

FAQs on the LTALink Refresh and Modernisation of Digital Services – for Electronic Service Agents (ESAs)

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1. INTRODUCTION

1.1. What is changing in LTALink?

LTA will be refreshing LTALink and progressively modernising the digital services used by Electronic Service Agents (“ESAs”). The refreshed LTALink will have an updated user interface and user experience (“UI/UX”), including a new LTALink logo, landing page and refreshed digital service screens, with some digital services streamlined for greater efficiency. The refreshed interface is intended to provide ESAs with a more modern and user-friendly experience when carrying out transactions with LTA.

1.2. Why is LTA refreshing LTALink?

The refresh is part of LTA’s ongoing digitalisation efforts to improve our digital services for the motor industry. The existing LTALink has supported the motor industry in carrying out a wide range of transactions with LTA. The refresh builds on these digitalisation efforts by modernising the interface and improving the overall user experience.

1.3. Will all LTALink services change at the same time?

No. The refreshed digital services will be progressively rolled out from 18 October to 29 November 2026.

1.4. Why are the digital services being rolled out progressively instead of all at once?

This is to facilitate the smooth transition to the refreshed LTALink. During the implementation period, ESAs may therefore see a mix of existing and refreshed screens, depending on when the refreshed screens have been implemented for the relevant digital services.

2. USING THE REFRESHED LTALINK

2.1. Will there be changes to the existing processes for ESAs?

For digital services where only the interface has been refreshed, most of the existing business process will remain unchanged, ESAs can continue to carry out the transactions as they do today.

For selected digital services where functional enhancements are being introduced, ESAs should refer to the relevant user guides and briefing materials for details of the changes. Refer to **Section** Error! Reference source not found. Error! Reference source not found..

2.2. Do I need a new user account to access the refreshed LTALink?

No. ESAs can continue to access LTALink using their existing account. There is no need to register for a new account.

2.3. Is the LTALink website URL going to be changed? Or will the login be different with the refreshed LTALink?

No. ESAs can continue to access LTALink through the existing website and login using their existing login credentials. There is no need to apply for new access or make any changes to your existing login arrangements.

3. ENHANCEMENTS TO LTALINK DIGITAL SERVICES

3.1. Transfer of Vehicle Ownership

3.1.1. What are the enhancements for the digital service?

The Confirm and Reject Transfer of Vehicle Ownership digital services have been streamlined into a single digital service. Previously, users had to access separate digital services to confirm or reject a vehicle transfer.

With this enhancement, users can now review the transfer details and select the appropriate action within the same digital service, making the process more convenient and easier to navigate.

3.2. Deregistration

3.2.1. What are the enhancements for Update EPZ Entry Details digital service?

For EPZ Entry, ESA will no longer be required to enter the last 4 alphanumeric of the motor number. Where a vehicle is searched using its chassis number, the ESA will not need to re-verify the chassis number.

3.2.2. What are the enhancements for the Deregister Temporary Transfer Vehicle digital service?

The refreshed service will allow up to five vehicles to be processed in a single application, and a pop-up message will be displayed for a vehicle that is under financing.

3.2.3. What are the enhancements for the Upload Disposal Document digital service?

The refreshed service will include an enhanced preview screen and an infographic-style guide.

A new “Enquire Upload Disposal Document Application Status” digital service will be introduced for users to check the status of their applications.

3.3. Vehicle Inspection and Type Approval System (VITAS)

3.3.1. What are the enhancements for VITAS Application for Batch Approval digital Service?

The refreshed digital service includes several enhancements to make the application process more convenient and efficient, including:

- Enhanced preview screen and infographic-style guide to help users review and navigate the application process more easily.

- New specification and classification code fields for Japanese Domestic Models (JDM) vehicles imported from Japan.
- Auto-population of vehicle make, and model from LTA records, based on the Specifications and Classification numbers for JDM vehicles or Vehicle Model Code for UK & Europe-imported vehicles, reducing manual entry.
- Reuse of details from previously approved VACs, including the auto-population of vehicle make and model on LTA's records, reducing the need to re-enter the same information for subsequent applications.
- Bulk upload of up to 50 vehicle details, allowing multiple vehicle records to be uploaded in a single submission more efficiently.

4. TRANSITION AND SUPPORT

4.1. What should ESAs do before the refreshed services are rolled out?

ESAs are encouraged to:

- familiarise themselves with the refreshed LTALink interface and relevant user guides;
- complete any necessary actions for affected VITAS batch applications where specific transitional arrangements apply; and
- share the changes with your staff who use LTALink for their day-to-day transactions.

4.2. Will there be guides to help ESAs use the refreshed LTALink?

User guides for digital services that have undergone some changes in their business flow will be made available to help ESAs familiarise themselves with the refreshed interface.

The circular, FAQ and user guides will be made available on OneMotoring portal (<https://onemotoring.lta.gov.sg/content/onemotoring/home/topwebsite/Circulars.html>).

Video guides can be found via the links below:

- Link to: [Refreshed LTALINK](#)
- Link to: [Application for Batch Vehicle Approval Process](#)

4.3. What should I do if I encounter issues after a service has been refreshed?

For enquiries or assistance relating to the refreshed LTALink digital services, please submit your query via www.lta.gov.sg/feedback.

5. GENERAL QUESTIONS

5.1. With the refreshed user interface, would this affect how we print out any results, confirmation or acknowledgement pages, as compared to the previous interface?

As we are in the digital era and with the move towards a paperless industry, electronic/digital versions of the pages could be easily stored and shared with the parties involved, such as financing companies or banks.

With the refreshed digital services adopting an updated design with larger fonts, improved spacing and a clearer page layout to enhance readability and usability, printed pages may now run into more pages. We are reviewing the print layout and will explore further enhancements

to optimise the number of pages required for printing, while maintaining readability. We also encourage you to print only, when necessary, as part of our shared efforts to reduce paper usage.

5.2. After the improvements to be made to LTALink, would there be further enhancements to be expected for the digital services?

Yes, to meet the needs of the local motoring community, there are plans to roll out enhancements with refreshed interface to the asset owner login digital services in the months to come.