

No. 40 of 2025

26 May 2025

To: All Port Users

**MANDATORY ONBOARDING TO NEW JP PASS SYSTEM BY 1 JUNE 2025**

Further to JP Circular No. 38 of 2025, dated 9 May 2025 regarding the soft launch of the new JP Pass system, we would like to thank all companies that have completed the onboarding process and begun using the system.

To ensure a smooth transition and avoid disruption to pass-related services, all remaining companies are required to complete their onboarding and commence use of the new JP Pass system by 1 June 2025.

Please note that all ongoing or new pass applications must be submitted through the new platform: <https://jppass.jp.com.sg/>.

To assist you with this process, a step-by-step guide is available here: [JP Pass Training Guide External.pptm](#). Alternatively, you may visit our Helpdesk Booth at the Pass Office for in-person assistance. The operating hours are:

Day	Time
Mondays, Wednesday and, Fridays (excluding Public Holidays)	10.30am to 12.00 noon
Tuesdays and Thursdays (excluding Public Holidays)	3.00pm to 5.00pm

Non-compliance by the stipulated deadline may result in processing delays and restricted access for your staff and contractors.

For enquiries or assistance, please contact the Pass Office at [passoffice@jp.com.sg](mailto:passoffice@jp.com.sg).

We appreciate your urgent attention to this matter and look forward to your continued cooperation.

Best Regards,

Lee Shi Ming  
Head Security  
For Jurong Port Pte Ltd

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

**RELY ON US**

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