
10 Sin Ming Drive Singapore 575701

17 July 2023

Please see Distribution List
All Motor Associations
All Electronic Service Agents

Our ref LTA/VST/V43.001.000/1
Your ref
DID 6553 5201 Fax 6556 0677

Dear Sir / Madam

DIGITALISATION OF VEHICLE REGISTRATION PROCESS

1. As part of our digitalisation efforts to streamline and improve services for vehicle owners and the motor industry, LTA will be digitalising the Vehicle Registration service. Besides removing the need to complete physical documents, digitalisation of the Vehicle Registration service will also bring about greater work efficiency for all stakeholders.
2. With effect from **28 August 2023**, Vehicle Registration applications created by Electronic Service Agents (ESAs) in LTALink must be authorised by the prospective vehicle owners and Temporary Certificate of Entitlement (TCOE) Owners (if applicable) at LTA's OneMotoring website with their SingPass before ESAs can proceed to make payment and complete the Vehicle Registration process.
3. All existing draft Vehicle Registration applications that are not completed and submitted successfully by **2359hrs of 27 August 2023** will be invalidated and removed from LTALink. ESAs will then be required to re-create these applications using the new digital service (i.e., authorisations for Vehicle Registration by prospective vehicle owner on a physical Vehicle Registration Form R01 will no longer be applicable).
4. As part of this new process, the transfer of Category C and E TCOEs (only Category C and E TCOEs bid under individuals) and retention /replacement of Vehicle Registration Numbers (VRNs) can also be coupled and completed digitally.
5. With this implementation, ESAs will no longer¹ need to submit forms and documents to LTA for audit of the registration of vehicles, transfer of TCOEs and retention/ replacement of VRNs transactions. The updated list of documents to be

¹ Except for new vehicle registrations successfully submitted before 28 August 2023 which will still be subjected to LTA's audit. The list of documents to be submitted to LTA and retained for LTA's audit is attached in Annex A.

submitted to LTA and retained by ESAs for LTA's audit with effect from 28 August 2023 is attached at **Annex B**.

6. For more information and answers to common queries, please refer to **Annex C – Frequently Asked Questions** for ESAs.
7. Please bring the contents of this circular to the attention of your members and staff accordingly. Please contact us at 6553 5417 (from Monday to Friday, except public holidays, 8.30am – 5pm) if you have any questions. Alternatively, you can send your queries via our online feedback form at LTA's OneMotoring Website (Under Contact Us > Contact Form).
8. Thank you.

Yours sincerely



Patricia Ho (Ms)
Deputy Director
VRL Service Transformation
Vehicle Services Group

List of documents to be submitted to LTA and retained for LTA's audit (Vehicle Registration applications completed before 28 August 2023)

S/N	Type of transaction	Documents to be <u>retained</u> and made available for LTA's audit. (Duplicate copy unless otherwise stated. Retention period: 2 years)	Documents to be <u>submitted</u> to LTA (Duly completed forms & documents to be submitted within 7 working days of transaction)
1	Registration of Vehicles	<ul style="list-style-type: none"> • Identity Documents² (e.g. NRIC or Employment/Immigration Pass Card which shows Foreign Identification Number (FIN)) of the registered owner (for individual) <p>or</p> <p>Valid ACRA printout³ or ROS Certificate printout of registered owner and identity documents (e.g. NRIC or Employment/Immigration Pass Card which shows FIN) of the authorised person⁴ (for company/ business/ LLP/ Society). Authorisation letter, signed by at least a Manager or above, is required if the authorised person is not listed in the ACRA printout (for company/ business/LLP).</p> <ul style="list-style-type: none"> • Proof of business e.g. Hawker Licence⁵ (for Light Goods Vehicle registered in an individual's name only) 	<ul style="list-style-type: none"> • R01 or R01A – “Application for Registration & Licensing of Vehicle” form • Customs Clearance Permit for the vehicle • R03 – “Retention of Vehicle Registration Number” form (if number retention is done) • AP02 – Submission Form (separately for R01/R01A forms and R03 forms) • Transaction History • Monthly Price List of Vehicles (for parallel importers only)

² For individuals who are foreigners, if the transaction is performed using their Malaysian NRICs/Passports, please retain a copy of the Malaysian NRICs/Passports.

³ ACRA printout must be valid at the point of transaction. For ESAs and Public Transport Operators, the printout is valid for 3 months from the date of issuance. For other companies / businesses, the printout is valid for 14 days from the date of issuance.

⁴ Authorised person should be listed in the ACRA printout. Otherwise, an Authorisation Letter is required. The person signing the Authorisation Letter must be listed in the ACRA printout.

⁵ Hawker Licence (where applicable) must be valid at the point of transaction.

S/N	Type of transaction	Documents to be <u>retained</u> and made available for LTA's audit. (Duplicate copy unless otherwise stated. Retention period: 2 years)	Documents to be <u>submitted</u> to LTA (Duly completed forms & documents to be submitted within 7 working days of transaction)
2	<p>Transfer of TCOE (ESA transfers TCOE from Seller to Buyer)</p> <p><u>Coupled with</u> Registration of vehicle</p>	<ul style="list-style-type: none"> • Copy of Identity Documents² (e.g. NRIC or Employment/Immigration Pass Card which shows Foreign Identification Number (FIN)) of the registered owner (for individual) <p>or</p> <p>Valid ACRA printout³ or ROS Certificate printout of registered owner and copy of identity documents (e.g. NRIC or Employment/Immigration Pass Card which shows FIN) of the authorised person⁴ (for company/ business/ LLP/ Society).</p> <p>Authorisation letter, signed by at least a Manager or above, is required if the authorised person is not listed in the ACRA printout (for company/ business/ LLP).</p> <ul style="list-style-type: none"> • Proof of business e.g. Hawker Licence⁵ (for Light Goods Vehicle registered in an individual's name only) 	<ul style="list-style-type: none"> • Q01 – “Application for Transfer of Temporary Certificate of Entitlement (TCOE) form • AP06 – Submission Form • R01 or R01A – “Application for Registration and Licensing of a Motor Vehicle” or “Application for Registration and Licensing of an Off-Peak Car” form • Customs Clearance Permit for the vehicle • R03 – “Retention of Vehicle Registration Number” form (if number retention is done) • AP02 – Submission Form (separately for R01/R01A forms and R03 forms) • Transaction History • Monthly Price List of Vehicles (for parallel importers only)

Note:**Retention of documents in digital copies**

ESAs may choose to store documents or their business records in an image system. However, the ESAs should have their imaging process approved in accordance with the Evidence (Computer Output) Regulation 1996 by a certifying authority. If an ESA should decide not to obtain approval under Evidence Act (Chapter 97), the ESA may still store his business records in an image system provided that this is being carried out in accordance with the criteria set out in the First Schedule of the Evidence (Computer Output) Regulation 1996. Otherwise, in the event of a legal proceeding, the images produced from this system may not be admissible in court as evidence.

Legends:

ACRA: Accounting & Corporate Regulatory Authority

ROS: Registry of Society

LLP: Limited Liability Partnerships

List of documents to be submitted to LTA and retained for LTA's audit (Vehicle Registration applications from 28 August 2023)

S/N	Type of transaction	Documents (duplicate copy) to be <u>retained</u> and made available upon request. (Retention period: 2 years)	Documents to be <u>submitted</u> to LTA
1	Registration of Vehicles (where OMVs are manually entered by ESAs during the registration process)	<ul style="list-style-type: none"> • Cargo Clearance Permit (for imported vehicles); OR • Excise Duty and Goods Service Tax Permit (for locally manufactured vehicles) 	<ul style="list-style-type: none"> • Nil
2	Transfer of TCOE (ESA transfers TCOE from Seller to Buyer) <u>Coupled with</u> Registration of vehicle	<ul style="list-style-type: none"> • Nil 	<ul style="list-style-type: none"> • Nil

Note:**Retention of documents in digital copies**

ESAs may choose to store documents or their business records in an image system. However, the ESAs should have their imaging process approved in accordance with the Evidence (Computer Output) Regulation 1996 by a certifying authority. If an ESA should decide not to obtain approval under Evidence Act (Chapter 97), the ESA may still store his business records in an image system provided that this is being carried out in accordance with the criteria set out in the First Schedule of the Evidence (Computer Output) Regulation 1996. Otherwise, in the event of a legal proceeding, the images produced from this system may not be admissible in court as evidence.

Frequently Asked Questions

Table of Contents

1. Introduction.....	6
2. New Vehicle Registration Process for ESA.....	7
3. Status of Vehicle Registration Application.....	8
4. Coupled Transactions with New Vehicle Registration Process.....	9
5. Dashboard (Search, Filter, Sort) at LTALINK System.....	9
6. Other Relevant Questions	10

1. INTRODUCTION

1.1. As an ESA, what should I know about the new vehicle registration process?

From 28 August 2023, the Vehicle Registration process will be fully digitalised. ESAs can still assist prospective vehicle owners on the vehicle registration applications and complete the end-to-end process online via the LTALink.

As part of this new process, the transfer of Category C and E Temporary Certificate of Entitlements (TCOE) (only Category C and E TCOEs bid under individuals) and retention /replacement of Vehicle Registration Numbers (VRN) can also take place digitally.

With this implementation, ESAs will no longer need to complete and submit any hardcopy application forms to the LTA for registration of vehicles, transfer of TCOEs and retention/ replacement of VRNs. By going paperless, the process becomes streamlined and hassle-free, saving time and resources.

1.2. I have existing draft Vehicle Registration applications in LTALink now. What will happen to them after the launch of the new vehicle registration process on 28 August 2023?

All existing draft Vehicle Registration applications that are not completed by 2359hrs of 27 August 2023⁶ (i.e., authorisations for Vehicle Registration by prospective vehicle owner on physical Vehicle Registration Form R01) will be invalidated and removed from LTALink. ESAs will then be required to re-create these applications using the new digital service.

1.3. How will the new vehicle registration process benefit me as an ESA or prospective vehicle owner?

The new vehicle registration process provides ESAs and prospective vehicle owners a convenient one-stop, digital interface for vehicle registration. There is no longer a need to handle and submit hardcopy forms to the LTA for vehicle registration, which saves time and resources.

⁶ New vehicle registrations successfully registered before 28 August 2023 are subject to LTA's audit. The list of documents to be submitted to LTA and retained for LTA's audit is attached in Annex A.

ESAs will be able to easily manage submissions and receive real-time notifications of the application progress through the LTALink System. Prospective vehicle owners will also be able to review vehicle details and authorise the registration applications online.

2. NEW VEHICLE REGISTRATION PROCESS FOR ESA

2.1. With this transformed process, how does an ESA carry out vehicle registration online?

To register a new vehicle as an ESA, please follow steps below:

1. Prepare the following information beforehand:
 - Prospective vehicle owner's contact number (required for SMS notifications); and/or
 - Scanned copy of involved vehicle's Cargo Clearance Permit (for imported vehicles)/ Excise Duty and Goods Service Tax Permit (for locally manufactured vehicles), only if applicable and when prompted by the system.
2. Submit a vehicle registration application via LTA Link > Ownership > Registration of vehicle > Register new vehicle. You can view the status(es) of the individual vehicle registration applications that can be tracked on the dashboard, Ownership > Registration of vehicle > New registration dashboard.
3. If a transfer of TCOE is coupled in the application, the ESA should notify the TCOE owner to authorise the transfer for the registration transaction to proceed smoothly. The TCOE owner must then login to onemotoring.lta.gov.sg using his/her Singpass to authorise the transfer of the TCOE to the prospective vehicle owner within 7⁷ calendar days (or less) from the submission date of the vehicle registration application.
4. The prospective vehicle owner will be alerted via SMS, to login to Onemotoring.lta.gov.sg using his/her Singpass to accept the TCOE transfer (if required) and authorise the vehicle registration. Prospective vehicle owner must authorise the vehicle registration within 7⁷ calendar days (or less) from the day they receive the SMS.
5. Upon authorisation of the vehicle registration by the prospective vehicle owner, the ESA should make payment within 7⁷ calendar days (or less) to complete the vehicle registration process.
6. After payment is made by ESA, an acknowledgement page on the successful registration of the vehicle will be displayed. The acknowledgment page will provide essential information such as the owner details, vehicle details, vehicle registration number assigned to the newly registered vehicle and payment amount. Additionally, the ESA would be able to export the page as a PDF, allowing for future reference. Furthermore, the prospective vehicle owner will also be informed via an SMS, instructing them to login to onemotoring.lta.gov.sg. Upon

⁷ The number of calendar days allowable to complete the vehicle registration process for a normal, straight-through case. Number of days is dependent on factors such as expiry date of TCOE, or PARF/COE rebates or coupling of VRN transactions.

logging in, they can view the e-letters regarding the successful registration of their vehicle.

To summarise, ESAs will have to complete the entire vehicle registration process within 21⁷ calendar days (or less) from the submission of the vehicle registration application to LTALink System.

2.2. What advice should an ESA give a prospective vehicle owner on how he/she would be notified to authorise the registration of a vehicle?

An SMS notification will be sent to the prospective vehicle owner's handphone number, which is submitted by the ESA in the vehicle registration application, to authorise the registration of a new vehicle. The prospective vehicle owner has up to 7⁷ calendar days (or less) to login to onemotoring.lta.gov.sg using his/her Singpass to authorise the registration of the vehicle under his/her name.

The prospective vehicle owner will also be informed via SMS when the vehicle registration is successfully completed, or when the vehicle registration application is rejected.

3. STATUS OF VEHICLE REGISTRATION APPLICATION

3.1 What is the 'Application/Draft Expiry Date' as indicated in a submission for vehicle registration? As an ESA, how long do I have to complete the digital vehicle registration process?

The "Application/Draft Expiry Date" displayed on the dashboard indicates the deadline for the ESA to complete the vehicle registration process before the application expires. ESA has up to 21⁷ calendar days from the submission date to complete the registration, including payment.

3.2 How will the ESAs and TCOE owners be notified on the status of the vehicle registration application?

ESAs can view the status(es) of the vehicle registration application(s) from the new vehicle registration dashboard in the LTALink System.

An email notification will also be sent to the ESA's email address when there are changes to the respective application status, such as when the ESA is due to make payment, or when the vehicle registration application is rejected.

TCOE owners will not receive any notification. To ensure the registration transaction proceeds smoothly, ESAs will need to alert the TCOE owner to authorise the TCOE transfer.

3.3 As an ESA, I was unable to complete the new vehicle registration process by the Registration Due Date. Can I apply again using the same application form?

If a new vehicle registration application is not completed by the expiry date, the ESA can re-submit the application within 14 calendar days from the date the application lapsed or is rejected before it gets deleted from the system.

3.4 As an ESA or a vehicle owner, how do I print an ‘Acknowledgement’ page to provide proof of successful vehicle registration to finance companies?

Upon successful completion of vehicle registration, ESAs can retrieve registration transaction history from LTALink. ESA can proceed to LTALink > Vehicle Hub > Enquire Transaction history to retrieve and print details of the successful registration.

Vehicle owners are able to retrieve registration transaction details from onemotoring.lta.gov.sg. They can access and print their records by logging in with their Singpass to onemotoring.lta.gov.sg > Digital Services > Enquire My Vehicle.

4. COUPLED TRANSACTIONS WITH NEW VEHICLE REGISTRATION PROCESS

4.1 As an ESA, which other transactions can I couple with the new vehicle registration process?

With the streamlined digitalised process, ESAs now have the ability to include complementary transactions with the vehicle registration application. This enhancement allows for a more efficient and convenient experience for the ESA and its clients, as multiple transactions can be seamlessly incorporated for a hassle-free experience.

The new registration process offers the flexibility to couple with the following types of transactions (subject to case applicability and relevant fees):

- Transfer of TCOEs for Category C or E TCOEs bid under individuals
- Retain an existing vehicle’s VRN and replace it with a system-assigned VRN
- Retain an existing vehicle’s VRN and replace it with another bid/retained VRN
- Retain a deregistered vehicle’s VRN and replace it with a system-assigned VRN

5. DASHBOARD (SEARCH, FILTER, SORT) AT LTALINK SYSTEM

5.1 What do the different application statuses in the dashboard refer to?

Status	Description
Draft	The application has been newly created by the ESA (i.e., not submitted to workflow yet) or the application has been recalled by the ESA.
Lapsed	The application was submitted by the ESA but expired due to no action by the prospective vehicle owner or ESA within the stipulated timeline (i.e. registration due date), causing the registration application to lapse.
Rejected	The application was rejected by the TCOE Owner or buyer.
Pending TCOE Owner’s Acceptance of Transfer	The application is pending TCOE owner’s authorisation for the TCOE transfer.
Pending Buyer’s Authorisation	The application is pending prospective vehicle owner’s authorisation response (i.e., Confirm or Reject the pending registration).
Pending Payment	The application is pending ESA’s payment to complete the registration transaction.

5.2 What do the different colours under “Application/Draft Expiry date” column refer to?

Font Colour	Condition
Red	The Expiry Date is less than or equal to 3 calendar days before the draft application lapses
Orange	The Expiry Date is less than or equal to 5 calendar days, but more than 3 calendar days before the draft application lapses
Black	The Expiry Date is more than 5 calendar days before the draft application lapses

5.3 Will my draft application be deleted?

A draft application will be kept for 14 calendar days from its date of creation before it is deleted.

6. OTHER RELEVANT QUESTIONS

6.1 Can an ESA withdraw or retract a new vehicle registration application at any point in the process?

A new vehicle registration application can be withdrawn by an ESA at any point in the process if payment has not yet been made. Upon successful withdrawal, the vehicle registration application will be marked as “Rejected”, allowing the ESA to proceed with the necessary amendments or deletion.

6.2 Can a prospective vehicle owner withdraw or retract a new vehicle registration application at any point in the process?

Prospective vehicle owners can choose to accept or reject a new vehicle registration application that is pending their approval. However, once the acceptance has been confirmed in the system, he/she cannot withdraw the transaction unilaterally. The prospective vehicle owner needs to contact the involved ESA to initiate a withdrawal.

6.3 When will I be informed of the system-generated VRN that has been assigned to my new vehicle at registration and/or the system-generated VRN that has been assigned to my existing vehicle whose VRN I have just retained?

Upon the successful payment for the vehicle registration application, a system-generated VRN will be assigned to the newly registered vehicle and/or the VRN of existing vehicle that was just retained. The assigned VRN(s) will be displayed on the “Acknowledgement” page during the vehicle registration.

ESAs can retrieve registration transaction history from LTALink. ESA can proceed to LTALink > Vehicle Hub > Enquire Transaction history to retrieve and print details of the successful registration.

Vehicle owners are able to retrieve registration transaction details from onemotoring.lta.gov.sg. They can access and print their records by logging in log in with their Singpass to onemotoring.lta.gov.sg > Digital Services > Enquire My Vehicle.

6.4 Where can I find the proof of ownership or financing document to provide to HPFLAS for financing of the registered vehicle?

Upon successful payment of the vehicle registration application, you may wish to save a copy of the Acknowledgement Page for proof of ownership and completion of transaction. Alternatively, the ESA may use the function Vehicle Hub > Enquire Transaction History to retrieve, view and print details of the vehicle registration completed.

Please contact HPFLAS for more details on the required documents for exceptional cases.

6.5 What are the audit requirements for New Vehicle Registrations before 28 August 2023?

Please refer to the circulars dated 7 November 2018, 21 June 2019 and 29 May 2023 (which are also available on OneMotoring portal <https://onemotoring.lta.gov.sg/content/onemotoring/home/topwebsite/Circulars.html>) for the documents to be retained by ESA and to be made available for LTA's audit.

6.6 Where can I locate the materials presented during the Industry Mass Briefing?

The circular, FAQ and Step by Step E-Guides dated 17 July 2023 will be made available on OneMotoring portal (<https://onemotoring.lta.gov.sg/content/onemotoring/home/topwebsite/Circulars.html>).

6.7 What should I do if I have case-specific or complex matter to clarify over the new vehicle registration process?

Please contact LTA via www.lta.gov.sg/feedback if you have any queries on the new vehicle registration process.

Distribution List

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