3 Easy Steps to use the AVS Quarantine Management System!

1. Create an account
2. Log into QMS
3. Create a reservation
Create Account

Step 1: Launch QMS website (https://qms.avs.gov.sg/Public/Login.aspx) using browser.
Account creation for SingPass holders
Create Account

Step 2: Click on “Login via SingPass” for SingPass user.
Create Account

**Step 3:** Enter your “SingPass ID” and “Password”, and click Login

Announcement for Upcoming Scheduled Maintenance
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.]

Received your PIN mailer yet? Use it to activate your 2FA!
From 5 July 2016, you’ll need 2FA to view your CPF statements, file taxes etc. To get a new PIN mailer, SMS: Resend pin mailer<space>NRIC<space>Postal Code to 78111. E.g. Resend pin mailer S1234567A 098765

Security Advisory
- Use strong passwords that are alphanumeric and contain 8-24 characters
- Change your passwords regularly
- Get tips from the GoSafeOnline website on how to protect yourself against cyber threats

Login
- SingPass ID
- Password

Forgot SingPass ID or Password?
Don’t have a SingPass ID? Register Now
Received an SMS about 2FA auto-registration? Find Out More

Last updated on 05 July 2015
Step 4: SingPass OTP Login

Announcement for Upcoming Scheduled Maintenance
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: [Enter OTP] [Resend OTP]

Click here

Submit

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

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

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. Customer should use SingPass for subsequent login into the system.

Click Proceed
Step 6: “Login via SingPass” to access QMS system
**Create Account**

**Step 7:** Home page displayed after the successful login via SingPass
Account creation for CorpPass holders
Create Account

Step 2: Click on “Login via CorpPass” for CorpPass user.
Step 3: Enter your “UEN/Entity ID”, “CorpPass ID” and “Password”, and click Login
Create Account

Step 4: CorpPass OTP Login
Create Account

**Step 5:** Home page displayed after the successful login via CorpPass
Account creation for Non-SingPass/Non-CorpPass Foreigners
Step 1: Account creation for Non-SingPass/Non-CorpPass Foreigners
Create Account

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.
Create Account

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

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

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: noreply@qms.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 user name>
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
Login to QMS

Step 1: Login to QMS with user id and password
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.
**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.
How to change OTP Mobile Number Before Login
Step 1: Login to QMS with user id and password
Step 2: Click Modify OTP Mobile Number button
Step 3: Fill in the Registered Email Address and the New OTP Mobile Number details and click on the Submit 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: noreply@qms.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
Step 6: OTP Mobile Number is successfully changed in QMS
Create a reservation
Create a Reservation

Step 1: Login again with user id and password for 2FA Authentication
Create a Reservation

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
Step 3: Home page displayed after the successful login via 2FA
Create a Reservation

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

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

![Quarantine Management System (QMS) screenshot]

- **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 5 months in advance.

<table>
<thead>
<tr>
<th>Compliance with Veterinary Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission of Quarantine Reservation Form</td>
</tr>
<tr>
<td>Issuance of Quarantine Reservation Form (QRDF)</td>
</tr>
<tr>
<td>Processing of application</td>
</tr>
<tr>
<td>Payment of deposit to confirm your quarantine reservation</td>
</tr>
<tr>
<td>Payment Terms</td>
</tr>
<tr>
<td>Amendments to confirmed reservation</td>
</tr>
<tr>
<td>Cancellation of confirmed reservation</td>
</tr>
<tr>
<td>Application for Import Licence</td>
</tr>
</tbody>
</table>

Should you have any further queries, or encounter any difficulties with your application, please contact us at +65 6555 5555 or send an email to feedback@nparks.gov.sg.

Click to Expand

Click to Proceed

Continue
Step 3: Fill up reservation details to check availability of room
Create a Reservation

Step 4: After filling the details click on “Check availability”
Create a Reservation

Step 5: Fill up Pet details and attach supporting documents

**AVAILABILITY DETAILS**
- Available Dates: Options for dates
- Payment Mode: Select mode

**DOG DETAILS**
- Pet Name, Breed, DOB (MM/YYYY), Gender, Microchip No., Colour, Room Allocation, Medical History/Special Diet, Documents

**CAT DETAILS**
- Similar to Dog Details

**VETERINARIAN PREFERENCE**
- Preferred veterinarian/veterinary clinic for attendance and treatment

**ESTIMATED FEE**
- Show Estimated Fee

Click to see fee estimation
 Click to attach documents
Create a Reservation

**Step 6: Attaching supporting documents**

![Image of a reservation form with details for attaching supporting documents]

- **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:** --Select--
  - 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.

**CAT DETAILS**

- Following types of documents are allowed (* .docx; .xlsx; .pdf; .jpg)
  - Each supporting document should not exceed the size of 2000 KB

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Document Type</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rabies vaccination record/certificate with microchip number*</td>
<td>Choose File</td>
</tr>
<tr>
<td>2</td>
<td>Rabies Serology test report*</td>
<td>Choose File</td>
</tr>
<tr>
<td>3</td>
<td>Photo showing the face and body of the dog (for mixed/ cross breeds)</td>
<td>Choose File</td>
</tr>
</tbody>
</table>

- **VETERINARIAN PREFERENCES**
  - Preferred veterinarian/medical centre

- **ESTIMATED FEE**
  - Show Estimated Fee
Create a Reservation

Step 7: Click “Show Estimated Fee” to see Fee estimations

- Airconditioned Kennel Fee (SS): 20.25
- Airconditioned Cattery Fee (SS): 20.25
- Transport Fee (SS): 148.00
- Estimated Total Quarantine Fee (SS): 1,723.00

*(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/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.
Create a Reservation

Step 8: Check all declarations and click on “Submit” to see Confirmation page

<table>
<thead>
<tr>
<th>ESTIMATED FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amend Pet details</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUARANTINE FEE ESTIMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airconditioned Kennel Fee (S$) : 26.25</td>
</tr>
<tr>
<td>Airconditioned Cattery Fee (S$) : 26.25</td>
</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>- I understand all the <strong>Terms and Conditions</strong> for quarantine</td>
</tr>
</tbody>
</table>
Create a Reservation

**Step 9:** Verify all details and Click “*Proceed*” to submit the quarantine reservation application
Create a Reservation

**Step 10:** Success Message will be displayed and email confirmation will be sent.
Payment for Approved Reservations
Step 1: Click on the Approved reservation to do Payments for the Reservation
Step 2: Confirm Reservation Details and Click “Make Payment” to Proceed
Step 3: Click “Make Payment”
Payment Method for Users with PayPal Account
Step 4: Enter PayPal Account Details and Click “Login”
Step 5: Link Card Details with PayPal
Step 6: Once card details are synced, click “Continue”
Step 6: Finally Confirm the Payment details at the QMS-AVA and Click “Pay Now With PayPal”
**Step 8:** Payment process is complete and Payment Receipt is obtained

![Payment Receipt](image)

**Dear Public User**

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

**RECEIPT DETAILS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt Number</td>
<td>170411135753141</td>
</tr>
<tr>
<td>Transaction Reference Number</td>
<td>170411135753141</td>
</tr>
<tr>
<td>Payment Date</td>
<td>11/04/2017</td>
</tr>
<tr>
<td>QRC Number</td>
<td>QRC20170007018</td>
</tr>
<tr>
<td>Total Amount Paid (S$)</td>
<td>578.5000</td>
</tr>
<tr>
<td>Payment Type</td>
<td>DEPOSIT PAYMENT</td>
</tr>
<tr>
<td></td>
<td>TRANSPORT</td>
</tr>
</tbody>
</table>
Payment Method for Users without PayPal Account
Step 4: Click “Checkout as Guest” in the PayPal Screen
Step 5: Fill in all the details and click “Continue”
Step 6: Finally Confirm the Payment details at the QMS-AVA and Click “Pay Now With PayPal”
Step 7: Payment process is complete and Payment Receipt is obtained
Thank You