

General Portnet Tips FAQs

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1. How to view my monthly PORTNET® bill?

- 1.1 Login to PORTNET® and go to **Info & Other Svcs** menu (in orange bar).
- 1.2 Click on **Enquire Portnet Bills**.

The screenshot shows the PORTNET® user interface. At the top, there is a navigation bar with the PSA logo and the text 'The World's Port of Call'. The main header area contains the text 'View using Internet Explorer 11 or Chrome only.' and a red double arrow icon. Below this, there is a 'My Workspace' section with a welcome message and account details. A horizontal menu bar contains several options: 'Container Terminal', 'Automobile Terminal', 'Conventional Terminal', 'Haulier Svcs', 'Info & Other Svcs' (highlighted with a green box), 'Pilot Users', 'FlexiAlert', and 'Support'. Below the menu bar, there are several sections: 'Vessel Services' (Berthing Information, Vessel Information), 'Codes Services' (Subscriber, Operator, Miscellaneous, Company Information, PORTNET Charges - highlighted with a green box), and 'Shipping Line' (Shipping Line, Commodity, Currency / Exchange Rate, Location, Depot).

- 1.3 Select the Usage Month you wish to view by clicking on the dropdown list.
- 1.4 Click **Retrieve**.

The screenshot shows the 'Enquiry of Portnet Services Bill' form. It features a dropdown menu for 'Usage Month' with 'September 2013' selected. Below the dropdown are two buttons: 'Retrieve' and 'Reset'.

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2. What are the PORTNET® peak & off peak timings?

The PORTNET® Peak periods are as follows:

0930H – 1100H }
1530H – 1700H } Mondays to Fridays excluding Public Holidays.

0930H – 1100H } Saturdays only.
All other timings are off peak.

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