

No. 08 of 2024

30 Jan 2024

Dear Port Users,

MIGRATION OF E-FORMS & JPPASS MODULES TO MODERNISED JP ONLINE WITH EFFECT FROM 31 JANUARY

With reference to Jurong Port circular no. 66 of 2020, Jurong Port is working on the migration of JP Online modules to the Modernised JP Online interface in phases. We are pleased to announce that the E-Forms & JP Pass modules (Kindly refer to Annex A for the modules) has been developed and implemented.

1. The migrated E-Forms & JP Pass modules in *Modernised JP Online* will be available with effect from **31 JANUARY 2024**.
2. The migrated modules will cease to function on our *existing JP Online* with effect from **28 FEBRUARY 2024**.
3. During the transition period 31 Jan – 28 Feb 2024, the module can be accessed in both *Modernised JP Online* and *existing JP Online*. However, users are strongly encouraged to access via our *Modernised JP Online* (<http://jponline.com.sg/jpom/ui/>) & *Modernised JP Pass* (<https://jponline.com.sg/jppass/ui/home>) using **Google Chrome**.
4. The information required for vessel reservation will remain unchanged in the new module.
5. We are working towards migrating the remaining modules which will remain in the *existing JP Online* (<http://jurongportonline.com/admin/global/>) until further notice.
6. For more information, please refer to the Frequently Asked Questions (FAQs) in Annex B and the presentation deck in Annex C.
7. Should you need guidance to use the system, please register for a virtual training session with jasonchen@jp.com.sg, indicating your preferred slot (Refer to Annex D).

For any queries pertaining to this circular, please contact us via our online form at [Enquiries Form | Jurong Port Singapore \(jp.com.sg\)](#).

Yours Sincerely,

Micky Sim
Vice President, Strategy, Planning & Services
Jurong Port Pte Ltd

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

RELY ON US

Annex A:

S/N.	E-Forms Modules	Migrate to JPOM
1.	eForm	-
	> Template	√
	> Application	√
	> Report	√

S/N.	JPPASS Modules	Migrate to JPOM
1.	Pass Application	√
2.	Vehicle Entry Permit (VEP)	√
3.	Pass User Guide	√
4.	Car Park	√
5.	Demerit Points System (DPS)	√
6.	Forms	√
7.	eForms	√

Annex B:

Q1. Who can I contact to include a Consignee information permanently into the Consignee dropdown field?

A: Consignee must have a registered JP Online account for the Consignee details to appear in the dropdown selection. If it is not available, please proceed to select 'Others' and fill in the free text field.

Q2. What if I cannot find my port code or HS Code in the dropdown listing? Currently I am selecting the next nearest port code if the port code I want is unavailable.

A: If the port or HS code is missing, please contact D&C (jpdoc@jp.com.sg) to add the code into the list. However, Agents should verify this port or HS code is internationally recognised as our system refers to international standards.

Q3. The Cargo Description field is too short, what should I do?

A: JP understands that agents may need to indicate more details under the cargo description field and is working on increasing the existing text limit of 200 characters in subsequent system enhancement.

Q4. What if I encounter system errors such as 'Error 404'?

A: Please contact our Customer Service via our online form at [Enquiries Form | Jurong Port Singapore \(jp.com.sg\)](#) immediately with the relevant screenshot & date/time of the errors encountered so that JP can attend to the issues accordingly.

Q5. How can I get the most optimal experience on the Modernised JP Online?

A: Modernised JP Online is best viewed using Google Chrome. Users are reminded to log out of the system after use.

Q6: Will there be additional charges for Modernised JP Online?

A: There is no change to the charges for now, but JP reserves the right to revise in future if need be.

Q7: Can I still use the E-Forms module in the existing JP Online after migration?

A: During transition period from 31 Jan – 28 Feb 2024, the E-Forms & JP Pass module will be available in both the existing JP Online and Modernised JP Online. After 28 Feb 2024, the E-Forms & JP Pass module will cease to function in existing JP Online.

Annex C:



Virtual Briefing -
JPOM EFORM JPPASS

Annex D:

Virtual Training Slots:

1. **1st Feb 2024** – 10am to 11am