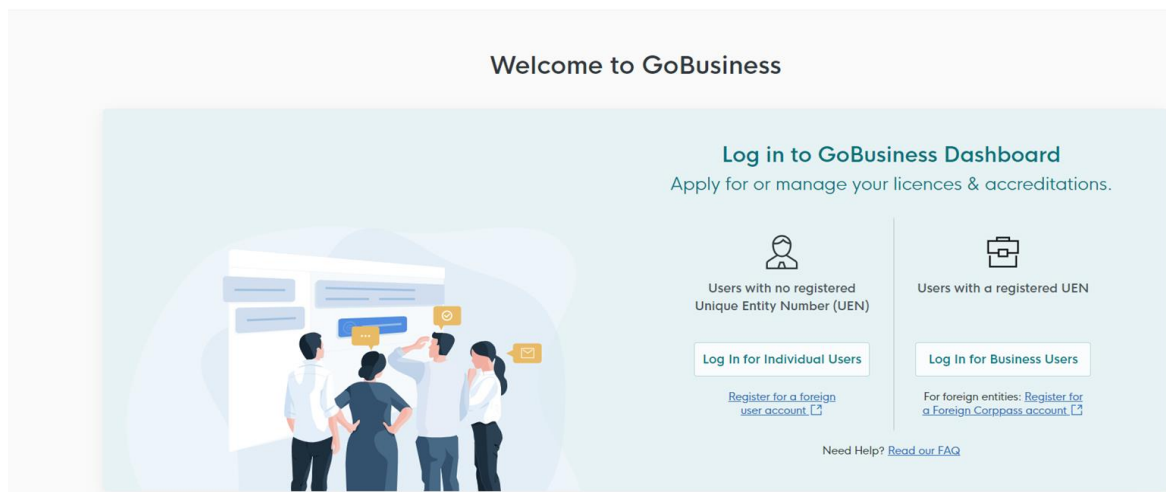


Request for Physical Card User Guide

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.

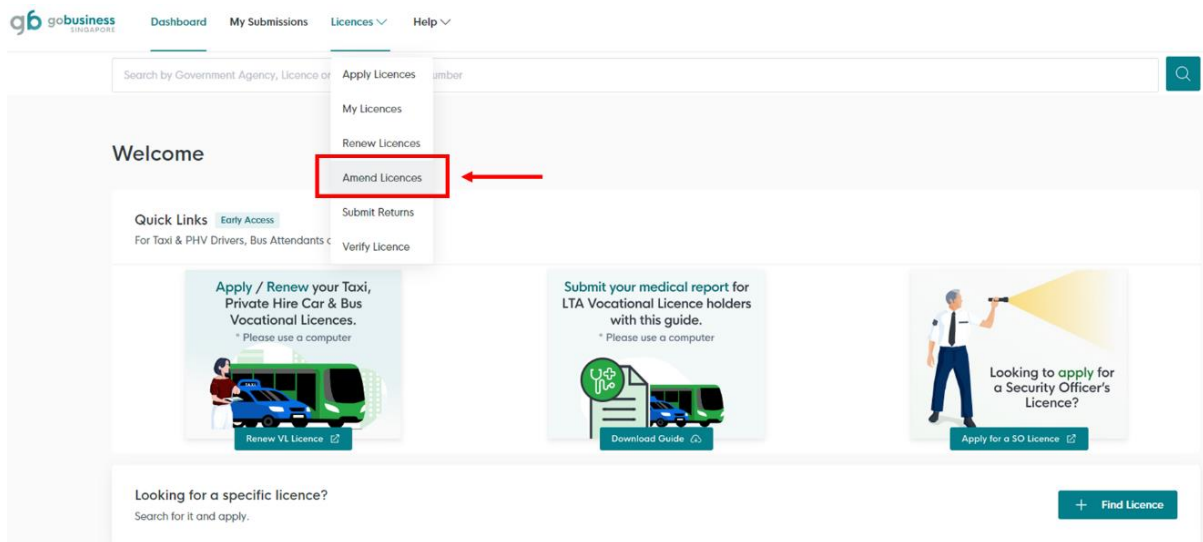
Step 1: Visit GoBusiness (GB) Portal (www.gobusiness.gov.sg) and login with your SingPass or Login ID.



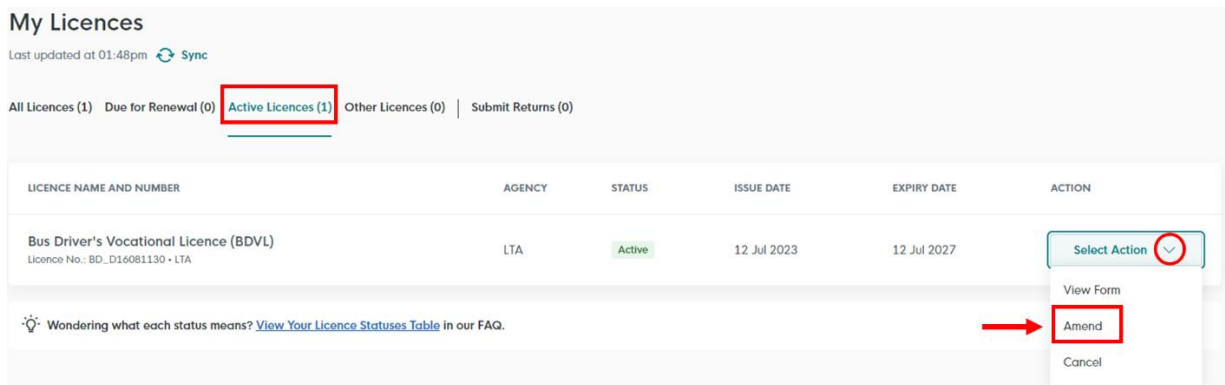
Step 2: Upon successful login, under “Dashboard”, scroll down to “My Licences” and click on “Active” in the dashboard.



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”.

The screenshot shows the 'Type of Amendment' form. The title is 'Type of Amendment'. Below it, the text 'Type of Amendment' is repeated. There are three radio button options: 'Change of Personal Particulars', 'Request for Physical Card' (which is selected, indicated by a filled blue circle), and 'Submission of Medical Records'.

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

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>>