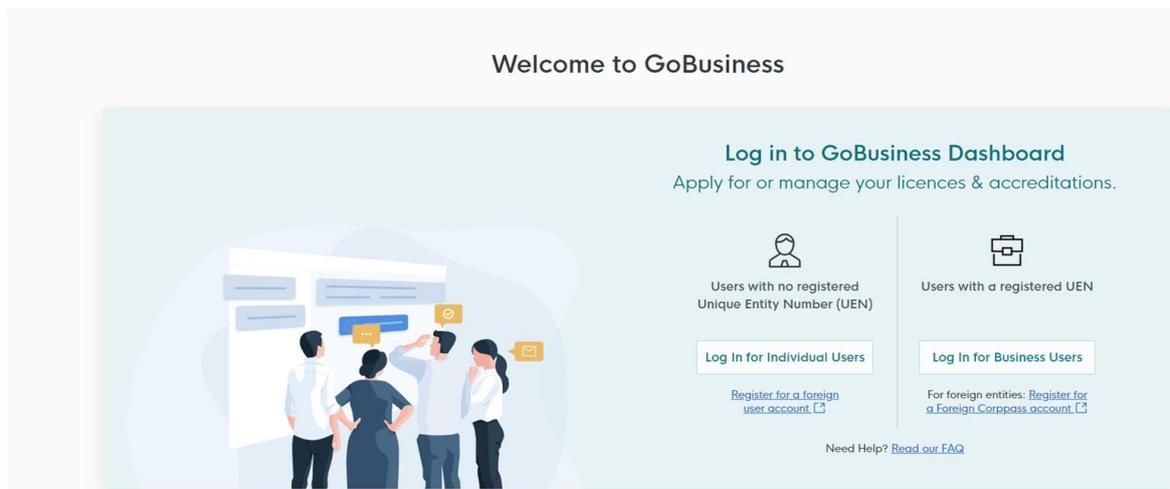


Request for Physical Card User Guide

Things to note:

- 1) With effect from 1 April 2023, it is no longer a requirement to hold a physical Vocational Licence (VL) card. The Digital VL (DVL) provides another source for VL holders to prove their identity. Please refer to your DVL in your SingPass app.
- 2) A non-refundable VL card application fee of \$21.80 is applicable should you still wish to request for a physical VL card.

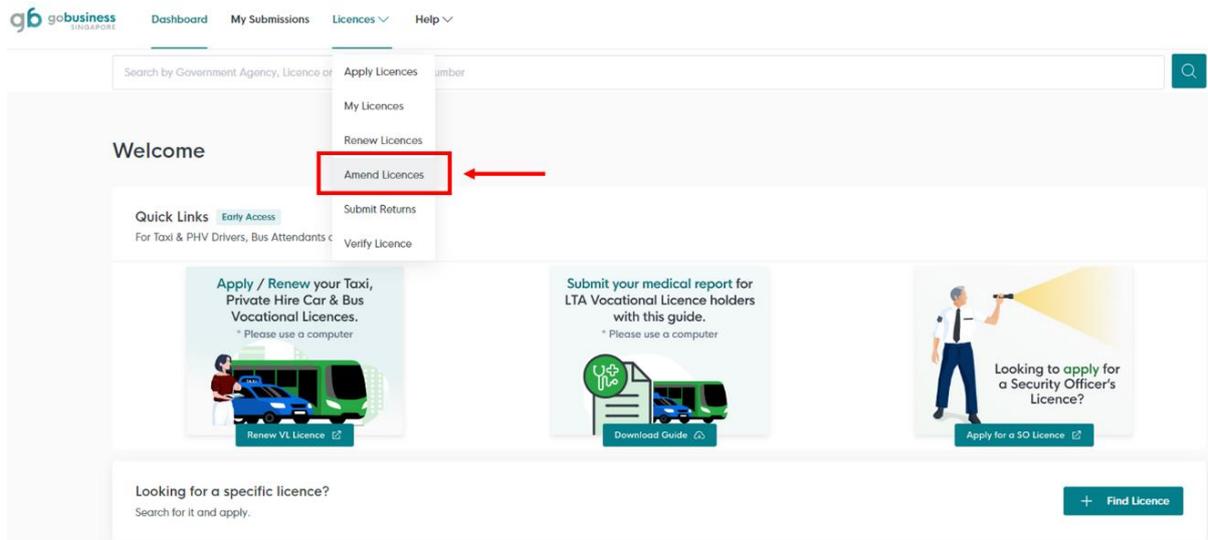
Step 1: Visit GoBusiness (GB) Portal (www.gobusiness.gov.sg) and login with your SingPass or Login ID.



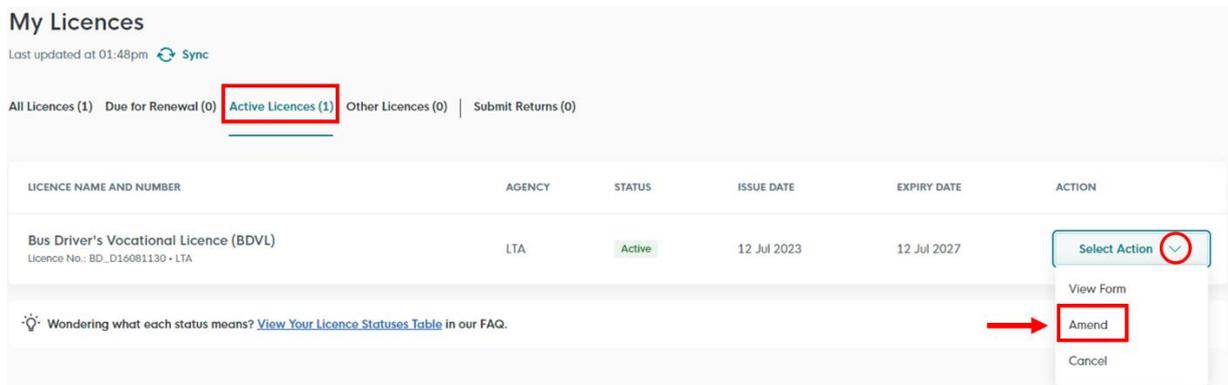
Step 2: Upon successful login, under “Dashboard”, scroll down to “My Licences” and click on “Active” in the dashboard.



Alternatively, you may go to “Licences”, and click “Amend Licences”.



Step 3: Under “Active Licences” tab, click “Amend” under “Select Action”.



Step 4: Under “Type of Amendment”, select “Request for Physical Card”.



Step 5: Under “Request Physical Card”, select the “Reason of Replacement”.

Reason for Replacement

- Replace Lost Card
- Replace Existing Card (Due to Change in Name / Citizenship)
- Replace Damaged Card
- Issue New Physical Card

Note: To request for a physical card, you will be required to upload an Identification Document and a Passport Photo. You may also be required to upload other type of documents depending on the reason for replacement. Kindly refer to **steps 6a to 6d** on how to upload the documents.

Step 6a: To upload the documents, click on the “cloud” button.

Identification Document

Click "Add" after uploading a file.

Identification Document
Only 1 file at 5 MB or less.
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.
Identification Document – Front and Back
Required for change of address
Drop a file here or click to upload



+ Add

Step 6b: A document link should appear below with a green check message.

Identification Document

Click "Add" after uploading a file.

Identification Document 
Only 1 file at 5 MB or less.
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.
Identification Document – Front and Back
Required for change of address

[Blank.docx](#) (12.8 KB)

 Uploaded

Step 6c: To complete the upload of document, click on “Add” below.

Identification Document

Click "Add" after uploading a file.

Identification Document 🗑️

Only 1 file at 5 MB or less.
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.
Identification Document – Front and Back
Required for change of address

[Blank.docx](#) (12.8 KB)

🟢 Uploaded

+ Add

Step 6d: You should see the document successfully uploaded below.

Identification Document	Actions
Blank.docx ←	📄 🗑️

Step 6e: Repeat **steps 6a to 6d** for upload of other required documents (where required).

Step 7: In this section, kindly refer to the different guides below on how to request for a physical card, depending on the reason of replacement.

- For request of physical card to “Replace Lost Card”, please refer to **Step 7a**.
- For request of physical card due to “Change in Name or Citizenship”, please refer to **Step 7b**.
- For request of physical card to “Replace Damaged Card”, please refer to **Step 7c**.
- For request to issue a new card upon application, please refer to **Step 7d**.

<Replace Lost Card>

Step 7a: Under “Request Physical Card”, select “Replace Lost Card” and proceed to the next step.

****Note that for lost of vocational licence (VL) card, a police report is required stating the lost of the VL card.****

Request for Physical Card

Licensee Name

Default User

Licensee ID Number

██████████

Note:

- For Replacement of vocational licence, please upload required supporting documents in the next step.
- For "Request for Physical Card", please select the appropriate option for your request. Refer to our [OneMotoring](#) website for more details.

Reason for Replacement

- Replace Lost Card 
- Replace Existing Card (Due to Change in Name / Citizenship)
- Replace Damaged Card
- Issue New Physical Card

You will be required to upload **3** separate documents in this part – Identification Document, Passport Size Photo and a Police Report under respective section.

Step 7a(i): Please refer to **steps 6a to 6d** for upload of each document inclusive of a Police Report. You may also follow the same steps to upload other supporting documents (where required). Thereafter, proceed to **step 8**.

Police Report

Click "Add" after uploading a file. Multiple files must be uploaded individually.

Police Report

Only 1 file at 5 MB or less.
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.
Police Report for lost Vocational Licence

Drop a file here or click to upload

<Replace Existing Card (Due to Change in Name / Citizenship)>

Step 7b: Under "Request Physical Card", select "Replace Existing Card (Due to Change in Name / Citizenship)" and proceed to the next step. ****Note that a Deed Poll document is required for those with a change of name.****

Request for Physical Card

Licensee Name

Default User

Licensee ID Number

[REDACTED]

Note:

- For Replacement of vocational licence, please upload required supporting documents in the next step.
- For "Request for Physical Card", please select the appropriate option for your request. Refer to our [OneMotoring](#) website for more details.

Reason for Replacement

- Replace Lost Card
- Replace Existing Card (Due to Change in Name / Citizenship) ←
- Replace Damaged Card
- Issue New Physical Card

You will be required to upload **3** separate documents in this part – Identification Document, Passport Size Photo and a Deed Poll (for name change) under respective section.

Step 7b(i): Please refer to **steps 6a to 6d** for upload each document inclusive of a Deed Poll (for name change). You may also follow the same steps to upload other supporting documents (where required). Thereafter, proceed to **step 8**.

Deed Poll

Click "Add" after uploading a file. Multiple files must be uploaded individually.

Deed Poll

Only 1 file at 5 MB or less.

File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.

Drop a file here or click to upload

*****If you do not need to upload a Deed Poll due to change in citizenship, you may upload your old Identification Document as an alternative.*****

<Replace Existing Card (Due to Damaged Card)>

Step 7c: Under "Request Physical Card", select "Damaged Card" and proceed to the next step.

*****Note that the Defaced/Destroyed Card is required upon application submission.*****

Request for Physical Card

Licensee Name

Default User

Licensee ID Number

Note:

- For Replacement of vocational licence, please upload required supporting documents in the next step.
- For "Request for Physical Card", please select the appropriate option for your request. Refer to our [OneMotoring](#) website for more details.

Reason for Replacement

- Replace Lost Card
- Replace Existing Card (Due to Change in Name / Citizenship)
- Replace Damaged Card 
- Issue New Physical Card

You will be required to upload **3** separate documents in this part – Identification Document, Passport Size Photo and the Defaced/Damaged Card under respective section.

Step 7c(i): Please refer to **steps 6a to 6d** for upload of each document inclusive of the Defaced/Damaged Card. You may also follow the same steps to upload other supporting documents (where required). Thereafter, proceed to **step 8**.

Deface/Destroy Card

Click "Add" after uploading a file. Multiple files must be uploaded individually.

Deface/Destroy Card

Only 1 file at 5 MB or less.
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.
Please upload image of Deface/Destroy Card

Drop a file here or click to upload

<Request to Issue New Physical Card>

Step 7d: Under "Request Physical Card", select "Issue New Physical Card" and proceed to the next step.

Request for Physical Card

Licensee Name

Default User

Licensee ID Number

██████████

Note:

- For Replacement of vocational licence, please upload required supporting documents in the next step.
- For "Request for Physical Card", please select the appropriate option for your request. Refer to our [OneMotoring](#) website for more details.

Reason for Replacement

- Replace Lost Card
- Replace Existing Card (Due to Change in Name / Citizenship)
- Replace Damaged Card
- Issue New Physical Card ←

You will be required to upload 2 separate documents in this part – Identification Document and a Passport Size Photo under respective section.

Step 7d(i): Please refer to **steps 6a to 6d** for upload of each document. You may also follow the same steps to upload other supporting documents (where required). Thereafter, proceed to **step 8**.

Step 8: After uploading the required documents, click "Review Form" to proceed to the next page. Afterwards, review your details provided under "Review Form".

← General Information Save Draft **Review Form** →

Once done, click on "Declaration".

← Back to Edit **Declaration** →

Step 9: Read through the declaration. Check on the declaration box and click on "Make payment".

STEP 4

Declaration

Please scroll to read and acknowledge the following clauses.

General Declaration

I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

Bus Driver's Vocational Licence (BDVL) (LTA)

I declare that I have fully met the requirements of the vocational licence for which I am applying. The information given here is true to the best of my knowledge and I have not willfully suppressed any material fact. I understand that any false declaration may render my application invalid, or if already granted a licence, may result in licence revocation.

I hereby declare that all of the above is true.

[← Review Form](#)

[Make Payment →](#)

Step 10: Proceed with the on-screen instruction to make payment using a credit card, debit card or PayNow QR code.

Payment

Please review your fees and make payment.

DESCRIPTION	GST	AMOUNT
Bus Driver's Vocational Licence (BDVL)		
Application Fee	-	\$21.80
	Subtotal	\$21.80
	Amount Payable	\$21.80

Payment method

Please choose a payment method.



Credit/Debit Card →



PayNow QR →

<<End>>