

QMS FAQ

1. What is QMS?

Quarantine Management System (QMS) is an electronic platform which provides local and overseas customers 24/7 access for online reservation of quarantine rooms for their pets, if the pets are subject to quarantine after import into Singapore. QMS enables electronic submission of supporting documents, self-service checks on application status and online payment of quarantine fees.

2. What kinds of pets need quarantine, and for how long?

Dogs and cats brought in from Category C countries are subject to either a 10-day or 30-day quarantine, while those from Category D countries are subject to a 30-day quarantine.

Pet small mammals such as rabbits, guinea pigs and chinchillas are subject to a 14-day quarantine.

For more information, you may wish to check our website at:

<http://www.ava.gov.sg/AnimalsPetSector/ImportExportTransOfAnimalRelatedPrd/PetsPersonal/>

3. How do I apply for my quarantine reservation?

- Create a new account in QMS, if you are reserving a quarantine space for the first time
- Login with your newly created account.
- Under New Reservations, click on the quarantine you wish to apply for.
- Enter 'Country of Export', 'Quarantine Duration', 'Date of Arrival'
- Enter 'No. Of Dogs/Cats' and the number of kennels/catteries under 'Kennel/Cattery (Air-con/Fan)'
- Select preferred arrival date from available dates generated by the system
- Key in pet's details e.g. breed, DOB, microchip number
- Key in your particulars under 'Pet owner's details'
- Upload supporting documents
- Estimated quarantine fee can be viewed under 'Show Fee Estimation'
- Click 'Submit' to submit application for reservation of quarantine space

4. How far in advance can I reserve quarantine space?

QMS enables customers to confirm their reservation of quarantine space as early as 6 months in advance, subject to online payment of a non-refundable deposit.

5. I have created a new account in QMS but I have not received any email on my password. What should I do?

Please check if the email from QMS has been sent to your 'Junk Mail'.

6. I have clicked on 'Forget Password' but I still have not received a password for me to access QMS. What should I do?

Please check if the email from QMS has been sent to your 'Junk Mail'.

7. What documents do I need to submit?

Supporting documents required for reservation of quarantine space include:

- Valid rabies vaccination record/certificate, including details of pet and microchip number
- Record/ certificate of additional rabies vaccination, given after blood sampling for serology (applicable only for import under Category C1)
- Valid rabies serology test report
- Photo showing clearly the face and body of the dog (mandatory only for mixed/ cross breed dogs)
- Documentary proof showing pedigree/ lineage (mandatory only for Bengal/Savannah cat crosses)
- Any other supporting documents

8. How much will the quarantine cost?

The cost of quarantine depends on the quarantine period and other services where required, as listed in the table below:

Service	Charges (SGD)
Quarantine fee, dogs & cats (air conditioned)	\$26.25 /day / head
Quarantine fee, dogs & cats (non-air conditioned)	\$16.80 / day / head
Quarantine fee, small mammals	\$26.25 / consignment
Rabies vaccination	\$65.00 (if required)
Transportation fee	\$74.00
Internal Parasite Treatment	\$10.50 (if required)
External Parasite Treatment	\$10.50 (if required)
Microchipping	\$83 / head (if required)

Rabies vaccination is required for pets brought in from Category D countries only. Internal and external parasite treatment will be given if necessary upon inspection of the pet and accompanying health certificate. A new microchip will be implanted if the stated microchip number cannot be detected. All charges are inclusive of GST.

9. How much is the deposit?

A non-refundable deposit must be paid prior to confirmation of the reservation. The deposit will include 10 days quarantine fee and the transportation fee from point of import to the quarantine station at Sembawang.

10. Is my deposit refundable?

Refund of deposits would not be granted, should there be cancellation of confirmed reservations.

11. How can I make payment for my reservation?

If you already have a GIRO arrangement with AVA, you can choose to make payment for your reservation via GIRO. If you are not a GIRO customer, you can choose to pay online via eNets credit (Visa/Mastercard), or eNets debit (internet banking) via QMS.

12. How do I amend my reservation?

Amendments to a confirmed application can be made by logging into QMS and retrieving your application using the Quarantine Reservation Code (QRC). While amendments may be made to various fields in the application, some amendments which affect the date of arrival or quarantine room type may incur an amendment fee of \$65.

Please note that amendments are charged based on the date of approval granted. Our officers will take 1-2 working days from the submission date to process your request.

For amendment approval granted more than 30 days prior to the arrival date, the first amendment will not incur any charges, while subsequent amendments would incur an amendment fee.

Amendment approval granted equal to or less than 30 days prior to the arrival date will incur an amendment fee.

You are encouraged to submit your requests as early as possible.

13. How do I cancel my reservation?

Cancellation of a confirmed application can be made by logging into QMS and retrieving your application using the Quarantine Reservation Code (QRC), then cancelling the reservation. Please note that the deposit paid would not be refundable.

14. Where is AVA's quarantine station, and what facilities/amenities are there?

Sembawang Animal Quarantine Station (SAQS) is located at No. 10 Lorong Chencharu, Singapore 769197.

SAQS is accessible by buses 167, 169, 171 and 980 (alight at the bus stop opposite or after Sembawang Golf Course) or by Yishun MRT, then transfers to either bus 169 or 171. Alternatively, customers can alight at Khatib MRT and take a leisurely 10-15 walk from the station to SAQS, passing through the neighbourhood park connecting to Lorong Chencharu.

Visiting hours at SAQS is from 4pm to 6pm on Mondays to Fridays, and 2pm to 6pm on Saturdays. SAQS is closed on Sundays and Public Holidays. Only authorized staff, pet owners and registered visitors are allowed to enter the quarantine premises.

Grooming or bathing services are not provided at SAQS. However, pet owners or their representatives can make arrangements with our staff to use the grooming rooms. Grooming rooms have shower/bathing facilities as well as portable dryers. There are 5 exercise fields at SAQS available for you to walk your dog. The exercise fields and grooming rooms are free of charge. Customers must make bookings 2 days in advance to use these facilities, and slots are reserved on a first-come, first-served basis. Pet owners are allocated 15 minutes for the exercise field and 30 minutes for the grooming room.

15. How do I apply for an AVA import permit for my pet?

Import licence application can be made online at:
<https://licence1.business.gov.sg/AVA/authentication/showLogin.action>

16. My pet is originally from Singapore. Does it still need to be quarantined after we return from a short holiday overseas?

Regardless of whether your pet originated from Singapore, it would still need to comply with AVA's import conditions relevant to the country he is coming from. Please note that pets coming from countries under Category C & D require quarantine upon arrival.

17. I do not want to be separated from my pet. Can my pet be quarantined at home?

Please note that quarantine of pets can only be done in an AVA approved quarantine facility such as SAQS.

18. How can I check the status of my reservation?

Owners can check their quarantine reservation status by logging into QMS and retrieving the application using the Quarantine Reservation Code (QRC).