A User Guide

Customer Service Portal

BEFORE YOU BEGIN

Please note that CorpPass will be the required login method for the Customer Service Portal.

Singapore Corporate Access

CorpPass

Don't have CorpPass?

Get started on your CorpPass registration at **www.corppass.gov.sg**. If you need help for registration, you may reach the CorpPass Helpdesk at **+65 6643 0577** or **support@corppass.gov.sg.**

WELCOME TO OUR
CUSTOMER SERVICE PORTAL

The JTC Customer Service Portal (CSP) will enable you to transact with us online from the comfort of your office or home. You will have access to a comprehensive suite of e-services catered to your business needs:

PROPERTY-RELATED INFORMATION

- View information such as property details, application status and statement of account

PROPERTY SEARCH & APPLICATION

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

LEASE-RELATED TRANSACTIONS

- Access a selection of lease-related transactions:
  - Subletting
  - Tenancy or lease renewal
  - Change of use
  - Lease assignment
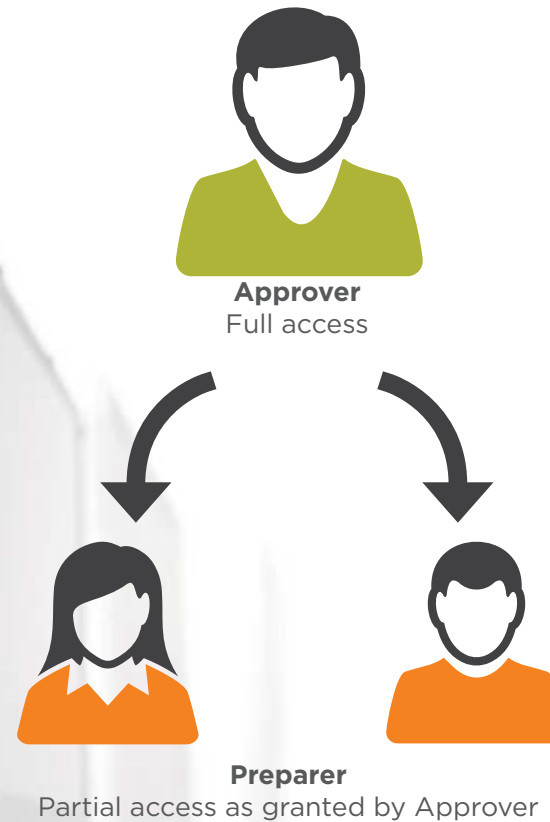 - Tenancy transfer
  - Tenancy termination

GETTING STARTED

You will need your CorpPass Administrator for this step.

Go to CorpPass at **www.corppass.gov.sg** and login as an Admin. Select "JTC e-services" as an e-service that you will use.

Assign roles to your CorpPass Users. There are two types of roles - an Approver and a Preparer.

Approver
Full access

As an **Approver**, you will have full access to the services in CSP. You can also assign service access rights to Preparers.

Preparer
Partial access as granted by Approver

As a **Preparer**, you will only have access to services granted to you by the Approver.

Go to **www.jtc.gov.sg** and access CSP under "Customer Services". Click "Log in as Customer" and log in using your CorpPass login and your company's Unique Entity Number (UEN).
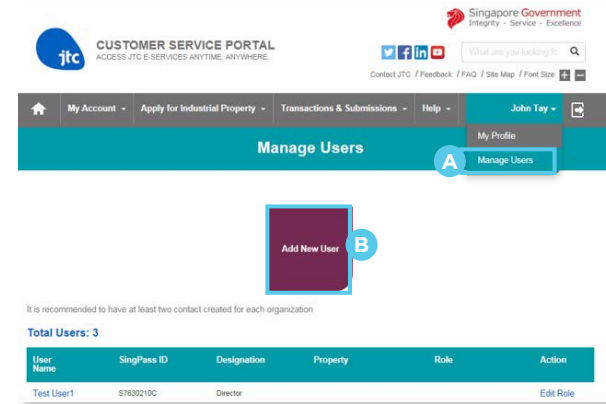
Under "My Profile", fill in your email address and phone number.
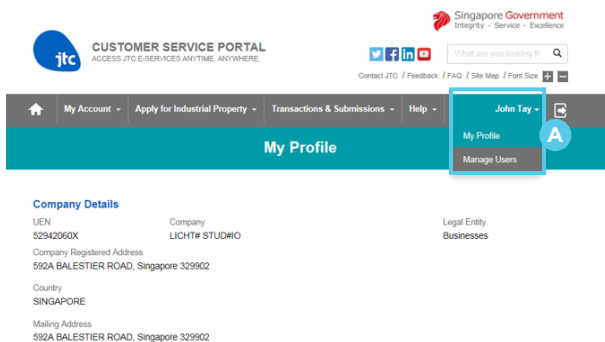
A My Profile
Fill in your email address and phone number.

Under "Manage Users", you can assign transactional or e-statement roles in CSP to others.

A Under your name, click on 'Manage Users' on the navigation panel.

B Click on 'Add New User' button to access the online form. Fill up the form with the new user's details.
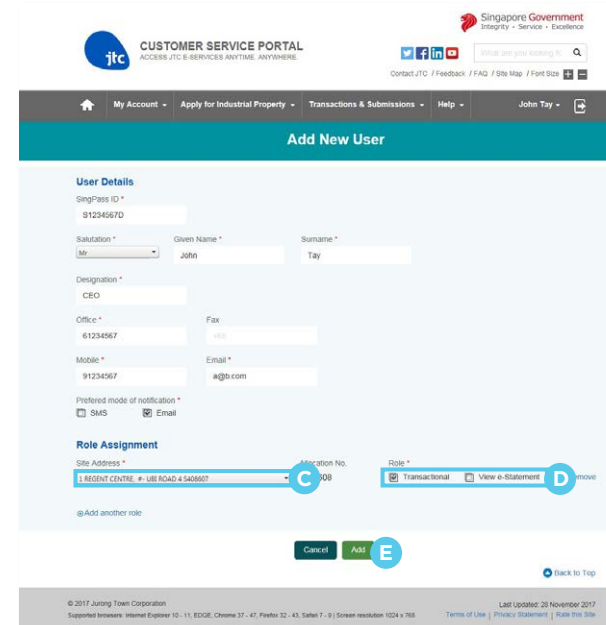
C From the drop-down list, select the property that you wish to assign to the user.

D Next, assign a role to the User. He/She can be given a **Transactional** or **e-Statement role**, or both:
- A **Transactional role** allows the user to perform lease-related transactions on behalf of the company
- An **e-Statement role** enables the User to view the company's online financial statements and payment history

E Click 'Add'.

CSP SERVICES

At the CSP homepage, you will see a navigation panel where you can access CSP's e-services, and shortcuts to commonly used functions.

A Navigation Panel
Access CSP's e-services here.

B Shortcuts
Shortcuts to commonly used functions with notification of new updates.

Lease-Related Transactions and e-Statements

A Under "My Account", you can view your existing property details, and apply for a wide range of lease-related transactions:
- Subletting (new, renewal, termination and change of use)
- Renewal of tenancy or lease
- Use of property (change of use, use as a registered address)
- Lease assignment (assignment, assignment with leaseback to related company and change in ownership)
- Transfer of tenancy
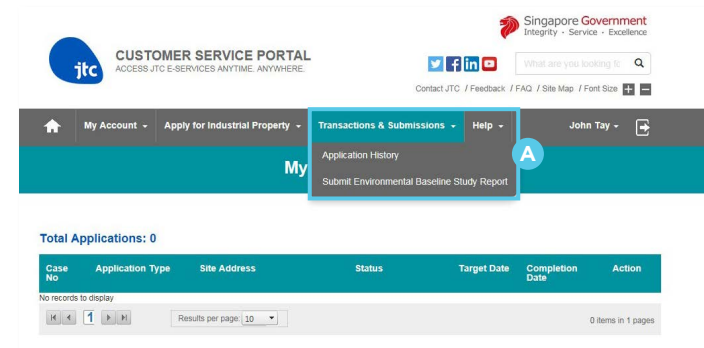- Termination of tenancy

You can also access your e-Statements here.

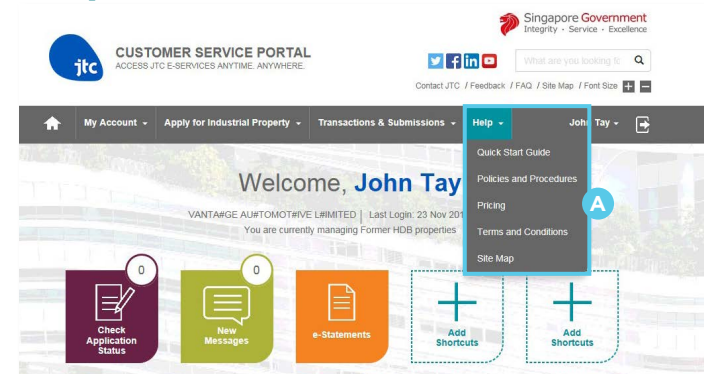## Apply for Industrial Properties
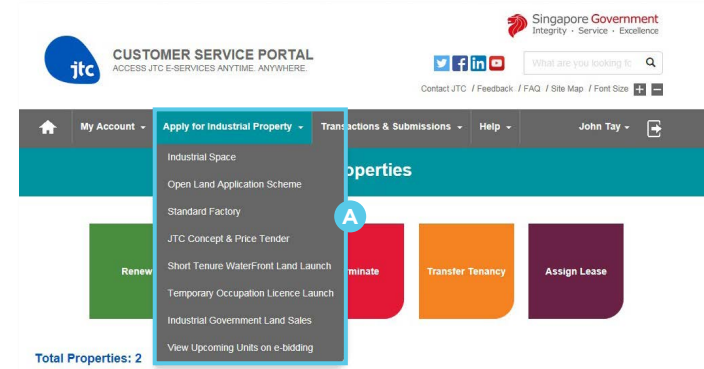
A You can search and apply for available JTC properties here.

Transactions & Submissions

A You can track the status of your applications here.

Help

A You can get useful information such as policies, procedures and pricing here.

CSP is best viewed with the following web browsers and screen resolution of 1024x768.

- Internet Explorer 10 and above
- Chrome 37 and above
- Firefox 32 and above
- Safari 7 and above

If you require any help, please contact:

Tel: 1800-568 7000 (local) or (65) 6560 0056 (overseas) Email: askjtc@jtc.gov.sg

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