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Dear Port User

Monthly FAQs Circular – Operations (Lighter Terminal) & Business Units

We are pleased to present the 5th edition of our Monthly FAQs Circular, addressing frequently asked questions on Operations (Lighter Terminal) & Business Units:

Operations (Lighter Terminal)
1. What are the services available at the Lighter Terminals?
2. How many terminals are available for delivery of ship store to vessels at Off Port Limits (OPL)?
3. What document is required for ship stores at both Penjuru Lighter Terminals and Marina South Wharves?

Business Units
1. What is the application process for the supply of ship stores by Shipper with Credit and JP-Online Accounts?
2. What is the application process for ship stores for a company without a Credit Account?

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/.

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.)

What are the services available at the Lighter Terminals?

The Lighter Terminals act as primary gateways for the supply of ship provisions and spares. Companies could operate as a Boat Operator and/or Customer (Consignee/Shipper).

How many terminals are available for delivery of ship store to vessels at Off Port Limits (OPL)?

There are 2 terminals available, Penjuru Lighter Terminal and Marina South Wharves from where ship chandlers could deliver ship stores to vessels anchored at OPL.

What document is required for ship stores at both Penjuru Lighter Terminals and Marina South Wharves?

The Delivery Shipment Advice (DSA) is the document required for goods to enter Penjuru Lighter Terminal and Marina South Wharves. The DSA can be submitted either in JP-Online or as manual application.

JP-Online

(1) Login to LT Connect

(2) Select "Create Job"

(3) Fill in all required fields and press "Submit"

(4) Fill in all relevant fields including Export & Import details (where required)

(5) Complete the DSA & submit

Manual Application

Terminal user without Credit Account can download the Manual DSA and have it transacted at the respective terminal.

What is the application process for the supply of ship stores by Shipper with Credit and JP-Online Accounts?

(1) The Shipper must login to JP-Online
(2) Select "General Cargo"
(3) Select "Outward Cargo"
(4) Select "Ship store"
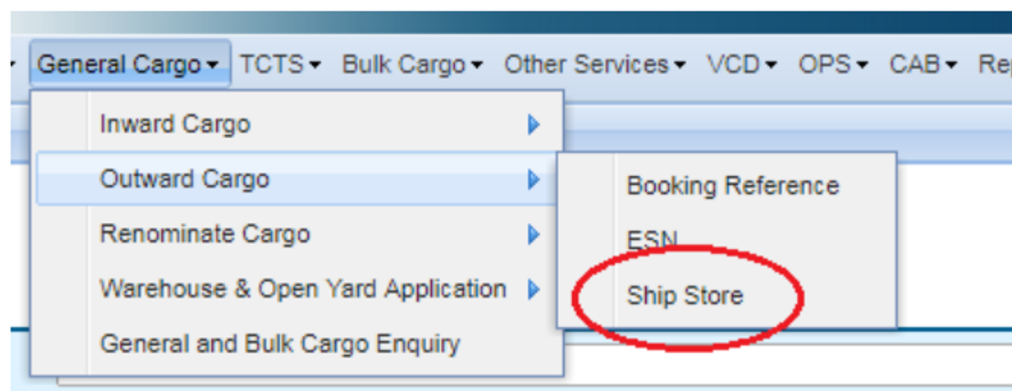
(5) Select vessel & click Add
(6) Create the record and submit.

An Authorised Slip Number (ASN) is generated for the Shipper. The ASN is transacted at the General Cargo counter or Self-Service terminal to clear the cargo and for the payment of charges.
An Unloading Advice (UA) is obtained. The UA is used to exit the port after delivering the ship stores.

What is the application process for ship stores for a company without a Credit Account?

The company is required to e-mail the company's vessel and ships store details to Documentation and Charges Department at jpdoc@jp.com.sg.

A ship store record is created by Documentation & Charges Department and sent to the company by e-mail. The expected charges (wharfage, service charge and admin fees) will also indicated. The charges must be paid when cargo is transacted at the General Cargo counter after ship store is brought into the port. An Unloading Advice (UA) is provided after the cargo is cleared from the system. Delivery can then be made to the vessel. The UA is used for exiting the port.