



A User Guide



customer service portal



Breaking New Ground



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WELCOME TO OUR CUSTOMER SERVICE PORTAL



The JTC Customer Service Portal (CSP) will enhance the way you do business with us. With a comprehensive suite of e-services that is designed to shorten your business turnaround time, CSP enables you to transact with us online from the comfort of your office or home. From making lease-related transactions to searching for available JTC properties, CSP puts convenience right at your fingertips.

This user guide provides a quick overview of the key features of CSP. We hope that it will serve as a useful reference for you.

CSP SERVICES – AN OVERVIEW

With CSP, you can access a comprehensive suite of e-services that is catered to your varied business needs:

PROPERTY SEARCH & APPLICATION

- Search and apply for available JTC properties such as flatted factory, ramp-up factory, business space, standard factory and land

LEASE-RELATED TRANSACTIONS

- Apply for a selection of lease-related transactions:
 - Subletting
 - Renewal of tenancy or lease
 - Change of use
 - Assignment of lease
 - Transfer of tenancy
 - Termination of tenancy

DOCUMENT SUBMISSION

- Submit property-related documents to JTC online

ONLINE PAYMENT

- Pay administrative fees incurred from lease-related transactions



LOGGING IN TO CSP

The set of procedures below are meant for first-time users of JTC e-services. Users who already have an EASY Access code and SingPass can log in to CSP directly.

STEP 1: GET YOUR COMPANY'S EASY¹ ACCESS CODE FROM IRAS

Your company must appoint an Authorised Person (AP)² to apply for the EASY Access Code via IRAS' EASY website at <http://mytax.iras.gov.sg/easy>

The EASY Access Code will be mailed to your company within four working days. For further enquiries, please call IRAS at 1800-356 8015.

STEP 2: GET A SINGPASS

Next, the AP and the selected staff who are allowed to access CSP must apply for their SingPass individually at <http://www.singpass.gov.sg>

The SingPass will be mailed to your local registered address within four working days. For further enquiries, please call SingPass at 6887-7377.

1 e-Services Authorisation System (EASY) is a self-service online update facility provided by the government as part of the e-Government Initiative.

2 Under IRAS regulations, the AP has to be a manager, company secretary or an executive of a higher designation.

STEP 3: AUTHORISE STAFF TO ACCESS JTC e-SERVICES AT THE EASY WEBSITE

The AP must log in to the EASY Website again using his SingPass and the company's EASY Access Code.

Once logged in, the AP has to authorise the selected staff to access 'JTC e-Services'. He would need to assign an **Approver** or **Preparer** role to each staff.



1. A staff who is given an Approver role is the Company Administrator (CA) in CSP. He has full access to CSP and will be able to perform transactions and access the details of all his company's properties.
2. A staff who is given a Preparer role is only granted partial access to CSP. He can perform limited transactions and view details of selected properties owned by his company. Before a Preparer can access CSP, the Approver has to register him as a user in the portal.

For more details, please refer to the 'User Administration' section in page 14.

3 At the first log in, your company's AP must change the EASY Access Code that has been issued by IRAS to an eight digit alphanumeric EASY Access Code of his choice, e.g. abcd1234.



STEP 4: LOG IN TO CSP

Once Steps 1-3 have been completed, the authorised staff can log in to CSP via **<http://www.jtc.gov.sg>**. During login, CSP users will be prompted for the following information:

- Their personal SingPass ID and SingPass
- Company's Unique Entity Number (UEN)

CSP HOMEPAGE

The CSP home page comprises four main sections.

1 Property-related Information
View a summary of your properties here

2 Newsflash
Stay tuned to the latest news & announcements on JTC and CSP here



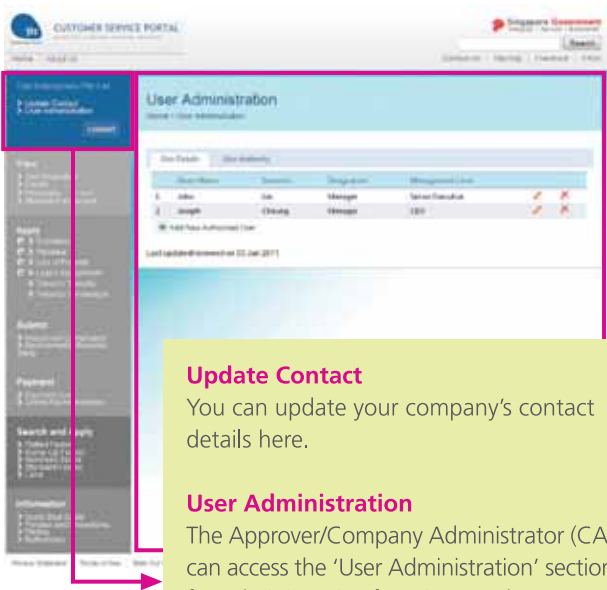
3 Navigation Panel
Access CSP's e-services here

4 General Information
Get the following updates/information here:

- Latest property/land launches
- JTC policies
- JTC service standards

CSP SERVICES

Administration



Update Contact

You can update your company's contact details here.

User Administration

The Approver/Company Administrator (CA) can access the 'User Administration' section for administrative functions such as registering Preparers as CSP users.

For more details on 'User Administration', please refer to page 14.

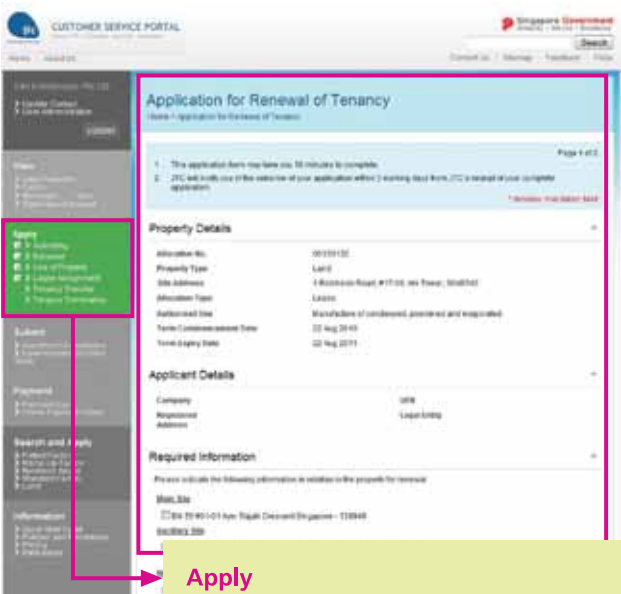
View Properties



View

You can view your existing properties, interact with JTC through a dedicated messaging system, track the status of your transactions and view your Statement of Account here.

Apply for Lease-Related Transactions



Apply

You can apply for a wide range of lease-related transactions here. They include:

- Subletting (new, renewal, termination and change of use)
- Renewal of tenancy or lease
- Use of property (change of use and use of property as a registered address)
- Lease assignment (outright assignment, assignment with leaseback, assignment to related company and change in ownership)
- Transfer of tenancy
- Termination of tenancy

Submit Documents

The screenshot shows the 'Customer Service Portal' for Singapore Government. The main content area is titled 'Application for Renewal of Tenancy' and includes instructions, property details, applicant details, and required information. A sidebar on the left contains navigation options, with the 'Submit' button highlighted in green. A red arrow points from the 'Submit' button to a callout box.

Submit

Submit
You can submit softcopies of your company's Investment Compliance and/or Environmental Baseline Study (EBS) reports here.

Make Online Payments

Payment

Please note that payment has to be successful before your application will be processed.

Payment for Online Transaction

S/N	Case No.	Application Type	Allocation No.	Application Date	Charge Description	Amount (\$)
1	526	Application For Noted Penalty	52606		Admin Fee	20
2	527	Application For Noted Penalty	52706		Admin Fee	20

Total Amount (\$): 40

Payment Method: Credit Card Direct Debit

Notes:

- Payment for selected transaction(s) can be made via credit card or direct debit.
- You must have an online banking account with DBS or UOB to go for online payment by direct debit.
- Payment via Credit Card can be made only by Visa or MasterCard up to \$60,000 per transaction.
- If online payment is unsuccessful or interrupted, please call 1820 108 1088 during office hours.

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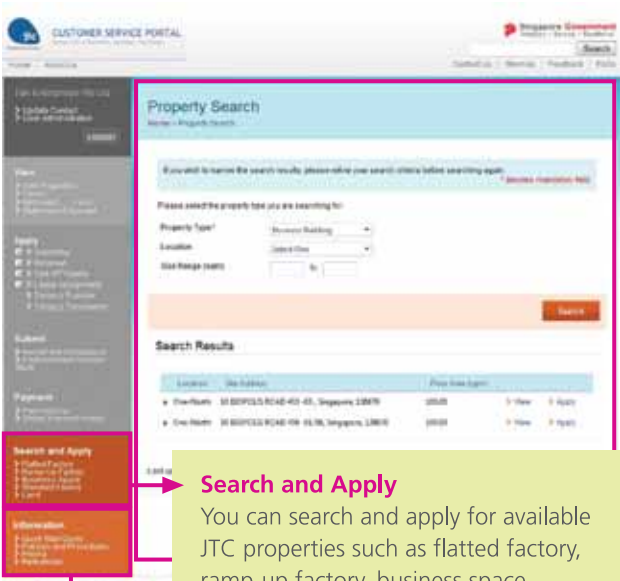
Payment

You can access here to pay for administrative charges incurred from online transactions made in CSP. Payment can be made via credit card or direct debit.

Online Payment History

This function allows you to view and track payments made during the last three months.

Search and Apply for JTC Properties



Search and Apply
You can search and apply for available JTC properties such as flatted factory, ramp-up factory, business space, standard factory and land here.

Information
You can get useful information such as policies & procedures and pricing here.

MINIMUM SYSTEM REQUIREMENTS

For a smooth surfing experience, it is important that your computer meets the following minimum system requirements.

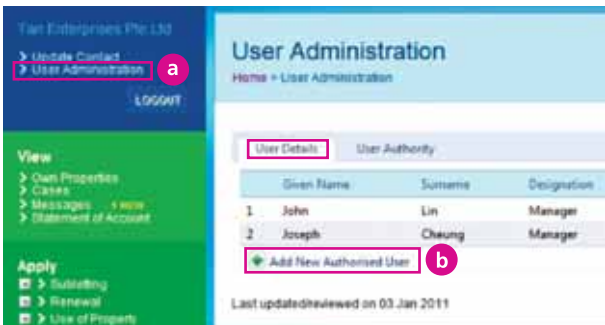
No.	Minimum Requirements	How to Check and Update PC Settings	Remarks
1	Operating System Windows XP and above	At Desktop Right Click on My Computer > Properties	CSP supports Microsoft Windows Operating System only.
2	Web Browser Microsoft Internet Explorer 7.0 and above	At Internet Explorer Browser Click Help > About Internet Explorer	CSP is best viewed with Internet Explorer 8.0.
3	Screen Resolution of 1024x768	At Desktop Right Click on empty space > Properties > Settings tab > Adjust Screen Resolution	This preferred resolution will ensure that all web pages can be viewed properly on your computer.



USER ADMINISTRATION

Before a Preparer can log in to CSP, the Approver needs to access 'User Administration' to register the Preparer as a CSP user. This can be done in three steps as detailed below:

STEP 1: ADD NEW AUTHORISED USER



- a. Click on 'User Administration' on the navigation panel. You will be directed to the 'User Details' tab.
- b. Click on 'Add New Authorised User' to access the online registration form. Fill up the form with the Preparer's details and select 'Submit'.



STEP 2: OPEN USER AUTHORITY FORM

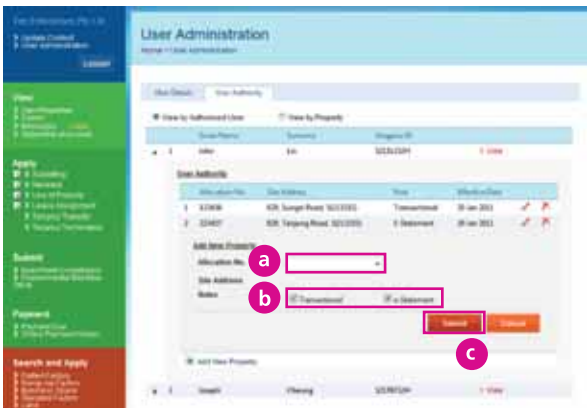
The screenshot shows a web interface for 'User Administration'. The left sidebar contains navigation options like 'View', 'Apply', and 'List of Properties'. The main content area has a 'User Administration' header and a 'User Details' section with a 'User Authority' tab highlighted. Below this is a table with columns for 'User Name', 'Surname', and 'Singular ID'. Two users are listed: 'John' and 'Joseph'. The 'View' link for 'John' is highlighted with a red box. At the bottom, it says 'Last updated/reviewed on 03 Jan 2019'.

	User Name	Surname	Singular ID	
1	John	Lin	52332204	View
2	Joseph	Chang	52332204	View

Next, click on User 'Authority' tab and then 'View' to access the 'User Authority Form'.



STEP 3: ASSIGN ALLOCATION AND ROLE TO THE AUTHORISED USER



- a. From the drop-down list, select the property that you wish to assign to the Preparer.
- b. Next, assign a role to the Preparer. He can be given a 'Transactional' or 'e-Statement' role, or both:
 - A 'Transactional' role allows the Preparer to perform lease-related transactions on behalf of the company
 - An 'e-Statement' role enables the Preparer to view the company's online financial statements and payment history.
- c. Click 'Submit'.



Breaking New Ground

For more information please contact:

JTC Corporation

Tel: 1800-568 7000 (local) or (65) 6560 0056 (overseas).

Email: askjtc@jtc.gov.sg

Website: <http://www.jtc.gov.sg>