

# [FAQ]

## Q. I lost the library book. What should I do?

A. Please approach to the library counter to file for the lost book. We will not be able to process the lost book via phone call.

## Q. I returned the books but I still see it in my account and I do not have it at home.

A. Please let us know and help us search your house thoroughly one more time.

1. Returned your own books instead of JAS library books by mistake.  
(When you count the number of books to return, please make sure you don't count your own books)

\*We often receive books which do not belong to us!

2. Cannot find it but still at your place.
3. Returned JAS library books to other libraries
4. Left JAS library books in your car or on public transportation
5. Left JAS library books somewhere else
6. Still have JAS books in your carrier or your family members have it

## Q. I do not know how to read the charges on the monthly invoice.

A. To check your payment history, go to Member Login on the upper right corner of JAS website <https://jasweb.jas.org.sg/jasems/> → Login to your account → Go to Library My Account → Go to History → Previous payments.

Please refer to the receipt number for Invoice Reference number [WWWO000]



シンガポール日本人会  
The Japanese Association,  
Singapore

MS LIBRARY  
THE JAPANESE ASSOCIATION, SINGAPORE  
120 ADAM ROAD  
SINGAPORE 289899

The Japanese Association, Singapore 120 Adam Road,  
Singapore 289899 Tel: 6468 0066 Fax: 6469 6958  
GST NO.

### TAX INVOICE FOR JULY 2023

Page 1 of 1  
DATE : 1st AUG 2023  
DEPOSIT :  
INVOICE NO. : - JUL2023  
MEMBERSHIP NO. :  
NAME : MS LIBRARY

DATE	REFERENCE	DESCRIPTION	DEBIT	CREDIT	GST	BALANCE
MS LIBRARY						

The Japanese Association, Singapore The Japanese Association, Singapore, Library 日本語

Advanced search  
Search by Phrase  
Anywhere

My library > Previous payments

Showing 1 - 3 of 3 < Previous Next >

Sort by [Date, latest first]

#	Receipt number	Payment method	Date	Amount paid
1.	WWW5677	01	22 Dec 2021	\$1.50
2.	WWW5801	01	20 Dec 2021	\$0.90
3.	WWW5252	01	07 Dec 2021	\$0.60

My account  
Dashboard  
Current loans  
Personal details  
History  
Logout