



No.80 of 2021

05 October 2021

Dear Port Users

REGISTRATION OF EMAIL ADDRESS TO ACCESS ELECTRONIC INVOICES

Kindly verify if you have registered the correct email addresses to ensure timely access to your electronic invoices. It is quick to register, and you will be able to access your invoices securely from JP-Online Portal. All e-invoices will be sent via jpinvoice@jp.com.sg to the registered email address.

To manage the email address associated with your account, kindly follow the procedures below.

Procedure to update email address (refer to Appendix A)

- (i) Download the Customer Account Addition/Amendment form from JP Website URL: <u>https://www.jurongportonline.com/JPPASS/</u>
- (ii) Fill in the required information in the e-form (note: please contact JPCS if you need assistance)
- (iii) Submit the e-form via JP Website

You can also view and re-print your invoice and statement, up to the past 12 months, by assessing our JP-Online Portal at <u>https://www.jurongportonline.com/JRPA/</u> using your JP-Online ID and password.

Procedure to retrieve invoice and statement (refer to Appendix B)

- (i) Log in to our Portal using your JP-Online ID and password
- (ii) Go to E-account and select invoice or statement
- (iv) Retrieve your invoice or statement (note: please contact JPCS if you need assistance)

RELY ON US



Please contact our JP Customer Service Officers for further assistance or clarification.

Mainline	Phone : 64139600
	Email : <u>jpcss@jp.com.sg</u>
Thomas Lazaroo	Phone : 64139602
	Email : <u>lazaroo@jp.com.sg</u>
Dian Zarina Binte Mohd Ariffin	Phone: 6413 9603
	Email : <u>dzarinaariffin@jp.com.sg</u>

Thank you.

JP Customer Service For Jurong Port Pte Ltd

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





APPENDIX A - PROCEDURE TO UPDATE EMAIL ADDRESS

(i) Download the Customer Account - Addition/Amendment form from JP Website URL: <u>https://www.jurongportonline.com/JPPASS/</u>

IMPORTANT: By accessing thi for Jurong Port a regulations). Thank you for using	Please read this carefully. s web site, you are deemed to have proper and the Terms for Inter-Gateway Haulage (I this web site.	notice of and agree to GH) Scheme which ma	be bound by the provisions set out in ay be amended from time to time. (Add	the JP-Online Terms of Use and the General Rules and Regulations be Acrobat Reader is required to view these terms and
Pass Application		Pass User Guide		Forms
Apply S	Short Term Pass Online (STP)	Pass	Application Guide And FAQ	JP-Pass Sponsor User Account Application Form
Apply L	ong Term Pass Online (LTP)			Terms and Conditions - LTP & STP
Che	ck Pass Application Status			LTP Medical Examination Form
				LTP Special Appointment Letter Template
				Letter of Sponsorship / Undertaking for Stevedore Workers
				Employer's Letter of Declaration
Vehicle Entry Permit	(VEP) cle Entry (For Vehicle Without IU)	Car Park Ca	r Park Terms & Conditions	oForms) Download Application Forms
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ustomer Service	New Account Version 4		Application for New Account	t

(ii) Fill in required information in the e-form (note: please contact JPCS if you need assistance)

New Information	
Registered Address	
Name of Accounts Payable Officer	Name of Other Officer 1
Designation	Designation
Contact No.	Contact No.
Email Address	Email Address
Name of Other Officer 2	Name of Other Officer 3
Designation	Designation
Contact No.	Contact No.
Email Address	Email Address



(iii) Submit the e-form via JP Website URL: <u>https://www.jurongportonline.com/JPPASS/</u>

for Jurong Port and the Terms for Inter-Gateway Haulage (IGH) regulations). Thank you for using this web site.	Scheme which may be amended from time to time. (Add	obe Acrobat Reader is required to view these terms and
Pass Application	Pass User Guide	Forms
Apply Short Term Pass Online (STP)	Pass Application Guide And FAQ	JP-Pass Sponsor User Account Application Form
Apply Long Term Pass Online (LTP)		Terms and Conditions - LTP & STP
Check Pass Application Status		LTP Medical Examination Form
		LTP Special Appointment Letter Template
		Letter of Sponsorship / Undertaking for Stevedore Worker
		Employer's Letter of Declaration
Wehicle Entry Permit (VEP) Daily Vehicle Entry (For Vehicle Without IU)	Car Park Car Park Terms & Conditions	eForms Download Application Forms
Season Parking Application		Submission
Second Barking Mahiala Transfer		



APPENDIX B - PROCEDURE TO RETRIEVE INVOICE AND STATEMENT

(i) Log-in to our Portal using your JP-Online ID and password URL: <u>https://www.jurongportonline.com/JRPA/</u>



(ii) Go to E-account and select invoice or statement

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(iii) Retrieve your invoice or statement (note: please contact JPCS if you need assistance)