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Dear Port User

Monthly FAQs Circular - Pass Office and Security

We trust that the inaugural edition of our Monthly FAQs Circular, addressing the top three frequently asked questions in IT and Finance, has been useful to you.

This month, we are pleased to direct our focus to the Pass Office services and Security at Jurong Port:

Pass Office

1. What is the process for the application of Long Term Pass (LTP)?
2. How do I request for JP Pass Sponsor Access to endorse LTP application?
3. Is vehicle registration required for entry into the port?

Security

1. What are the requirements for entry or exit of ship crew?
2. What are the requirements for entry into the port?
3. My driver received a fine from Jurong Port. How can I find out the details?

Please refer to **Annex A** for the answers.

For any other questions, we invite you to explore our FAQs page at <https://www.jp.com.sg/faqs/>. You may find the answers you need on this online resource.

Thank you.

Bernard Koh
Senior Manager, Customer Service
For Jurong Port Pte Ltd

(This is a computer-generated circular and does not require a signature.)

RELY ON US

What is the process for the application of Long Term Pass (LTP)?

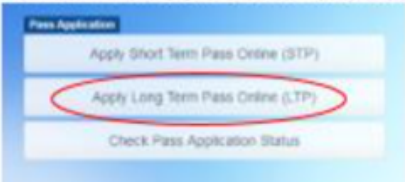


LTP is issued for a minimum of 1 year to a maximum of 3 years. LTP is applicable for:

- Credit Account holders
- Non-credit Account holders but sponsored by a Credit Account holder of Jurong Port

Application Process:

1. Apply in JP-Online

Credit account	Non-credit account
<p>1) Go to https://www.jurongportonline.com/JPPASS/</p> <p>2) Under Pass Application, select "Apply Long Term Pass Online (LTP)"</p>  <p>3) Select view</p> <p>Apply Long Term Pass</p> <p><small>Important Note</small></p> <ul style="list-style-type: none"> Passes are issued between 09:00 (S) to 17:00 (S) on weekdays. Applications must be submitted to sponsoring company within 20 days from date of submission. Payment must be made to JPP within 30 days from date of approval of application. Renewal of existing pass can only be done within 20 days of the expiry date. Passes issued are for up to three years in the valid mode. Renewal made upon expiry and making fee in the designated. <p>4) All mandatory fields (marked with *) must be completed.</p>	
<p>Additional steps:</p> <ol style="list-style-type: none"> 1. Company's Data Security Administrator (DSA) to approve pass application. 	<p>Additional Steps:</p> <ol style="list-style-type: none"> 1. Applicant to indicate the sponsored credit account holder DSA's particulars. 2. Ensure DSA endorses the application.

2. When the form is submitted correctly, on receipt, an e-mail requesting for endorsement of the pass will be forwarded to the DSA.
3. DSA should then do follow the process below:
 - (a) Login to JP-Online
 - (b) Select Pass
 - (c) Select Endorse Application
 - (d) Select Pass Type (Long Term)
 - (e) Select View
 - (f) Select Approve the application
4. Upon receiving the endorsed application, the Pass and Permit office will approve the application.
5. On approval, an automated e-mail will be sent to the DSA. Applicants are to collect their LTP within 3 months. Failure to do so will cause the application to be cancelled/auto-purged by the system.
6. The applicant should **bring along the original copies of the submitted supporting documents** to collect the pass at Pass and Permit office counter. The payment is by cash card or NETS.

How do I request for JP Pass Sponsor Access to endorse Long Term Pass (LTP) application?

JP Pass Sponsor is provided to the company's Data Security Administrator (DSA) for endorsing LTP submitted.

Monthly Subscription Scheme	Flexi-Access Scheme
<ol style="list-style-type: none"> 1) Assigned with the access on receiving the endorsed acknowledgement form. 2) The JP Pass Sponsor access is provided together with the other functions (GB or CT) for the type of account in JP-Online. 	<ol style="list-style-type: none"> 1) The concerned company must submit the JP-Online Access or Subscription Amendment Form. 2) A user ID is created by JP IT Department and acknowledgement form of the ID is forwarded to the company for endorsement. 3) The JP Pass Sponsor access is only assigned on receipt of the endorsed acknowledgement.

Is vehicle registration required for entry into the port?

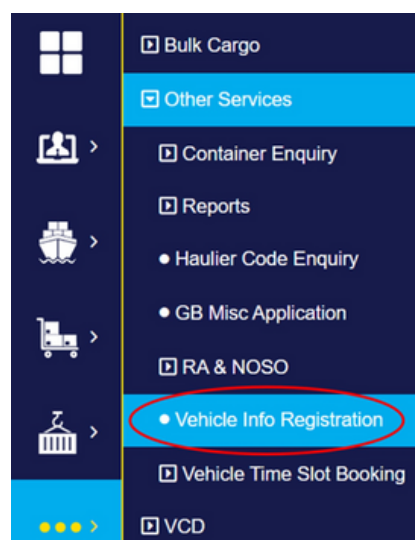


- Motorcycles and bicycles are not allowed entry into the port.
- All other vehicles, local or foreign-registered, must be registered in JP-Online.

Modes of Registration:

JPOM Application – (customer/port user with both Credit and JP-Online Accounts)

1. Login to JPOM
2. Proceed to “Other Services”
3. Select “Vehicle Info Registration”

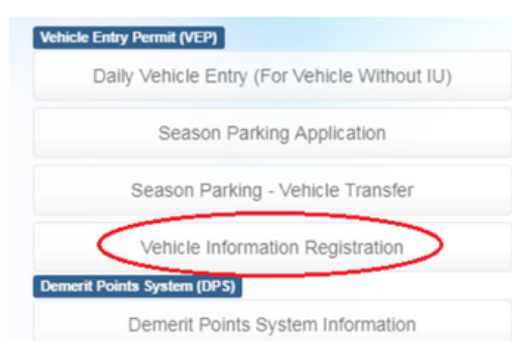


4. Select “Create”

5. Enter the relevant information
6. Kindly read the Terms & Conditions and select “I agree”
7. Submit Application (**Note:** *NO Payment is required for registration of vehicle)

Manual Application

1. Go to <https://www.jurongportonline.com/JPPASS/>
2. Under “Vehicle Entry Permit (VEP)”, download “Vehicle Information Registration”



3. Complete the form
4. Physically submit it to the Pass & Permit Office Counter

The company details, In-Vehicle Unit (IU) number and unladen weight of the vehicle need to be indicated in the application form for both JP-Online and manual registration.

What are the requirements for entry or exit of ship crew?



- Entry and exit of ship crew is managed by the Immigration and Checkpoint Authority (ICA).
- The vessel owner's Agent must submit the crew list to ICA website.
- All crew are to disembark from the vehicle before Jurong Port Main Gate and follow through all immigration process in/out of Singapore with ICA. The operating hours for ICA Crew Office is from 1000hrs to 2200hrs.

What are the requirements for entry into the port?



A Short Term or Long Term Pass is required for entry into the port. Supporting document (company letter and/or Authorised Ship Number) is also needed. The pass will be scanned and biometric done prior to entry.

My driver received a fine from Jurong Port. How can I find out the details?

For safety-related fines, do send your enquiry to jpfss@jp.com.sg

For security-related fines, do send your enquiry to security@jp.com.sg