019 10:48:15'. There are three main sections: 'THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION' (No Record(s) Pending), 'THESE ARE YOUR CURRENT RESERVATION(S)' (No Record(s) Found), and 'QUARANTINE IN PROGRESS' (No Record(s) Found). On the right, there is a 'NEW RESERVATIONS' section with links for 'Quarantine Application - Cats, Dogs' and 'Quarantine Application - Small Mammals'. Below this is a decorative image featuring a dog, a cat, and paw prints.

## **Account creation for Corppass holders**

## Step 2: Click on "Login via Corppass" for Corppass user.

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### Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

Since 9th Nov 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.

Reservations | My Space | Home | About us | FAQs (docx, 21.00 KB)

#### NEW ACCOUNT



User Name

Password \*

[Forgot Password?](#)

[Unlock My Account?](#)

#### Announcements

**System Manintenance**  
Quarantine Management System will be scheduled for maintenance on 12 February 2021, from 0930PM to 1159PM. During this period, the system will be unavailable. Anologies for the inconvenience this mav

#### Useful Links

- [Quick User Guide \(pdf, 1.71 MB\)](#)
- [Dog Licencing](#)
- [Import Licence](#)
- [Veterinary Conditions](#)
- [Dog Licence Non HDB](#)
- [Dog Licence HDB](#)

Contact Info | Feedback

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# Create Account

**Step 3:** Enter your “UEN/Entity ID”, “Corppass ID” and “Password”, and click Login

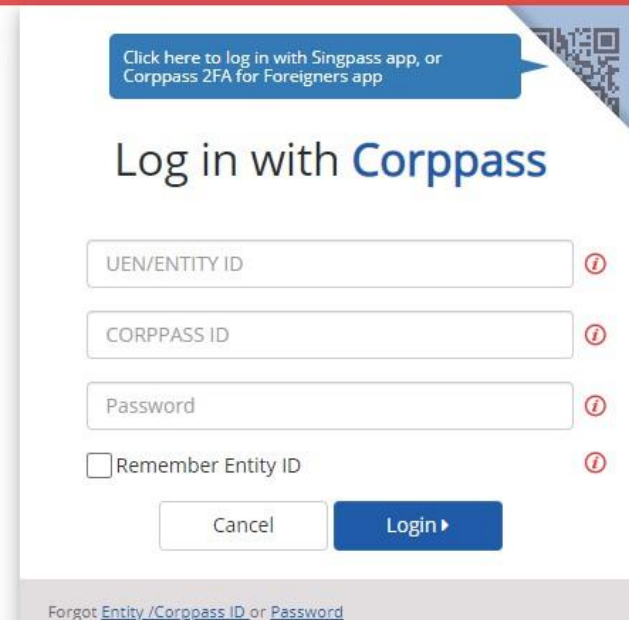


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### Upcoming Scheduled Maintenance

The Corppass system will be undergoing scheduled maintenance to serve you better and will not be available on 27 Mar, 12am to 8am. For enquiries, please email [support@corppass.gov.sg](mailto:support@corppass.gov.sg). Thank you.



Click here to log in with Singpass app, or Corppass 2FA for Foreigners app

## Log in with Corppass

UEN/ENTITY ID ⓘ

CORPPASS ID ⓘ

Password ⓘ

Remember Entity ID ⓘ

[Forgot Entity /Corppass ID or Password](#)


## Step 4: Corppass OTP Login

Via SMS    Via OneKeyToken


**Via SMS**

Click the button below to get your 6-digit One-Time Password(OTP) via SMS

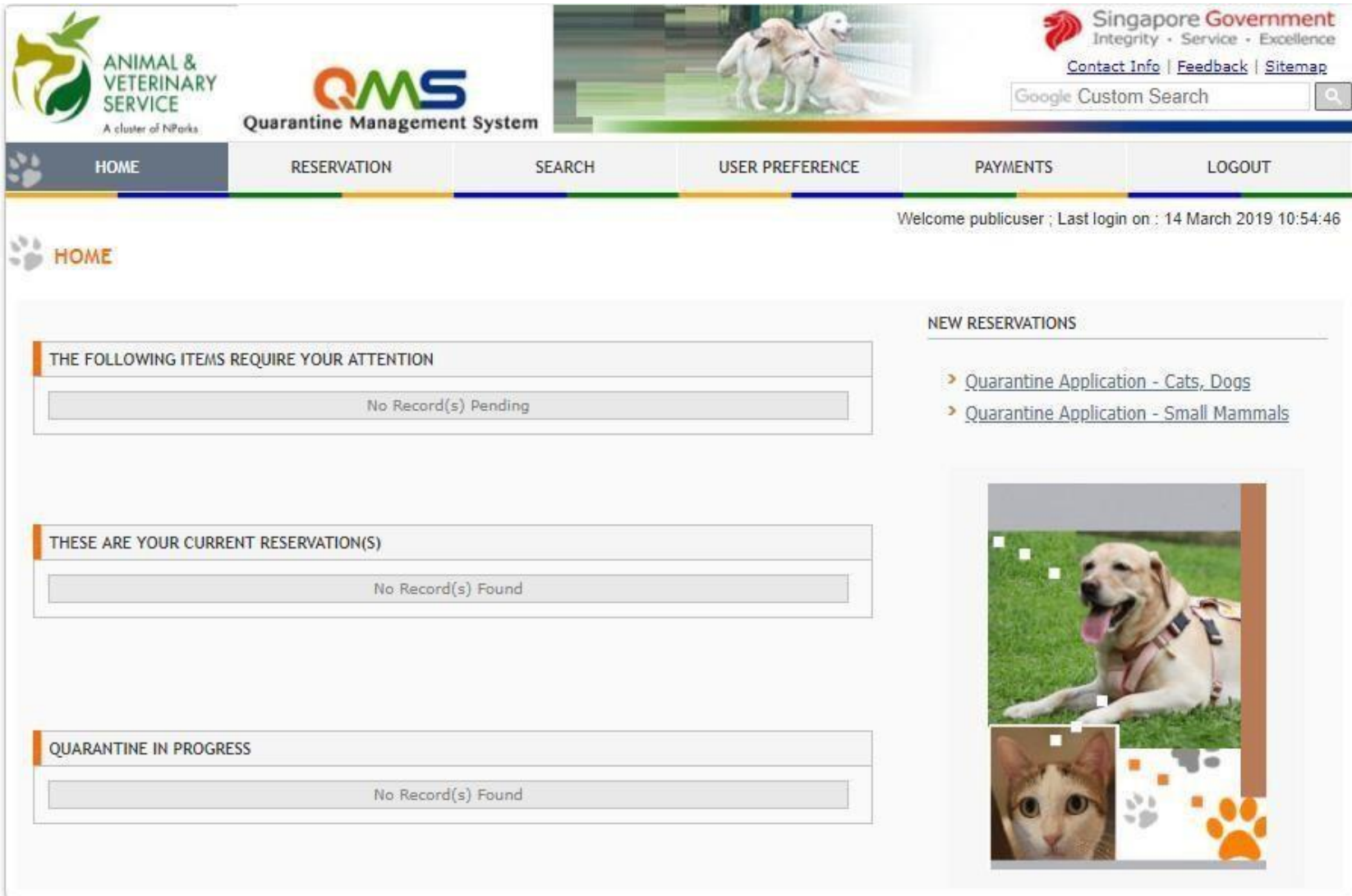
Get OTP via SMS

Mobile OTP\* 

Submit



## Step 5: Home page displayed after the successful login via Corppass




The screenshot shows the home page of the Quarantine Management System (QMS). The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. A navigation menu contains links for HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. A search bar is located in the top right corner. The main content area displays a welcome message for 'publicuser' and the last login time '14 March 2019 10:54:46'. There are three main sections on the left: 'THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION' (No Record(s) Pending), 'THESE ARE YOUR CURRENT RESERVATION(S)' (No Record(s) Found), and 'QUARANTINE IN PROGRESS' (No Record(s) Found). On the right, there is a 'NEW RESERVATIONS' section with links for 'Quarantine Application - Cats, Dogs' and 'Quarantine Application - Small Mammals'. Below this is a large image of a dog and a smaller image of a cat.



# Account creation for Non-Singpass/Non-Corppass Foreigners

## Step 1: Account creation for Non-Singpass/Non-Corppass Foreigners

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### Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

Since 11 Nov 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.

Reservation of Animal Quarantine Space [Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

Login	Announcements	Useful Links
<p><b>NEW ACCOUNT</b></p> <p>Username * <input type="text"/></p> <p>Password * <input type="password"/></p> <p><a href="#">Forgot Password?</a> <input type="button" value="Login"/> <input type="button" value="Clear"/></p> <p><a href="#">Unlock My Account?</a></p> <p><input type="button" value="Log in with singpass"/> <input type="button" value="Log in with corppass"/></p>	<p><b>System Maintenance</b></p> <p>Quarantine Management System will be scheduled for maintenance on 12 February 2021, from 0930PM to 1159PM. During this period, the system will be unavailable. Apologies for the inconvenience this may</p>	<p><a href="#">Quick User Guide (pdf, 1.71 MB)</a></p> <p><a href="#">Dog Licencing</a></p> <p><a href="#">Import Licence</a></p> <p><a href="#">Veterinary Conditions</a></p> <p><a href="#">Dog Licence Non HDB</a></p> <p><a href="#">Dog Licence HDB</a></p>

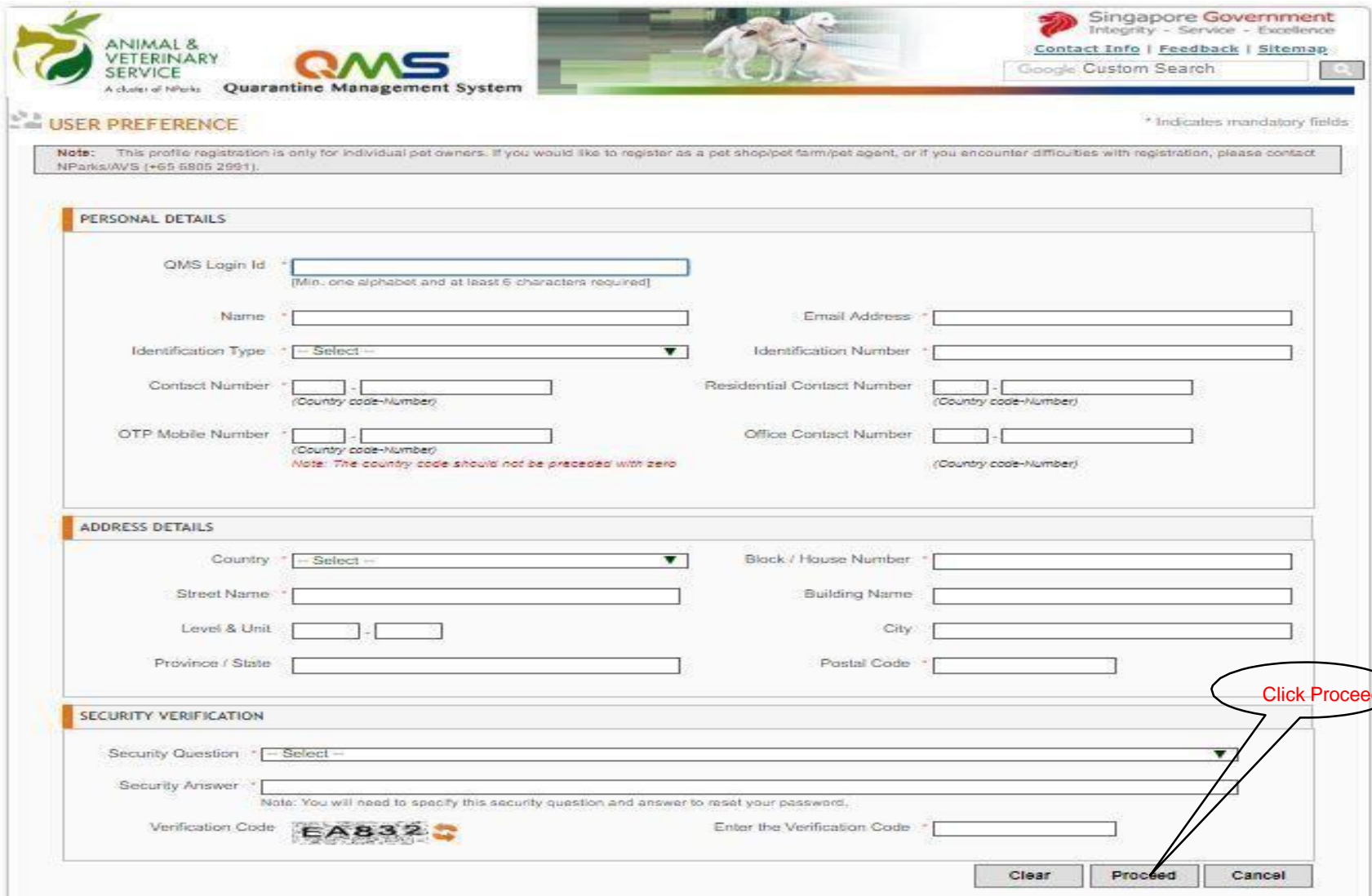
Click here

## Step 2: Fill up Personal details, Address details and Security Verification

### Notes:

- This 2FA account creation is only applicable for foreigners without Singpass/Corppass. Singaporeans and Singapore PR should use Singpass/Corppass for login into the QMS system.
- Fields marked with red star (\*) denotes a mandatory field, It must be filled.
- Choose your own QMS Login Id (Minimum of 6 alphanumeric characters)
- Enter a valid email address to receive user id and password.
- Enter valid OTP Mobile Number for 2FA SMS Authentication.
- User ID and Password should not be the same.

## Step 3: After filling up all required fields click on Proceed button



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**QMS**  
Quarantine Management System

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Google Custom Search

**USER PREFERENCE** \* Indicates mandatory fields

**Note:** This profile registration is only for individual pet owners. If you would like to register as a pet shop/pet farm/pet agent, or if you encounter difficulties with registration, please contact NParks/AVS (+65 6805 2991).

**PERSONAL DETAILS**

QMS Login Id   
(Min. one alphabet and at least 6 characters required)

Name

Identification Type

Email Address

Identification Number

Contact Number  -   
(Country code-Number)

Residential Contact Number  -   
(Country code-Number)

OTP Mobile Number  -   
(Country code-Number)  
Note: The country code should not be preceded with zero

Office Contact Number  -   
(Country code-Number)

**ADDRESS DETAILS**

Country

Block / House Number

Street Name

Building Name

Level & Unit  -

City


Province / State

Postal Code

**SECURITY VERIFICATION**

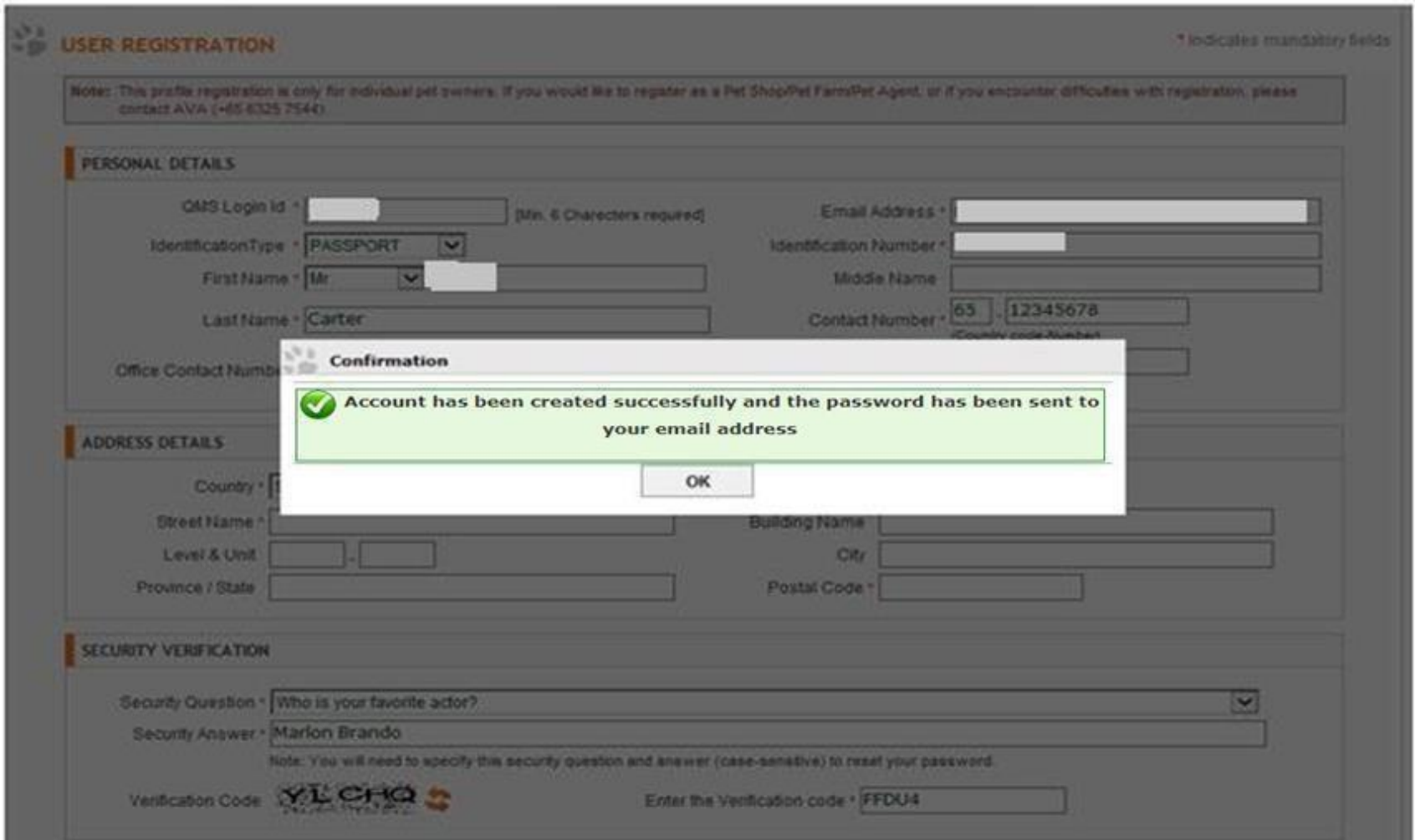
Security Question

Security Answer   
Note: You will need to specify this security question and answer to reset your password.

Verification Code 

Enter the Verification Code

## Step 4: After Successful profile creation, message will be displayed



**USER REGISTRATION** \* Indicates mandatory fields

Note: This profile registration is only for individual pet owners. If you would like to register as a Pet Shop/Pet Farm/Pet Agent, or if you encounter difficulties with registration, please contact AVA (+65 6325 7544)

**PERSONAL DETAILS**

GMS Login Id \*  (Min. 6 Characters required)      Email Address \*

IdentificationType \*       Identification Number \*

First Name \*       Middle Name

Last Name \*       Contact Number \*   (Country code Number)

Office Contact Number \*

**ADDRESS DETAILS**

Country \*

Street Name \*       Building Name

Level & Unit  -       City

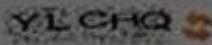
Province / State       Postal Code \*

**SECURITY VERIFICATION**

Security Question \*      

Security Answer \*      

Note: You will need to specify this security question and answer (case-sensitive) to reset your password.

Verification Code:       Enter the Verification code \*

**Confirmation**

✓ Account has been created successfully and the password has been sent to your email address

OK

Step 5: After Successful profile creation, a notification will be sent.

Notes:

- After successful registration, an email will be sent to the email address you have specified during registration. The email will contain the user id and password to login to QMS

### Email Sample

From: [QMS.Alert@avs.gov.sg](mailto:QMS.Alert@avs.gov.sg)

Date: 5 December, 2013 11:08:04 am GMT+8

To: <your email address>

Subject: AVS-QMS Registration Successful

Dear XXXX,

Your registration was completed successfully! Here is your login information:

Username : <your username>

Password : <your password>

Thank You.


Animal & Veterinary Service

This is a system generated message. Please do not reply to this email.

# How to change password

## Step 1: Login to QMS with user id and password

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# Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

Since 9th Nov 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.

Reservation of Animal Quarantine Space [Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

<p><b>NEW ACCOUNT</b></p> 	<h3>Login</h3> <p>Username * <input type="text"/></p> <p>Password * <input type="password"/></p> <p><a href="#">Forgot Password?</a>   <input type="button" value="Login"/>   <input type="button" value="Clear"/></p> <p><a href="#">Unlock My Account?</a></p> <p><input type="button" value="Log in with singpass"/>   <input type="button" value="Log in with corppass"/></p>	<h3>Announcements</h3> <p><b>System Manintenance</b> Quarantine Management System will be scheduled for maintenance on 12 February 2021, from 0930PM to 1159PM. During this period, the system will be unavailable. Apologies for the inconvenience this may</p>	<h3>Useful Links</h3> <ul style="list-style-type: none"><li><a href="#">Quick User Guide (pdf, 1.71 MB)</a></li><li><a href="#">Dog Licencing</a></li><li><a href="#">Import Licence</a></li><li><a href="#">Veterinary Conditions</a></li><li><a href="#">Dog Licence Non HDB</a></li><li><a href="#">Dog Licence HDB</a></li></ul>
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[Contact Info](#) | [Feedback](#)



## Login to QMS

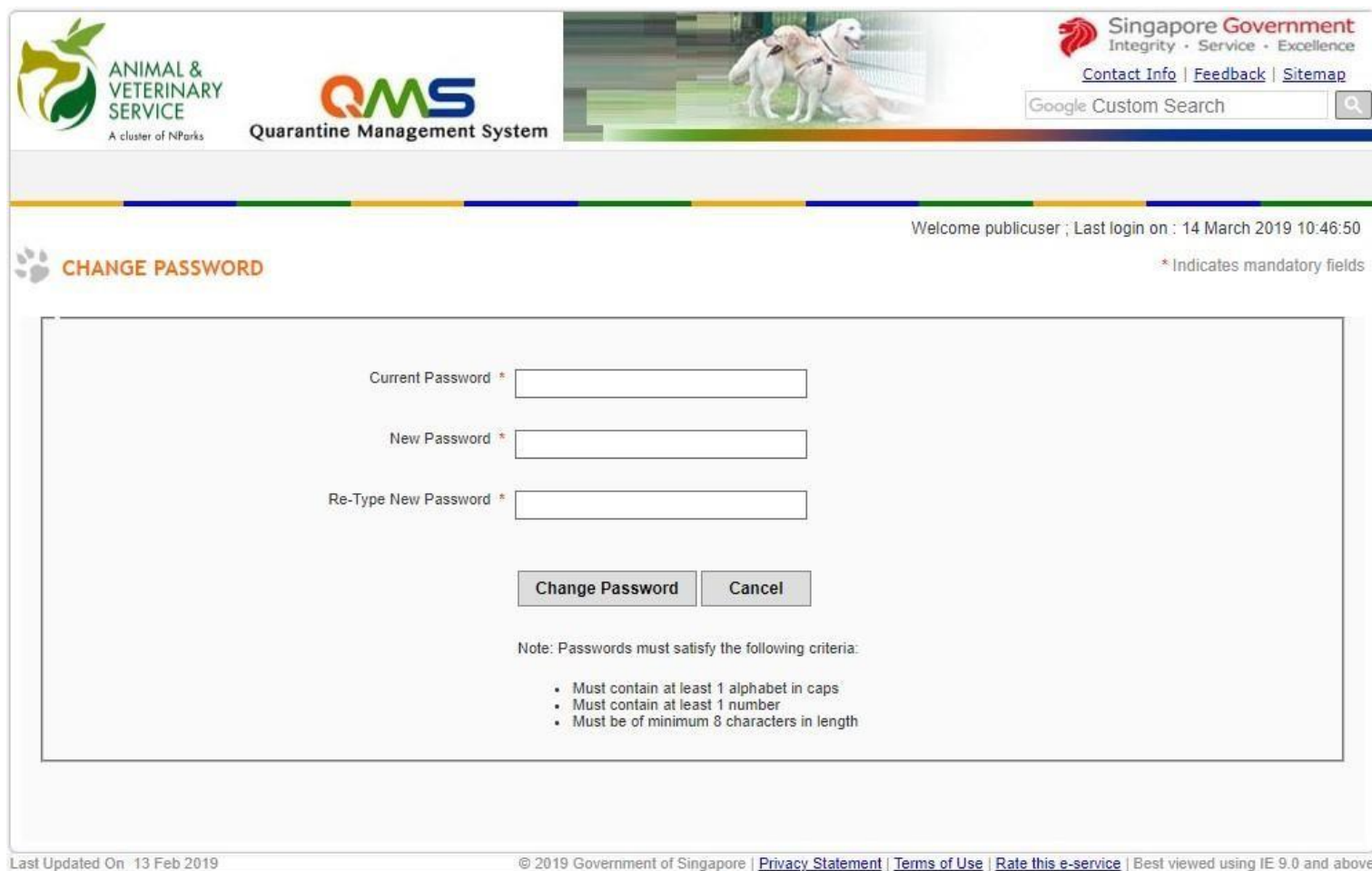
**Step 2:** After first successful login, QMS will ask the user to change the password.

Note:

Change the password and set a new password that you can remember.

Enter the old password and new password in change password screen.

New password must adhere to the password policy



The screenshot shows the 'CHANGE PASSWORD' page in the QMS. The page header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo. A Google Custom Search bar is also present. The main content area contains three password input fields: 'Current Password \*', 'New Password \*', and 'Re-Type New Password \*'. Below the fields are 'Change Password' and 'Cancel' buttons. A note specifies password criteria: at least 1 capital letter, at least 1 number, and a minimum length of 8 characters. The footer contains the date 'Last Updated On 13 Feb 2019', copyright information, and links to 'Privacy Statement', 'Terms of Use', and 'Rate this e-service'.

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QMS  
Quarantine Management System

Singapore Government  
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Google Custom Search

Welcome publicuser ; Last login on : 14 March 2019 10:46:50

**CHANGE PASSWORD** \* Indicates mandatory fields

Current Password \*

New Password \*

Re-Type New Password \*

Note: Passwords must satisfy the following criteria:

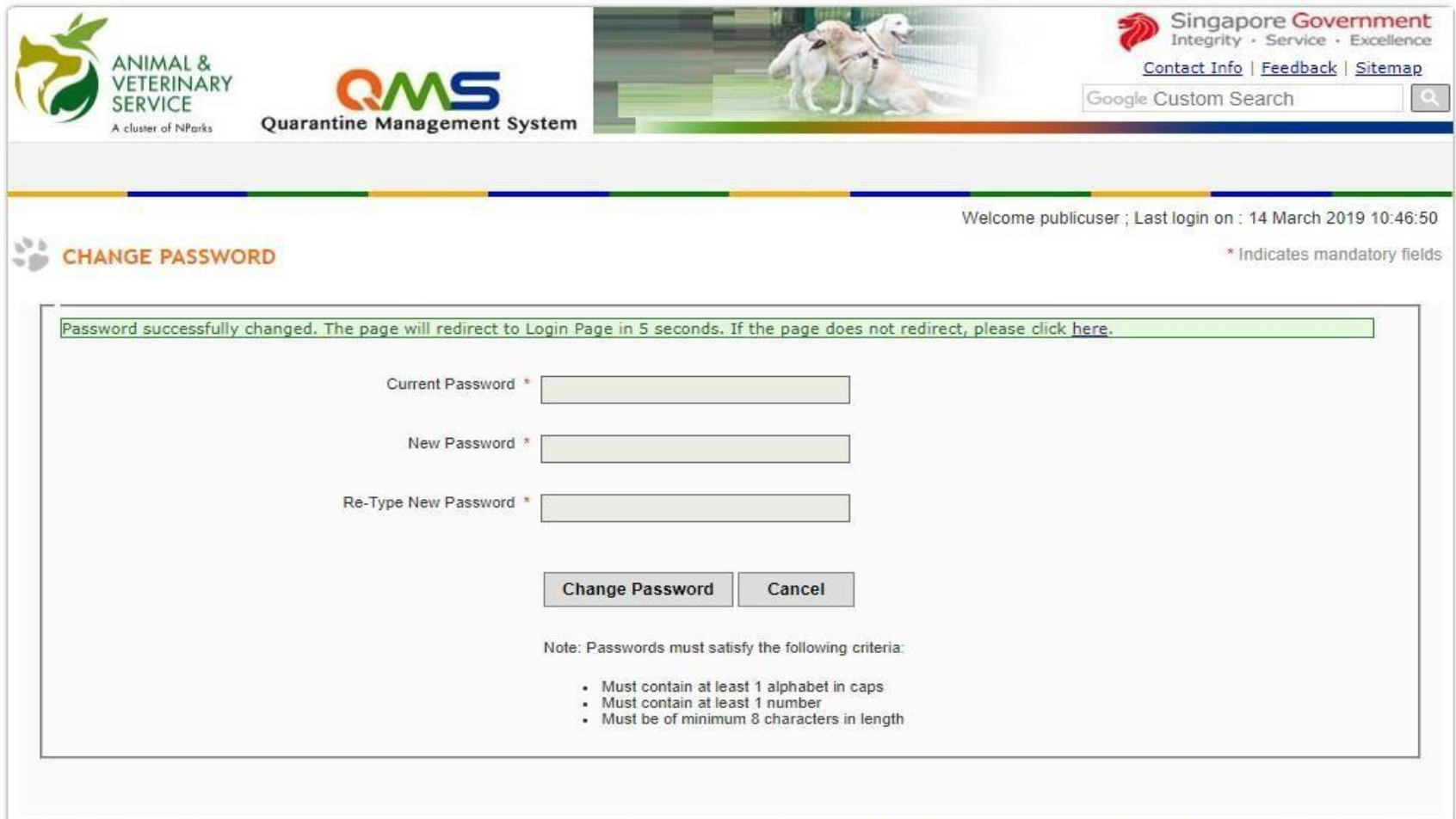
- Must contain at least 1 alphabet in caps
- Must contain at least 1 number
- Must be of minimum 8 characters in length

Last Updated On 13 Feb 2019 © 2019 Government of Singapore | [Privacy Statement](#) | [Terms of Use](#) | [Rate this e-service](#) | Best viewed using IE 9.0 and above

## Step 3: Change password and login again

Note:

After successfully changing the password, a message will be displayed and QMS will automatically redirect to login page.



The screenshot shows the QMS Change Password page. At the top, there are logos for Animal & Veterinary Service and QMS (Quarantine Management System). To the right, there is a Singapore Government logo with the tagline 'Integrity · Service · Excellence' and links for 'Contact Info', 'Feedback', and 'Sitemap'. Below these is a Google Custom Search box. A navigation bar contains the text 'Welcome publicuser ; Last login on : 14 March 2019 10:46:50' and a note '\* Indicates mandatory fields'. The main heading is 'CHANGE PASSWORD'. A green message box at the top of the form area states: 'Password successfully changed. The page will redirect to Login Page in 5 seconds. If the page does not redirect, please click [here](#).' Below this are three input fields: 'Current Password \*', 'New Password \*', and 'Re-Type New Password \*'. At the bottom of the form are two buttons: 'Change Password' and 'Cancel'. A note below the buttons reads: 'Note: Passwords must satisfy the following criteria:' followed by a bulleted list: '• Must contain at least 1 alphabet in caps', '• Must contain at least 1 number', and '• Must be of minimum 8 characters in length'.

# How to change OTP Mobile Number Before Login

## Step 1: Login to QMS with user id and password

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# Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

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Reservation of Animal Quarantine Space Home | About us | FAQs (docx, 21.00 KB)

 <p><b>NEW ACCOUNT</b></p>	<h3>Login</h3> <p>Username * <input type="text"/></p> <p>Password * <input type="password"/></p> <p><a href="#">Forgot Password?</a> <input type="button" value="Login"/> <input type="button" value="Clear"/></p> <p><a href="#">Unlock My Account?</a></p> <p><input type="button" value="Log in with singpass"/> <input type="button" value="Log in with corppass"/></p>	<h3>Announcements</h3> <p><b>System Manintenance</b> Quarantine Management System will be scheduled for maintenance on 12 February 2021, from 0930PM to 1159PM. During this period, the system will be unavailable. Anologies for the inconvenience this mav</p>	<h3>Useful Links</h3> <ul style="list-style-type: none"><li><a href="#">Quick User Guide (pdf, 1.71 MB)</a></li><li><a href="#">Dog Licencing</a></li><li><a href="#">Import Licence</a></li><li><a href="#">Veterinary Conditions</a></li><li><a href="#">Dog Licence Non HDB</a></li><li><a href="#">Dog Licence HDB</a></li></ul>
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Contact Info | Feedback

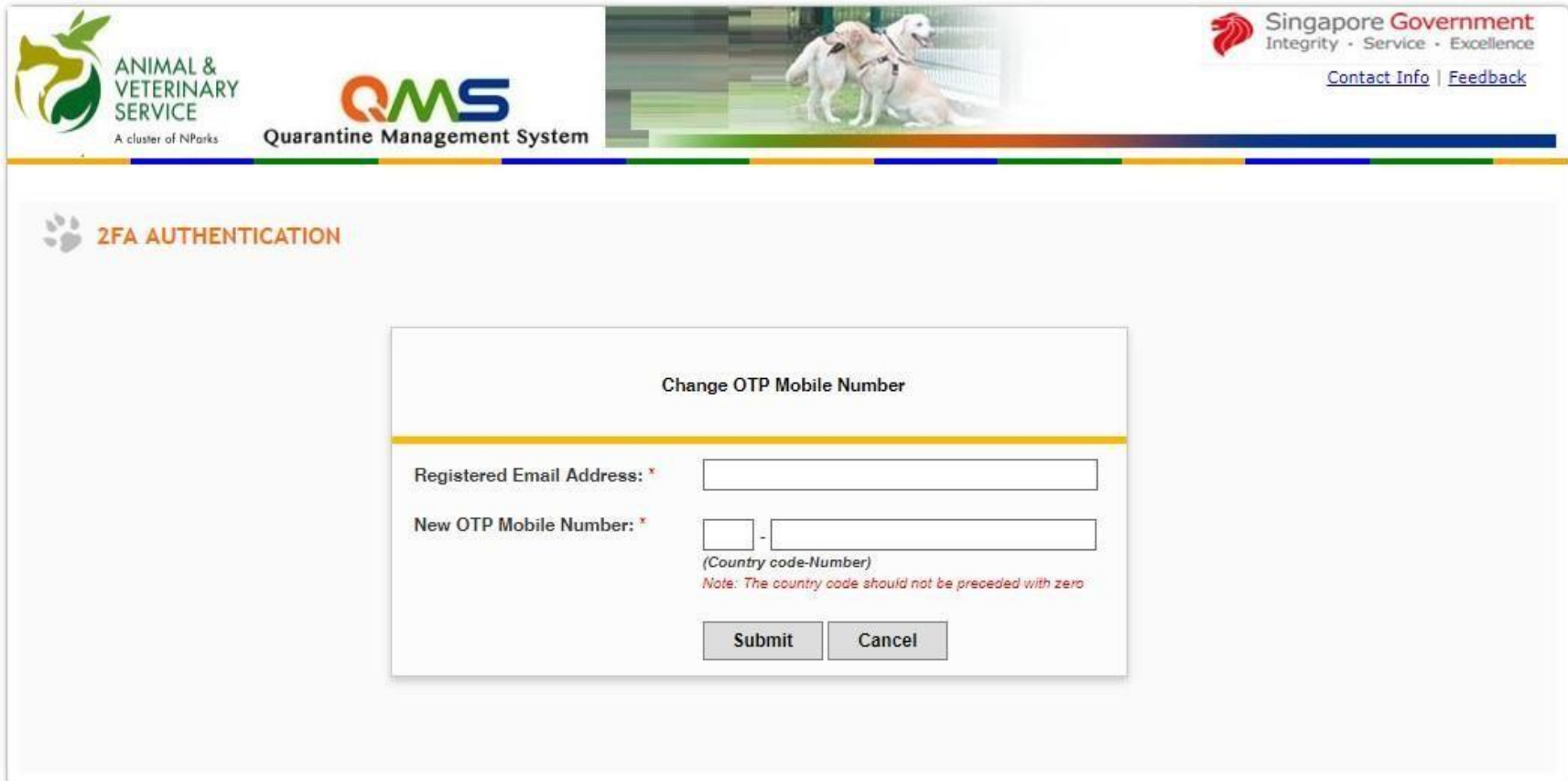
Report Vulnerability | Privacy Statement | Sitemap | Terms of Use | Rate this e-service | Best viewed using IE 9.0+ © 2021 Government of Singapore. | Last Updated On 01 Jul 2019

## Step 2: Click Modify OTP Mobile Number button



The screenshot displays the '2FA AUTHENTICATION' section of the QMS interface. At the top, there are logos for 'ANIMAL & VETERINARY SERVICE', 'QMS Quarantine Management System', and 'Singapore Government'. The main content area is titled '2FA AUTHENTICATION' and contains a 'Login with SMS' form. The form has a header 'Login with SMS' and a sub-header 'Input the 6-digit Secure PIN'. Below this, there is a text input field for the PIN, a 'Get OTP via SMS' button, and 'Submit' and 'Cancel' buttons. A red callout bubble with the text 'Click here' points to a blue underlined link labeled 'Modify OTP Mobile Number' located at the bottom left of the form.

**Step 3:** Fill in the Registered Email Address and the New OTP Mobile Number details and click on the Submit button



The screenshot shows the 'Change OTP Mobile Number' form within the Quarantine Management System (QMS) interface. The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity - Service - Excellence'. Below the header, there is a '2FA AUTHENTICATION' section. The main form area contains the following fields and buttons:

- Change OTP Mobile Number** (Section Title)
- Registered Email Address: \*** (Text input field)
- New OTP Mobile Number: \*** (Text input field with a dropdown for country code and a hyphen separator)
- (Country code-Number)* (Text below the number field)
- Note: The country code should not be preceded with zero* (Text below the number field)
- Submit** (Button)
- Cancel** (Button)

Step 4: After Successful authentication, a notification will be sent.

Notes:

- After successful authentication of Registered Email Address, an email will be sent to the email address you have specified during registration. The email will contain a Verification Code to reset your OTP Mobile Number in QMS.

## Email Sample

From: [QMS.Alert@avs.gov.sg](mailto:QMS.Alert@avs.gov.sg) Date:

16 July 2018 11:08:04 am GMT+8

To: [<your email address>](#)

Subject: AVS-QMS : Verification Code to Reset OTP Mobile Number

Dear Sir/Madam,

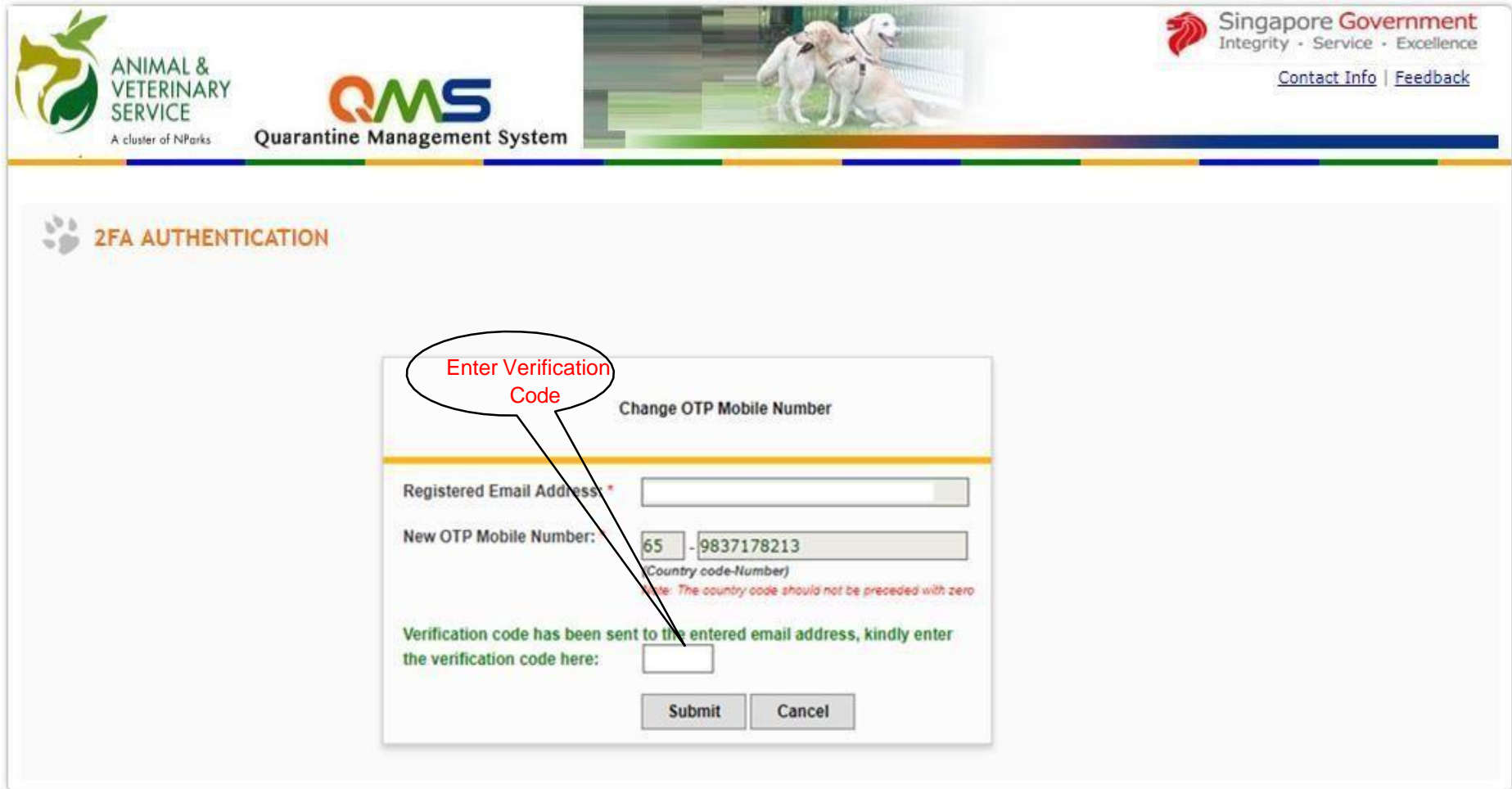
The verification code to change your mobile number used to receive One-Time Passwords (OTP) in Quarantine Management System (QMS) is XXXX.

Thank You.

Animal & Veterinary Service.

This is a system generated message. Please do not reply to this email.

**Step 5:** Fill in the Verification Code obtained from the Email and click on the Submit button



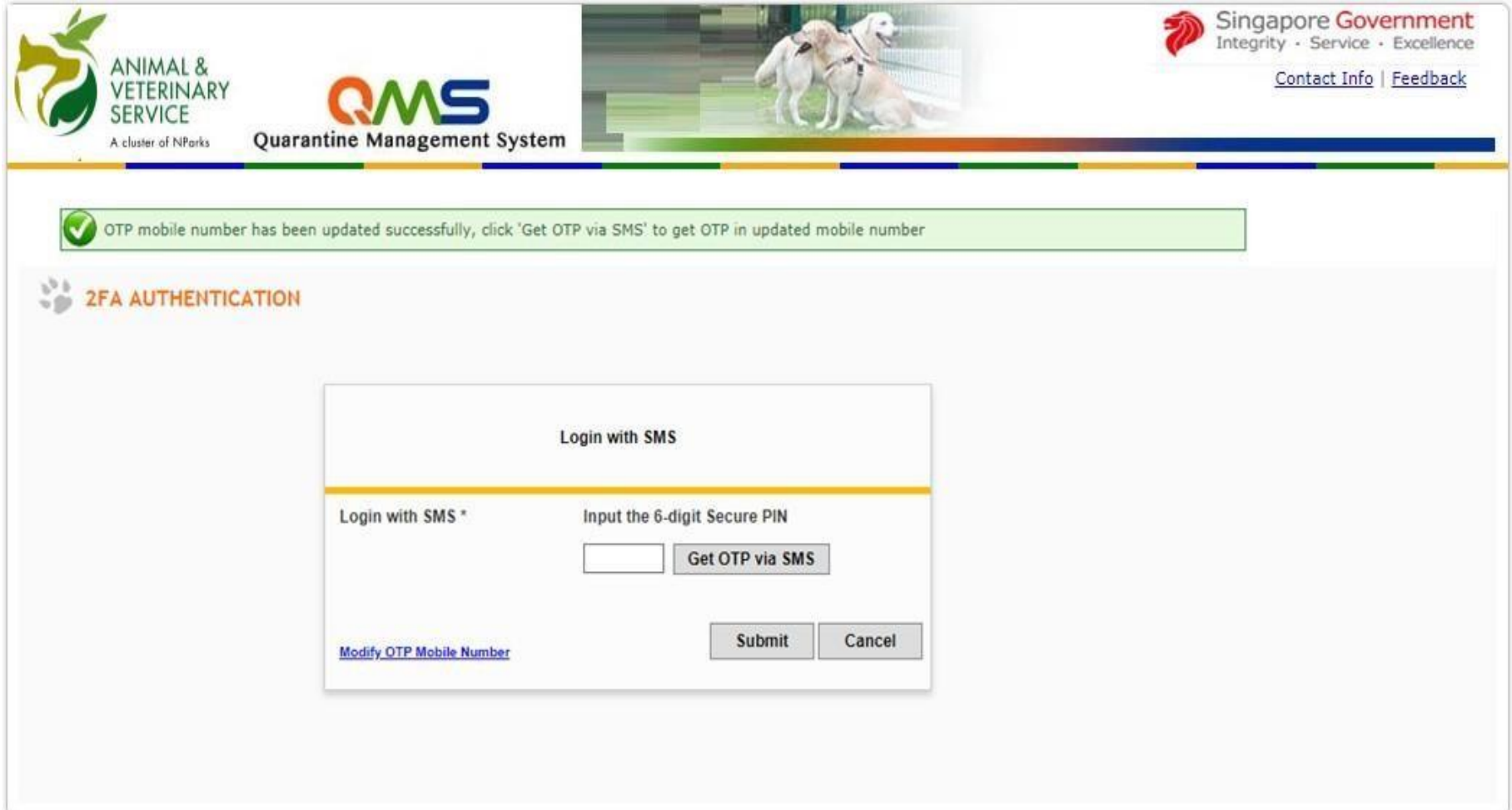
The screenshot shows the 'Change OTP Mobile Number' form within the QMS (Quarantine Management System) interface. The form is titled '2FA AUTHENTICATION' and includes the following fields and elements:

- Registered Email Address:** A text input field with an asterisk indicating it is required.
- New OTP Mobile Number:** A text input field containing '65 - 9837178213'. Below the field, it says '(Country code-Number)' and a red note: 'Note: The country code should not be preceded with zero'.
- Verification Code:** A text input field with a green message above it: 'Verification code has been sent to the entered email address, kindly enter the verification code here:'.
- Buttons:** 'Submit' and 'Cancel' buttons at the bottom of the form.

A red callout bubble with the text 'Enter Verification Code' points to the verification code input field.



## Step 6: OTP Mobile Number is successfully changed in QMS




The screenshot displays the QMS (Quarantine Management System) interface. At the top left is the Animal & Veterinary Service logo, and at the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. The main header includes the QMS logo and a photograph of two dogs. A green notification bar at the top states: 'OTP mobile number has been updated successfully, click 'Get OTP via SMS' to get OTP in updated mobile number'. Below this, the '2FA AUTHENTICATION' section is active, showing a modal titled 'Login with SMS'. The modal contains a 'Login with SMS \*' label, an 'Input the 6-digit Secure PIN' label, a text input field, a 'Get OTP via SMS' button, a 'Modify OTP Mobile Number' link, and 'Submit' and 'Cancel' buttons.

# Create a reservation

## Step 1: Login again with user id and password for 2FAAuthentication

A Singapore Government Agency Website




ANIMAL &  
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SERVICE  
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### Quarantine Management System

for Dogs, Cats and Small Mammals in Singapore

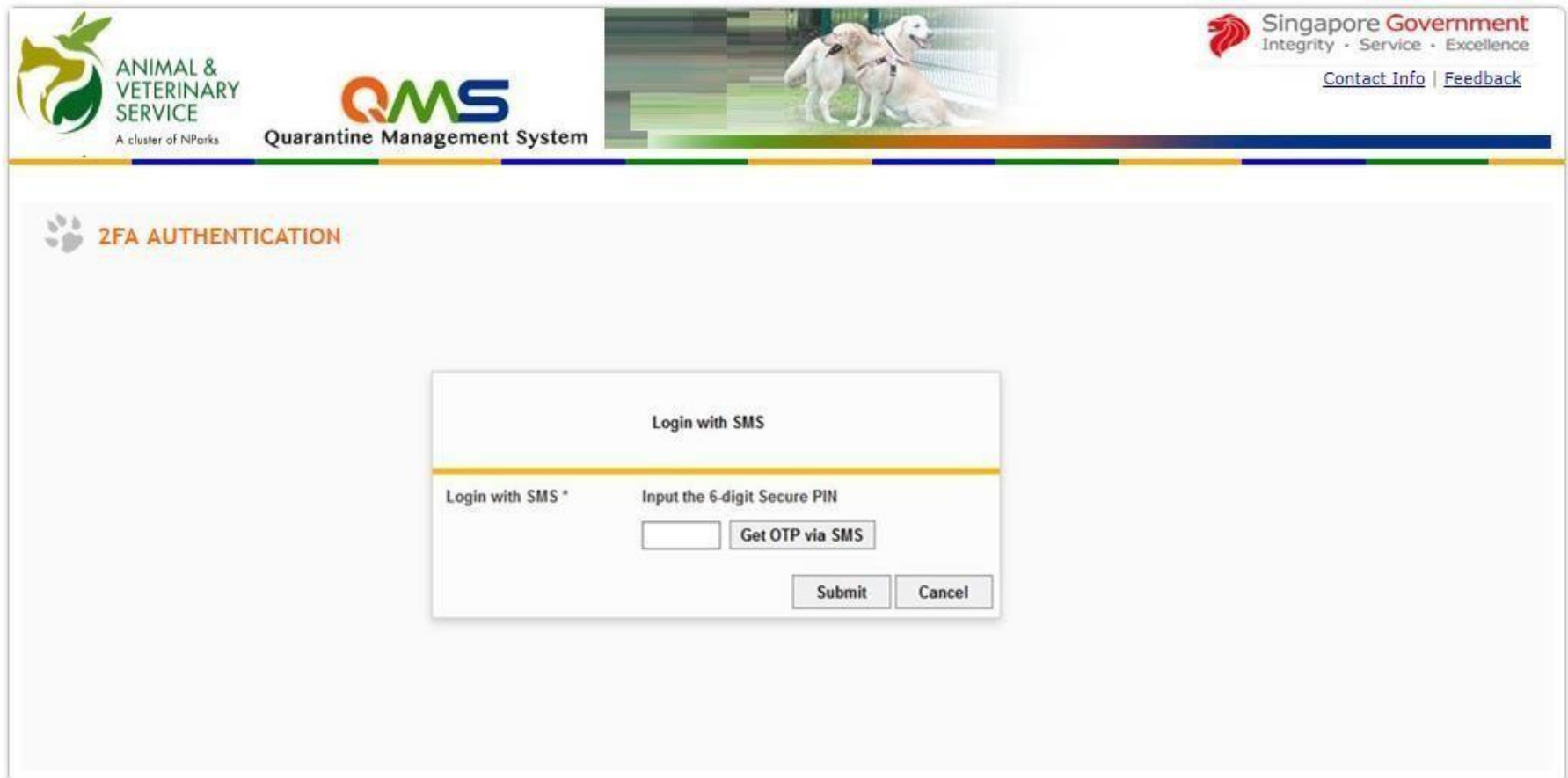
Since 9th Nov 2016, Second Factor Authentication (2FA) is required to access this e-Service. Please refer to the "Quick User Guide" in the Useful Links section.

**Reservation of Animal Quarantine Space** [Home](#) | [About us](#) | [FAQs \(docx, 21.00 KB\)](#)

<p><b>NEW ACCOUNT</b></p> 	<h4>Login</h4> <p>Username * <input type="text"/></p> <p>Password * <input type="password"/></p> <p><a href="#">Forgot Password?</a>   <input type="button" value="Login"/>   <input type="button" value="Clear"/></p> <p><a href="#">Unlock My Account?</a></p> <p><input type="button" value="Log in with singpass"/>   <input type="button" value="Log in with corppass"/></p>	<h4>Announcements</h4> <p><b>System Manintenance</b> Quarantine Management System will be scheduled for maintenance on 12 February 2021, from 0930PM to 1159PM. During this period, the system will be unavailable. Apologies for the inconvenience this may</p>	<h4>Useful Links</h4> <ul style="list-style-type: none"><li><a href="#">Quick User Guide (pdf, 1.71 MB)</a></li><li><a href="#">Dog Licencing</a></li><li><a href="#">Import Licence</a></li><li><a href="#">Veterinary Conditions</a></li><li><a href="#">Dog Licence Non HDB</a></li><li><a href="#">Dog Licence HDB</a></li></ul>
--	---	--	--

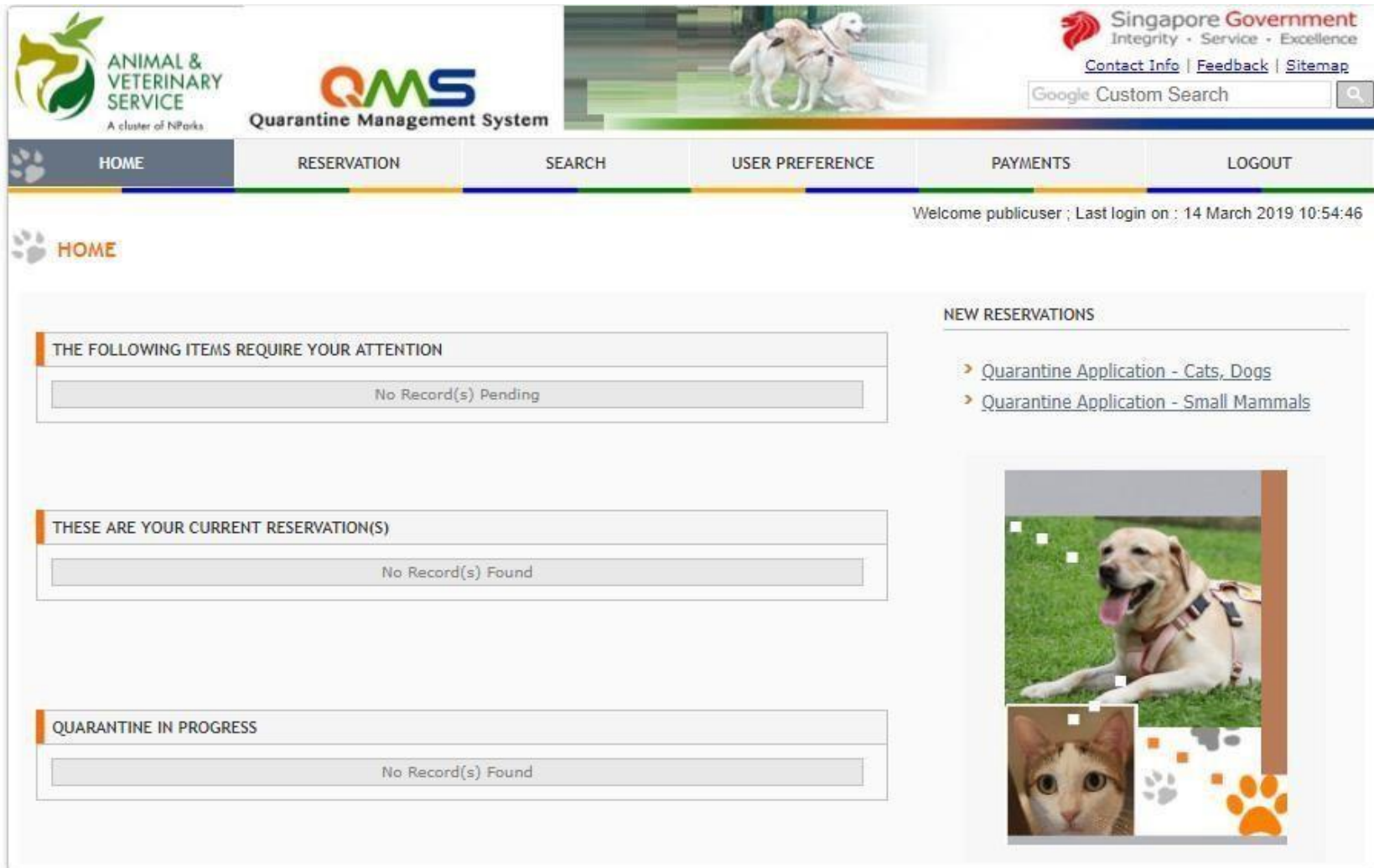
Contact Info | Feedback

**Step 2:** Click "Get OTP via SMS" to receive the SMS OTP to your registered OTP Mobile Number, Enter the SMS OTP and click Submit



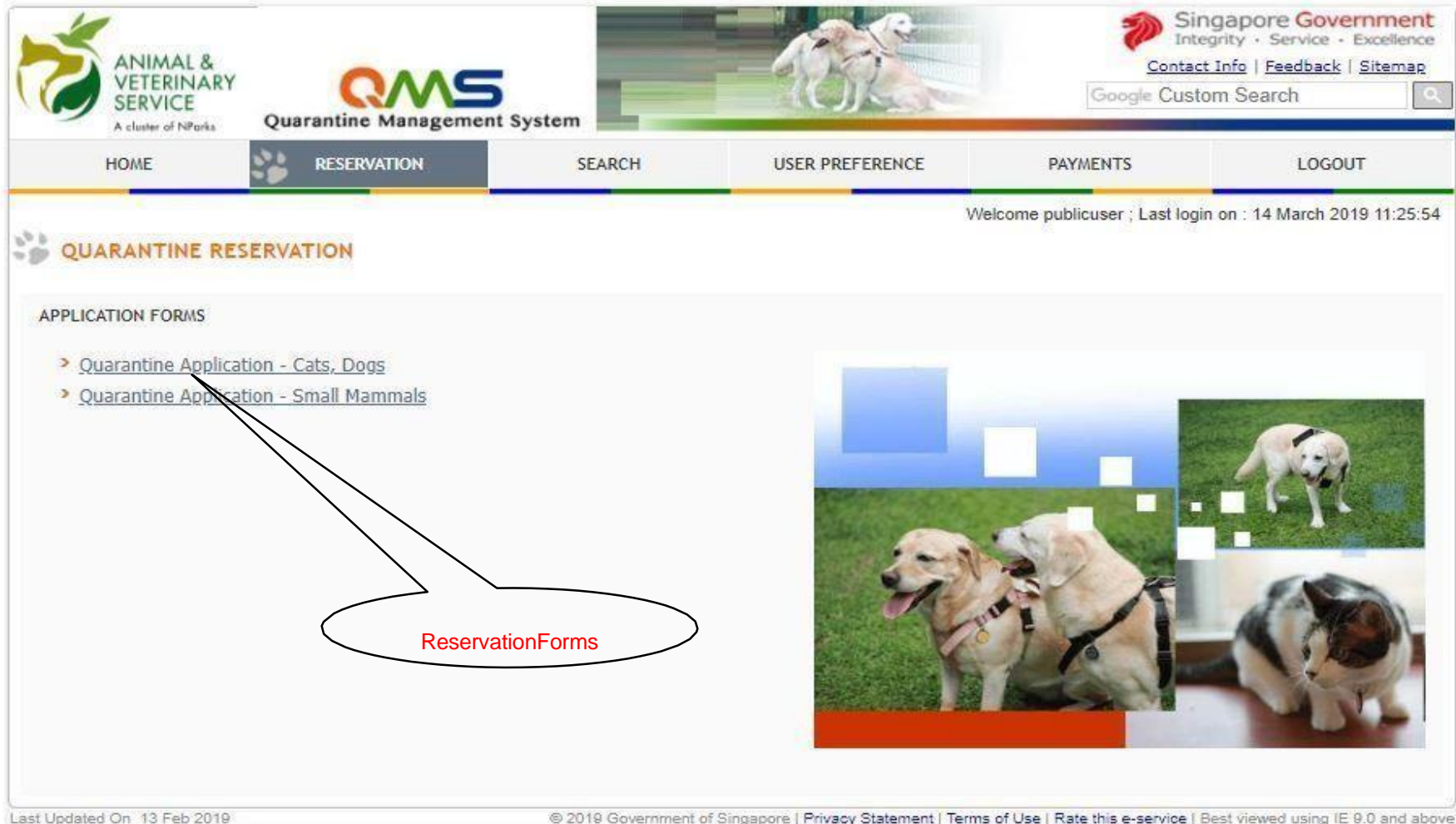
The screenshot shows the '2FA AUTHENTICATION' section of the Quarantine Management System (QMS) interface. At the top, there are logos for 'ANIMAL & VETERINARY SERVICE', 'QMS Quarantine Management System', and 'Singapore Government'. The main content area features a 'Login with SMS' dialog box. This dialog box has a title bar 'Login with SMS' and a horizontal separator line. Below the line, there are two labels: 'Login with SMS \*' and 'Input the 6-digit Secure PIN'. Under 'Input the 6-digit Secure PIN', there is a text input field followed by a 'Get OTP via SMS' button. At the bottom of the dialog box, there are 'Submit' and 'Cancel' buttons.

## Step 3: Home page displayed after the successful login via 2FA



The screenshot shows the home page of the Quarantine Management System. The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. A search bar is located in the top right corner. The main navigation menu has tabs for HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. Below the navigation, a welcome message reads 'Welcome publicuser ; Last login on : 14 March 2019 10:54:46'. The page is divided into several sections: 'THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION' with a sub-section 'No Record(s) Pending'; 'THESE ARE YOUR CURRENT RESERVATION(S)' with a sub-section 'No Record(s) Found'; 'QUARANTINE IN PROGRESS' with a sub-section 'No Record(s) Found'; and 'NEW RESERVATIONS' with two links: '> Quarantine Application - Cats, Dogs' and '> Quarantine Application - Small Mammals'. A large image of a dog is displayed, with a smaller image of a cat below it.

Step 1: After login, click on Reservation Menu to see quarantine reservation forms



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QMS  
Quarantine Management System

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Google Custom Search

HOME RESERVATION SEARCH USER PREFERENCE PAYMENTS LOGOUT

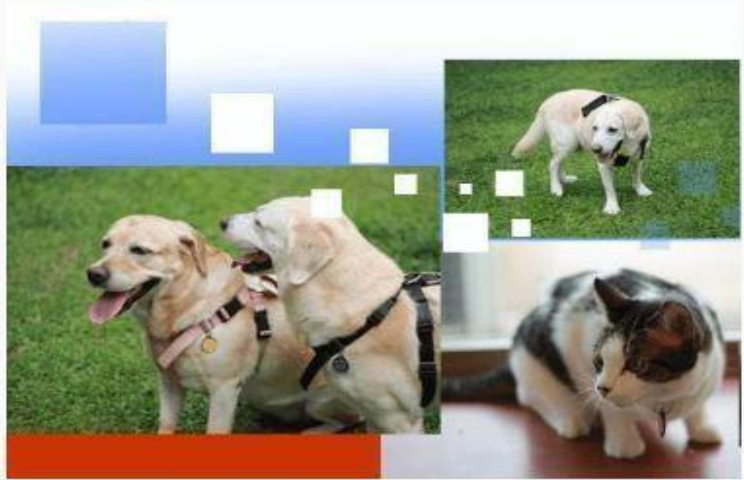
Welcome publicuser ; Last login on : 14 March 2019 11:25:54

QUARANTINE RESERVATION

APPLICATION FORMS

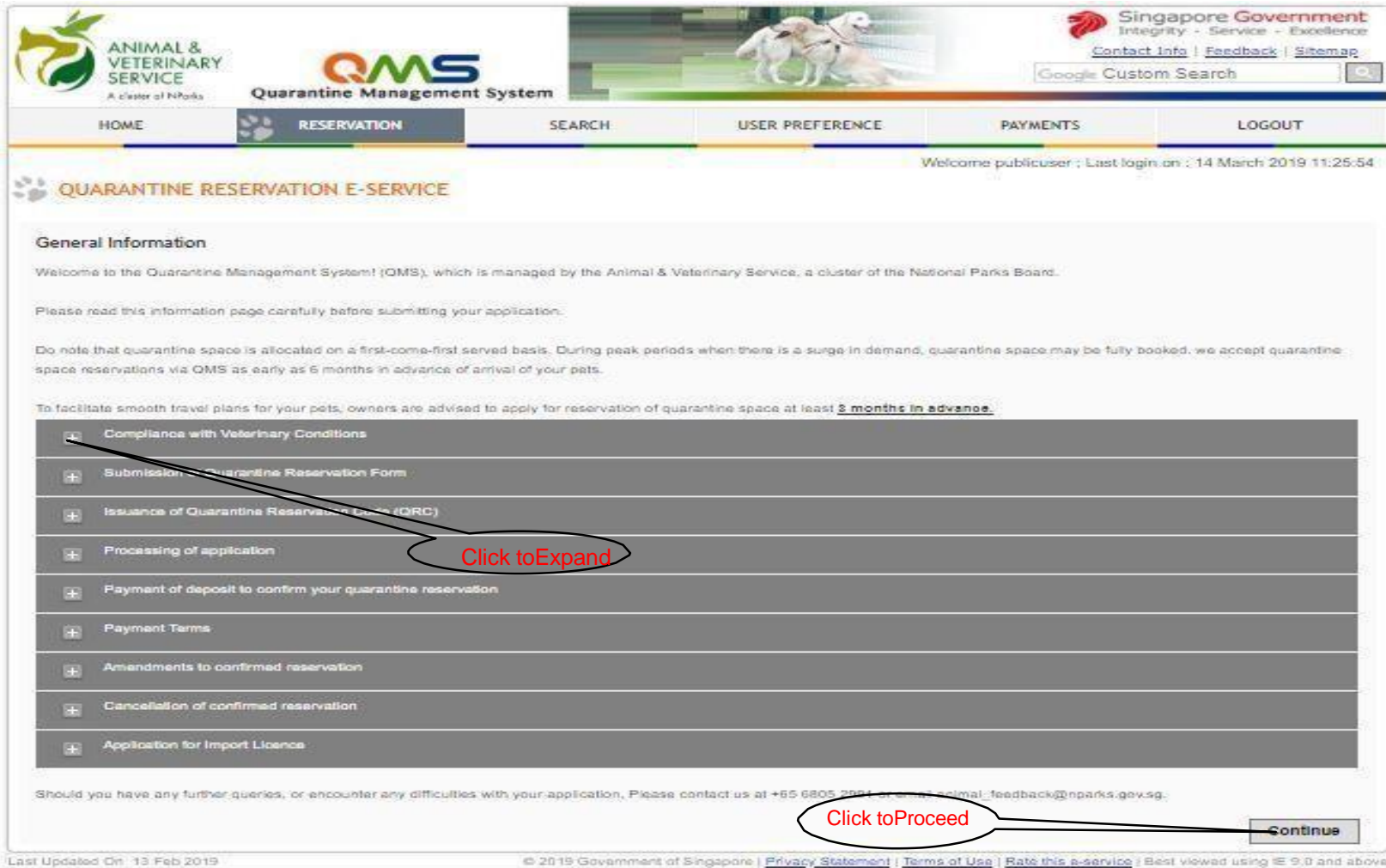
- > [Quarantine Application - Cats, Dogs](#)
- > [Quarantine Application - Small Mammals](#)

ReservationForms



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## Step 2: View and Read Quarantine Reservation for Cats and Dogs Information Page



The screenshot displays the 'Quarantine Management System' (QMS) website. The header includes the Animal & Veterinary Service logo, the QMS logo, and the Singapore Government logo with the tagline 'Integrity - Service - Excellence'. A navigation menu contains 'HOME', 'RESERVATION', 'SEARCH', 'USER PREFERENCE', 'PAYMENTS', and 'LOGOUT'. The main content area is titled 'QUARANTINE RESERVATION E-SERVICE' and includes a 'General Information' section with a welcome message and instructions. A list of services is shown with expandable icons, and a 'Continue' button is at the bottom right.

**General Information**

Welcome to the Quarantine Management System (QMS), which is managed by the Animal & Veterinary Service, a cluster of the National Parks Board.

Please read this information page carefully before submitting your application.

Do note that quarantine space is allocated on a first-come-first served basis. During peak periods when there is a surge in demand, quarantine space may be fully booked, we accept quarantine space reservations via QMS as early as 6 months in advance of arrival of your pets.

To facilitate smooth travel plans for your pets, owners are advised to apply for reservation of quarantine space at least **3 months in advance**.

- Compliance with Veterinary Conditions
- Submission of Quarantine Reservation Form
- Issuance of Quarantine Reservation Certificate (QRC)
- Processing of application
- Payment of deposit to confirm your quarantine reservation
- Payment Terms
- Amendments to confirmed reservation
- Cancellation of confirmed reservation
- Application for Import Licence


Should you have any further queries, or encounter any difficulties with your application, Please contact us at +65 6805 2991 or email [animal\\_feedback@nparks.gov.sg](mailto:animal_feedback@nparks.gov.sg).

[Click to Expand](#)


[Click to Proceed](#)

[Continue](#)


## Step 3: Fill up reservation details to check availability of room



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**Quarantine Management System**



**Singapore Government**  
Integrity · Service · Excellence

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---

HOME
RESERVATION
SEARCH
USER PREFERENCE
PAYMENTS
LOGOUT

---

Welcome publicuser ; Last login on : 14 March 2019 11:25:54

**QUARANTINE RESERVATION** \* Indicates mandatory fields

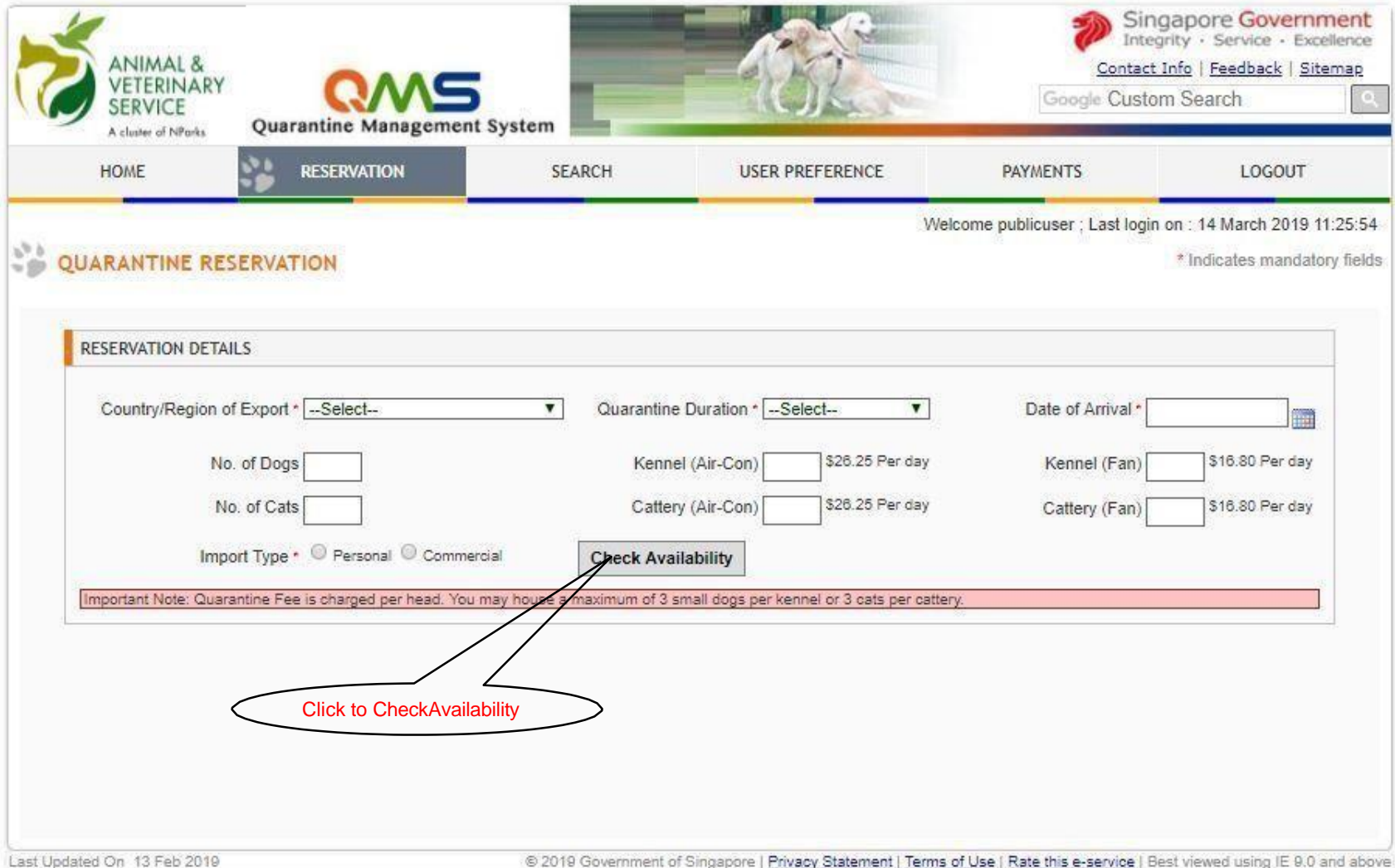
**RESERVATION DETAILS**

Country/Region of Export * <input type="text" value="--Select--"/>	Quarantine Duration * <input type="text" value="--Select--"/>	Date of Arrival * <input type="text"/>
No. of Dogs <input type="text"/>	Kennel (Air-Con) <input type="text"/> \$26.25 Per day	Kennel (Fan) <input type="text"/> \$16.80 Per day
No. of Cats <input type="text"/>	Cattery (Air-Con) <input type="text"/> \$26.25 Per day	Cattery (Fan) <input type="text"/> \$16.80 Per day
Import Type * <input checked="" type="radio"/> Personal <input type="radio"/> Commercial		

**Important Note:** Quarantine Fee is charged per head. You may house a maximum of 3 small dogs per kennel or 3 cats per cattery.



## Step 4: After filling the details click on "Check availability"



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QMS  
Quarantine Management System

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Google Custom Search

HOME RESERVATION SEARCH USER PREFERENCE PAYMENTS LOGOUT

Welcome publicuser ; Last login on : 14 March 2019 11:25:54

QUARANTINE RESERVATION \* Indicates mandatory fields

RESERVATION DETAILS

Country/Region of Export \* --Select--  
Quarantine Duration \* --Select--  
Date of Arrival \*

No. of Dogs   
No. of Cats

Import Type \*  Personal  Commercial

Kennel (Air-Con)  \$26.25 Per day  
Cattery (Air-Con)  \$26.25 Per day  
Kennel (Fan)  \$16.80 Per day  
Cattery (Fan)  \$16.80 Per day

**Check Availability**

Important Note: Quarantine Fee is charged per head. You may house a maximum of 3 small dogs per kennel or 3 cats per cattery.

Click to CheckAvailability

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## Step 5: Fill up Pet details and attach supporting documents

**AVAILABILITY DETAILS**

Available Dates  27/02/2019  28/02/2019  01/03/2019  02/03/2019  04/03/2019  05/03/2019  06/03/2019

Payment Mode  Note: The chosen payment mode will be defaulted for future transactions of this reservation.

**DOG DETAILS**

Please note that banned breeds are not allowed for import. Please refer to the Quarantine Reservation Information page for more details

S.No.	Pet Name *	Breed *	DOB *(MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

Click to attach documents

**CAT DETAILS**

S.No.	Pet Name *	Breed *	DOB *(MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

**VETERINARIAN PREFERENCE**

Preferred veterinarian/veterinary clinic for attendance and treatment:

(If, in the opinion of the NParks/AVS Quarantine Station staff, your animal(s) requires veterinary attention whilst in quarantine, the Quarantine Station staff will arrange attendances and any necessary treatments by a private veterinarian on your behalf.)

Note: Leave blank if you do not have one and NParks/AVS will arrange a local veterinarian

Click to see feestimation

**ESTIMATED FEE**

[Show Estimated Fee](#)

## Step 6: Attaching supporting documents

**AVAILABILITY DETAILS**

Available Dates:  27/02/2019  28/02/2019  01/03/2019  02/03/2019  04/03/2019  05/03/2019  06/03/2019

Payment Mode:  Note: The chosen payment mode will be defaulted for future transactions of this reservation.

---

**DOG DETAILS**

Please note that banned breeds are not allowed for import. Please refer to the Quarantine Reservation Information page for more details

S.No.	Pet Name *	Breed *	DOB* (MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

---

**CAT DETAILS**

S.No.	Pet Name *	Breed *	DOB* (MM/YYYY)	Gender *	Microchip No. *	Colour *	Room Allocation *	Medical History/Special Diet	Documents *
1	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text" value="--Select--"/>	<a href="#">Add</a>	<a href="#">Add View</a>

---

**VETERINARIAN PREFERENCE**

Preferred veterinarian/veterinarian:

(If, in the opinion of the NParks/AVS Quarantine Station staff, your animal(s) requires veterinary attention whilst in quarantine, the Quarantine Station staff will arrange attendances and any necessary treatments by a private veterinarian on your behalf.)

Note: Leave blank if you do not have one and NParks/AVS will arrange a local veterinarian

---

**ESTIMATED FEE**

**Manage Supporting Documents**

Following type of documents are allowed (\*.doc/\*.docx/\*.xls/\*.xlsx/\*.pdf/\*.jpg)  
Each supporting document should not exceed the size of 2000 KB

S.No.	Document Type	Upload
1	Rabies vaccination record/certificate with microchip number*	<input type="button" value="Choose File"/> Pet Detail1.jpg <input checked="" type="checkbox"/>
2	Rabies Serology test report*	<input type="button" value="Choose File"/> Pet Detail 2.jpg <input checked="" type="checkbox"/>
3	Photo showing the face and body of the dog (for mixed/ cross breeds)	<input type="button" value="Choose File"/> No file chosen

## Step 7: Click "Show Estimated Fee" to see Fee estimations

**ESTIMATED FEE**

[Amend Pet details](#)

---

**QUARANTINE FEE ESTIMATION**

Airconditioned Kennel Fee (S\$) :	26.25	Fan Fitted Kennel Fee (S\$) :	0.00
Airconditioned Cattery Fee (S\$) :	26.25	Fan Fitted Cattery Fee (S\$) :	0.00
Transport Fee (S\$) :	148.00		
<b>Estimated Total Quarantine Fee (S\$) :</b>	<b>1,723.00</b>	<b>Estimated Deposit Amount (S\$) :</b>	<b>673.00</b>

(This quarantine fee does not include the ad-hoc charges, which may be added for various reasons that include medication, vaccination, etc.)

**DECLARATION**

I have read and understood the information provided in the Quarantine Reservation Information Page. I hereby declare that:

- The information provided in my application is correct and true.
- I indemnify AVS/NParks of any claims arising from this application and the subsequent importation/quarantine/exportation/transhipment of the animals.
- I understand that the quarantine space will only be confirmed after a deposit has been made, and the deposit is non-refundable. Amendment fees may also be incurred for changes to confirmed reservations.
- The animal(s) which I am importing is/are not under the prohibited/banned list, and not pregnant at the time of export to Singapore.
- I understand all the [Terms and Conditions](#) for quarantine

## Step 8: Check all declarations and click on "Submit" to see Confirmation page

**ESTIMATED FEE**

Amend Pet details

**QUARANTINE FEE ESTIMATION**

Airconditioned Kennel Fee (S\$) :	26.25	Fan Fitted Kennel Fee (S\$) :	0.00
Airconditioned Cattery Fee (S\$) :	26.25	Fan Fitted Cattery Fee (S\$) :	0.00
Transport Fee (S\$) :	148.00		
Estimated Total Quarantine Fee (S\$) :	1,723.00	Estimated Deposit Amount (S\$) :	673.00

(This quarantine fee does not include the ad-hoc charges, which may be added for various reasons that include medication, vaccination, etc.)

**DECLARATION**

I have read and understood the information provided in the Quarantine Reservation Information Page. I hereby declare that:

- The information provided in my application is correct and true.
- I indemnify AVS/NParks of any claims arising from this application and the subsequent importation/quarantine/exportation/transshipment of the animals.
- I understand that the quarantine space will only be confirmed after a deposit has been made, and the deposit is non-refundable. Amendment fees may also be incurred for changes to confirmed reservations.
- The animal(s) which I am importing is/are not under the prohibited/banned list , and not pregnant at the time of export to Singapore.
- I understand all the [Terms and Conditions](#) for quarantine

## Step 9: Verify all details and Click “Proceed” to submit the quarantine reservation application

**Confirmation Summary**

Country of Export : Argentina	Arrival Date : 27/04/2017
Quarantine Period : 30 days	Release Date : 27/05/2017
Cats : 1	Dogs : 1
Air-Conditioned Catteries : 0	Air-Conditioned Kennels : 1
Fan Fitted Catteries : 1	Fan Fitted Kennels : 0
Payment Mode : ONLINE	

Estimated Total Fee Amount (S\$) : 1,439.50 (Complete Quarantine Fee excluding ad-hoc charges E.g. Vaccination, Medication, etc)

Estimated Deposit Amount (S\$) : 578.50 (Please pay this deposit amount once your reservation is approved)

Note: Click "Proceed" to Submit your reservation. Status of your reservation will be notified through email.

## Create a Reservation

### Step 10: Success Message will be displayed and email confirmation will be

ESTIMATED FEE

[Amend Pet details](#)

QUARANTINE FEE ESTIMATION

Airconditioned Kennel Fee (S\$) :	26.25	Fan Fitted Kennel Fee (S\$) :	0.00
Airconditioned Cattery Fee (S\$) :	0.00	Fan Fitted Cattery Fee (S\$) :	16.80
Transport Fee (S\$) :	148.00		
Estimated Total Quarantine Fee (S\$) :	1,439.50	Estimated Deposit Amount (S\$) :	578.50


(This quarantine fee does not include)

DECLARATION

I have read and understood

- The information provided in my application is correct and true.
- I indemnify AVA of any claims arising from this application and the subsequent importation/quarantine/exportation/transshipment of the animals.
- I understand that the quarantine space will only be confirmed after a deposit has been made, and the deposit is non-refundable. Amendment fees may also be incurred for changes to confirmed reservations.
- The animal(s) which I am importing is/are not under the prohibited/banned list, and not pregnant at the time of export to Singapore.
- I understand all the [Terms and Conditions](#) for quarantine.

Confirmation

 Requested action has been performed successfully for QRC2017007016

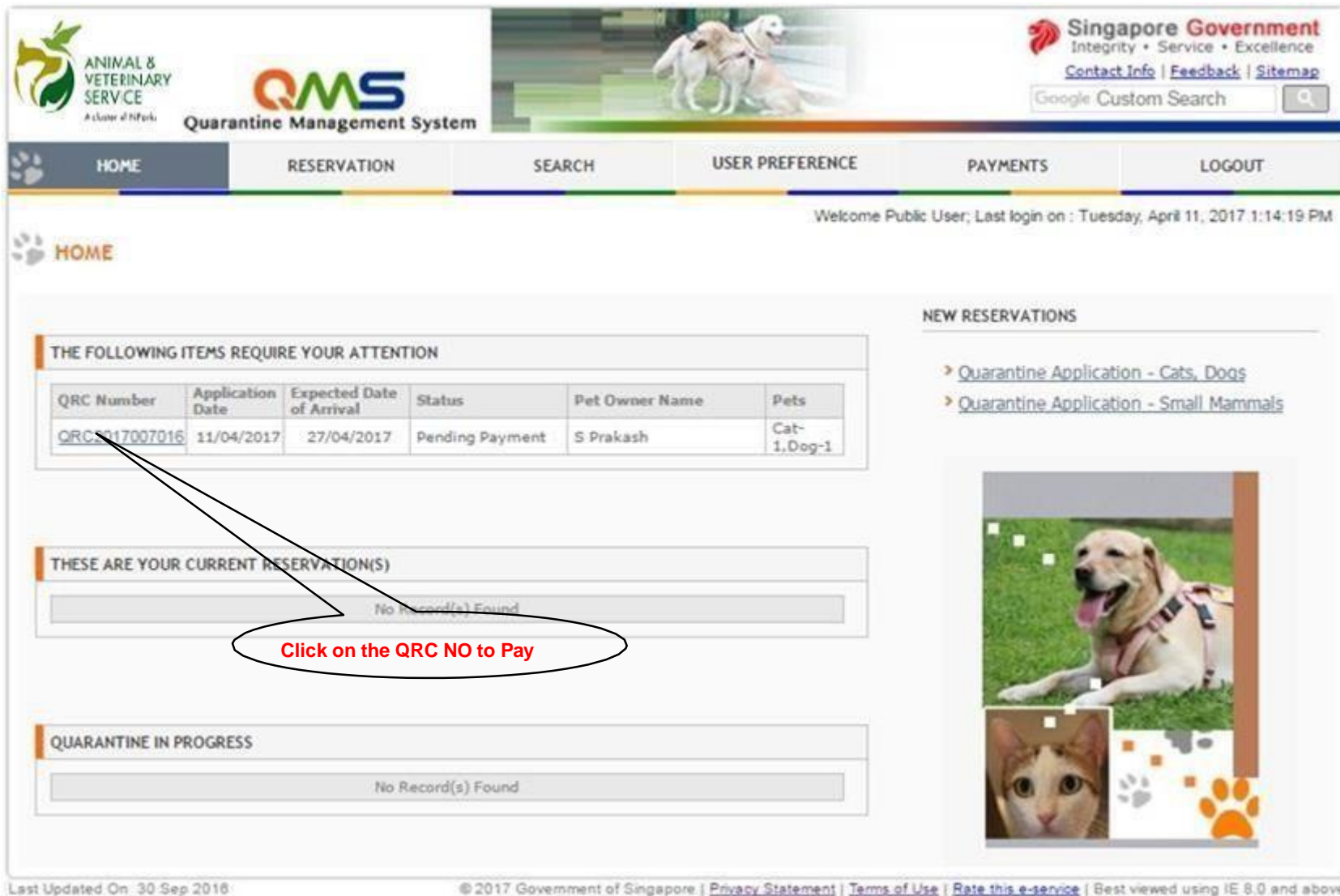
[OK](#)

[Save as Draft](#) [Submit](#) [Back to Home](#) [Print](#)

# Payment for Approved Reservations



# Step 1: Click on the Approved reservation to do Payments for the Reservation



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Google Custom Search

**HOME** RESERVATION SEARCH USER PREFERENCE **PAYMENTS** LOGOUT

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

**HOME**

**THE FOLLOWING ITEMS REQUIRE YOUR ATTENTION**

QRC Number	Application Date	Expected Date of Arrival	Status	Pet Owner Name	Pets
<a href="#">QRC517007016</a>	11/04/2017	27/04/2017	Pending Payment	S Prakash	Cat-1, Dog-1

**THESE ARE YOUR CURRENT RESERVATION(S)**

No Record(s) Found

**QUARANTINE IN PROGRESS**

No Record(s) Found


**NEW RESERVATIONS**

- > [Quarantine Application - Cats, Dogs](#)
- > [Quarantine Application - Small Mammals](#)


**Click on the QRC NO to Pay**

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## Step 2: Confirm Reservation Details and Click "Make Payment" to Proceed



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[HOME](#) | [RESERVATION](#) | [SEARCH](#) | [USER PREFERENCE](#) | [PAYMENTS](#) | [LOGOUT](#)

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

[VIEW RESERVATION - QRC2017007016](#) \* Indicates mandatory fields

[Make Payment](#) | [Cancel Reservation](#) | [Back to Home](#) | [Print](#)

**LINKS**

[View Payments](#)

**RESERVATION DETAILS**

Country of Export *	<input type="text" value="Argentina"/>	Quarantine Duration *	<input type="text" value="30"/> Days	Date of Arrival *	<input type="text" value="27/04/2017"/>
No. of Dogs	<input type="text" value="1"/>	Kennel (Air-Con)	<input type="text" value="1"/> \$26.25 Per day	Kennel (Fan)	<input type="text" value="0"/> \$16.80 Per day
No. of Cats	<input type="text" value="1"/>	Cattery (Air-Con)	<input type="text" value="0"/> \$26.25 Per day	Cattery (Fan)	<input type="text" value="1"/> \$16.80 Per day

Import Type \*  Personal  Commercial


**Important Note:** Quarantine Fee is charged per head. You may house a maximum of 3 small dogs per kennel or 3 cats per cattery.

**PAYMENT DETAILS**


Payment Mode  Note: The chosen payment mode will be defaulted for future transactions of this reservation.

Click to initiate payment


## Step 3: Click "Make Payment"



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Google Custom Search

HOME
**RESERVATION**
SEARCH
USER PREFERENCE
PAYMENTS
LOGOUT

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

### RESERVATION PAYMENT \* Indicates mandatory fields

**PAYMENT DETAILS**

Dear S Prakash,

QRC No. : QRC2017007016

Please make payment for the following items:

**ITEMS PENDING**

S.No.	Payment Description	Amount(S\$)
1	1 * AC Kennel Fee * 10 Days , 2 * Fan Cattery Fee * 10 Days	430.50
2	2 * Transport Fee	148.00

Total amount paid for the reservation to-date : 0.00

Current Outstanding Amount (Total Outstanding Amount – Total Amount Paid) : 578.50

Please choose the payment gateway you wish to make payment with :

Please **DO NOT** perform the following throughout this transaction as it may disrupt the operation of the system or alter the results of the transaction:

- Navigate using the browser's "BACK", "FORWARD" or "REFRESH" buttons.
- Click the options on the webpage more than once.

Your reservation/amendment will be considered complete once you see the receipt confirmation page after payment.

Click to Proceed to Payment

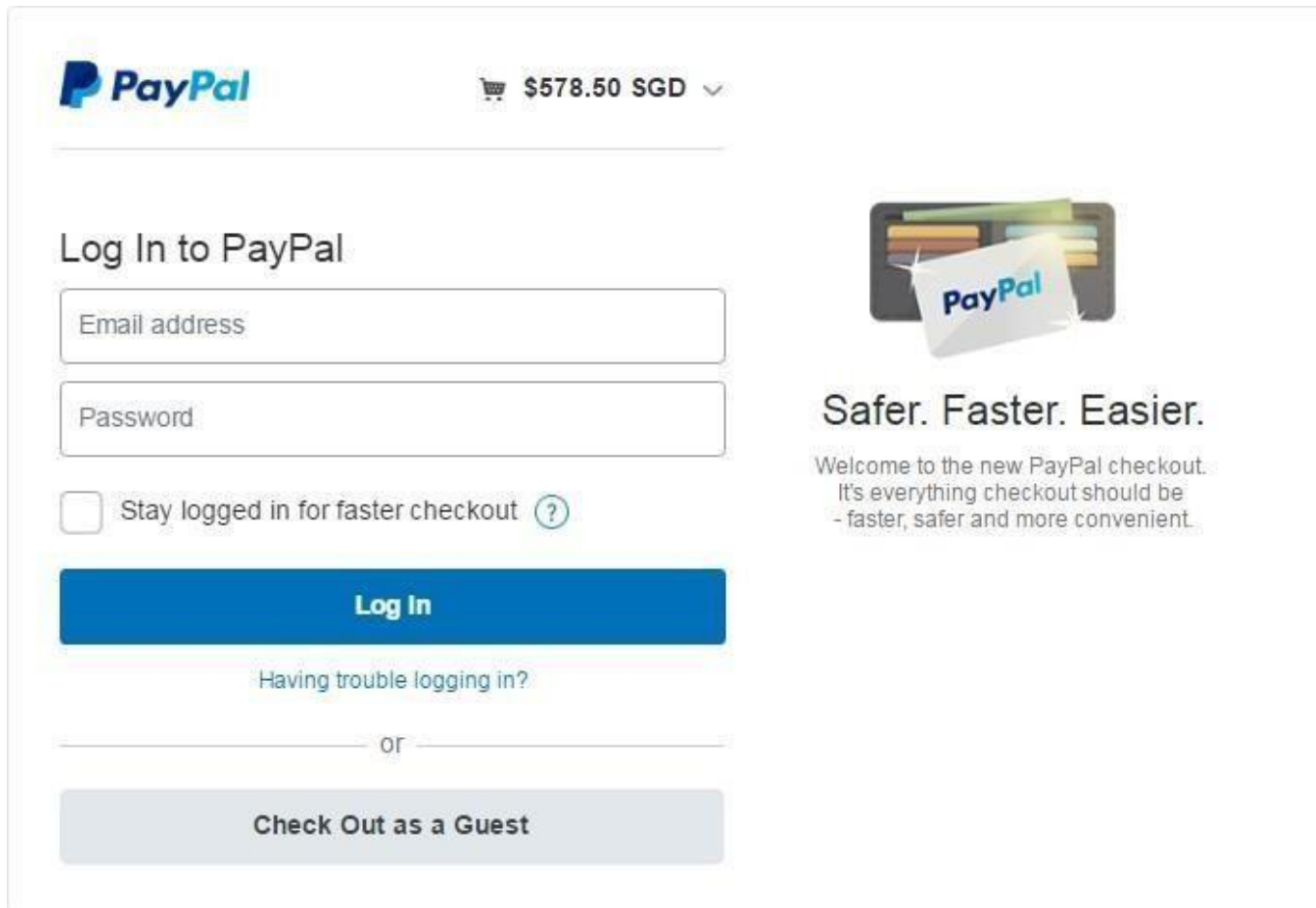
Make Payment

Cancel

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# Payment Method for Users with PayPal Account

## Step 4: Enter PayPal Account Details and Click "Login"




The screenshot shows the PayPal checkout interface. At the top left is the PayPal logo. To its right is a shopping cart icon with the text "\$578.50 SGD" and a dropdown arrow. Below the logo is a horizontal line. The main heading is "Log In to PayPal". There are two input fields: "Email address" and "Password". Below these is a checkbox labeled "Stay logged in for faster checkout" with a question mark icon. A large blue button labeled "Log In" is positioned below the checkbox. Underneath the button is the text "Having trouble logging in?". A horizontal line with "OR" in the center separates the login section from the guest checkout section. A large grey button labeled "Check Out as a Guest" is at the bottom of the form. To the right of the form, there is an illustration of a smartphone displaying the PayPal logo. Below the illustration, the text reads "Safer. Faster. Easier." followed by "Welcome to the new PayPal checkout. It's everything checkout should be - faster, safer and more convenient."

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Consumer advisory - PayPal Pte. Ltd, the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 5: Link Card Details with PayPal

### Link card




[Add](#)



\$ 578.50 SGD

Pay with [Change](#)

 Visa x-3737 \$ 578.50 SGD

This transaction will appear on your statement as PayPal \* DELPHINMERC.

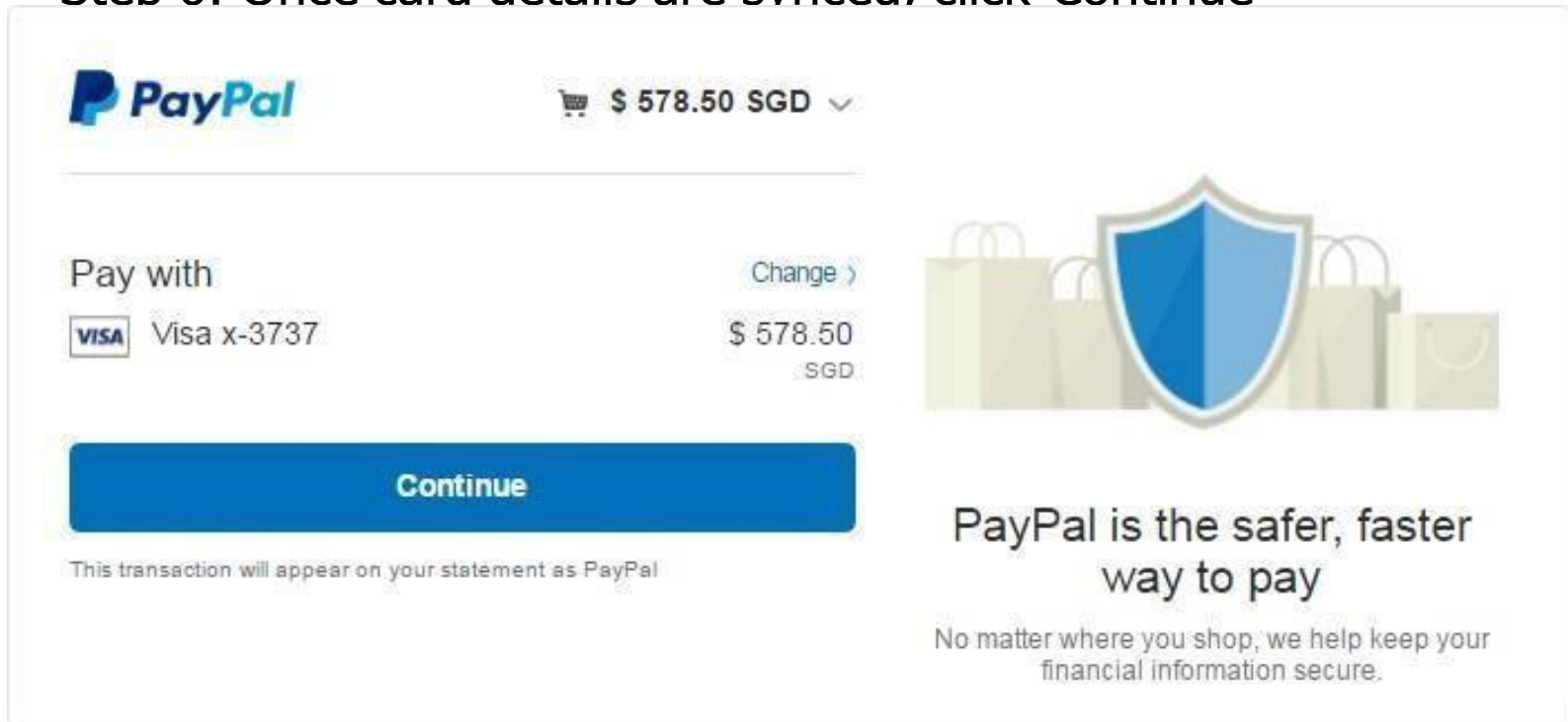
[Cancel and return to Delphin Merchant's Test Store](#)

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Sensitivity Label: General

## Step 6: Once card details are synced, click "Continue"



PayPal

Shopping cart icon \$ 578.50 SGD

Pay with [Change](#)

VISA Visa x-3737 \$ 578.50 SGD

[Continue](#)

This transaction will appear on your statement as PayPal

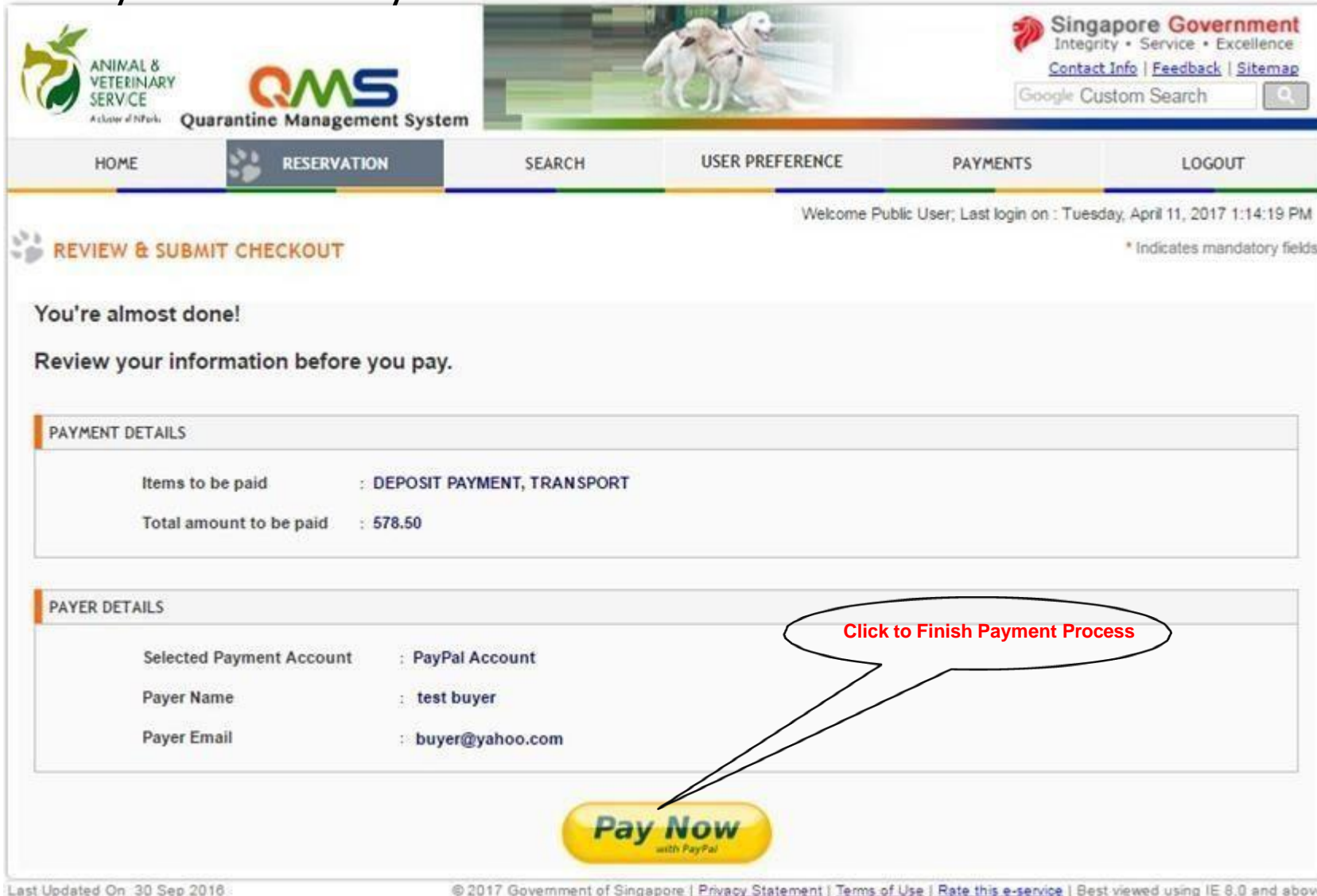
PayPal is the safer, faster way to pay

No matter where you shop, we help keep your financial information secure.

[Cancel and return to Merchant's Test Store](#) [Terms](#) [Privacy](#) [Feedback](#) © 1999-2017

Consumer advisory - PayPal Pte. Ltd, the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 6. Finally Confirm the Payment details at the QMS-AVA and Click "Pay Now With PayPal"



The screenshot shows the 'REVIEW & SUBMIT CHECKOUT' page of the QMS-AVA system. The page header includes the Animal & Veterinary Service logo, the QMS (Quarantine Management System) logo, and the Singapore Government logo with navigation links for Contact Info, Feedback, and Sitemap. A search bar is also present. The main navigation menu has tabs for HOME, RESERVATION (active), SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. A welcome message for a public user is displayed, along with the last login time. The page title is 'REVIEW & SUBMIT CHECKOUT'. The main content area features a 'You're almost done!' message and a 'Review your information before you pay.' instruction. Below this, there are two sections: 'PAYMENT DETAILS' and 'PAYER DETAILS'. The 'PAYMENT DETAILS' section shows 'Items to be paid' as 'DEPOSIT PAYMENT, TRANSPORT' and 'Total amount to be paid' as '578.50'. The 'PAYER DETAILS' section shows 'Selected Payment Account' as 'PayPal Account', 'Payer Name' as 'test buyer', and 'Payer Email' as 'buyer@yahoo.com'. A yellow 'Pay Now with PayPal' button is located at the bottom of the page. A red speech bubble with the text 'Click to Finish Payment Process' points to the button. The footer contains the date 'Last Updated On 30 Sep 2016', copyright information '© 2017 Government of Singapore', and links for Privacy Statement, Terms of Use, and Rate this e-service. It also notes 'Best viewed using IE 8.0 and above'.

ANIMAL & VETERINARY SERVICE  
A member of NParks

QMS  
Quarantine Management System

Singapore Government  
Integrity • Service • Excellence  
[Contact Info](#) | [Feedback](#) | [Sitemap](#)

Google Custom Search

HOME RESERVATION SEARCH USER PREFERENCE PAYMENTS LOGOUT

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

REVIEW & SUBMIT CHECKOUT \* Indicates mandatory fields

You're almost done!  
Review your information before you pay.

**PAYMENT DETAILS**

Items to be paid : DEPOSIT PAYMENT, TRANSPORT  
Total amount to be paid : 578.50

**PAYER DETAILS**

Selected Payment Account : PayPal Account  
Payer Name : test buyer  
Payer Email : buyer@yahoo.com




Pay Now  
with PayPal

Click to Finish Payment Process

Last Updated On 30 Sep 2016 | © 2017 Government of Singapore | [Privacy Statement](#) | [Terms of Use](#) | [Rate this e-service](#) | Best viewed using IE 8.0 and above



## Step 8: Payment process is complete and Payment Receipt is obtained



Singapore Government  
Integrity • Service • Excellence  
[Contact Info](#) | [Feedback](#) | [Sitemap](#)

[HOME](#) | [RESERVATION](#) | [SEARCH](#) | [USER PREFERENCE](#) | [PAYMENTS](#) | [LOGOUT](#)

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:23:23 PM

### PAYMENT RECEIPT \* Indicates mandatory fields

[Print](#)

Dear Public User

Your transaction is completed successfully! Please take a printout of this page for your future references.

#### RECEIPT DETAILS

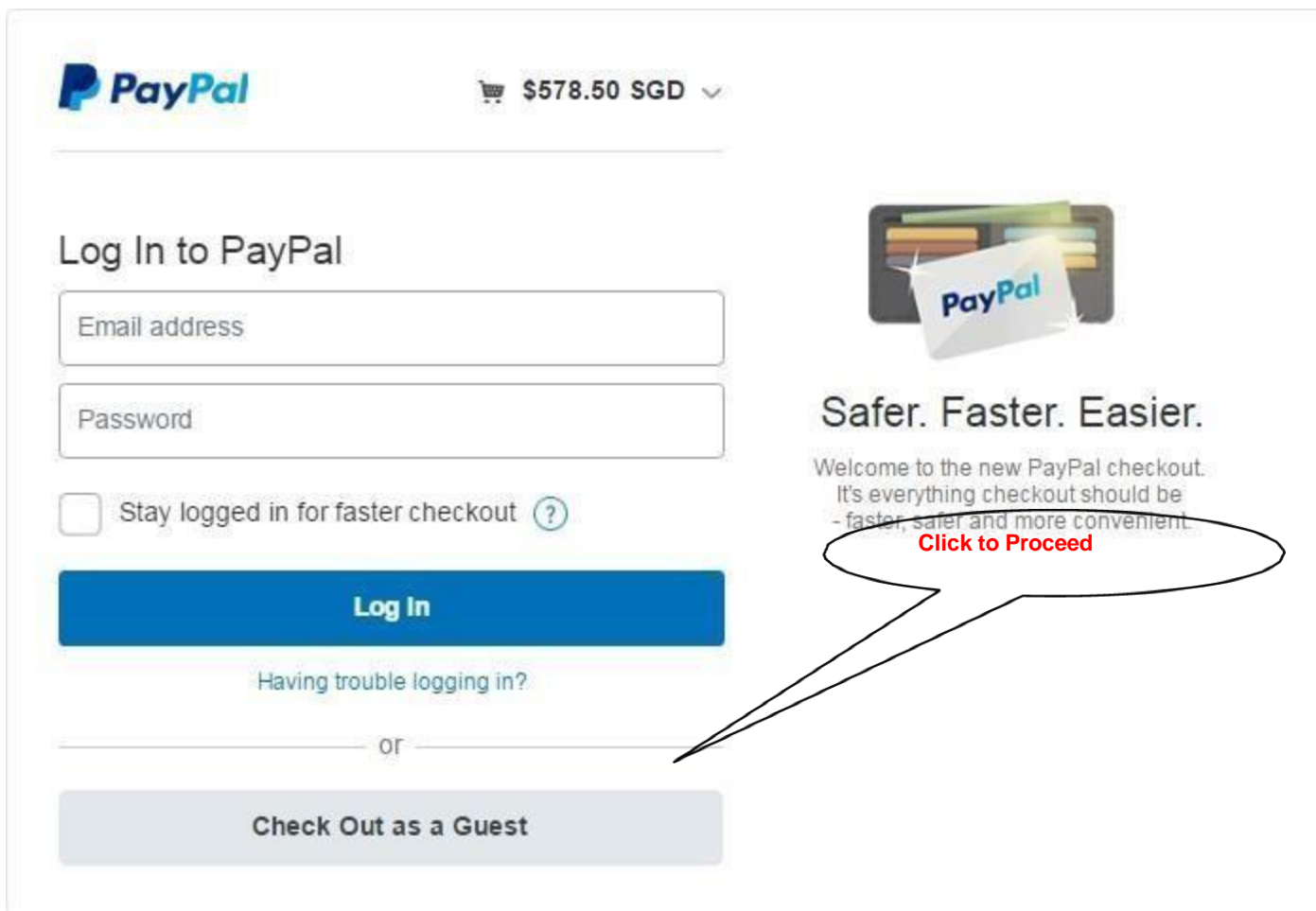
Receipt Number : 170411135753141	Transaction Reference Number : 170411135753141
Payment Date : 11/04/2017	QRC Number : QRC2017007016
Total Amount Paid (S\$) : 578.5000	Payment Type : DEPOSIT PAYMENT, TRANSPORT


[Cancel](#)

Last Updated On 30 Sep 2016 | © 2017 Government of Singapore | [Privacy Statement](#) | [Terms of Use](#) | [Rate this e-service](#) | Best viewed using IE 8.0 and above

# Payment Method for Users without PayPal Account

## Step 4: Click "Checkout as Guest" in the PayPalScreen



PayPal  \$578.50 SGD

### Log In to PayPal

Email address

Password

Stay logged in for faster checkout [?](#)

**Log In**

[Having trouble logging in?](#)


OR

**Check Out as a Guest**

**Safer. Faster. Easier.**

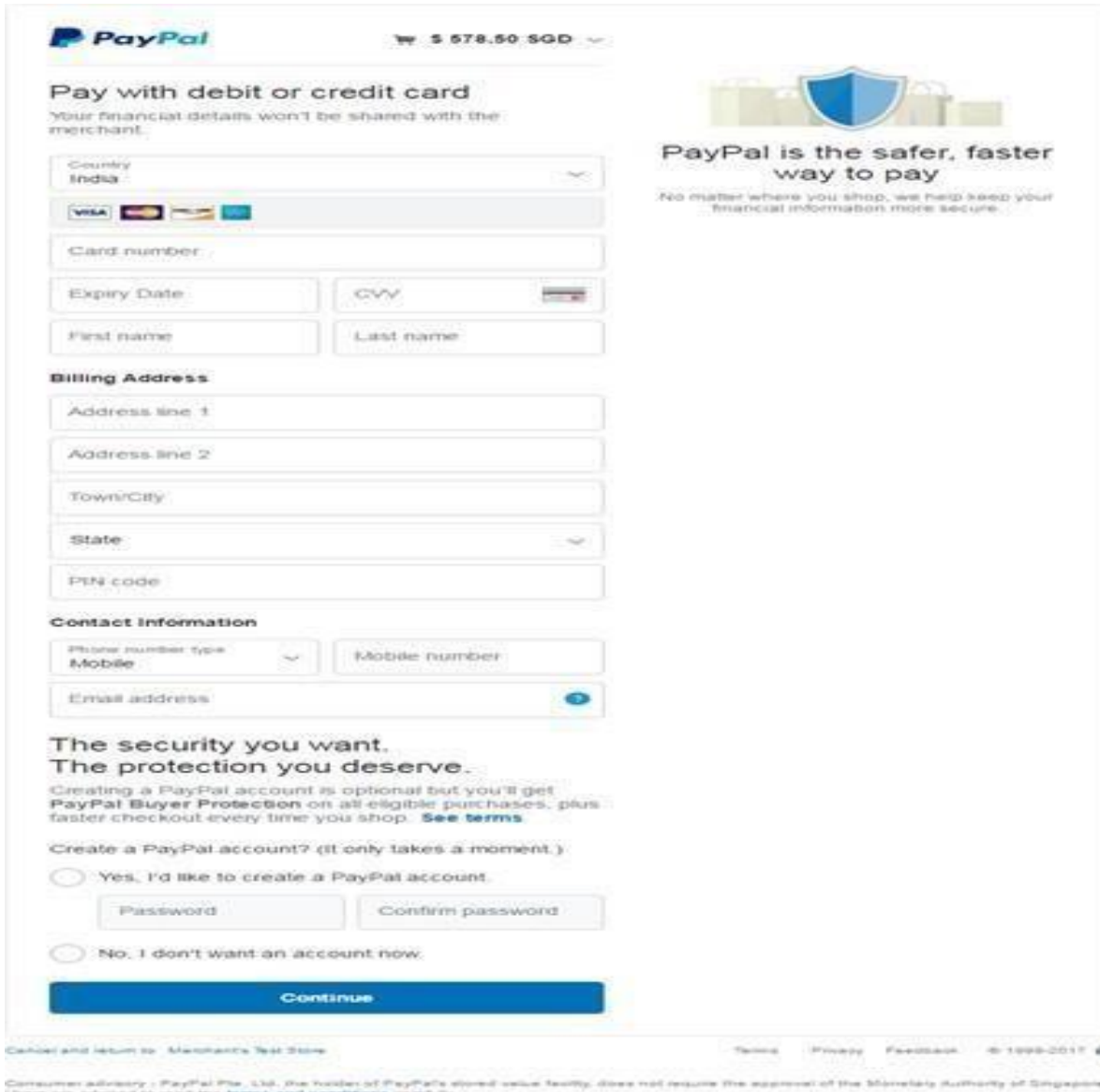
Welcome to the new PayPal checkout.  
It's everything checkout should be  
- faster, safer and more convenient.

**Click to Proceed**

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Consumer advisory - PayPal Pte. Ltd. the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 5: Fill in all the details and click "Continue"



The screenshot shows the PayPal checkout page for a debit or credit card payment. The page is titled "Pay with debit or credit card" and includes a warning that financial details won't be shared with the merchant. The form is divided into several sections: "Country" (set to India), "Card number", "Expiry Date", "CVV", "First name", and "Last name". Below this is the "Billing Address" section with fields for "Address line 1", "Address line 2", "Town/City", "State", and "PIN code". The "Contact Information" section includes "Phone number type" (set to Mobile), "Mobile number", and "Email address". A security message states "The security you want. The protection you deserve." and offers "PayPal Buyer Protection". At the bottom, there are radio buttons for "Yes, I'd like to create a PayPal account" and "No, I don't want an account now.", with "Password" and "Confirm password" fields for the first option. A large blue "Continue" button is at the bottom of the form.

PayPal \$ 578.50 SGD

### Pay with debit or credit card

Your financial details won't be shared with the merchant.

Country: India

VISA MASTERCARD AMERICAN EXPRESS DISCOVER

Card number

Expiry Date CVV

First name Last name

#### Billing Address

Address line 1

Address line 2

Town/City

State

PIN code

#### Contact Information

Phone number type: Mobile Mobile number

Email address

### The security you want. The protection you deserve.

Creating a PayPal account is optional but you'll get **PayPal Buyer Protection** on all eligible purchases, plus faster checkout every time you shop. [See terms](#)

Create a PayPal account? (It only takes a moment.)

Yes, I'd like to create a PayPal account

Password Confirm password

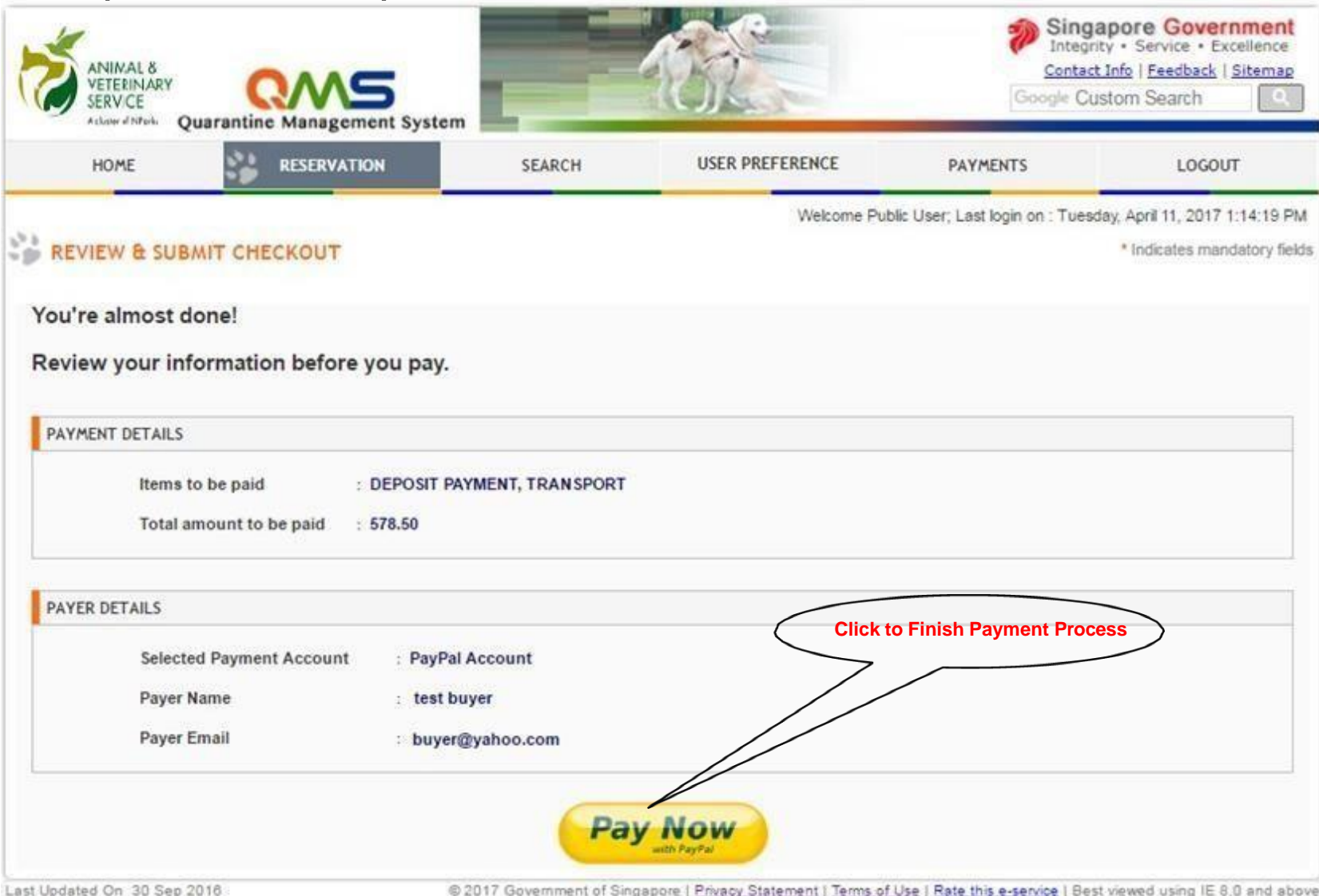
No, I don't want an account now.

**Continue**

Cancel and return to Merchant's Test Store Terms Privacy Feedback © 1999-2017

Consumer advisory: PayPal Pte. Ltd., the holder of PayPal's stored value facility, does not require the approval of the Monetary Authority of Singapore. Users are advised to read the [terms and conditions](#) carefully.

## Step 6. Finally Confirm the Payment details at the QMS-AVA and Click "Pay Now With PayPal"



The screenshot shows the 'REVIEW & SUBMIT CHECKOUT' page of the QMS-AVA system. The page header includes the Animal & Veterinary Service logo, the QMS (Quarantine Management System) logo, and the Singapore Government logo with the tagline 'Integrity • Service • Excellence'. A navigation menu contains links for HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. A search bar is also present. The main content area displays the following information:

Welcome Public User; Last login on : Tuesday, April 11, 2017 1:14:19 PM

**REVIEW & SUBMIT CHECKOUT** \* Indicates mandatory fields

You're almost done!  
Review your information before you pay.

**PAYMENT DETAILS**

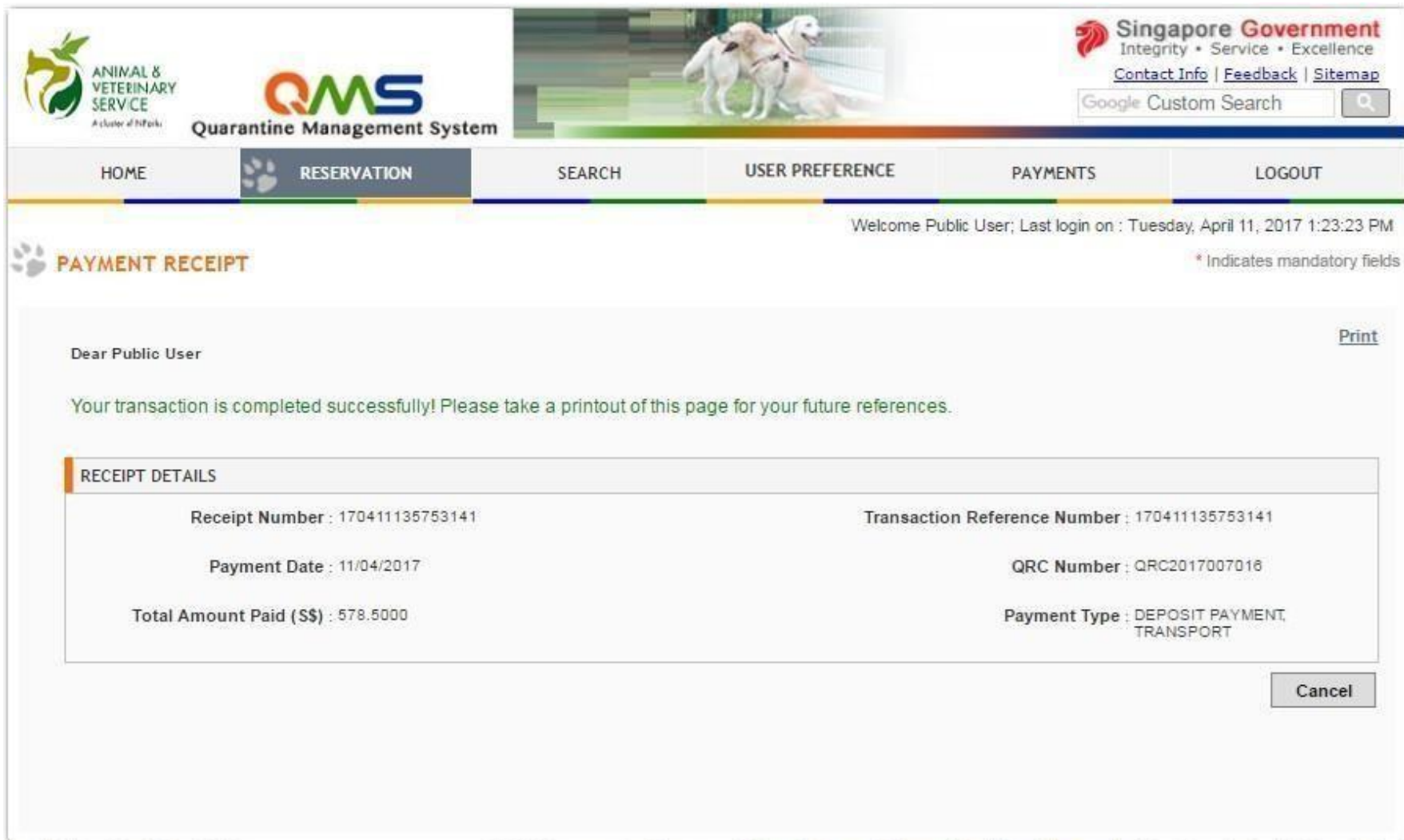
Items to be paid	: DEPOSIT PAYMENT, TRANSPORT
Total amount to be paid	: 578.50

**PAYER DETAILS**

Selected Payment Account	: PayPal Account
Payer Name	: test buyer
Payer Email	: buyer@yahoo.com

A yellow button labeled 'Pay Now with PayPal' is prominently displayed at the bottom. A speech bubble points to this button with the text 'Click to Finish Payment Process'.

## Step 7. Payment process is complete and Payment Receipt is obtained



The screenshot shows the QMS (Quarantine Management System) interface. At the top, there are logos for Animal & Veterinary Service and Singapore Government. The navigation menu includes HOME, RESERVATION, SEARCH, USER PREFERENCE, PAYMENTS, and LOGOUT. The main content area displays a 'PAYMENT RECEIPT' for a public user, with a message stating 'Your transaction is completed successfully! Please take a printout of this page for your future references.' Below this, a 'RECEIPT DETAILS' box contains the following information:

Receipt Number : 170411135753141	Transaction Reference Number : 170411135753141
Payment Date : 11/04/2017	QRC Number : QRC2017007016
Total Amount Paid (S\$) : 578.5000	Payment Type : DEPOSIT PAYMENT, TRANSPORT

A 'Print' button is located in the top right corner of the receipt area, and a 'Cancel' button is at the bottom right.

# Thank You