

# **User Guide**

## **Application for 50% Road Tax Rebate & Additional Cash Rebate at the OneMotoring Portal**

Version 1.2

Last Updated 27 April 2021

## TABLE OF CONTENTS

<b>1. Getting Started.....</b>	<b>3</b>
1.1 First-time Users .....	3
1.2 Accessing the OneMotoring Portal .....	3
1.3 Apply for 50% Road Tax Rebate & Additional Cash Rebate.....	4
1.4 Enter Student Transportation Activities Details .....	6
1.5 Enter Student Transportation Details.....	12
1.6 Save Information Entered, Print and Obtain School Endorsement.....	13
1.7 Upload Supporting Documents.....	16
1.8 Declarations.....	17
1.9 Submit Application .....	18
<b>2. Combining Multiple Images Into One Document.....</b>	<b>23</b>
<b>3. Request For Clarification.....</b>	<b>26</b>
3.1 View Your e-Letter.....	27
3.2 Resubmit Information Required .....	28
<b>4. Post-application Approval/Rejection .....</b>	<b>30</b>
4.1 In-Principle Approval Letter .....	30
4.2 Rejection letter .....	32
<b>5. Contact Information .....</b>	<b>33</b>

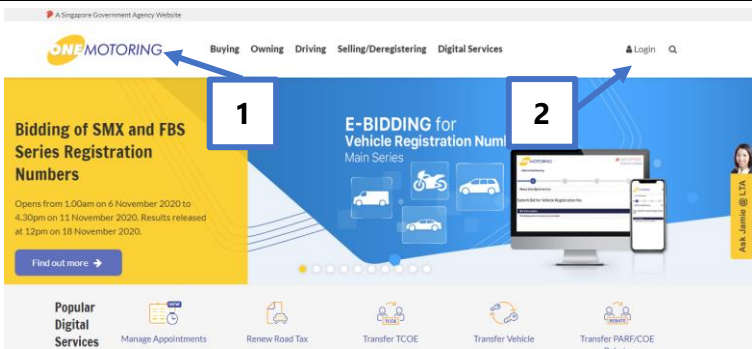
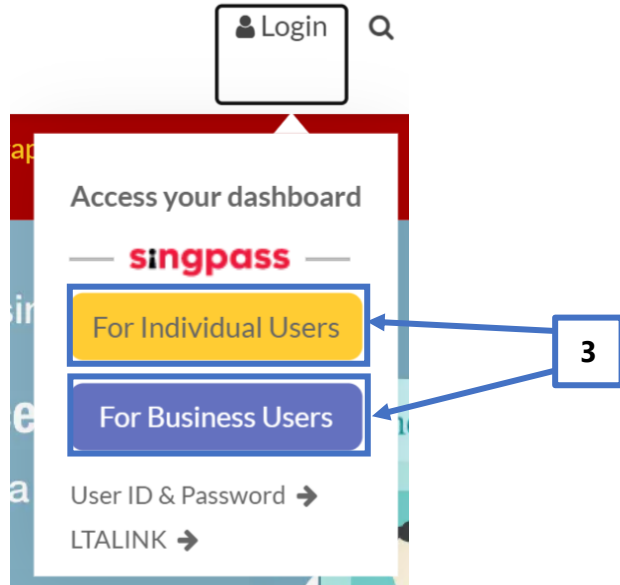
# 1. Getting Started

## 1.1 First-time Users

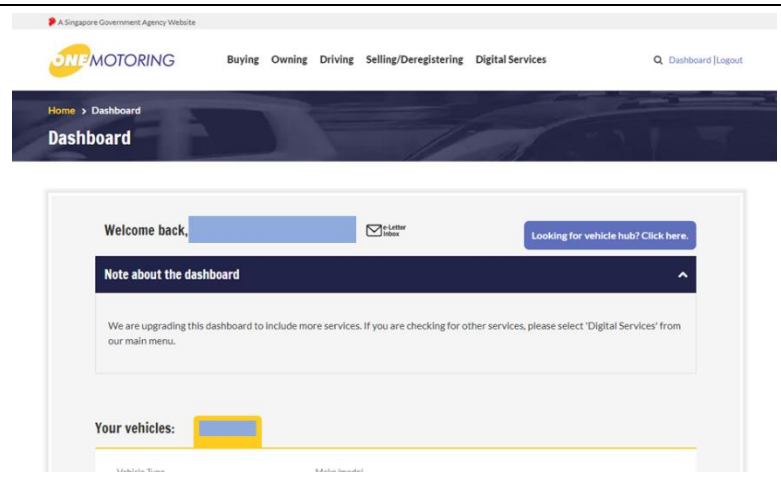
**For buses that are registered under individuals**, you will need to log in with Singpass to use digital services for bus-related transactions on LTA's OneMotoring portal. To apply for a Singpass account or reset your Singpass password, visit [www.singpass.gov.sg](http://www.singpass.gov.sg).

**For buses that are registered under businesses**, you will also need to log in with Singpass. In addition, you will need to be authorised in the Corppass portal by your administrator account, before you can transact on your business's behalf. To register for a Corppass Admin account, visit [www.corppass.gov.sg](http://www.corppass.gov.sg).

## 1.2 Accessing the OneMotoring Portal

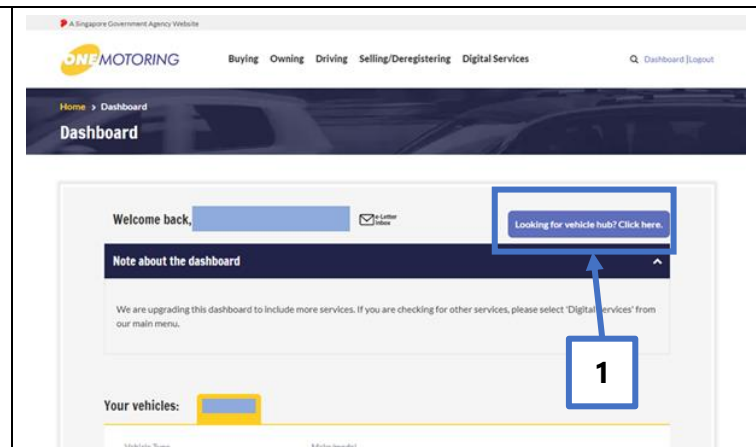
<p>Step 1: Visit <a href="http://onemotoring.lta.gov.sg">onemotoring.lta.gov.sg</a></p> <p>Step 2: Click the login button on the top right-hand corner of the webpage.</p>	
<p>Step 3: <b>For buses that are registered under individuals</b>, login with your Singpass by clicking the 'For Individual Users' button.</p> <p><b>For buses that are registered under businesses</b>, login with your Singpass by clicking the 'For Business Users' button..</p>	

Upon successful login, you will be brought to the Dashboard.

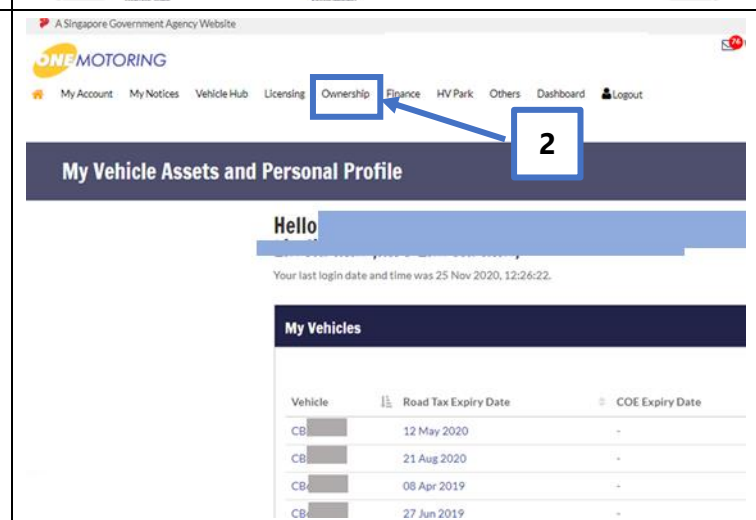


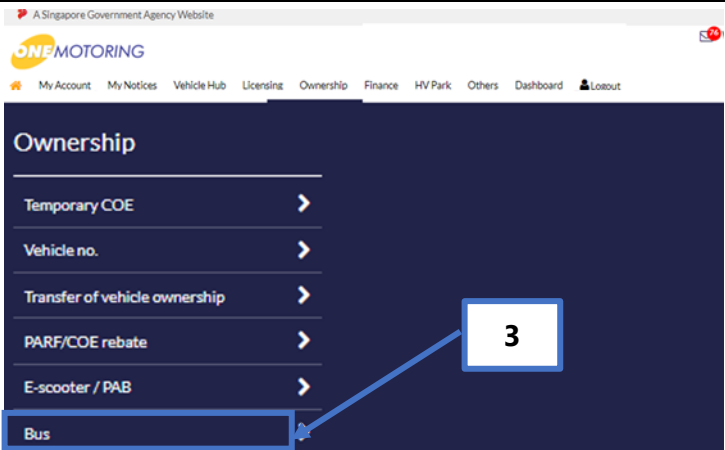
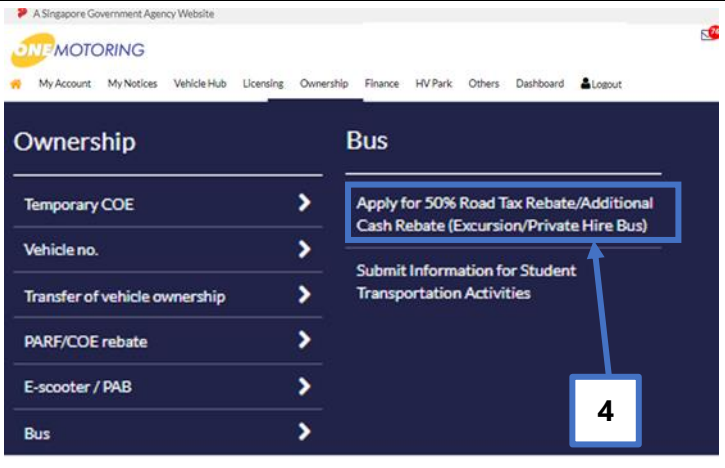
### 1.3 Apply for 50% Road Tax Rebate & Additional Cash Rebate

Step 1: Click on '**Looking for Vehicle Hub? Click here**'.

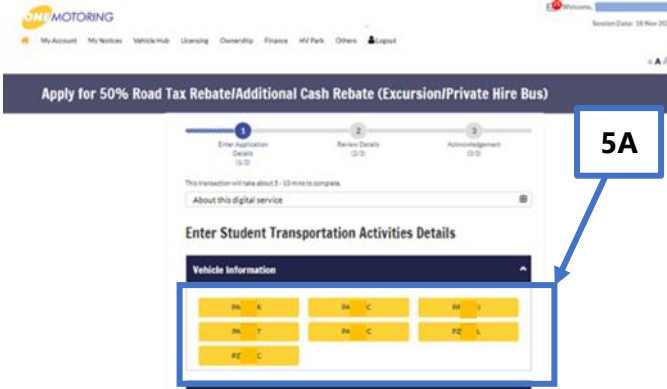
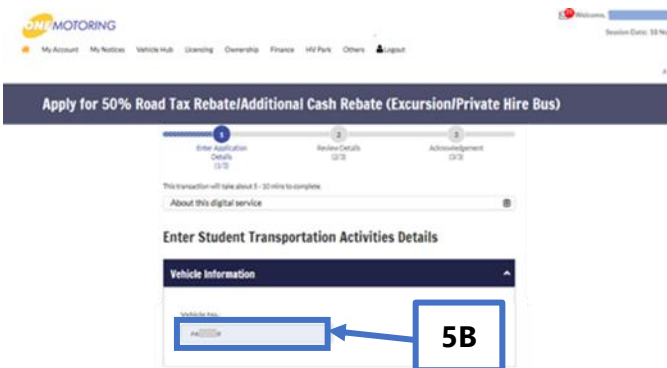


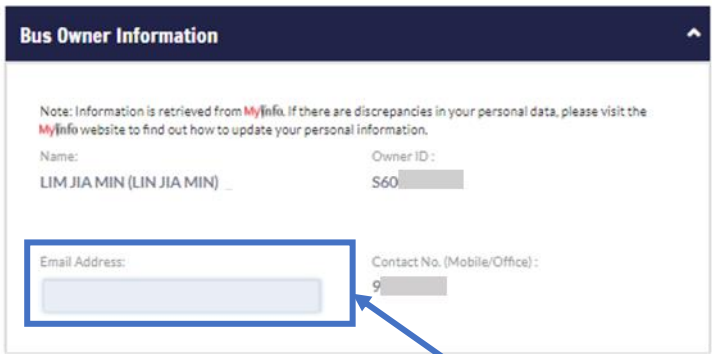

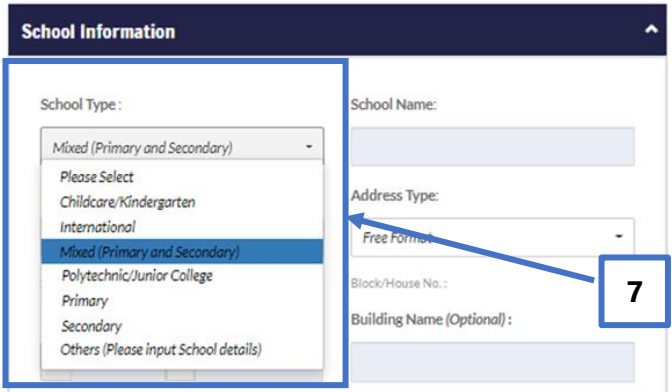
Step 2: On the main page of Vehicle Hub, click on '**Ownership**'.



<p>Step 3: On the 'Ownership' drop-down menu, click on 'Bus'.</p>	 <p>A screenshot of the ONE MOTORING website. The 'Ownership' menu is open, showing options: Temporary COE, Vehicle no., Transfer of vehicle ownership, PARF/COE rebate, E-scooter / PAB, and Bus. The 'Bus' option is highlighted with a blue box. A blue arrow points from a box containing the number '3' to the 'Bus' option.</p>
<p>Step 4: Under the 'Bus' drop-down menu, click on 'Apply for 50% Road Tax Rebate/Additional Cash Rebate (Excursion/Private Hire Bus)'.</p>	 <p>A screenshot of the ONE MOTORING website. The 'Bus' menu is open, showing options: Apply for 50% Road Tax Rebate/Additional Cash Rebate (Excursion/Private Hire Bus), Submit Information for Student Transportation Activities, and another option. The first option is highlighted with a blue box. A blue arrow points from a box containing the number '4' to this option.</p>

## 1.4 Enter Student Transportation Activities Details

<p>Step 5A: If you own <b>less than 20</b> excursion/private hire buses, bus registration numbers will be displayed in the yellow buttons.</p> <p>Select the bus registration number that you wish to apply for 50% road tax rebate &amp; additional cash rebate.</p>	<p>A) If you own <b>less than 20</b> excursion/private hire buses:</p> 
<p>Step 5B: If you own <b>more than 20</b> excursion/private hire buses, input the bus registration number in the search box.</p>	<p>B) If you own <b>more than 20</b> excursion/private hire buses:</p> 

<p>Step 6: Check and update your contact details, if required.</p> <p><i>Tips: Bus owner details are retrieved from MyInfo.</i></p> <p>Please visit <a href="http://www.myinfo.gov.sg">www.myinfo.gov.sg</a> to update your information, if required.</p>	<p>A) For Individual user account:</p>  <p>B) For Business user account:</p> 
<p>Step 7: Select the type of school that you are providing student transportation services to.</p>	

### Step 8A: Enter **School Name**

*Tips: If you are ferrying students from a **Primary, Secondary, or Mixed (Primary and Secondary)** school, the school name can be filled with a quick search bar by typing the first few letters of the school name and selecting from the auto-populated list.*

*The school's address will be auto populated once the school name is filled.*

*If the school that you serve is not listed, please enter the school name and postal code manually. System will auto populate school address based on postal code.*

**School Information**

School Type: **8A** Mixed (Primary and Secondary)

Postal Code:

Street Name:

Unit No. (Optional):

School Name: **8A** a

- CATHOLIC HIGH SCHOOL
- CHIJ ST. NICHOLAS GIRLS' SCHOOL
- MARIS STELLA HIGH SCHOOL
- METHODIST GIRLS' SCHOOL (PRIMARY)
- SINGAPORE CHINESE GIRLS' PRIMARY SCH.
- METHODIST GIRLS' SCHOOL (SECONDARY)
- SINGAPORE CHINESE GIRLS' SCHOOL

Building Name (Optional):

Step 8B: If you are **not** ferrying students from a **Primary, Secondary, or Mixed (Primary and Secondary)** school (e.g. international schools, religious schools, or kindergarten/childcare), please enter **School Name** and **Postal Code**. System will auto-populate the school address based on **postal code** entered.

**School Information**

School Type: Childcare/Kindergarten

Postal Code:

Street Name:

Unit No. (Optional):

School Name: ABC Childcare

Address Type: **8B** Free format

Block/House No.:

Building Name (Optional):

<p>Step 9: Please retain "Free Format" under <b>Address Type</b>.</p> <p>Please enter unit no. if applicable.</p>	<div> <div>School Information</div> <div> <div> School Type :  Mixed (Primary and Secondary) </div> <div> School Name :  MARIS STELLA HIGH SCHOOL </div> </div> <div> <div> Postal Code :  368051 </div> <div> Address Type :  Free Format </div> </div> <div> <div> Street Name :  MOUNT VERNON ROAD </div> <div> Block/House No. :  25 </div> </div> <div> <div> Unit No. (Optional) :  # -  </div> <div> Building Name (Optional) :  </div> </div> </div>
<p>Step 10: Enter <b>Length of Service with School (Years)</b>. This is the period you are providing student transportation services to the school under your <b>current school or private contract</b>.</p>	<div> <div>Length of Service with School (Years) :</div> <div> <div>1</div> <div>10</div> </div> </div>
<p><u>Home to School Trip Information</u></p> <p>Step 11: Enter pick-up time of first student (from student's home).</p> <p>Step 12: Enter set-down time at school.</p> <p><i>Tips: Please enter pick-up/set-down times in HHMMSS format.</i></p>	<div> <div> <div>First Pick-up Time from Home:</div> <div>07:00:00</div> </div> <div> <div>Set-Down Time at School:</div> <div>08:00:00</div> </div> <div> <div>Pick-up Time from School:</div> <div>14:00:00</div> </div> <div> <div>Last Set-Down Time at Home:</div> <div>15:00:00</div> </div> <div> <div>11</div> <div>12</div> </div> </div>

<p><u>School to Home Trip Information</u></p> <p>Step 13: Enter pick-up time from school.</p> <p>Step 14: Enter set-down time of last student (at student's home).</p> <p><i>Tips: Please enter pick-up/set-down times in HHMMSS format.</i></p>	<div> <div>First Pick-up Time from Home: 07:00:00</div> <div>Set-Down Time at School: 08:00:00</div> <div>Pick-up Time from School: 14:00:00</div> <div>Last Set-Down Time at Home: 15:00:00</div> </div> <div> <div>13</div> <div>14</div> </div>
<p>Step 15: Select type of student transportation contract.</p> <p>Select 'School Agreement' if you have entered into a contract with the school.</p> <p>Select 'Private' if you have entered into a contract directly with the students' parent(s).</p>	<div> <div>Type of Contract:</div> <div> <div>School Agreement</div> <div>Please Select</div> <div>School Agreement</div> <div>Private</div> </div> <div>15</div> </div>

Step 16: If you serve more than one school with the same bus, please click on the arrow(s) and follow Steps 7 to 15 (provided above) to fill in the relevant information for the subsequent schools that you serve.

You may enter school and trip information for up to three schools. If you serve more than three schools with the same bus, please attach the completed Form A-1/A-2 for the fourth school onwards according to Steps 22 and 23 below.

The image shows a portion of a digital form. There are two dark blue rectangular buttons stacked vertically. The top button is labeled 'School Information (2nd)' and the bottom button is labeled 'School Information (3rd)'. Each button has a small white downward-pointing arrow on its right side. A blue box containing the number '16' is positioned below the buttons. A blue arrow originates from this box and points directly to the downward arrow on the 'School Information (3rd)' button.

## 1.5 Enter Student Transportation Details

<p>Step 17: Enter the number of students that you are ferrying for the forward or return trip, whichever is higher.</p> <p>Step 18: Enter bus driver and bus attendant <b>names and ID numbers</b>.</p> <p>A bus attendant is required if:</p> <ul style="list-style-type: none"><li>• You are ferrying students from a childcare centre or kindergarten; or</li><li>• The licensed seating capacity of your bus exceeds 30.</li></ul> <p><i>Tips: Number of passengers (i.e. students ferried <b>and</b> the bus attendant) cannot exceed the licensed seating capacity of your bus.</i></p>	<div><div>Licensed Seating Capacity: 34</div><div>17</div><div>No. of Students Ferried : 30</div></div> <div><div>Name of Bus Driver: ABC</div><div>ID No. of Bus Driver (NRIC/FIN): S4177726E</div><div>Name of Bus Attendant : CBA</div><div>ID No. of Bus Attendant (NRIC): S6005041D</div></div> <div>18</div>
<p>Step 19: Enter minimum and maximum monthly school bus fares (per student).</p>	<div><div>Monthly Range of School Bus Fare per Student (From) (\$) : 20</div><div>Monthly Range of School Bus Fare per Student (To) (\$) : 30</div></div> <div>19</div>

## 1.6 Save Information Entered, Print and Obtain School Endorsement

Step 20: Click "Save" button to generate and view the pre-filled Forms A-1 and A-2 based on the information that you have entered earlier.

*Tips: Clicking the "Save" button in Step 20 will generate one copy of Form A-1 and Form A-2 for each school that you serve, e.g. if you are serving three schools, you will see three copies of Form A-1 and Form A-2, one copy for each school.*

*Note: If you have previously input information up to Step 19 and have already obtained school endorsement on hardcopies of your School Agreement, Form A-1 and A-2, please skip Steps 20 and 21, and proceed to Step 22 for steps on uploading your supporting documents.*

**Upload Supporting Documents**

Step 1: Click the button below to save a copy of Form A-1 and Form A-2 containing the information entered above

**Save**

Step 2: Obtain school endorsement for Form A-1 and Form A-2 (Only applicable for school contracts)

Step 3: Upload the file below

Upload File

Please ensure that your uploaded file meets the following requirements:

- The document format should be in PDF or image file format (e.g. jpg)
- The filename contains only letters, numbers and underscore, without spaces or other special characters
- The documents should not be encrypted

If the contract is a private arrangement between parents and the bus owner, only Form A-2 is required.

Fill in the student name list in Form(s) A-2 accordingly.

**If you have entered into a contract with the school you serve**, please obtain the school's endorsement on both Forms A-1 and A-2.

**If you have entered into a contract directly with the students' parents,** please obtain the school's endorsement on only Form A-2.

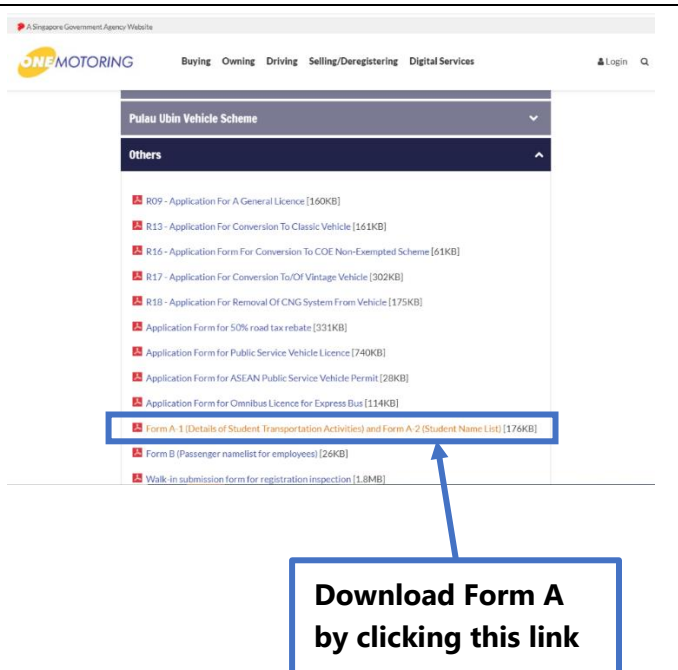
[illegible]

**Step 21B: If your bus serves more than three schools,**

please manually fill in information for the fourth school onwards in a separate Form(s) A-1 and A-2 for endorsement by the school(s). The softcopy Forms A-1 and A-2 are available at

[onemotoring.lta.gov.sg](http://onemotoring.lta.gov.sg) >

*Forms > Others > Form A-1 (Details of Student Transportation Activities) and Form A-2 (Student Name List).*



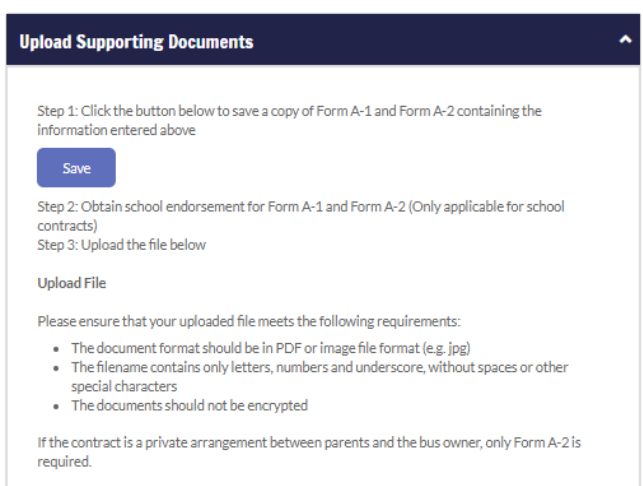
Please ensure that your supporting documents (i.e. School Agreement, Form A-1 and A-2) contain the following details on every page:

- School stamp;
- Signature of school personnel;
- School endorsement date; and
- School endorsement on amendments made.

## 1.7 Upload Supporting Documents

Once you have obtained the school endorsement on the respective copies of Form A-1 and A-2, please upload the supporting documents by re-accessing the digital service, based on steps provided in Sections 1.2 to 1.3 of this User Guide.

Retrieve saved information under your current application by selecting/entering the relevant bus registration number according to Step 5 in Section 1.4 of this User Guide. You may amend the saved information under your current application, if required. Otherwise, proceed to scroll down to the “Upload Supporting Documents” section of the digital service to continue your application according to the steps below.

<p>Step 22: Scan or take a photo of duly completed forms with endorsement by the school, and save these copies in PDF or image file format. Please ensure that your vehicle number and school name are included in the filename (e.g. PB1234Z_Ang Mo Kio Secondary School_Form A-1.pdf or PB1234Z_Ang Mo Kio Secondary School_Form A-1.jpg).</p> <p>Please refer to Section 2 of this user guide if you need to upload multiple images within your supporting document(s).</p>	 <p>The screenshot shows a web interface titled "Upload Supporting Documents" with a dark blue header. Below the header, there are three steps: Step 1: Click the button below to save a copy of Form A-1 and Form A-2 containing the information entered above. A blue "Save" button is visible. Step 2: Obtain school endorsement for Form A-1 and Form A-2 (Only applicable for school contracts). Step 3: Upload the file below. Under "Upload File", it says "Please ensure that your uploaded file meets the following requirements:" followed by a bulleted list: The document format should be in PDF or image file format (e.g. jpg), The filename contains only letters, numbers and underscore, without spaces or other special characters, and The documents should not be encrypted. At the bottom, it notes: "If the contract is a private arrangement between parents and the bus owner, only Form A-2 is required."</p>
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<p><b>Step 23:</b> Click the 'Upload' button under respective documents to attach the scanned copies or images of the documents.</p>	<p>If the contract is a private arrangement between parents and the bus owner, only Form A-2 is required.</p> <p>1. Form A-1: Details of Student Transportation Activities (endorsed by the school) (Only applicable for school contracts):</p> <p><input type="checkbox"/> Not Applicable</p> <div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <p><b>Upload</b></p> <p>Max file size 5 MB</p> </div>
	<p>2. Form A-2: Student Name List. For school agreement, every page of this form must be endorsed by the school. For private arrangements between parents and the bus owner, parents' contact numbers must be shown:</p> <div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <p><b>Upload</b></p> <p>Max file size 5 MB</p> </div>
	<p>3. School Agreement (indicating that the bus is conveying its students and the contract period) (Only applicable for school contracts):</p> <p><input type="checkbox"/> Not Applicable</p> <div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <p><b>Upload</b></p> <p>Max file size 5 MB</p> </div>

## 1.8 Declarations

<p><b>Step 24:</b> Check the box to declare that the details that you have provided are true and correct.</p>	<div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <input checked="" type="checkbox"/> I declare that all details provided are true and correct.         </div> <div style="border: 1px solid blue; padding: 5px; display: inline-block; margin-left: 20px;"> <b>24</b> </div> <p><input type="checkbox"/> I have read and I agree to the terms and conditions.</p> <p style="text-align: right;"><b>Next →</b></p>
<p><b>Step 25:</b> Click '<b>terms and conditions</b>' to view the terms and conditions for submission of the application.</p>	<p><input checked="" type="checkbox"/> I declare that all details provided are true and correct.</p> <p><input type="checkbox"/> I have read and I agree to the <span style="border: 1px solid blue; padding: 2px;">terms and conditions.</span></p> <div style="border: 1px solid blue; padding: 5px; display: inline-block; margin-left: 20px;"> <b>25</b> </div> <p style="text-align: right;"><b>Next →</b></p>
<p><b>Step 26:</b> Check the box if you are agreeable to the terms and conditions.</p>	<p><input checked="" type="checkbox"/> I declare that all details provided are true and correct.</p> <div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <input checked="" type="checkbox"/> I have read and I agree to the terms and conditions.         </div> <div style="border: 1px solid blue; padding: 5px; display: inline-block; margin-left: 20px;"> <b>26</b> </div> <p style="text-align: right;"><b>Next →</b></p>
<p><b>Step 27:</b> Click the '<b>Next</b>' button to proceed to next page.</p>	<p><input checked="" type="checkbox"/> I declare that all details provided are true and correct.</p> <p><input checked="" type="checkbox"/> I have read and I agree to the terms and conditions.</p> <div style="border: 1px solid blue; padding: 5px; display: inline-block; margin-left: 20px;"> <b>27</b> </div> <div style="border: 1px solid blue; padding: 5px; display: inline-block; margin-left: 20px;"> <b>Next →</b> </div>

## 1.9 Submit Application

Step 28: Please verify if all details entered are correct.

Step 29: Click the '**Back**' button to return to the previous page, if you need to modify the information entered. **Please do not click the 'Back' button on your browser.**

Step 30: Click the '**Confirm**' button to submit the application.

The screenshot shows a web application interface with a progress bar at the top containing three steps: 1. Enter Application Details (1/3), 2. Review Details (2/3), and 3. Acknowledgement (3/3). Step 2 is currently active. Below the progress bar, the title 'Review Details' is displayed. The form is divided into two main sections: 'Vehicle Information' and 'Bus Owner Information'. The 'Vehicle Information' section contains a 'Vehicle No.' field. The 'Bus Owner Information' section contains fields for 'Name' (pre-filled with 'TEST COMPANY LONG NAME'), 'Email Address' (pre-filled with 'TEST@GMAIL.COM'), 'ACRA Certificate Number', and 'Contact No. (Mobile/Office)'. A blue rectangular box highlights the 'Vehicle Information' and 'Bus Owner Information' sections. A blue arrow points from a box containing the number '28' to the right side of the highlighted area.

School Information

School Type :

Mixed (Primary and Secondary)

Postal Code :

368051

Street Name :

MOUNT VERNON ROAD

Unit No. :

-

Length of Service with School (Years):

1

First Pick-up Time from Home:

09:00:00

Pick-up Time from School:

-

Type of Contract:

School Agreement

School Name:

MARIS STELLA HIGH SCHOOL

Address Type :

Free Format

Block/House No. :

25

Building Name :

-

Set-Down Time at School:

10:00:00

Last Set-Down Time at Home:

-

School Information (2nd)

School Type :

Primary

Postal Code :

569785

Street Name :

ANG MO KIO AVE 9

Unit No. :

-

Length of Service with School (Years):

1

First Pick-up Time from Home:

-

Pick-up Time from School:

13:00:00

Type of Contract:

School Agreement

School Name:

ANDERSON PRIMARY SCHOOL

Address Type :

Free Format

Block/House No. :

19

Building Name :

-

Set-Down Time at School:

-

Last Set-Down Time at Home:

14:00:00

School Information (3rd)

28

Student Transport Details

Applying Road Tax Rebate for Year:

2020

Licensed Seating Capacity:

10

Name of Bus Driver:

TAN AH KOW

Name of Bus Attendant:

-

Monthly Range of School Bus Fare per Student (From) (\$):

200

No. of Students Ferried:

7

ID No. of Bus Driver (NRIC/FIN):

S6005041D

ID No. of Bus Attendant (NRIC):

-

Monthly Range of School Bus Fare per Student (\$):

500

28

Supporting Documents

1. Form A-1: Details of Student Transportation Activities (endorsed by the school):  
form.pdf

2. Form A-2: Student Name List. For school agreement, every page of this form must be endorsed by the school. For private arrangements between parents and the bus owner, parents' contact numbers must be shown:  
form.pdf

3. School Agreement (indicating that the bus is conveying its students and the contract period):  
form.pdf

Back

29

30

Confirm →

Step 31: You have successfully submitted your application. Click the **'Save as PDF'** button to save a copy of your application in PDF format. Click the **'Print'** button to print a hardcopy of your application.

Step 32: Click the **'OK'** button to return to the main page for application for 50% Road Tax Rebate /Additional Cash Rebate.

1

2

3

Enter Application Details (1/3)

Review Details (2/3)

Acknowledgement (3/3)

### Thank You!

You have successfully submitted your application for 50% Road Tax Rebate/ Additional Cash Rebate for vehicle PA- C to LTA. The details are below.

We will get in touch with you again on the status of your application, or if there is any further information or clarification required.

If your application is successful, the 50% Road Tax Rebate/ Additional Cash Rebate will be credited to your bank account registered with LTA when the road tax for this bus next expires.

Your submission reference ID is

Vehicle Information

Vehicle No.:

Bus Owner Information

Name:

TEST COMPANY LONG NAME

ACRA Certificate Number:

Email Address:

TEST@GMAIL.COM

Contact No. (Mobile/Office):

School Information

School Type:

Mixed (Primary and Secondary)

School Name:

MARIS STELLA HIGH SCHOOL

Postal Code:

368051

Address Type:

Free Format

Street Name:

MOUNT VERNON ROAD

Block/House No.:

25

Unit No.:

-

Building Name:

-

Length of Service with School (Years):

1

First Pick-up Time from Home:

09:00:00

Set-Down Time at School:

10:00:00

Pick-up Time from School:

-

Last Set-Down Time at Home:

-

Type of Contract:

School Agreement

School Information (2nd) ^

School Type:  
Primary

Postal Code:  
569785

Street Name:  
ANG MO KIO AVE 9

Unit No.:  
-

Length of Service with School (Years):  
1

First Pick-up Time from Home:  
-

Pick-up Time from School:  
13:00:00

Type of Contract:  
School Agreement

School Name:  
ANDERSON PRIMARY SCHOOL

Address Type:  
Free Format

Block/House No.:  
19

Building Name:  
-

Set-Down Time at School:  
-

Last Set-Down Time at Home:  
14:00:00

School Information (3rd) v

Student Transport Details ^

Applying Road Tax Rebate for Year:  
2020

Licensed Seating Capacity:  
10

Name of Bus Driver:  
TAN AH KOW

Name of Bus Attendant:  
-

Monthly Range of School Bus Fare per Student (From) (\$):  
200

No. of Students Ferried:  
7

ID No. of Bus Driver (NRIC/FIN):  
S6005041D

ID No. of Bus Attendant (NRIC):  
-

Monthly Range of School Bus Fare per Student (To) (\$):  
500

Supporting Documents ^

form.pdf  
form.pdf  
form.pdf

Save as PDF  
Print

31

32

OK →

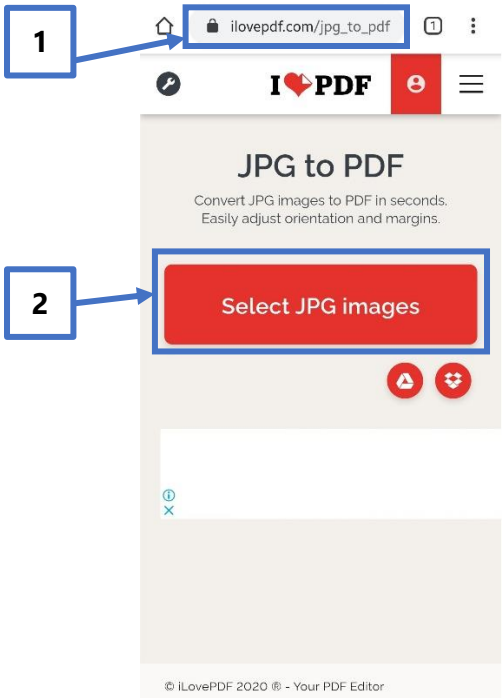
## 2. Combining Multiple Images Into One Document

If your supporting documents consist of multiple images (e.g. photos from your phone camera), you will need to combine the images into a single document for upload.

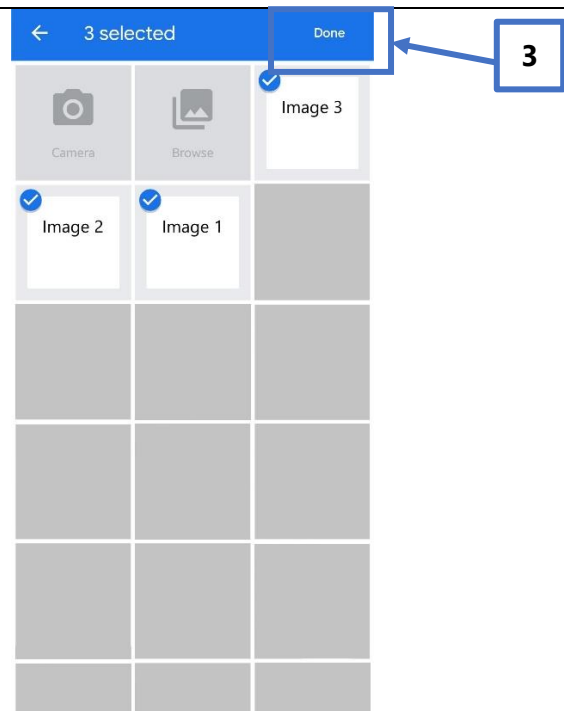
There are free online tools available for this purpose. You can access these online tools through any web browser on your mobile device or computer. Some examples of such online tools are as follows:

1. [www.ilovepdf.com/jpg\\_to\\_pdf](http://www.ilovepdf.com/jpg_to_pdf)
2. [www.convert-jpg-to-pdf.net](http://www.convert-jpg-to-pdf.net)
3. [www.jpg2pdf.com](http://www.jpg2pdf.com)

Below is an example of how you can use one of these online tools ([www.ilovepdf.com/jpg\\_to\\_pdf](http://www.ilovepdf.com/jpg_to_pdf)). The steps listed are generally applicable to the other online tools listed above as well.

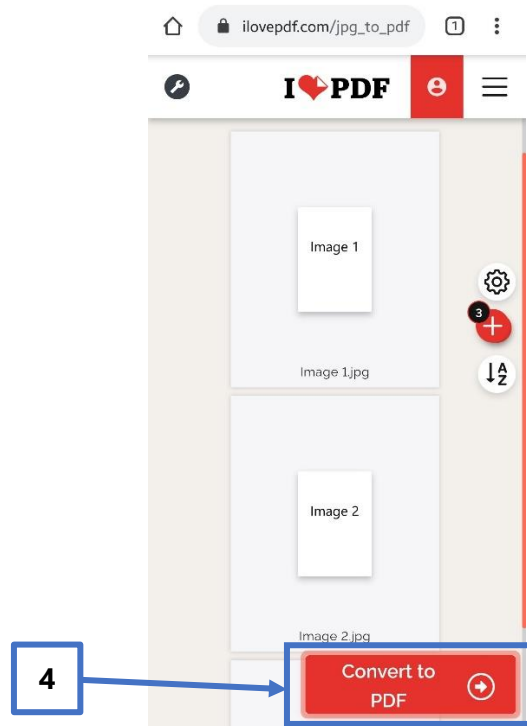
<p>Step 1: Visit <a href="http://www.ilovepdf.com/jpg_to_pdf">www.ilovepdf.com/jpg_to_pdf</a> on your mobile device or computer.</p> <p>Step 2: Click "Select JPG images".</p>	 <p>The screenshot shows a mobile browser interface for the 'I Love PDF' website. The address bar at the top shows the URL 'ilovepdf.com/jpg_to_pdf' and is highlighted with a blue box and the number '1'. Below the address bar, the page title 'JPG to PDF' is visible, along with the subtext 'Convert JPG images to PDF in seconds. Easily adjust orientation and margins.' A large red button labeled 'Select JPG images' is highlighted with a blue box and the number '2'. At the bottom of the page, there is a copyright notice: '© I LovePDF 2020 - Your PDF Editor'.</p>
--	---

Step 3: Select the images to combine and click "Done".



Step 4: Click "Convert to PDF" to merge the images.

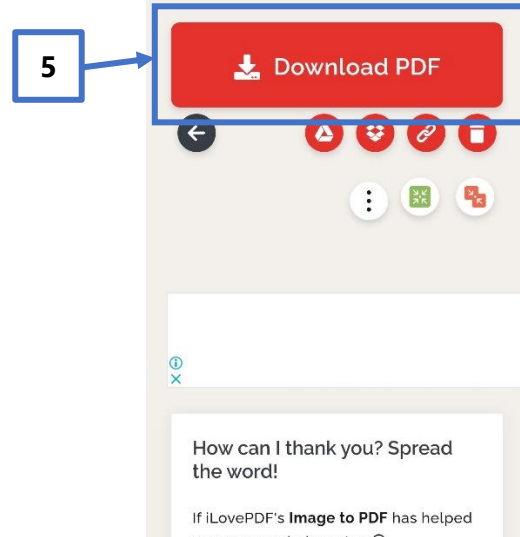
*Tips: To rearrange the order of images, hold down an image and drag it to its correct position.*



Step 5: Click "Download PDF".

A PDF file with the combined images will be saved to your mobile device or computer.

You may then proceed to upload the PDF file according to Step 22 as presented above.



### 3. Request For Clarification

You will receive a letter from LTA if we need further information on your application. You will receive this letter at your OneMotoring e-letter Inbox with a Short Message Service ("SMS") notification to alert you on the e-letter or by post if you have opted for hardcopy letters. Please see sample of the letter below.

Land Transport Authority

10 Sin Ming Drive Singapore 575701  
www.lta.gov.sg

11 Nov 2020

Our ref 1111201803N011000014

Dear Sir/Madam

**Your Application For 50% Road Tax Rebate/Additional Cash Rebate For [REDACTED] Is Incomplete**

We received your application for 50% Road Tax Rebate (RTR)/Additional Cash Rebate (ACR) for vehicle Pl [REDACTED] for the year 2020.

However, your application is incomplete due to the following reason(s):

- Reason 1
- Reason 2
- Reason 3

Please visit [www.onemotoring.com.sg](http://www.onemotoring.com.sg) > Digital Services > Apply for 50% Road Tax Rebate/Additional Cash Rebate to retrieve your earlier application, and submit the missing information by 18 November 2020.

Visit [www.onemotoring.com.sg](http://www.onemotoring.com.sg) for more information and to access a wide range of vehicle-related services. If you need a Singpass or Corppass account, visit [www.singpass.gov.sg](http://www.singpass.gov.sg) or [www.corppass.gov.sg](http://www.corppass.gov.sg).

Yours sincerely

Assistant Registrar of Vehicles  
Bus Licensing Division  
Land Transport Authority  
[This is a computer-generated letter, no signature is required.]

Road Safety Reminder: Please drive safely and look out for fellow road users, including cyclists. Let's keep everyone safe on our roads!

**What You Need To Do:**

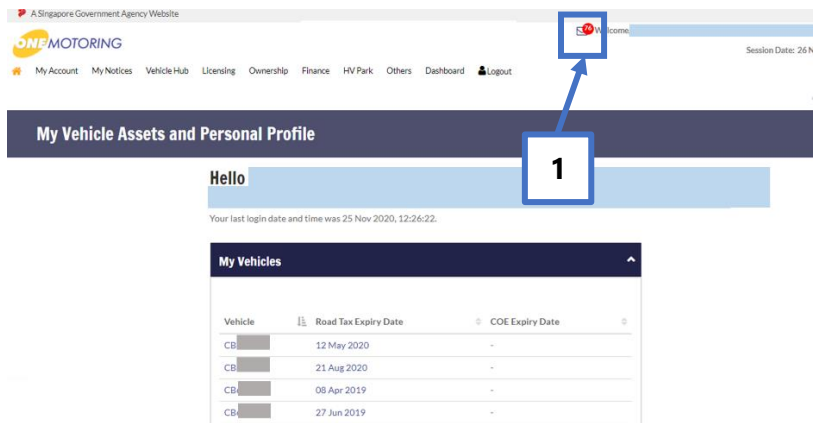
- Visit [www.onemotoring.com.sg](http://www.onemotoring.com.sg) > Digital Services > Apply for 50% Road Tax Rebate/Additional Cash Rebate
- Retrieve your earlier application and submit the missing information by 18 November 2020

**Items required from the bus owner**

Page 1

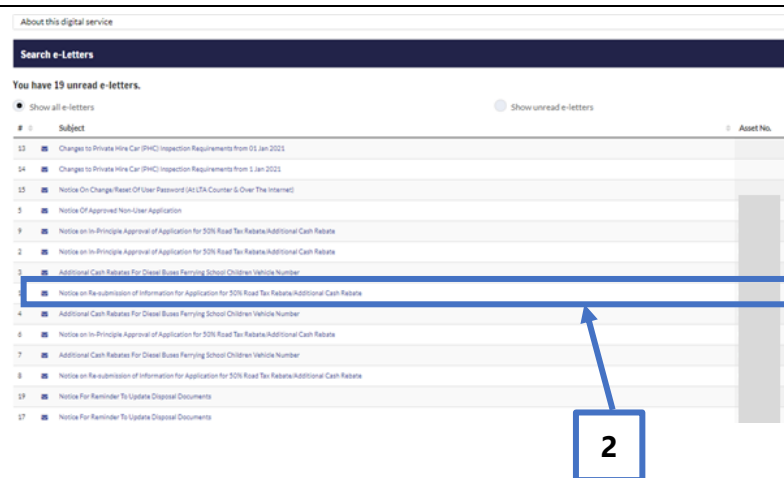
### 3.1 View Your e-Letter

Step 1: Click the 'mailbox' icon to access your e-letter Inbox through the Vehicle Hub portal.

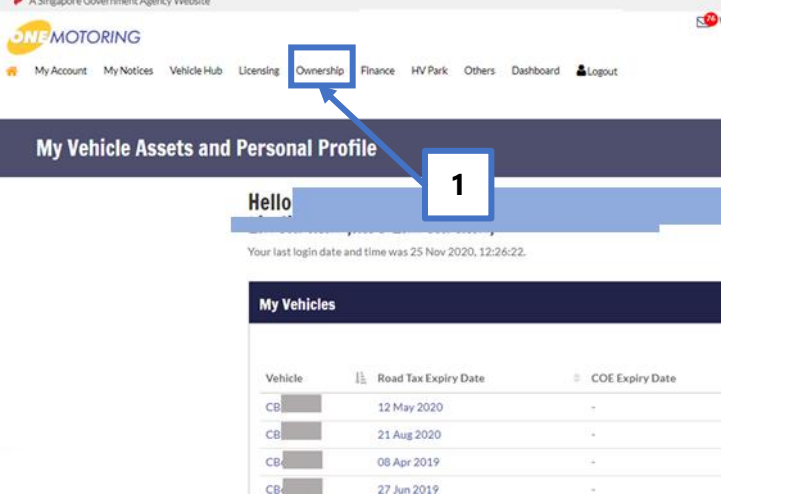
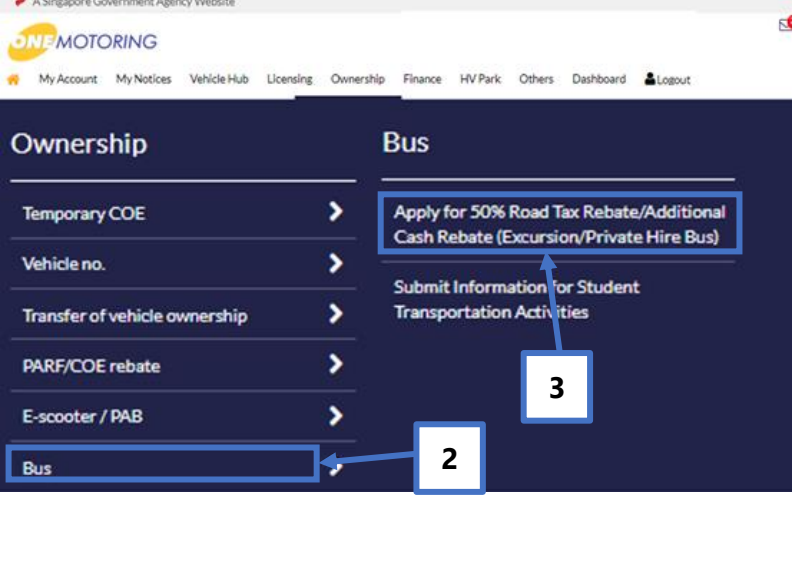


Step 2: Click the e-letter titled '**Notice of Re-submission of Information for Application for 50% Road Tax Rebate/Additional Cash Rebate**' to view the details of the information required for your vehicle.

The selected e-letter will pop-up in a new window.



## 3.2 Resubmit Information Required

<p>Step 1: On the main page of Vehicle Hub, click <b>'Ownership'</b></p>	 <p>A Singapore Government Agency Website</p> <p>ONE MOTORING</p> <p>My Account My Notices Vehicle Hub Licensing <b>Ownership</b> Finance HV Park Others Dashboard Logout</p> <p><b>My Vehicle Assets and Personal Profile</b></p> <p>Hello [Redacted]</p> <p>Your last login date and time was 25 Nov 2020, 12:26:22.</p> <p><b>My Vehicles</b></p> <table border="1"> <thead> <tr> <th>Vehicle</th> <th>Road Tax Expiry Date</th> <th>COE Expiry Date</th> </tr> </thead> <tbody> <tr> <td>CB [Redacted]</td> <td>12 May 2020</td> <td>-</td> </tr> <tr> <td>CB [Redacted]</td> <td>21 Aug 2020</td> <td>-</td> </tr> <tr> <td>CB [Redacted]</td> <td>08 Apr 2019</td> <td>-</td> </tr> <tr> <td>CB [Redacted]</td> <td>27 Jun 2019</td> <td>-</td> </tr> </tbody> </table>	Vehicle	Road Tax Expiry Date	COE Expiry Date	CB [Redacted]	12 May 2020	-	CB [Redacted]	21 Aug 2020	-	CB [Redacted]	08 Apr 2019	-	CB [Redacted]	27 Jun 2019	-
Vehicle	Road Tax Expiry Date	COE Expiry Date														
CB [Redacted]	12 May 2020	-														
CB [Redacted]	21 Aug 2020	-														
CB [Redacted]	08 Apr 2019	-														
CB [Redacted]	27 Jun 2019	-														
<p>Step 2: On the <b>'Ownership'</b> drop-down menu, click <b>'Bus'</b>.</p> <p>Step 3: Under the <b>'Bus'</b> drop-down menu, click <b>'Apply for 50% Road Tax Rebate/Additional Cash Rebate (Excursion/Private Hire Bus)'</b>.</p>	 <p>A Singapore Government Agency Website</p> <p>ONE MOTORING</p> <p>My Account My Notices Vehicle Hub Licensing Ownership Finance HV Park Others Dashboard Logout</p> <p><b>Ownership</b></p> <ul style="list-style-type: none"> <li>Temporary COE &gt;</li> <li>Vehicle no. &gt;</li> <li>Transfer of vehicle ownership &gt;</li> <li>PARF/COE rebate &gt;</li> <li>E-scooter / PAB &gt;</li> <li><b>Bus</b> &gt;</li> </ul> <p><b>Bus</b></p> <ul style="list-style-type: none"> <li><b>Apply for 50% Road Tax Rebate/Additional Cash Rebate (Excursion/Private Hire Bus)</b></li> <li>Submit Information for Student Transportation Activities</li> </ul>															

Step 4: Retrieve your application requiring resubmission by selecting the Vehicle Number indicated in the e-letter (Request for Clarification).

*Tips: Previously submitted information will be auto-populated if resubmission is performed **within 7 calendar days from the date of the e-letter.***

### Enter Student Transportation Activities Details

Vehicle Information

PA R	PA C	PA J
PA T	PA C	PC S
PC T	PZ L	PZ C

to re-submit for 2020


4

Please resubmit the information indicated in the letter within 7 calendar days from the date of the letter. You may refer to Sections 1.3 to 1.7 of this User Guide to retrieve the steps which are relevant to the information you are resubmitting.

## 4. Post-application Approval/Rejection

### 4.1 In-Principle Approval Letter

When your application for the 50% Road Tax Rebate/ Additional Cash Rebate has received in-principle approval, you will receive the letter titled **"Notice on In-Principle Approval of Application for 50% Road Tax Rebate/Additional Cash Rebate"** at your OneMotoring e-letter Inbox with an SMS notification to alert you on the e-letter or by post if you have opted for hardcopy letters. Please see sample of the letter below:



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10 Sin Ming Drive Singapore 575701  
www.lta.gov.sg

12 Nov 2020

Our ref 1211201803N009000048

Dear Sir/Madam

**Your 50% Road Tax Rebate/Additional Cash Rebate Application For  
Has Received In-Principle Approval**

We have approved in-principle your application for the 50% Road Tax Rebate (RTR)/Additional Cash Rebate (ACR) for ..... for 2020.

When the road tax for this bus next expires, the 50% RTR/ACR will be reimbursed to your bank account registered with LTA. This is provided the bus meets the following conditions:

- The bus was used to ferry school children continuously for a minimum period of 6 months.
- The bus was sufficiently used to ferry school children.
- You have submitted the complete supporting documents which show that the bus was used to ferry school children.
- The bus driver for your bus has a valid Bus Driver's Vocational Licence.
- The bus attendant on board your bus, if one is required, has a valid Bus Attendant's Vocational Licence. The bus will need a bus attendant if it is used for ferrying children from childcare centres or kindergartens, or the licensed capacity of the bus exceeds 30 children.
- There is no change of bus owners during the road tax validity period.

**What You Need To Know:**

- You will receive the 50% RTR/ACR when the road tax for this bus next expires, and if your bus meets all the required conditions for ferrying school children in 2020.

**Conditions for  
disbursement  
of 50% Road  
Tax Rebate  
/Additional  
Cash Rebate**

Page 1

If you need to update your refund bank account details to receive the rebate, visit [www.onemotoring.com.sg](http://www.onemotoring.com.sg) > Digital Services > Update Owner Particulars by LTA/Asset Owner.

Please inform us at [www.lta.gov.sg/feedback](http://www.lta.gov.sg/feedback) if there is any change in the details for ferrying school children, or if the bus stops ferrying school children. You need to do so within 7 days of any such changes.

Visit [www.onemotoring.com.sg](http://www.onemotoring.com.sg) for more information and to access a wide range of vehicle-related services. If you need a Singpass or Corppass account, visit [www.singpass.gov.sg](http://www.singpass.gov.sg) or [www.corppass.gov.sg](http://www.corppass.gov.sg).

Yours sincerely

Assistant Registrar of Vehicles  
Bus Licensing Division  
Land Transport Authority

[This is a computer-generated letter, no signature is required.]


Road Safety Reminder: Please drive safely and look out for fellow road users, including cyclists. Let's keep everyone safe on our roads!

Page 2

To receive the 50% Road Tax Rebate/Additional Cash Rebate when the road tax of your bus expires, you need to meet all the required conditions listed in this in-principle approval e-letter.

## 4.2 Rejection letter

You will receive the letter titled “**Notice on Unsuccessful Application for 50% Road Tax Rebate/Additional Cash Rebate**” at your OneMotoring e-letter Inbox with an SMS notification to alert you on the e-letter or by post if you have opted for hardcopy letters, if your application for the 50% Road Tax Rebate & Additional Cash Rebate is rejected. Please see sample of the letter below.



---

10 Sin Ming Drive Singapore 575701  
[www.lta.gov.sg](http://www.lta.gov.sg)

18 Nov 2020

Our ref 1811201803N010000007

Dear Sir/Madam

**YOUR APPLICATION FOR 50% ROAD TAX REBATE/ADDITIONAL CASH REBATE FOR: IS UNSUCCESSFUL**

We wish to inform that your application for 50% Road Tax Rebate/Additional Cash Rebate for [redacted] is unsuccessful.

Your application has been rejected because:

- Reject

**Reasons for rejection**

If you wish to re-apply for the rebates this year, you can [redacted] if it is done within this calendar year. For your application to be approved, you will need to meet the requirements.

Visit [www.onemotoring.com.sg](http://www.onemotoring.com.sg) for more information and to access a wide range of vehicle-related services. If you need a Singpass or Corppass account, visit [www.singpass.gov.sg](http://www.singpass.gov.sg) or [www.corppass.gov.sg](http://www.corppass.gov.sg).

Yours sincerely

Assistant Registrar of Vehicles  
Bus Licensing Division  
Land Transport Authority  
[This is a computer-generated letter, no signature is required.]

Road Safety Reminder: Please drive safely and look out for fellow road users, including cyclists. Let's keep everyone safe on our roads!

Page 1

## 5. Contact Information

For enquiries on the application process, you may write to LTA at [www.lta.gov.sg/feedback](http://www.lta.gov.sg/feedback).