

29 August 2024

All tenants at Jurong Fishery Port (JFP)

Visitors' Management System (VMS)

1. Please refer to SFA's circular dated 8 January 2024.
2. SFA is pleased to inform that you may now register your particulars through the VMS online portal at (<https://vmsreg.sfa.gov.sg/>). Please visit this website to register online and encourage your employees too. Kindly have your NRIC, work permit, or passport ready for registration use. Registration through the kiosks located near the security guardhouse at JFP is also available.
3. All registered particulars in the VMS are valid for 1 year only, and updating is required upon expiry. For holder of foreign passport, the registration in VMS is only valid for 24 hours. Please comply with the registration process for VMS, and to ensure accurate information are given. The list of Frequently Asked Questions (FAQs) and the instruction steps for registration in VMS can be found in Annex A and B respectively.
4. We would like to also update that SFA shall implement an upgraded VMS at JFP from **Wednesday, 18 September 2024, 2pm**. To facilitate traceability, it is crucial for users of JFP to scan his/her NRIC, work permit or passport via the scanners located at the gantries. Relatedly, the current VMS viz card pass shall cease on the same day.
5. To enter the wharf area of JFP, you will need to use the physical card pass (EP card). To obtain the EP card, please apply for it with SFA's facilities management contractor (FMC – SITE Pte Ltd).
6. Should you require any clarification, please contact SFA's Facility Management Contractor (FMC) (FMC – STIE Pte Ltd) at admin_jfp@stie.com.sg or call the office at **6262 3661**.



ISSUED BY:

Infrastructure Management Department
Food Infrastructure Development and Management Division
Singapore Food Agency

This is a computer-generated letter and no signature is required.

Annex A – Frequently Asked Questions (FAQs)

S/N	Frequently Asked Questions (FAQs)	Answers
Questions regarding to registration		
1	What are the benefits of digital visitor management system?	To enhance safety and security in the premises
2	How do I register? What do I need for registration? How much does it cost?	The registration can be done via registration kiosks or online (URL: https://vmsreg.sfa.gov.sg/). No charges for this registration. Registration instruction manual is included in Annex B.
3	Can I use my Driving Licence to scan in and out from JFP?	No. Driving Licences are not valid identity documents for registration, scanning in and out from JFP.
4	What is the validity for each registration?	For NRIC/ work permit holders, each registration is valid for 1 year. For foreign passport, each registration is valid is 24 hours.
5	How often do I need to update my particulars?	You are required to verify your particulars on a yearly basis.
6	How can I register online?	Please register via URL: https://vmsreg.sfa.gov.sg/ .
Questions regarding to entry/exit		
7	Is there a specific number of times a day when I can enter/exit via VMS?	There is no limit.
8	Is there a time limit for my access?	Yes, to avoid being flagged out as an overstayer, please leave the premises within 24 hours from entry.
9	Do I need to register my exit from the premises?	No registration is required. For exit, please scan your NRIC/Work Permit/QR Code via turnstile / vehicle barrier card reader.
10	What would happen if I forgot to scan out?	You will be denied entry for your subsequent visit. Please approach security staff for assistance.
11	Who can I call if I faced problem in registration?	Please approach the security staff.
12	What can I do if I forget to bring my ID for access? Can I still access?	No, you can't access. Please bring along your verification document (NRIC, work permit or passport) for entry.
Question on Tenant/ worker registration		
13	How do I register for my worker for VMS?	Refer to question 2
14	How do I register for my trade buyer who visits me frequently at JFP?	Refer to question 2

15	For new company staff, do they need to register at the registration kiosk?	Yes. Refer to question 2.
16	Do company visitors only need to register at the registration kiosks? Is there any approval required from the company.	Yes. Refer to question 2.
Buyers/ Visitors		
17	As a buyer/ visitor, do I need to register?	Yes. Refer to question 2.
Drivers		
18	I drive to JFP, how do I access the premises?	Refer to question 2 for registration. <u>For JFP</u> You can park your vehicle at the carpark lot available in front of the security guardhouse and proceed to registration kiosk for registration. After the registration, you can scan your NRIC/ work permit or passport at the vehicle barrier for entry/exit.
19	I drive to JFP and I have pre-registration access but my passenger(s) in vehicle do not. Do my passenger(s) need to alight from my vehicle and to register at the kiosk?	Yes. The passengers are required to register their particulars and scan for entry/exit.
20	Do I need to register for my vehicle car-plate number?	Yes. We encourage the registration of vehicle car-plate number.
21	Do private hire vehicle and taxi drivers need to register before entering JFP?	Yes. Both the driver and passenger are required to register.

Kiosk Instruction Manual for JFP

Visitor Management System

Step 1: Select a Language

Available language:

- English
- Chinese



Visitor Management System

English

中文

Step 2: Scan ID / Passport

Place your ID/Passport on the kiosk scanner.

ID includes:

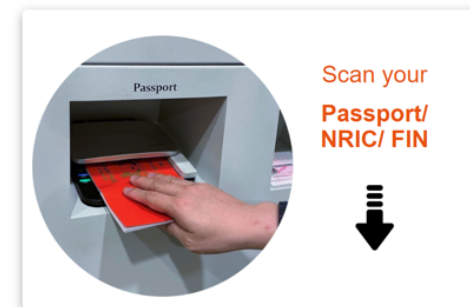
- Singapore National Identification Card (NRIC)
- Work Permit Card (FIN)

Passport includes:

- Any



Visitor Management System

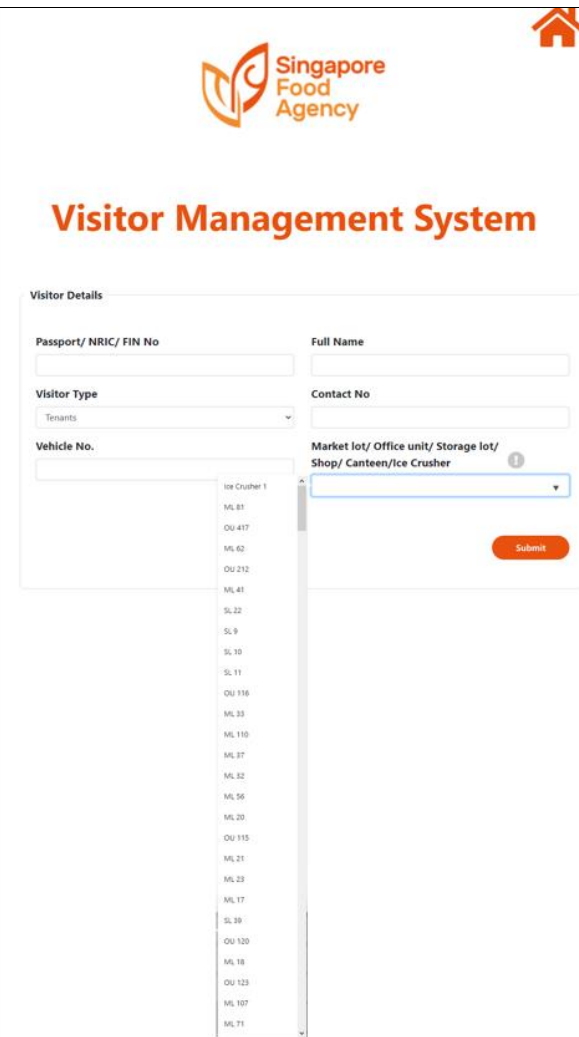


Step 3: Complete Details (**For Tenants**)

Details includes:

- Full Name
- Visitor Type = Tenants
- Contact Number
- Unit ID
- Vehicle Number

4



The screenshot shows the 'Visitor Management System' interface for tenants. At the top right, there is the Singapore Food Agency logo and a home icon. The title 'Visitor Management System' is displayed in orange. Below the title is a 'Visitor Details' form with the following fields:

- Passport/ NRIC/ FIN No:
- Full Name:
- Visitor Type: A dropdown menu with 'Tenants' selected.
- Contact No:
- Vehicle No.:
- Market lot/ Office unit/ Storage lot/ Shop/ Canteen/Ice Crusher: A dropdown menu with a list of options: ML 81, OU 417, ML 62, OU 212, ML 41, SL 22, SL 9, SL 10, SL 11, OU 116, ML 33, ML 110, ML 37, ML 82, ML 56, ML 20, OU 115, ML 21, ML 23, ML 17, SL 39, OU 120, ML 18, OU 123, ML 107, and SL 71.

A red 'Submit' button is located at the bottom right of the form.

Step 3: Complete Details (**For Workers**)

Details includes:

- Full Name
- Visitor Type = Workers
- Contact Number
- Unit ID
- Vehicle Number

5



Visitor Management System

Visitor Details

Passport/ NRIC/ FIN No	Full Name
<input type="text"/>	<input type="text"/>
Visitor Type	Contact No
Workers	<input type="text"/>
Vehicle No.	Market lot/ Office unit/ Storage lot/ Shop/ Canteen/Ice Crusher
<input type="text"/>	<input type="text"/>

Submit

Ice Crusher 1

- ML 81
- OU 417
- ML 62
- OU 212
- ML 41
- SL 22
- SL 9
- SL 10
- SL 11
- OU 116
- ML 33
- ML 110
- ML 37
- ML 32
- ML 56
- ML 20
- OU 115
- ML 21
- ML 23
- ML 17
- SL 39
- OU 120
- ML 18
- OU 123
- ML 107
- ML 71

Step 3: Complete Details (For Trade Visitors)

Details includes:

- Full Name
- Visitor Type = Trade Visitors (contractors, commercial buyers, logistic companies)
- Contact Number
- Company Name
- Vehicle Number

6



Visitor Management System

Visitor Details

Passport/ NRIC/ FIN No	Full Name
<input type="text"/>	<input type="text"/>
Visitor Type	Contact No
Trade Visitors (contractors, commercial buyers, logistics o	<input type="text"/>
Vehicle No.	Company Name
<input type="text"/>	<input type="text"/>

Step 3: Complete Details (For **Public**)

Details includes:

- Full Name
- Contact Number
- Visitor Type = Public
- Vehicle No.

7



Visitor Management System

Visitor Details

Passport/ NRIC/ FIN No	Full Name
<input type="text"/>	<input type="text"/>
Visitor Type	Contact No
Public	<input type="text"/>
Vehicle No.	
<input type="text"/>	

Submit

Step 4: (NRIC/FIN) Registration Successful

Registration is completed after completing the details page.

Registration Validity Period = 1 Year.

To re-register, may proceed to kiosk/online registration portal to submit new registration.

8



Thank You

Your Registration is valid for 1 year,
From 13/1/2024 2:44:07 pm
to 13/1/2025 2:44:07 pm

Step 4: (Passport) Registration Successful

Registration is completed after completing the details page.

Registration Validity Period = 24 hours from registration.

To re-register, may proceed to kiosk/online registration portal to submit new registration.

9



Registration Successful



Please collect your QR Code from slot above