

29 August 2024

All tenants at Pasir Panjang Wholesale Centre (PPWC)

### 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 PPWC 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. Should you require any clarification, please contact SFA's Facility Management Contractor (FMC) for Pasir Panjang Wholesale Centre (PPWC) - CBM Pte Ltd at Tel: 6775 6355.

Registration kiosk near the security guardhouse at PPWC



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
<b>Questions regarding to registration</b>		
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: <a href="https://vmsreg.sfa.gov.sg/">https://vmsreg.sfa.gov.sg/</a> ).  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 PPWC?	No. Driving Licences are not valid identity documents for registration, scanning in and out from PPWC.
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: <a href="https://vmsreg.sfa.gov.sg/">https://vmsreg.sfa.gov.sg/</a> .
<b>Questions regarding to entry/exit</b>		
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.
<b>Question on Tenant/ worker registration</b>		
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 PPWC?	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.
<b>Buyers/ Visitors</b>		
17	As a buyer/ visitor, do I need to register?	Yes. Refer to question 2.
<b>Drivers</b>		
18	I drive to PPWC, how do I access the premises?	Refer to question 2 for registration.  <u>For PPWC</u> You can park your vehicle at the carpark lot at C46/C47 and proceed to registration kiosk/ register online 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 PPWC 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 PPWC?	Yes. Both the driver and passenger are required to register.

# Kiosk Instruction Manual for PPWC

Visitor Management System

# Step 1: Select a Language

Available language:

- English
- Chinese



Visitor Management System

English

中文

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## Step 2: Scan ID / Passport

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**Place your ID/Passport on the kiosk scanner.**

ID includes:

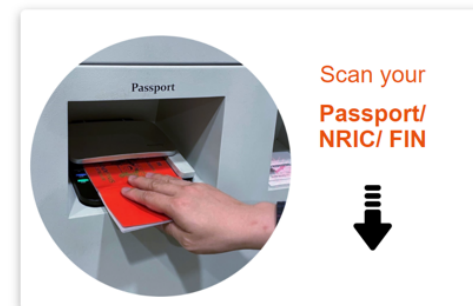
- Singapore National Identification Card (NRIC)
- Work Permit Card (FIN)

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

Register using NRIC/FIN Number

Visitor Details

NRIC/FIN Number	Full Name
<input type="text"/>	<input type="text"/>
Contact Number	Vehicle Number
<input type="text"/>	<input type="text"/>
Visitor Type	UnitID (Block No_Level_Unit No)
Tenants	eg: 1_01_01
	<input type="text" value="1_01_01"/>

Register

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

Details includes:

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

5

NRIC/FIN Passport

Register using NRIC/FIN Number

Visitor Details

NRIC/FIN Number	Full Name
<input type="text"/>	<input type="text"/>
Contact Number	Vehicle Number
<input type="text"/>	<input type="text"/>
Visitor Type	UnitID (Block No_Level_Unit No) eg: 1_01_01
Workers	<input type="text"/>

Register



## 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

NRIC/FIN Passport

Register using NRIC/FIN Number

Visitor Details

NRIC/FIN Number	Full Name
<input type="text"/>	<input type="text"/>
Contact Number	Vehicle Number
<input type="text"/>	<input type="text"/>
Visitor Type	Tenant / Company Name
Trade Visitors (contractors, commercial buyers, logistics companies) ▼	<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



Registration Successful



Please collect your QR Code from slot above

# 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.