



Online Long Term Pass Application User Manual

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1 Before You Start

Before you start to apply online, please:

1.1 Acquiring company information of your employer and sponsor

During the online application, you will be required to provide information of your employer and sponsoring company. Please ensure that you acquire the following necessary information before applying online:

- Employer Details:
 - Employer Name (Company Name registered in Jurong Port)
 - Employer Code (Company Code assigned by Jurong Port)
 - Employer Company Address
 - Employer Company Postal Code
 - Name of Contact Person
 - Contact Person's Telephone or Handphone Number
 - Contact Person's Designation
 - Contact Person's Email Address
 - Business Activity
 - Sub-Contractor Name (should your employer be a subcontractor of Jurong Port)

- Sponsoring Company Details:
 - Sponsoring Company Name (Company Name registered in Jurong Port)
 - Sponsoring Company Code (Company Code assigned by Jurong Port)
 - Sponsoring Company Address
 - Sponsoring Company Postal Code
 - Name of Contact Person
 - Contact Person's Telephone or Handphone Number
 - Contact Person's Designation
 - Contact Person's Email Address
 - Business Activity

1.2 Acquiring a valid email account

As the status/outcome of your application will be made known to you via email, it is necessary that you have a valid email account before applying online.

If you do not have a personal email account, please provide your employer contact person's email address.

1.3 Scanning & Uploading of Photo and Documents

To find out what are the necessary supporting documents required for you to upload, please click [here](#).

Photo to be scanned:

- Must be of JPEG file format
- File size must not exceeding 200KB
- Preferred dimension of 400 X 514 pixels

For more information about photograph, please click [here](#).

Supporting documents to be scanned:

- Must be of PDF file format
- Total file size not exceeding 2 MB

Important Notes:

- Please take note that all scanned documents must be visibly clear and with proper positioning to avoid any rejection by Pass Office.
- Printed copy of the Pass Application with relevant signatures and stamp of your company on it
- Original copy of the documents that have uploaded during the online application.
- During the verification, pass will not be issued if your documents are not in order.

1.4 Acquiring Access to a Printer

As you are about to print the application acknowledgement page while applying online, please make sure a printer is available and connected to your computer.

1.5 Acquiring a proper web browser

In order to apply pass online, you are required to use Microsoft Internet Explorer (IE) 5.5 or above as your web browser. Other types of web browser may not be able to display the application screen properly, e.g. Firefox or Netscape.

2 Long Term Pass Online Application

2.1 New Long Term Pass Application

On the Jurong Port home page, click on menu “Contact Us”→“JP-Online” and you will be directed to the next screen as indicated in “Figure 2 JP-PASS Entry Point”.



Figure 1 - Jurong Port Home Page

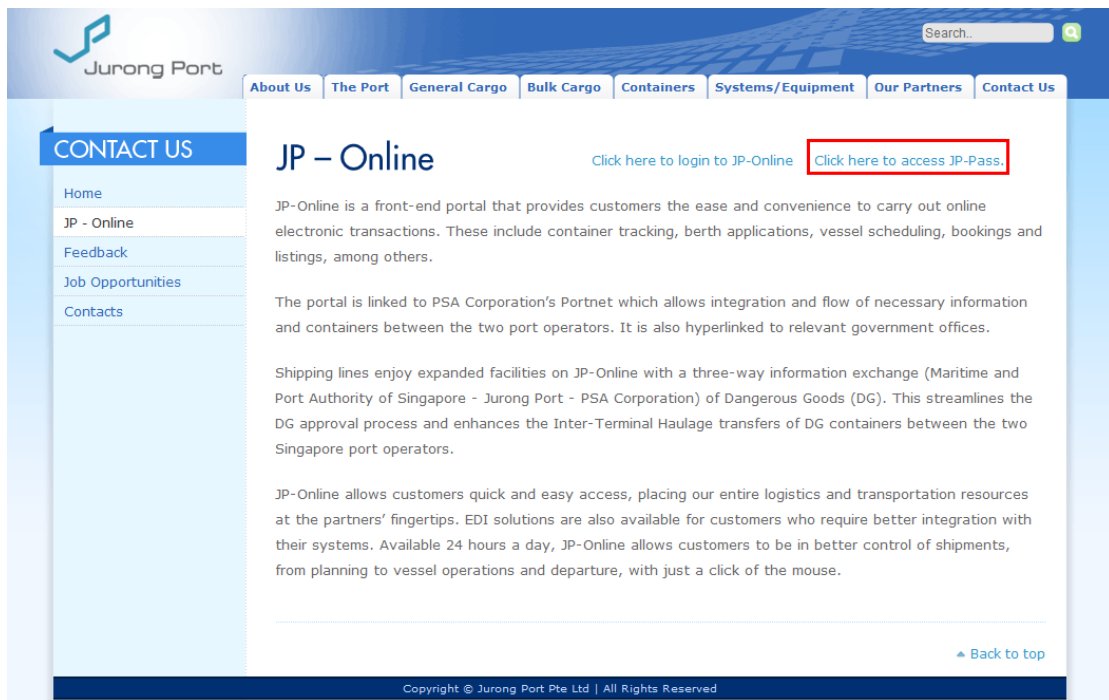


Figure 2 - JP-PASS Entry Point

Click on the “Click here to access JP-Pass” link and you will be directed to Online Pass Application home page.



Figure 3 - Online Pass Application Home Page

Click on the “Apply Long Term Pass Online” link and you will be directed to Online Pass Application query screen.

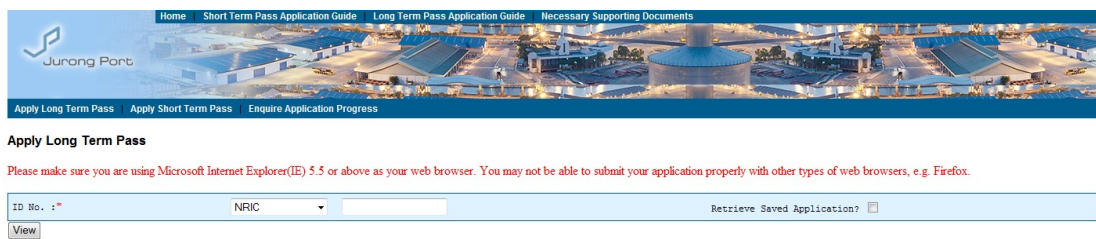


Figure 4 - Online Pass Application Query Screen

You can select one of three ID types from the dropdown list and enter corresponding ID number then click the “View” button.

For Foreigner, please choose “FIN” as the ID type. Do not choose “Passport No.” as the ID type unless approval is given by Pass Office.

If you already have an existing and active Long Term Pass and it is due to expire in 30 days, a new application form shall be displayed; otherwise you will not be allowed to apply for a new pass.

If you have lost your pass, please inform Pass Office via fax or email to cancel your current pass first and then submit a new application through JP-Online. Any request to cancel your pass via phone will not be entertained.

Home Short Term Pass Application Guide Long Term Pass Application Guide Necessary Supporting Documents

Junong Port

Apply Long Term Pass Apply Short Term Pass Enquire Application Progress

Apply Long Term Pass

Please make sure you are using Microsoft Internet Explorer(IE) 5.5 or above as your web browser. You may not be able to submit your application properly with other types of web browsers, e.g. Firefox.

ID No. : * NRIC S1234567L Retrieve Saved Application?

View

Apply Long Term Pass

Application Status: New

Pass Applicant Information

Type of Identity : * NRIC

NRIC : * S1234567L

(*Please provide a photocopy of Passport, Employment Pass or Work Permit, whichever is applicable)

Name : * Display Name :

Photo : * Browse...

(*JPG file format with file size no more than 200KB/ Preferred dimension of 400 X 514 pixels)

[More about digital photo image file](#)

Date of Birth : (DDMMYYYY) * Nationality : * Please select

Age: Gender : * Male

Have you been convicted of any criminal offence? : * Yes No

Figure 5 - New Long Term Pass Application Form

On this screen, you are requested to fill in the following information:

- [Pass Applicant Information](#)
- [Employment Details](#)
- [Contact Details](#)
- [Employer Details](#)
- [Sponsored Company Details](#)
- [JPPL Endorsement Information](#)

- [Port Entry Details](#)
- [Training Details](#)
- [Contract Details](#)
- [Other Information](#)
- [Upload Documents Information](#)
- [Verification Code](#)

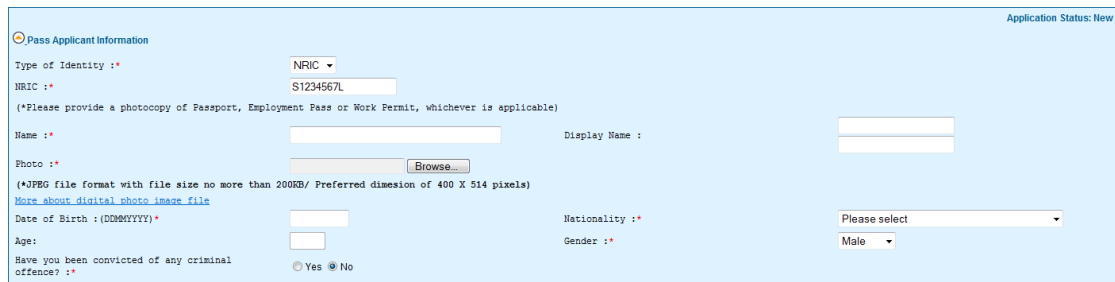
2.1.1 Filling In Pass Applicant Information

In this section, you should provide your personal information including:

- Identity Type
- Identity Number
- Name
- Photograph uploaded (For more information about photograph, please click [here](#))
- Date of Birth
- Nationality
- Gender
- Criminal Record (if any)

If you choose the identity type as “FIN”, filling in of details into the Employment Details section will become mandatory. Please refer to next section “Fill In Employment Details”.

NOTE: Fields with a red asterisk (*) next to it are mandatory, similarly hereinafter.



The screenshot shows a web form titled "Pass Applicant Information" with a status of "New". The form contains the following fields and controls:

- Type of Identity :** A dropdown menu with "NRIC" selected.
- NRIC :** A text input field containing "S1234567L".
- Name :** A text input field.
- Display Name :** A text input field.
- Photo :** A "Browse" button.
- Date of Birth :** A text input field with the format "(DDMMYYYY)".
- Nationality :** A dropdown menu with "Please select" as the current selection.
- Age :** A text input field.
- Gender :** A dropdown menu with "Male" selected.
- Have you been convicted of any criminal offence? :** Radio buttons for "Yes" and "No", with "No" selected.

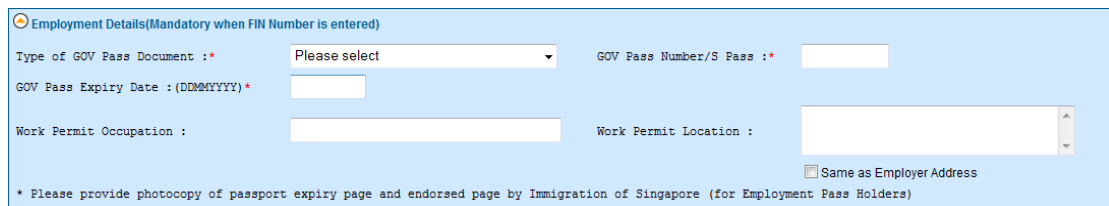
Additional text in the form includes: "(*Please provide a photocopy of Passport, Employment Pass or Work Permit, whichever is applicable)", "(*JPEG file format with file size no more than 200KB/ Preferred dimension of 400 X 514 pixels)", and a link "More about digital photo image file".

Figure 6 – Pass Applicant Information

2.1.2 Filling In Employment Details

In this section, you should provide information about your employment, which include:

- Type of GOV Pass Document
- GOV Pass Number
- GOV Pass Expiry Date
- Work Permit Occupation
- Work Permit Location



The screenshot shows a form titled "Employment Details(Mandatory when FIN Number is entered)". It contains the following fields:

- Type of GOV Pass Document : * (Dropdown menu with "Please select" selected)
- GOV Pass Number/S Pass : * (Text input field)
- GOV Pass Expiry Date : (DDMMYYYY)* (Text input field)
- Work Permit Occupation : (Text input field)
- Work Permit Location : (Text input field)
- Same as Employer Address

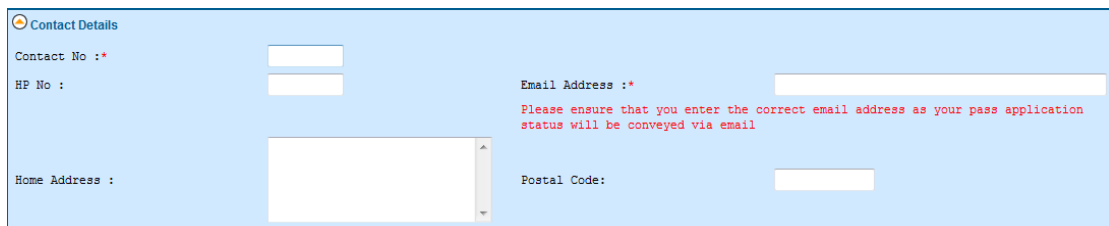
* Please provide photocopy of passport expiry page and endorsed page by Immigration of Singapore (for Employment Pass Holders)

Figure 7 – Employment Information

2.1.3 Filling In Contact Details

In this section, you should provide your contact information including:

- Contact Number
- Hand Phone Number (If any)
- Email Address
- Home Address
- Postal Code



The screenshot shows a form titled "Contact Details". It contains the following fields:

- Contact No : * (Text input field)
- HP No : (Text input field)
- Email Address : * (Text input field)
- Home Address : (Text input field)
- Postal Code: (Text input field)

Please ensure that you enter the correct email address as your pass application status will be conveyed via email

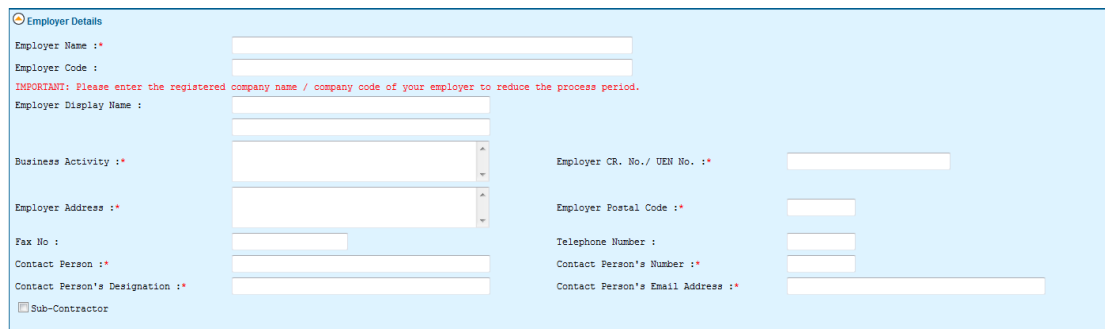
Figure 8 – Contact Information

2.1.4 Filling In Employer Details

In this section, you should provide information about your employer, which include:

- Employer Name
- Employer Code
- Business Activity
- UEN Number (Unique Entity Number or Company Registration Number)
- Address
- Postal Code
- Fax No
- Telephone Number
- Name of Contact Person
- Contact Person's Number
- Contact Person's Designation
- Contact Person's Email Address
- Sub Contractor Name, should your employer be a subcontractor of Jurong Port

Once you fill in the employer's name or code, system shall attempt to fill in other fields automatically for your convenience.

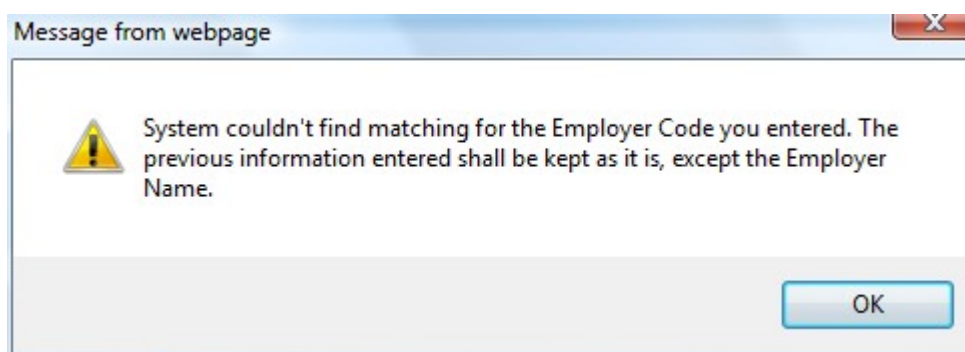
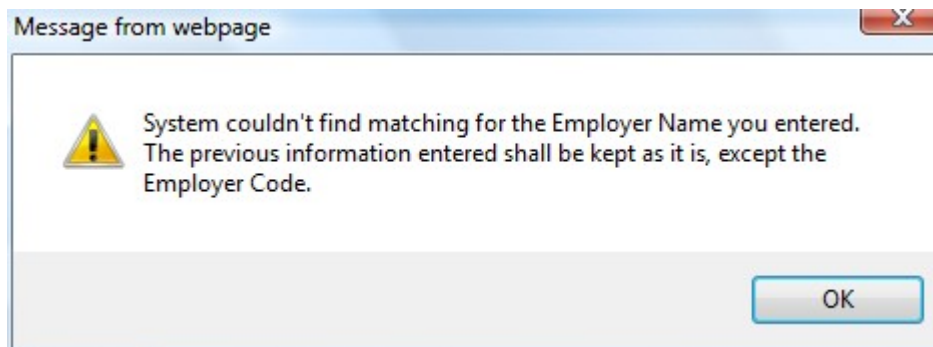


The screenshot shows a web form titled "Employer Details" with a light blue background. The form contains the following fields and labels:

- Employer Name :*
- Employer Code :
- IMPORTANT: Please enter the registered company name / company code of your employer to reduce the process period.
- Employer Display Name :
- Business Activity :*
- Employer Address :*
- Fax No :
- Contact Person :*
- Contact Person's Designation :*
- Sub-Contractor (checkbox)
- Employer CR. No./ UEN No. :*
- Employer Postal Code :*
- Telephone Number :
- Contact Person's Number :*
- Contact Person's Email Address :*

Figure 9 – Employer Details

If the system is unable to locate the employer name or code you have entered, you will be informed by the following messages:



2.1.5 Filling In Sponsored Company Details

In this section, you should provide information about your sponsoring company, which include:

- Company Name
- Company Code
- Business Activity
- UEN Number
- Address
- Postal Code
- Fax No
- Telephone Number
- Name of Contact Person
- Contact Person's Number
- Contact Person's Designation
- Contact Person's Email Address

Once you fill in the sponsoring company name or code, system will attempt to fill in other fields automatically for your convenience.

Sponsored Company Details

IMPORTANT: For non Jurong Port account holder, applicant must submit this application to Jurong Port account holder (Sponsor Company) for endorsement.

Same as Employer Details (To click the box if the employer is an existing Jurong Port A/C holder)

Sponsored by Jurong Port (Only Contact Information needs to be filled in)

Sponsor Company Name :*

Sponsor Company Code :*

IMPORTANT: Please enter the registered company name & company code of your sponsor to submit the application.

Business Activity :*

Sponsor Company Address :*

Fax No :

Contact Person :*

Contact Person's Designation :*

Sponsor Company CR. No./ UEN No. :

Sponsor Company Postal Code :*

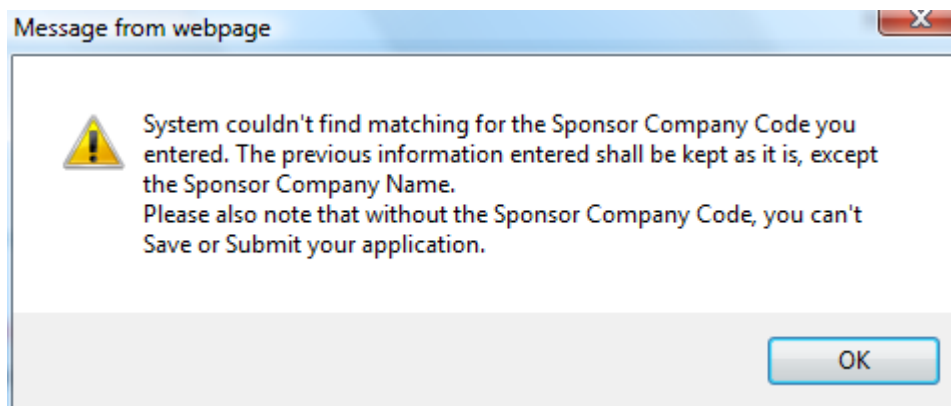
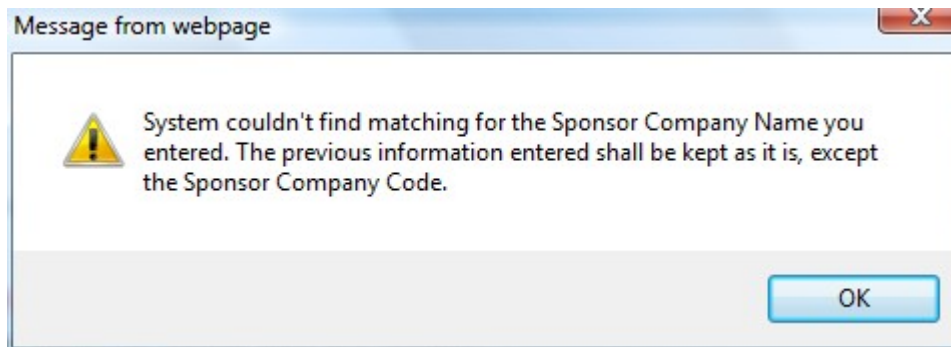
Telephone Number :

Contact Person's Number :*

Contact Person's Email Address :*

Figure 10 – Sponsored Company Details

If the system is unable to locate the sponsoring company name or code you have entered, you will be informed by the following messages:



NOTE: Please enter the exact registered company name or code of your sponsoring company, or else you might not be able to submit your application. It is recommended that you enter company code instead of company name, as company code is shorter and easier for you to memorize, and the chances of misspelling it is minimum.

If your sponsoring company is the same as your employer, please tick on the check box “Same as Employer Details” and all the information of the employer will be copied over.

However, the employer company name you entered may not be the same as the one registered in Jurong Port (this could be due to certain characters like “.” or “-“ missing). In this case, if you tick on “Same as Employer Details”, system shall prompt you an error. Please enter the registered Sponsoring Company Name directly instead.

For Jurong Port Term Contractor

If you are sponsored by Jurong Port, please tick on the check box “Sponsored by Jurong Port” and you will be required to fill in the following:

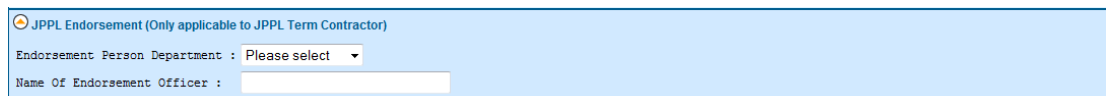
- Name of Contact Person
- Contact Person’s Number
- Contact Person’s Designation
- Contact Person’s email address

Moreover, you will be required to fill in section JPPL Endorsement Information. Please refer to next section “Fill In JPPL Endorsement Information”.

2.1.6 Filling In JPPL Endorsement Information

In this section, you should provide information about the Jurong Port officer who will be endorsing your application, which include:

- Endorsement Person Department
- Name of Endorsement Officer



The screenshot shows a form titled "JPPL Endorsement (Only applicable to JPPL Term Contractor)". It contains two input fields: "Endorsement Person Department" with a dropdown menu currently showing "Please select", and "Name Of Endorsement Officer" with a text input field.

Figure 11 – JPPL Endorsement Information

2.1.7 Filling In Port Entry Details

In this section, you should provide the following information:

- Your Role/Purpose Inside the Port
- Access Area
- Purpose of Entry

For detailed description of each role, please move your mouse pointer over the role code.

According to your role inside the port, you are required to provide relevant certification information. Please refer to the next section “Filling In Training Details”.

Port Entry Details

Applicant's Role inside the Port :*

Please hover your mouse over the roles and you'll see detailed description about each role.

Skilled Labourers

SG SF IN L WM FW HW MT B SS SBN SBR SBT

Heavy Equipment

FL FH MC CL HE CT

Others

CR CM A D G T

Access Areas :*

Jurong Port Penjur Terminal

Purpose of Entry :*

Figure 12 – Port Entry Details

2.1.8 Filling In Training Details

In this section, you should provide information about the mandatory certification of your role, which include:

- Name of Training Provider
- Trained Course Date
- Issuance Date of Certification
- Expiry Date of Certification

To check mandatory certifications for each role inside the port, please click [here](#).

Certification/Qualification	Name of Training Provider	Trained Course Date	Issue Date for Certification	Expiry Date for Certification
RIGGER/STEVEDORE COURSE	Please select			

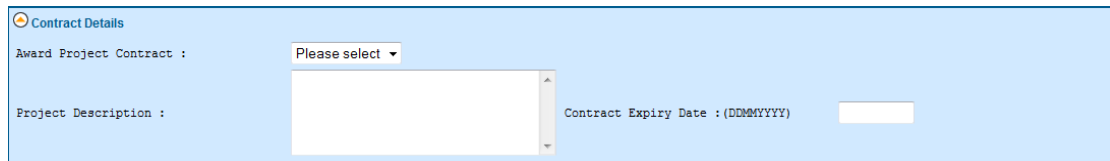
Document type

Figure 13 – Training Details

2.1.9 Filling In Contract Details

In this section, you should provide contract details of the project you are embarking on, which include:

- Awarded Project Contract
- Project Contract Reference No (If “Project” is selected for “Awarded Project Contract”)
- Project Description
- Contract Expiry Date



Contract Details

Award Project Contract : Please select

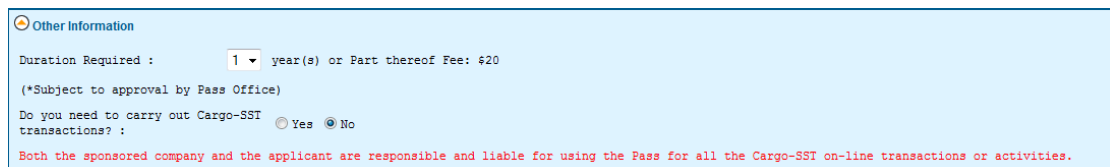
Project Description :

Contract Expiry Date :(DDMMYYYY)

Figure 14 – Contract Details

2.1.10 Filling In Other Information

In this section, you should provide the information regarding Cargo-SST transaction.



Other Information

Duration Required : 1 year(s) or Part thereof Fee: \$20

(*Subject to approval by Pass Office)

Do you need to carry out Cargo-SST transactions? : Yes No

Both the sponsored company and the applicant are responsible and liable for using the Pass for all the Cargo-SST on-line transactions or activities.

Figure 15 – Other Information

2.1.11 Filling In Uploaded Documents Information

In this section, you should provide scans of supporting documents. Upon clicking the “Add More” button, a new item will be displayed under that button. You can select document type and browse your local disk to upload files.

You can also remove a document by ticking on the leading check box and clicking the “Remove Document” button.

Please click on the [“Please Click here to see necessary supporting documents to be furnished with your application”](#) link and you will be directed to the page on what necessary supporting documents are required.

From that page, click on the “Training Certification / Qualifications” link to view occupation codes, job descriptions and training requirements.

NOTE: You can upload only one file for each document type. Total file size of all the files is 2MB.

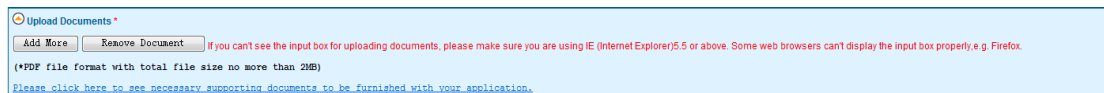


Figure 16 – Upload Document Information

2.1.12 Filling In Verification Code

In this section, you should enter the verification code as illustrated in the picture. Verification Code serves to verify you as a genuine visitor and prevent automated spam submissions.

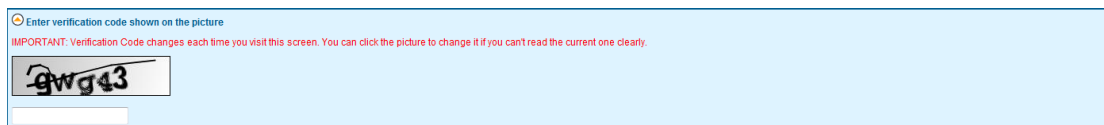


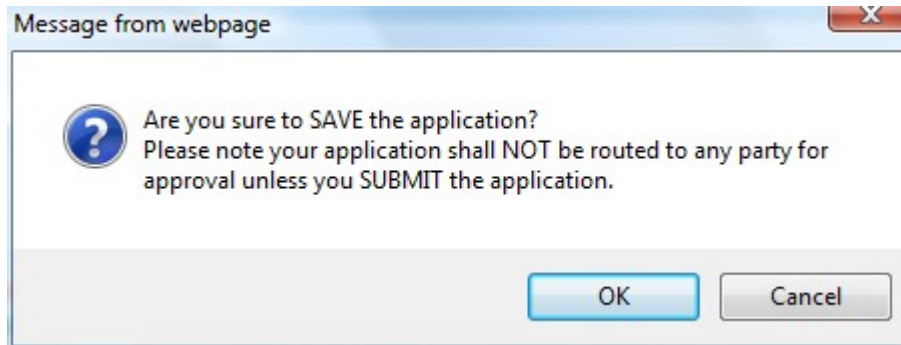
Figure 17 – Verification Code

If you are unable to read the verification code picture clearly, please click on the picture to change to another one.

2.1.13 Saving Application

After filling in all necessary information, you can click on the “Save” button to save your application.

You will then be prompted the following:



Upon clicking on the “OK” button, your application shall be saved temporarily for 7 days. You will then be directed to Saved Application Acknowledgement page.

Long Term Pass Saved Acknowledgement Page

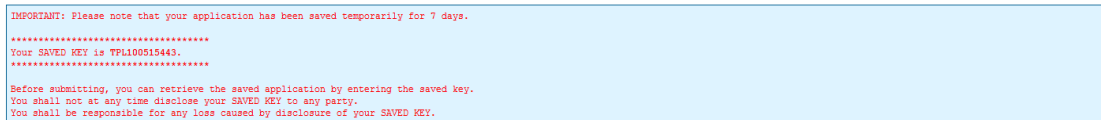


Figure 18 – Long Term Pass Saved Application Acknowledgement Page

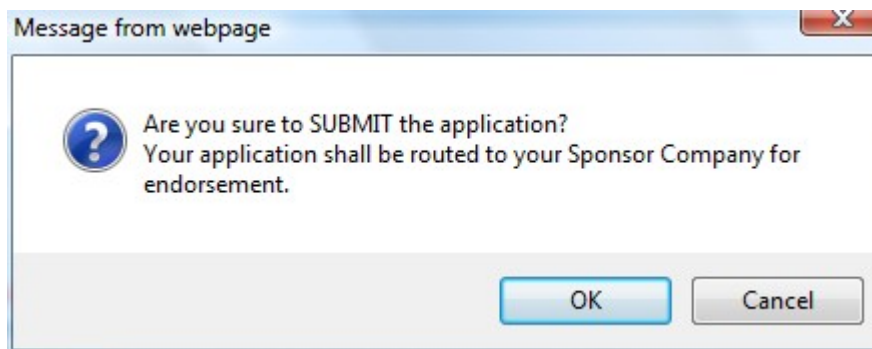
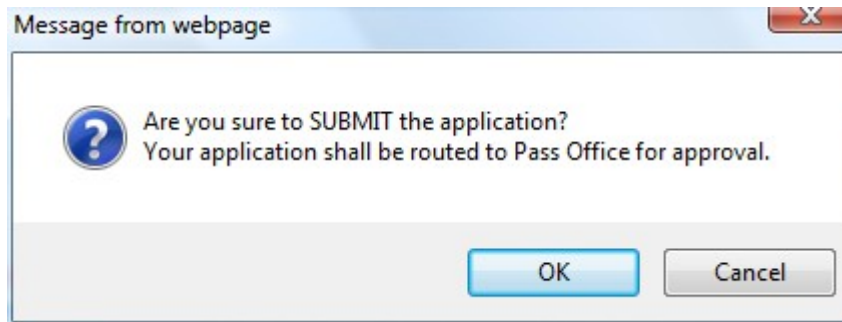
Before expiry you can always retrieve your application by entering saved key and ID number. To know about how to retrieve saved application, please refer to section “Retrieve Saved Application”.

NOTE: Please keep your saved key confidential as it serves as password for retrieving your application.

2.1.14 Submitting Application

After filling in all necessary information, you can click on the “Submit” button to submit your application.

You will then be prompted the following:



Upon clicking on the “OK” button, your application shall be routed to the corresponding party for approval and you will be directed to Submission Acknowledgement page.

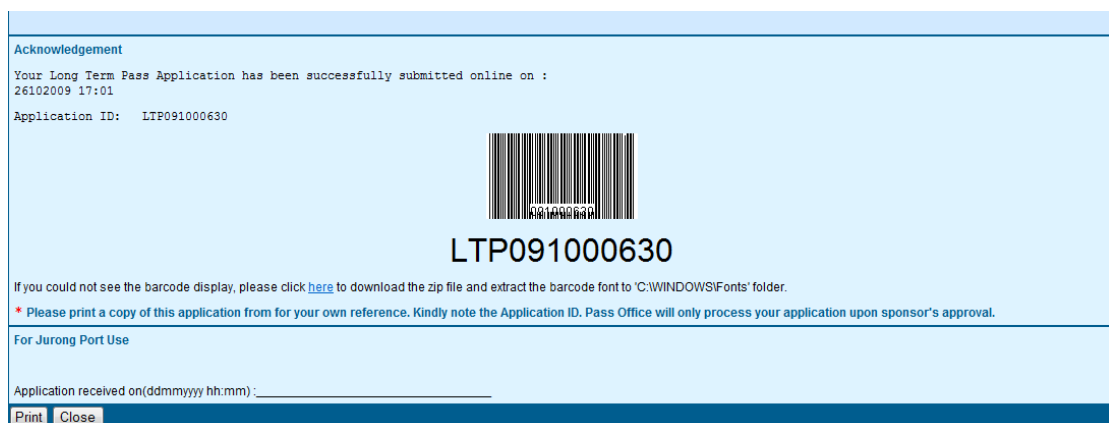


Figure 19 – Long Term Pass Submission Acknowledgement Page

It is strongly recommended that you print a hardcopy of your application for your own reference.

For your information, you will receive an email regarding the submission of your application.

2.1.15 Resetting Application

Upon clicking the “Reset” Button, all the information you filled in earlier shall be cleared.

2.1.16 Canceling Application

Upon clicking the “Cancel” button, you will be directed to the “Online Pass Application query screen”. All the information you have previously filled in will be lost.

2.2 Retrieving Saved Application

You can retrieve saved application by entering the ID number and saved key on Long Term Pass query screen.

If you enter the correct pair, the system will load the saved application for you to proceed, otherwise an error message will be displayed.

Apply Long Term Pass

Please make sure you are using Microsoft Internet Explorer(IE) 5.5 or above as your web browser. You may not be able to submit your application properly with other types of web browsers, e.g. Firefox.

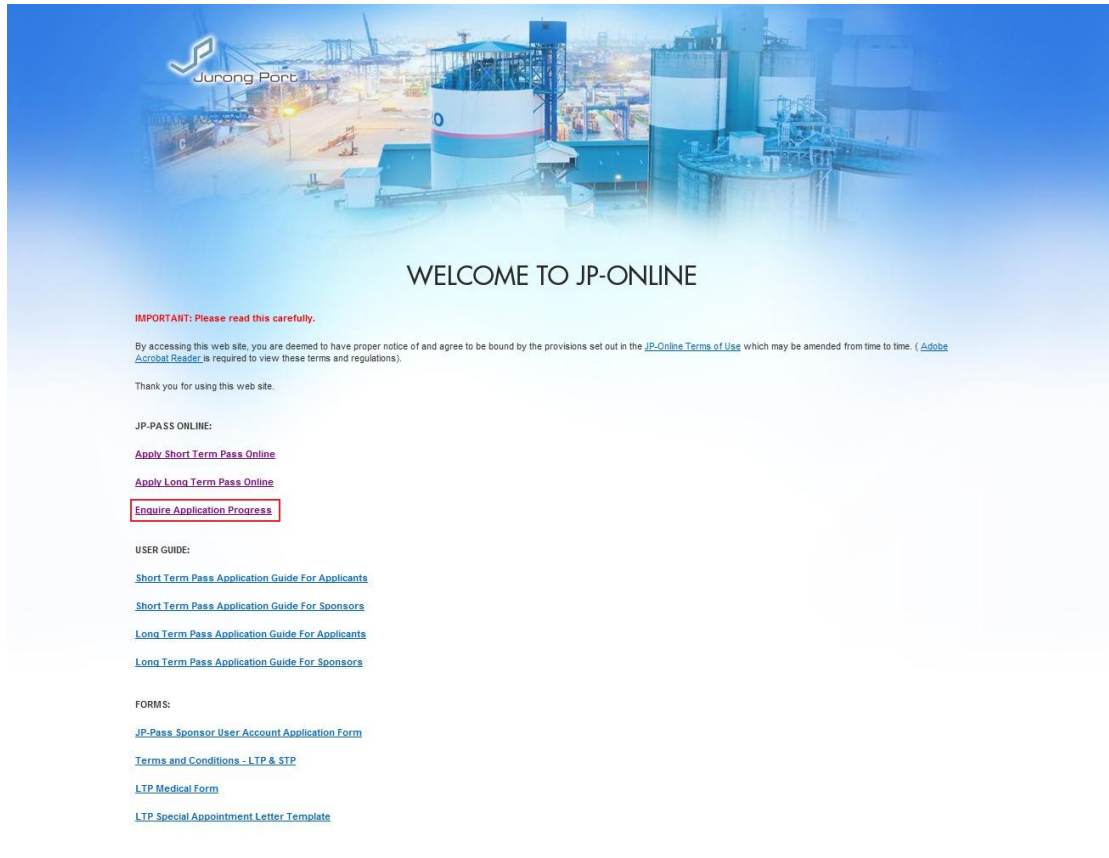
ID No. :*	NRIC	S1234567L	Retrieve Saved Application? <input checked="" type="checkbox"/>	Saved Key: TPL09100076
<input type="button" value="View"/>				

Figure 20 – Long Term Pass Saved Application Retrieval Page

2.3 Enquiring Application Progress

Upon submission of your application, you will be able to enquire on the progress and status of your submission via online anytime.

You can go to the enquiry screen from Online Pass Application home page by clicking on the “Enquire Application Progress” link:



On the enquiry screen, you can choose to enquire by selecting Pass Type and entering ID number or Application number:

The image shows the "Enquire Application Progress" form. At the top, there is a navigation bar with links for "Home", "Short Term Pass Application Guide", "Long Term Pass Application Guide", and "Necessary Supporting Documents". Below the navigation bar, there are three tabs: "Apply Long Term Pass", "Apply Short Term Pass", and "Enquire Application Progress", with the latter being selected. The form itself has a light blue background and contains the following fields: "ID No. :" with a dropdown menu set to "NRIC" and an adjacent text input field; "Application No. :" with a text input field; "Pass Type :" with a dropdown menu set to "Long Term Pass"; and an "Enquire" button at the bottom left.

If you have a saved LTP application, you will be informed the following:

You have one online application for Long Term Pass that has been saved at 16:36, 19/04/2010.
You can either retrieve the saved application to proceed or submit a new application.

If you have a LTP application pending endorsement by your Sponsoring Company, you will be informed the following:

You have one online application for Long Term Pass pending your Sponsor Company endorsement. (Sponsor Company Name: Test Company; Sponsor Company Code: TESTCO)

If you have a LTP application that has been rejected by your Sponsoring Company, you will be informed the following:

You have one online application for Long Term Pass that has been rejected by your Sponsor Company (Test Company) at 16:57, 20/04/2010.
Rejection Remarks: Not staff of our company

If you have a LTP application that has been endorsed by your Sponsoring Company, you will be informed the following:

You have one online application for Long Term Pass that has been endorsed by your sponsor company and pending Pass Office approval.

If you have a LTP application pending approval by Pass Office, you will be informed the following:

You have one online application for Long Term Pass pending Pass Office approval.

If you have a LTP application that has been rejected by Pass Office, you will be informed the following:

You have one online application for Long Term Pass that has been rejected by Pass Office at 16:57, 20/04/2010.
Rejection Remarks: NEED RECENT PHOTO

If you have a LTP application that has been approved by Pass Office, you will be informed the following:

You have one online application for Long Term Pass that has been approved by Pass Office.
You can now go to Pass Office to make payment and collect the pass.
Please don't forget to bring the original supporting documents (e.g. NRIC, Passport, Work Permit, driving licence, etc) with you for verification.

2.4 Collecting the Pass

Upon receiving your application, JPPL Pass Office will take 7 working days to process your application. You will receive an email informing you about the application status.

If your application is approved, please approach Pass Office with the following documents for verification:

- a. Printed copy of the Pass Application with the relevant signatures and stamp of your company on it.

- b. Original copy of the documents that have been uploaded during the online application.

During the verification, your pass will not be issued to you if your documents are not in order.

Long Term Pass fee is \$20.00 (inclusive of GST) for 1 year or part thereof.

Payment mode is either via NETS/Cash Card or cheque. All cheque payment shall be made payable to JURONG PORT PTE LTD.

3 FAQ

3.1 What if I have misplaced my Long Term Pass?

If you have misplaced or lost your pass, please contact Pass Office via fax or email to cancel your current pass first and then submit a new application through JP-Online. Any request to cancel your pass via phone will not be entertained.

3.2 What should I do to renew my Long Term Pass?

You are allowed to renew Long Term Pass online given that your current Long Term Pass is due to expire within 30 days.

The procedure of renewal online is the same as applying for a new one. Please follow the instructions as stated in the previous paragraphs.

3.3 How to obtain access rights for Pass endorsement?

Sponsoring companies need to inform Jurong Port on the access rights for the online pass application endorsement. User Manuals are available and can be downloaded from Online Pass Application home page for step by step instructions.

A JP-Online login account will be sent to sponsoring companies who are yet a JP-Online account holder. Upon receiving the PIN mailer, sponsoring companies are to fill in the required information on the acknowledgement slip accompanying the PIN mailer and have the slip sent back to Jurong Port for activation of the account.

For sponsoring companies who are already have a JP-Online account, they are to contact their respective Data Security Administrator for the assigning of access rights for pass endorsement.