

FAQs on the Digital Vehicle Registration Process - for Electronic Service Agent (ESA)

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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 (TCOEs) (only Category C and E TCOEs bid under individuals) and retention /replacement of Vehicle Registration numbers 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.

With the coupling of retention and replacement of VRNs in the new Vehicle Registration process, the standalone functions for ESAs - Retain Registered Vehicle No. (AA) and Retain De-registered Vehicle No. (AA) will be discontinued from 28 August 2023.

1.2 I have existing draft Vehicle Registration applications in the 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 on 27 August 2023¹ (i.e., authorisations for Vehicle Registration by prospective vehicle owner on physical Vehicle Registration Form R01) will be invalidated and removed from the 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.

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

¹ New Vehicle Registrations successfully registered before 28 August 2023 are subject to the LTA's audit. The list of documents to be submitted to the LTA and retained for the LTA's audit is attached in Annex A.

2 NEW VEHICLE REGISTRATION PROCESS FOR ESA

2.1 With this fully digitalised process, how does an ESA carry out Vehicle Registration online?

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

1. Prepare the following information beforehand:
 - Prospective vehicle owner's contact number (local contact number is required for SMS notifications); and
 - 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 the LTALink > Ownership > Registration of vehicle > Register new vehicle. You can view the status(es) of the individual Vehicle Registration applications 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 7² 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 7² calendar days (or less) from the date he/she receives the SMS. The prospective vehicle owner's details would be retrieved and auto populated with MyInfo upon login with Singpass.
5. Upon authorisation of the Vehicle Registration by the prospective vehicle owner, the ESA should check their bank account and ensure sufficient funds before making payment. Payment must be made within 7² 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 (VRN) assigned to the newly registered vehicle and payment amount. Additionally, the ESA would be able to export the page as a PDF for future reference. Furthermore, the prospective vehicle owner will also receive an SMS from the LTA informing him/her on the successful registration of his/her vehicle. The owner can login to onemotoring.lta.gov.sg to view the e-letters on the successful registration and details of his/her vehicle.

² 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.

To summarise, ESAs will have to complete the entire Vehicle Registration process within 21² calendar days (or less) from the submission of the Vehicle Registration application to the LTALink.

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 (local), 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 7² 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.

When a Vehicle Registration is successfully completed or rejected, the prospective vehicle owner will also be informed via SMS.

- For individual registered vehicles, the notification will be sent to their mobile number retrieved from MyInfo.
- For company registered vehicles, the notification will be sent to the mobile number specified in their profile.

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 21² 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.

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 owners to authorise the TCOE transfer.

² 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.

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, it will lapse. 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 LTALink.

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

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

Vehicle owners will be 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 fully digitalised process, ESAs now can include complementary transactions with the Vehicle Registration application. This enhancement allows for a more efficient and convenient experience for the ESAs and their 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 THE LTALINK

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

Status	Remark
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 (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?

Colour	Remark
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 transfer TCOE (Cat C or E) before registering the new vehicle?

This can be done through the “Transfer TCOE” Digital Service.

6.2 Can an ESA retain/replace the Vehicle Registration Number (VRN) separately from new registration? Will the existing ESA services - Retain Registration Vehicle No. and Retain De-registered Vehicle No. (AA) be available in future?

With the one-stop coupling of retention and replacement of VRNs in the new Vehicle Registration process, the current functions for ESAs - Retain Registered Vehicle No. (AA) and Retain De-registered Vehicle No. (AA) will be discontinued from 28 August 2023.

Asset Owners will still be able to retain the VRNs on their own and separately from the Vehicle Registration process using the available digital services. For more information, please refer to <https://onemotoring.lta.gov.sg/content/onemotoring/home/selling-deregistering/retain-replace-vrn.html>.

6.3 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 “Draft”, allowing the ESA to proceed with the necessary amendments or deletion.

6.4 Can a prospective vehicle owner withdraw 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 authorisation. However, once the authorisation 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.

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

Vehicle owners will be able to retrieve registration transaction details from onemotoring.lta.gov.sg. They can do so by logging in with their Singpass to onemotoring.lta.gov.sg > Digital Services > Enquire My Vehicle.

6.6 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.

6.7 How do we register for vehicles that require scheme approvals?

Pre-approvals will still be applicable for vehicles under special schemes. Please approach the LTA prior to registration. There would be no change to this process.

6.8 What are the audit requirements for vehicles registered 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 the LTA's audit.

6.9 Where can I locate the materials presented during the Mass Briefing held on 25 and 26 July 2023?

S/N	Description	Reference link
1	Circulars with updated FAQs and Step by Step E-Guides	https://onemotoring.lta.gov.sg/content/onemotoring/home/topwebsite/Circulars.html
2	Video Guide for motor dealers	https://youtu.be/c447f73dTjY
3	Video Guide for prospective vehicle owners	https://youtu.be/bd8nGJkQrys

6.10 What should I do if I have case-specific or complex matter to clarify over the new Vehicle Registration process?

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