



# PORTUSERS FAQ

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## Frequently Asked Questions

### 1. What are the abbreviations and common terminologies for PSA Pass / Vehicle Permits?

PSA Staff Pass	PSA Staff Pass
PSA Pass	PSA Pass
PSA TP	PSA Temporary Pass
PSA CVEP	PSA Commercial Vehicle Entry Permit
PSA Temp CVEP	PSA Temporary Commercial Vehicle Entry Permit
PSA CEP	PSA Car Entry Permit
PSA Temp CEP	PSA Temporary Car Entry Permit
PSA PTP	PSA Authorization Permit
PSA License	PSA Licence
NISR	Notice of Infringement of PSA Safety Rules

### 2. What are the legislations governing PSA's restricted areas?

Protected Areas and Protected Places Act (Chapter 256) and Free Trade Zones Act (Chapter 114).

PSA Pass and Vehicle Permit are issued at the absolute discretion of PSA Corporation Limited. Entry into PSA's restricted areas without a valid PSA Pass / TP constitutes an offence. Holders of PSA Pass / TP / Vehicle Permit / Authorisation Permit are also subjected to the PSA Pass Conditions, PSA Safety Rules, PSA Security Rules, PSA Vehicle Permit Conditions, PSA Authorisation Permit Conditions and any other terms and conditions as and when imposed by PSA.

### 3. I am a first-time applicant for PSA Pass and unfamiliar with the regulations and locations of PSA's restricted areas. Where can I get the information?

You can refer to the Safety Pointers and Terminal Bus Guide available at [www.singaporepsa.com](http://www.singaporepsa.com). (Port Users tab)

### 4. Where can I obtain the PSA Pass Conditions, the PSA Safety Rules and Vehicle Permit Conditions?

They are available on [www.singaporepsa.com](http://www.singaporepsa.com) (Port User Information tab). Hardcopies are also available at PSA Pass Centre. Authorization Permit Conditions is available upon request and successful application.

### 5. Where can I obtain the application forms?

Application forms are available at [www.singaporepsa.com](http://www.singaporepsa.com) (Port Users tab). Hardcopies are also available at the PSA Pass Centre (all passes and vehicle permits) or Pass Offices (TP and Temp CEP/CVEP only).



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## 6. Where are the PSA Pass Centre and Pass Offices located?

Pass Issuing Office	Address	Operation Hours
PSA Pass Centre	No 7B, Keppel Road #01-28 Tanjong Pagar Complex S(089055)	Mon – Fri 0800 to 1700 hrs (closed on Sat, Sun & PH)
PPT Gate 4 Pass Office	33 Harbour Drive S(117612)	24 hours 7 days a week
Keppel Distripark Pass Office	Blk 511, Kampong Bahru Rd Keppel Distripark, #01-01 S(099447)	Mon – Sun 0700 to 2000 hrs
Sembawang Wharves (SW) Pass Office (for access to SW only)	21 Deptford Road S(759660)	24 hours 7 days a week

## 7. What are the modes of application?

By online or in person. Online application is available via <https://ipass.portnet.com/login/>

## 8. How do I apply in person?

For application in person, please present the duly completed application form together with the Original Requisite Documents to PSA Pass Centre. Payment must be made by NETS / Cash Card / Flashpay or Paynow only. For NETS / Cash Card, please ensure sufficient balance either in bank account or cash card for payment.

## 9. How can I contact PSA Pass Centre?

PSA Pass Centre can be contacted at Tel 6771 6886 or contact us via <https://ipass.portnet.com/login/>.

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## PSA License

### 1. What is a PSA License?

Companies sponsoring a PSA Pass application must be licensed by PSA, unless otherwise exempted by PSA. The licence categorisation depends on the company's business activities and purpose of entry into PSA's restricted areas.

### 2. What are the PSA licence categories and the annual fee for each category?

#### PSA License Categories: Fees (before GST)

##### MAIN CAT A: PSA Customers and Solutions Providers

Sub Cat	Description	Annual Fee (\$)
A	<b>Major Customers</b> A11: Shipping Lines	0
A	<b>Government Agencies</b> A21: Government Ministries & Agencies / Statutory Boards A22: Government Ministries & Agencies / Statutory Boards Contractors / Suppliers	0
A	<b>PSA Tenants</b> A31: Canteen Operators / Stall Holders & Contractors / Suppliers A32: PSA Corporation Ltd / PSA International PL / PSAU / PSA Marine / POU / SPWU A33: SW/KD Tenants & Contractors / Suppliers	0
A	<b>PSA Solution Providers</b> A41: IORD Contractors A42: IGH / ITT / IGB A43a: PSA Contractors / Sub-Contractors In Operational Area A43b: PSA Contractors / Sub-Contractors In Non-Operational Area A43c: PSA Contractors / Sub-Contractors For Engineering A43d: PSA Contractors / Sub-Contractors For Port Ecosystems A43e: PSA Contractors / Sub-Contractors For PSA Marine A43f: PSA Contractors / Sub-Contractors For Dormitory	0

##### MAIN CAT B: Transportation

Sub Cat	Description	Annual Fee (\$)
B	B11: Container Hauliers	12.00
B	<b>Cargo / Passenger Transport Companies</b> B21: Cargo Transport Companies B22: Passenger Transport Companies	12.00

##### MAIN CAT C: Traders & Stevedores

Sub Cat	Description	Annual Fee (\$)
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C	<b>Importer / Exporter</b> C11: Equipment / Material (Non-PSA Related)	120.00
C	C21: Car Carrier Operations	120.00
C	<b>Stevedoring</b> C31a: Supply of Workers for Port Ecosystem C31b: Supply of Workers for Container Terminals C31c: Supply of Workers for Warehouse (Port Ecosystem)	120.00
<b>MAIN CAT: D (SHIP SUPPLIERS &amp; SERVICE PROVIDERS)</b>		
Sub Cat	Description	Annual Fee (\$)
D	<b>Ship Suppliers</b> D11: Delivery / Collection to or from Ship	400.00
D	D21: Ship Management Services	400.00
D	D31: Supply / Maintenance & Repair Services	400.00
D	D41: Insurance Adjustors / Consultation / Auditor Services	400.00
D	<b>Equipment Suppliers &amp; Operators</b> D51: Equipment / Material Supplier (Non-PSA Related)	400.00

### 3. What are the requisite documents for PSA Licence application?

- (i) Sign up / login an account at <https://ipass.portnet.com/login/> and apply for a PSA license
- (ii) Attach Most up-to-date (no more than 6 months old) Instant Information Service printout (Business Profile) as issued by the Accounting and Corporate Regulatory Authority (ACRA);
- (iii) For PSA contractors and tenants, please attach a copy of either the letter of acceptance, contract or tenancy agreement with PSA;
- (iv) Applicants for stevedoring, RORO /car carrier operations, skilled workers for cargo handling works (warehouses) are required to first write in to Multi-Purpose Terminal (MPT) at [psac\\_mpt\\_enquiry@globalpsa.com](mailto:psac_mpt_enquiry@globalpsa.com) for approval.

Additional documents required for submission to MPT are the Organisation Chart, Risk Assessment and Safe Work Procedures. Applicants must be at least bizSAFE3 certified. With MPT's approval, applicant may proceed to Pass Centre with duly completed application form and Banker's Guarantee (not required for skilled workers for cargo handling works (warehouses). Banker's Guarantee is also required for skilled workers for cargo handling works (onboard/wharf/yard) in terminal.

### 4. Based on PSA's licence categorization, my company has more than one business activity in PSA. Can my company apply for multiple PSA licences?

Yes, the company should apply for multiple PSA licences (subject to one PSA licence per sub category) to accurately reflect the different business activities in PSA and purpose of entry for the sponsored passes under each licence.

### 5. If my company has more than one PSA licence, does each sponsored pass come under one licence?

Yes.



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## **6. My company's licence is expiring soon, how can we renew?**

Two (2) months prior to expiry, your company will receive a Licence Renewal Notice from PSA Pass Centre as per your company's email in our records. your company can login to <https://ipass.portnet.com/login/> and submit a renewal application.

## **7. My company's licence has expired. How can I apply for a new licence?**

You can login to <https://ipass.portnet.com/login/> and submit a new application.

For expired licences, all active pass holders sponsored by the company will not be allowed into the port. Hence, it is important that you keep our Pass Centre updated of any change in the company's email and mailing address to ensure that your company receives all notices and notifications from PSA.

## **8. My company has lost our PSA Licence copy, how can we get a replacement?**

You can notify PSA Pass Centre via contact us @ <https://ipass.portnet.com/login/>.

## **9. My company has relocated. How do we update PSA Pass Centre?**

You can notify PSA Pass Centre via contact us @ <https://ipass.portnet.com/login/>.

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## PSA Passes

### 1. What is a PSA License?

Type of PSA Pass	Sample
<p><u>PSA Pass</u> Sponsored PSA Pass for port users, valid for up to one (1) year. Personal-to-holder. Apply via submission of online application at <a href="https://ipass.portnet.com/login/">https://ipass.portnet.com/login/</a>.</p> <p>A fee for S\$10.00 (before GST) is applicable for staff from all Singapore Government Agencies / Statutory Boards requiring a personal-to-holder PSA Pass, for validity period of 1 year or part thereof.</p> <p>Applicant must be 16 years old and above. Depending on the purpose of entry, applicant more than 62 years old may be required to produce a medical report duly completed by a Singapore Registered Medical Practitioner.</p>	
Validity Period	Fee (before GST)
1 year or part thereof	S\$40.00
<p><u>PSA G Pass</u> For government agencies and statutory boards and valid up to three (3) years. Holder of this Pass is required to produce the personal-to-holder staff pass or any forms of identity issued by his / her government agency / statutory board.</p> <p>Apply via email to <a href="mailto:psac-access-analytics@globalpsa.com">psac-access-analytics@globalpsa.com</a></p>	
<p><u>PSA J Pass</u> For visitors to Jurong Island Terminal only</p>	



PSA V Pass

For PSA’s visitors. Visitor Pass should only be used for short official visits to PSA’s restricted areas for discussion, consultation, tour etc. Holder of this Pass must be accompanied by a PSA employee at all time and must return the Pass to the department administrator immediately after use.

Departmental administrator to apply via email to [psac-access-analytics@globalpsa.com](mailto:psac-access-analytics@globalpsa.com)

Personnel carrying out official duty in his/her capacity as PSA’s vendor shall apply for the PSA Pass / TP.



PSA T Pass

For PSA’s guests, interns, auditors, temporary staff and vendors with access only to PSA Building (not for PSA’s restricted areas).

Department administrator to apply via email to [psac-access-analytics@globalpsa.com](mailto:psac-access-analytics@globalpsa.com)



PSA Photographer Pass

A valid PSA Photographer Pass is required for all personnel who intend to capture footage in PSA’s restricted areas. Apply via submission of Photographer’s Pass Application Form, together with employer’s supporting document to PSA Pass Centre or Corporate Branding Department.

Clause 7.12 of PSA Pass Conditions requires that: The Passholder shall not photograph or film any part of the Restricted Areas without a valid PSA Photographer’s Pass. The Passholder is also prohibited from posting any photograph and / or video of PSA and / or its related events in any social media platforms and shall refrain from commenting and / or responding to any discussions on or about PSA.

**2. What are the requisite documents for PSA Pass application?**

Type of Pass	Requisite Documents
PSA Pass	(i) Company acknowledgement letter indicating the applicant purpose of applying for a PSA pass.
	(ii) Applicant’s NRIC (for Singapore Citizen and Permanent Resident) OR Passport (for foreigner);
	(iii) Applicant’s Work Permit OR Employment Pass and Valid Driving Licence / Vocational Driving Licence (if occupation is Driver / Bus Driver);
	(iv) PSA contractors must obtain the endorsement support (you can download a copy of the sponsor letter at PSA Singapore website) from the relevant PSA Officer(s) overseeing the contract / project, this inclusive of contractors for Brani Residence; and
	(v) For applicants from Government agencies and Statutory Boards, they must obtain the support letter or endorsement support from the relevant agency.



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### 3. What if I lost my NRIC?

Please obtain a replacement NRIC before submitting your PSA Pass / TP application. For PSA Pass renewal / replacement, submit a declaration stating the loss and provide a photograph identification with your NRIC No. printed on it.

### 4. What are the fees for PSA Pass?

Type of Pass	Validity Period	Fee (before GST)
PSA Pass (new application)	1 year or part thereof	S\$40.00
PSA Pass (renewal)	1 year or part thereof	S\$30.00
PSA Pass (new application & renewal from government agencies / statutory boards)	1 year or part thereof	S\$10.00

### 5. How and where can I apply for PSA Pass?

Apply via submission of online application at <https://ipass.portnet.com/login/>. You will receive an email stating that the application has been approved and pending for payment. Do note that all applicant are required to view the safety and security video and completed the quiz before you are allowed to make payment. You are encouraged to make the payment online as it will allow your to skip the queue and collect the PSA pass directly from the Self-Service Kiosks located around PSA Singapore. Application with incomplete information and insufficient supporting documents will be rejected.

Collection must be in person as there is the need to enrol your fingerprint and facial recognition

### 6. What is the requirement as Prime Mover Driver / Trailer Truck Driver?

To drive Prime Mover for container movement, the driver must produce a Class 4 Singapore Driving License and passed Prime Mover Driving course conducted by PSA University (skill code "P").

To drive Prime Mover for breakbulk cargo movement, the driver must produce a Class 4 Singapore Driving License and need not attend the Prime Mover Driving Course conducted by PSA University. Such drivers will not be allowed to enter / exit through our Container Flow Through Gate (FTG) and not allowed to drive prime mover for container movement.

### 7. I have an In-principle approval (IPA) from MOM as a Prime Mover Driver / Trailer Truck Driver but I do not have a Class 4 Singapore Driving License. Can I apply for the PSA Pass as a Prime Mover Driver / Trailer Truck Driver?

No.

### 8. I have an In-principle approval (IPA) from MOM as a Prime Mover Driver / Trailer Truck Driver but I am waiting to take Class 4 driving test. Can I apply for the PSA Pass as a Prime Mover Driver / Trailer Truck Driver?



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A 3-month PSA Pass may be issued if you possess Class 3 Singapore Driving License. The 3-month PSA Pass serves to ensure that the Work Permit holders can be gainfully employed (they can only drive Class 3 vehicles in PSA's restricted areas) while preparing to take Class 4 Singapore Driving License test. Please note that only one extension is permitted as we deem 6 months as a reasonable period of time for Work Permit holders to obtain their Class 4 Singapore Driving License.

**9. I have an In-principle approval (IPA) from MOM as a Prime Mover Driver / Trailer Truck Driver and I have a Class 4 Singapore Driving License test scheduled. Can I apply for the PSA Pass as a Prime Mover Driver / Trailer Truck Driver?**

A PSA Pass expiring up to 5 calendar days after the scheduled test date may be issued if you possess Class 3 Singapore Driving License.

**10. Is there an age limit for Pass applicant?**

Pass applicant must be above 16 years of age. To engage in operational works, the applicant must be above 18 years of age. Depending on the purpose of entry, applicant above 62 years old may be required to provide a medical report duly completed by a Singapore Registered Medical Practitioner and dated within 6 months from the date of application. If the medical report is for the check-up carried out more than 6 months from the date of application, validity period would be correspondingly reduced to one year or three years (depending on applicable validity period) from the date of the medical report. For eg., if medical report is dated 1 Jan 2014 and date of pass application is 10 Jul 2014, the pass expiry would be 31 Dec 2014 for one year validity.

For Lashing Specialist age 55 and above, he must also pass a Functional Capacity Evaluation Test.

For drivers, we are guided by Road Traffic Act and guidelines from Traffic Police Department. Additionally, drivers who are Work Permit holders are also subjected to Ministry of Manpower's requirements. For further clarifications, do check with the relevant authorities.

**11. My application for PSA Pass was rejected. Why?**

PSA Pass is issued at the absolute discretion of PSA and PSA is not obliged to furnish the reason(s) for the rejection.

**12. Can I authorize someone to collect my PSA Pass on my behalf?**

No. Collection must be in person because of the fingerprint enrolment and facial recognition.

**13. Why is PSA enrolling my fingerprint?**

For security reasons, all PSA Pass and PSA TP applicants must enroll their fingerprint. Biometric authentication is periodically activated at all PSA's access points.

**14. What if I am in possession of the PSA Pass but has not sought entry into PSA's restricted areas for a while?**



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A PSA Pass is intended for individuals who require frequent access to PSA's restricted areas. If your access is only occasional, you are encouraged to apply for a Temporary Pass instead.

PSA Pass holders who do not regularly access restricted areas may have their passes suspended. Upon receiving the bi-monthly pass management email notification, companies must log in to their account to indicate whether the pass should be retained or cancelled. Failure to take action will result in the pass being suspended.

## **15. I just collected my PSA Pass. What are the "DOs"?**

All PSA Pass holders must carry their pass at all times when within PSA's restricted areas. Entry and exit must be properly recorded through the PSA Access Control System (ACS) at all designated access points.

For example, under normal operations, pass holders are required to tap their pass at the card reader both when entering and exiting. Failure to do so may result in difficulties when attempting future access to or exit from PSA's restricted areas.

## **I just collected my PSA Pass. What are the "DON'Ts"?**

All PSA Pass holders must handle their passes with care and must not tamper with them. This includes actions such as cutting, bending, punching holes, or storing the pass in conditions that may cause damage.

Such mishandling may damage the pass and prevent card readers from detecting it, leading to delays at access points. An administrative fee of S\$15.00 (before GST) will be imposed for the replacement of passes damaged due to improper handling.

## **16. Why is the expiry date on my PSA Pass shorter than the validity period which I applied for?**

The expiry date of a PSA Pass is determined not only by the requested validity period, but also by other applicable factors such as the expiry of the contract or tenancy agreement, Work Permit or Employment Pass, certifications, and medical test results.

The pass will be issued based on the shortest applicable validity period among these factors.

## **17. My PSA Pass is expiring soon, how can I renew?**

You may apply to renew your PSA Pass up to two (2) months before its expiry by submitting a renewal application online.

All renewal requests must be supported by valid reasons, such as an extension of the contract or tenancy agreement, Work Permit or Employment Pass, certification, or medical test validity period.

## **18. My PSA Pass has expired. Can I still renew my PSA Pass?**

No. You can only renew your PSA Pass before it is expired. To obtain a new PSA Pass, submit a new pass application online and attached the required supporting documents. Application fee for the new pass applies.

## **19. I have resigned from my company. What should I do with the pass?**



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Your company and your good self must inform PSA Pass Centre to cancel your Pass and return it to PSA Pass Centre. You are not allowed to retain or use the Pass which will contravene PSA Pass Conditions.

**20. My company sponsored an employee for PSA Pass. This employee is resigning from the company. Must the company retrieve his PSA Pass?**

Yes, the PSA Pass must be retrieved and returned to PSA Pass Centre for the cancellation.

**21. What is the liability for a non-returned PSA Pass in which PSA Pass Centre had been notified to cancel?**

Both the sponsor and the pass holder are liable for a surcharge of S\$100.00.

**22. I have resigned from my company who sponsored my PSA Pass and in my new job, I am still required to enter PSA's restricted areas? What should I do?**

You and your company must inform PSA Pass Centre to cancel your Pass and return it to the PSA Pass Centre. You can then apply for a new PSA Pass under your new company's sponsorship.

**23. I lost my PSA Pass while I was in PSA's restricted areas. What should I do to exit?**

Report to the AETOS Auxiliary Police Officer at the access point. They will verify your entry records. Please report the loss to PSA Pass Centre expeditiously. A surcharge of S\$100 is applicable for the lost Pass. You can then apply for a new PSA Pass (the PSA Pass application fees shall apply) with a PSA Pass Application/Renewal Form.

**24. I have lost my PSA Pass. What must I do? How can I get a replacement PSA Pass?**

You and your company must report the loss immediately to the PSA Pass Centre. A surcharge of S\$100 will be imposed for the lost pass.

You may then apply for a replacement PSA Pass by submitting a completed PSA Pass Application/Renewal Form. Standard application fees will apply.

**25. I reported the loss of my PSA Pass but subsequently found it. Can I use the PSA Pass which I had reported lost?**

No, you should not use the pass. If you have already obtained a replacement pass, please return the recovered pass to the PSA Pass Centre. If you have not applied for a replacement, you are required to bring the recovered pass in person to the PSA Pass Centre.

The pass must be reactivated before it can be used again, and this reactivation will be done at no charge.

**26. I arrived at PSA access point and realized that I forgot my PSA Pass. What should I do?**

Entry will only be permitted with a valid PSA Pass and you should retrieve it from your home or office.

**27. Can I use another person's PSA Pass to access / exit PSA's restricted areas?**

No. This is a penal offence.



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## **28. I encountered problems accessing PSA's restricted areas using my PSA Pass. What should I do?**

Please report personally to the PSA Pass Centre to check your PSA Pass. If the pass is physically damaged and beyond reasonable wear and tear, a fee of S\$15.00 (before GST) is payable.

## **29. I am a contractor performing work onboard vessel. What do I need to do before access is granted?**

You are permitted entry only with a valid Contractor's Permit endorsed by the Terminal, Agents and Vessel Master with the Risk Assessment (RA) carried out if you are performing repair / work on-board the vessel.

Only one contractor may represent his sponsor or group to PSA's restricted areas to obtain the approval.

Only with approval and proper documentation in place, can the whole group of listed fellow green bar PSA Pass holders be allowed entry into PSA's restricted areas.

More information on Contractor's Permit is available at [www.singaporepsa.com](http://www.singaporepsa.com) (Port Users Tab).

## **30. I am having a discussion and not working on-board the vessel. What should I do?**

Present a sponsor letter with endorsement from Terminal Manager stating your personal particulars, purpose of entry ie to have a discussion and not working on-board the vessel and undertake not to perform any repair / work onboard the vessel to the security personnel at the access point.

## **31. I am a foreigner who has been granted Singapore PR / citizenship. What must I do to update my NRIC number?**

You can submit your request to the PSA Pass Centre. A new Pass will be issued with the NRIC No. An administrative fee of S\$15.00 (before GST) is payable.



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## Driving in PSA

### **1. I am a haulier driver, can I drive passenger(s) into PSA's restricted areas?**

Haulier drivers are strictly prohibited from ferrying passengers in their prime mover through PSA Flow-Through Gate (FTG).

### **2. Can I drive in, either on my own or with passengers?**

Yes, holders of valid PSA Pass can drive into port premises provided the vehicle number and IU number had been pre-registered. PSA reserves the right to grant or reject the access rights to vehicles (private and commercial vehicles).

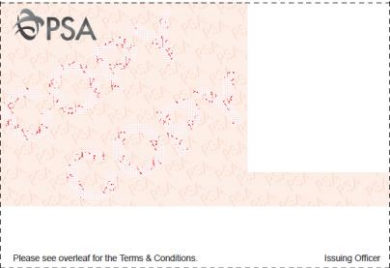
For drivers, we are guided by Road Traffic Act and guidelines from Traffic Police Department. Additionally, drivers who are Work Permit holders are also subjected to Ministry of Manpower's requirements. For further clarifications, do check with the relevant authorities.

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## PSA Temporary Pass

### 1. What are the type(s) of PSA TP?

There is only one type of PSA TP.

Type of PSA Passes	Sample
<p><u>PSA Temporary Pass</u> Sponsored PSA Temporary Pass for port users, either valid for one (1) day, or two (2) up to seven (7) days. Personal-to-holder. Apply via submission of <u><a href="https://ipass.portnet.com/login/">temporary pass application online</a></u> via <a href="https://ipass.portnet.com/login/">https://ipass.portnet.com/login/</a></p>	
Validity Period	Fee (before GST)
One (1) day only	S\$5.00
Two (2) days up to Seven (7) days	S\$10.00

### 2. What are the requisite documents for PSA TP application?

Type of Pass	Requisite Documents
PSA TP	<p>(i) Applicant's NRIC (for Singapore Citizen and Permanent Resident);</p> <p>(ii) Applicant's Work Permit or Employment Pass (if applicable);</p> <p>(iii) A letter by the applicant's employer, sponsor or relevant person confirming its sponsorship of the applicant's application for the purpose as stated in the application form and undertaking to ensure that the applicant complies with the PSA Pass Conditions, the PSA Safety Rules, the PSA Security Rules and any other terms and conditions as may be implemented by PSA from time to time (a letter template is available on <a href="http://www.singaporepsa.com">www.singaporepsa.com</a> (Port Users tab);</p> <p>(iv) KD tenant's support letter or endorsement for surveyors and visitors and any other persons (without supporting delivery order / shipping note) seeking to enter KD;</p> <p>(v) PSA contractors must obtain the endorsement support from the relevant PSA Officer(s) overseeing the contract / project, includes contractors for Brani Residence;</p> <p>(vi) For applicants from Government agencies and Statutory Boards, they must obtain the support letter or endorsement support from the relevant agency.</p>



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### **3. My company is a sub-contractor for a project within PSA's restricted areas, what additional document is required?**

A letter from the main contractor stating that your company is sub-contracted for the project.

### **4. Is my company the sponsor or the main contractor?**

Your company is the sponsor.

### **5. Can I apply for PSA TP from PSA Pass Centre and Pass Offices?**

Yes. Do note that SW Pass Office will only process TP for access into SW only.

### **6. How can I apply for PSA TP?**

Online application via <https://ipass.portnet.com/login/>

### **7. Do I collect my PSA TP on the same day of application / online application?**

Yes. Application with outdated form, incomplete information and insufficient supporting documents will be rejected. Collection must be in person because of the fingerprint enrolment and photograph taking.

### **8. Can I authorize another person to collect my PSA TP on my behalf?**

No. Collection must be in person because of the fingerprint enrolment and photograph taking.

### **9. My application for PSA TP was rejected. Why?**

PSA TP is issued at the absolute discretion of PSA and PSA is not obliged to furnish the reason(s) for rejection.

### **10. Why is PSA enrolling my fingerprint?**

For security reasons, all PSA Pass / TP applicants must enroll their fingerprint. Biometric authentication is periodically activated at access points.

### **11. I am a first-time applicant for PSA TP and unfamiliar with regulations and locations within PSA's restricted areas. Where can I get information?**

Safety Pointers and Terminal Bus Guide are available at [www.singaporepsa.com](http://www.singaporepsa.com) (Port Users tab).

### **12. What are the locations that I can access?**

All access will be pre-assigned on a "need to enter" basis.

### **13. I just collected my PSA TP. What are the DOs?**

All holders of PSA TP must carry the TP issued to them at all times in the PSA premises and restricted areas. All entrances and exits must be registered by TACS at the access points. For example, under normal mode, PSA TP holders must scan their TP at the card reader when they enter and also when they exit. Failure to do so will result in difficulty in future attempts to enter and exit PSA premises and restricted areas.



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## **14. I just collected my PSA TP. What are the DON'Ts?**

All holders of PSA TP must not tamper with the TP. They shall not remain in PSA restricted areas outside of the stipulated validity period.

## **15. I lost my PSA TP while I was in PSA's restricted areas. What should I do to exit?**

Report to the AETOS Auxiliary police officer at access point. They will verify your entry records.

## **16. I lost my PSA TP. What must I do? How can I get a replacement PSA TP?**

Your company and your goodself must report the loss immediately to PSA Pass Centre. You can apply for a new PSA TP (the same application process and fees shall apply).

## **17. I reported the loss of my PSA TP but subsequently found it. Can I use the PSA TP which I had reported lost?**

No, you should not. You should return the PSA TP to PSA Pass Centre immediate.

## **18. I arrived at PSA access point and realized that I forgot my PSA TP. What should I do?**

You should retrieve your PSA TP from home / office.

## **19. Can I use another person's PSA TP to access / exit PSA's restricted areas?**

No. This is a penal offence.

## **20. Can I drive in, either on my own or with passenger?**

Yes, holders of valid PSA TP can drive into port premises provided the vehicle number and IU number had been pre-registered. PSA reserves the right to grant or reject the access rights to vehicles (private and commercial vehicles).

## **21. With a TP, can I access Flow Through Gate (FTG)?**

No.

## **22. I am boarding the vessel for discussions and / or survey, must I apply for TP?**

Yes. You must fill up the form, Application To Embark Vessel Alongside Singapore Terminals in person with supporting documents. The vessel must be alongside Singapore Terminals. Upon successful application, this form allows you to enter PSA's restricted areas only for the sole purpose to embark on vessel alongside Singapore Terminals and is not applicable for exit from PSA's restricted areas.

## **23. I have a valid TP for discussions and / or survey onboard the vessel, but I am required subsequently to depart with the vessel, what must I do?**

You must first exit the port with the TP and fill up the form, Application To Embark Vessel Alongside Singapore Terminals. Refer to Q22.



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## **24. What is the responsibility of company sponsoring the TP applicant?**

Companies sponsoring the applicant will have to ensure his safety and compliance to the terms and conditions set out in the PSA Pass Conditions, the PSA Safety Rules, the PSA Security Rules, and the PSA Vehicle Permit Conditions and PSA Authorisation Permit Conditions (if applicable).



## **25. What happen to port users and sponsoring companies found contravening the terms and conditions?**

They may be referred to the appropriate authorities for the necessary actions and prosecution. Applicant may not be granted future access into PSA's restricted areas and companies may not be allowed to sponsor its staff for PSA Pass.



## PSA Vehicle Permit

### 1. What are the types of PSA Vehicle Permits?

Type of PSA Vehicle Permit	Sample
<p><b><u>Commercial Vehicle Entry Permit (CVEP)</u></b>            For commercial vehicle that access PSA's restricted areas.            Application via <a href="https://ipass.portnet.com/login/">https://ipass.portnet.com/login/</a> for PSA Car Entry Permit ("PSA CEP") (Type D / E / F) / PSA Commercial Vehicle Entry Permit ("PSA CVEP") to PSA Pass Centre.</p> <p>CVEP is valid from one (1) year to five (5) years.            Temporary CVEP are valid from one (1) to seven (7) days.</p> <p>Name of company, vehicle number and expiry date are printed. Must be visibly displayed on the vehicle.</p>	
<p><b><u>Car Entry Permit (CEP)</u></b>            For private vehicle that access PSA's restricted areas.            Application via <a href="https://ipass.portnet.com/login/">https://ipass.portnet.com/login/</a> for PSA Car Entry Permit ("PSA CEP") (Type D / E / F) / PSA Commercial Vehicle Entry Permit ("PSA CVEP") to PSA Pass Centre.</p> <p>CEP is valid for up to one (1) year. Temporary CEP are either valid for one (1) day or for two (2) days up to seven (7) days.</p> <p>Name of company and expiry date are printed. Must be visibly displayed on the vehicle.</p>	
<p><b>CEP Type</b></p>	<p><b>Persons/Entities eligible for application</b></p>
<p>D</p>	<p>a) Approved berth applicants / ship operating agents under PSA agreement;</p>
<p>E</p>	<p>a) Shipping agencies / representative of owners and others            b) Haulier / transport / logistics co. / PSA contractors and suppliers;            c) Port users / customers &amp; tenants of PSA (not applicable to KD tenants).</p>
<p>F</p>	<p>a) Government agencies;            b) Statutory boards</p>

# PORTUSERS FAQ

## PSA Authorisation Permit

For parking at Container Terminal berths. Apply via email to [psac-access-analytics@globalpsa.com](mailto:psac-access-analytics@globalpsa.com)

For safety reasons, you are discouraged from parking at the container terminal berths. Movements within PSA's restricted areas are facilitated by regular shuttle bus services. You may park your vehicle at the designated visitors' parking lots.



## 2. What is the applicable fee for various types of PSA Vehicle Permits?

Types of Vehicle Permit	Validity Period	Fee (before GST)
PSA CVEP	1 year up to 5 years	S\$30.00 per year or part thereof
PSA Temp CVEP	1 day up to 14 days	S\$1.00
PSA CEP Type D	1 year or part thereof	S\$1.00 per year or part thereof
PSA CEP Type E	1 year or part thereof	S\$60.00 per month or part thereof
PSA CEP Type F	1 year or part thereof	S\$1.00 per year or part thereof
PSA Temp CEP	1 day 2 days up to 7 days	S\$3.00 S\$3.00 per day
PSA Authorization Permit	1 year or part thereof	S\$60.00 per year or part thereof

## 3. I would like to drive into Keppel Distripark. Do I apply for PSA vehicle permit / temporary vehicle permit?

Yes, it's applicable for commercial vehicles. Private vehicular entry is managed by the Management of Keppel Distripark on a need to and per entry basis and the fees are payable at Keppel Distripark.

## 4. What are the requisite documents for Application / Renewal Form for PSA Car Entry Permit ("PSA CEP") (Type D / E / F) / PSA Commercial Vehicle Entry Permit ("PSA CVEP")?

Type of Vehicle Permit	Requisite Documents
PSA Vehicle Permit	(i) Submit an application via <a href="https://ipass.portnet.com/login/">https://ipass.portnet.com/login/</a>
	(ii) For Coach / Mini Bus / Vehicle under leased, please produce Vehicle Logcard and support document(s);
	(iii) When applying permit for Coach / Bus / Mini Bus / Public Vehicle, driver are required to produce Valid Vocational Driving License issued by LTA; and
	(iv) For Prime Mover, please produce Vehicle Logcard and to declare the Unladen Weight and Max Laden Weight of the PM.



# PORTUSERS FAQ

**5. A customer has hired our company's coach / mini-van to enter PSA's restricted areas, what additional document is required?**

A letter from your client stating the details of the hire (date / vehicle no.).

**6. How can I apply for vehicular access?**

Apply via submission of online application at <https://ipass.portnet.com/login/>.

**7. My company's vehicle permit application is rejected. Why?**

PSA vehicle permit is issued at the absolute discretion of PSA and PSA is not obliged to furnish the reason(s) for rejection.

**8. My company leased a commercial vehicle and this vehicle has a PSA CVEP issued to its previous owner. Do we need to change the PSA CVEP?**

Yes. Your company must apply for a new PSA CVEP with supporting documents to show that your company is the new leasee.

**9. There is a change in OBU number. What should I do?**

Inform PSA Pass Centre of the change (provide vehicle permit number, vehicle number, old and new OBU numbers) by email to [psac-access-analytics@globalpsa.com](mailto:psac-access-analytics@globalpsa.com).

**10. I forgot to bring my company's CVEP / CEP, can I borrow a vehicle permit from my friend, who is from another company?**

No. Both the borrower and lender will contravene PSA's Vehicle Permit conditions and will be held accountable.

**11. My PSA Pass is sponsored by Company A, can I use vehicle permit sponsored by Company B?**

Yes. Your company must apply for a new PSA CVEP with supporting documents to show that your company is the new leasee.

**12. I misplaced my CVEP / CEP but I have a photocopy of it. Can I use it to access PSA's restricted areas?**

No.

**13. I lost my CVEP. What must I do and how can I get a replacement?**

Please report to PSA Pass Centre. An administrative charge of S\$10.00 (before GST) is applicable for replacement CVEP.

**14. I lost my CEP. What must I do and how can I get a replacement?**

Please report to PSA Pass Centre. An administrative charge of S\$10.00 (before GST) is applicable for replacement CEP Type D and CEP Type F. For replacement CEP Type E, the applicant must pay for the remaining validity period at prevailing rate of S\$60.00 (before GST) per month or part thereof.



# PORTUSERS FAQ

**15. My vehicle permit has faded and the print is hardly visible. What can I do?**

Please report to PSA Pass Centre to request for a complimentary one-for-one exchange.

**16. I am applying for TP, can I also apply for temporary vehicle permit?**

Yes. During the application process, you will be asked whether you intend to drive in the port. If you select "Yes," you will be prompted to provide your vehicle details.

**17. Do I need to display my TP with vehicle number printed, on the dashboard upon entering PSA's restricted areas?**

Yes.

**18. My vehicle is tagged to my TP. Can I pass my TP and vehicle to another PSA Pass / TP holder to drive into PSA's restricted areas?**

No. The TP holder and driver must be the same person.

**19. I have a valid PSA Pass, can I apply for temporary vehicle permit?**

Yes. Apply via submission of online application at <https://ipass.portnet.com/login/> by selecting vehicle permit in the selection menu.

**20. I forgot to bring my company's PSA Authorisation Permit, can I borrow the PSA Authorisation Permit from my friend, who is from another company?**

No. Both the borrower and lender contravene PSA's Vehicle Permit Conditions and PSA Authorisation Permit Conditions and will be held accountable.

**21. I misplaced my company's PSA Authorisation Permit but I have a photocopy of it. Can I use it?**

No.

**22. My company wish to amend the vehicles listed on the PSA Authorisation Permit issued to us. What should we do?**

Please email to [psac-access-analytics@globalpsa.com](mailto:psac-access-analytics@globalpsa.com).

**23. I lost the PSA Authorisation Permit. What must I do to get a replacement??**

Please email [psac-access-analytics@globalpsa.com](mailto:psac-access-analytics@globalpsa.com). An administrative charge of S\$10.00 (before GST) is applicable for the replacement.



# PORTUSERS FAQ

## Safety Matter

**1. I wish to appeal against the NISR issued to me. What shall I do?**

You can write an appeal email to [psac-nisrenquiry@globalpsa.com](mailto:psac-nisrenquiry@globalpsa.com)

**2. I wish to request for a waiver / reduction in the enforcement charge. What shall I do?**

Same as the above.

**3. I wish to see the reporting officer to clarify the infringement. What shall I do?**

You can write an appeal email to [psac-nisrenquiry@globalpsa.com](mailto:psac-nisrenquiry@globalpsa.com)

**4. Can I pay the enforcement charge by instalment?**

No.

**5. Why the need for a medical check-up when I turn 62?**

The medical check-up is to ensure that you are fit to continue to work safely in the port.



# PORTUSERS FAQ

## Using PSA Pass & TP at Pedestrian Gate Access

### 1. How do I use my PSA Pass at the pedestrian access point?

#### Under normal mode

- 1) Tap PSA Pass at smartcard reader;
- 2) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, turn turnstile and enter / exit accordingly;
  - b) For access rejected, security personnel will intervene to handle the exception.

#### Under biometrics mode

- 1) Taps PSA Pass at smartcard reader;
- 2) Fingerprint authentication (use the fingerprints enrolled, usually from both right and left forefinger);
- 3) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, turn turnstile and enter / exit accordingly;
  - b) For access rejected, security personnel will intervene to handle the exception

### 2. How do I use my PSA TP at the pedestrian access point?

Instructions are available at the access points.

#### Under normal mode

- 1) Scan PSA TP at barcode reader;
- 2) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, turn turnstile and enter / exit accordingly;
  - b) For access rejected, security personnel will intervene to handle the exception.

#### Under biometrics mode

- 1) Scan PSA TP at barcode reader;
- 2) Fingerprint authentication (use the fingerprints enrolled, usually from both right and left forefinger);
- 3) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, turn turnstile and enter / exit accordingly;
  - b) For access rejected, security personnel will intervene to handle the exception.



# PORTUSERS FAQ

## Using PSA Pass & TP at Vehicular Gate Access

### 1. How do I use my PSA Pass at the vehicular gate access?

#### Under normal mode,

- 1) IU reader picks up IU number and check with TACS database;
- 2) Pre-registered vehicle will be granted access;
- 3) Driver taps PSA Pass at smartcard reader (driver can tap passenger's pass on behalf of passengers);
- 4) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, security personnel will manually lift up the barrier after ascertaining valid car label is displayed;
  - b) For vehicle / personnel access rejected, security personnel will intervene to handle the exception.

#### Under biometrics mode,

- 1) IU reader picks up IU number and check with TACS database;
- 2) Pre-registered vehicle will be granted access;
- 3) Driver taps PSA Pass at smartcard reader;
- 4) Fingerprint authentication by driver;
- 5) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, security personnel will manually lift up the barrier after ascertaining valid car label is displayed;
  - b) For vehicle / personnel access rejected, security personnel will intervene to handle the exception;
  - 6) Passengers to alight from vehicle and access through Self Service Terminal (SST) or turnstile.

### 2. How do I use my PSA TP at the vehicular gate access?

Instructions are available at the access points.

#### Under normal mode,

- 1) IU reader picks up IU number and check with TACS database;
- 2) Pre-registered vehicle will be granted access;
- 3) Driver scans PSA TP at barcode reader reader (driver can tap passenger's TP on behalf of passenger);
- 4) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, security personnel will manually lift up the barrier after ascertaining valid car label is displayed;
  - b) For vehicle / personnel access rejected, security personnel will intervene to handle the exception.

#### Under biometrics mode,

- 1) IU reader picks up IU number and check with TACS database;
- 2) Pre-registered vehicle will be granted access;
- 3) Driver scans PSA TP at barcode reader;
- 4) Fingerprint authentication by driver
- 5) LED will display Green / Red colour to indicate Grant / Reject access respectively;
  - a) For access granted, security personnel will manually lift up the barrier after ascertaining valid car label is displayed;
  - b) For vehicle / personnel access rejected, security personnel will intervene to handle the exception;
  - c) Passengers who are PSA TP holders to alight from vehicle and access through SST or turnstile.