

10 Sin Ming Drive Singapore 575701

7 August 2026

Please see Distribution List

Our ref VRL/10/2026

All Motor Vehicle Dealers
All Electronic Service Agents
All Export Processing Zone Operators

Dear Sir/Madam

New Digital Service: Enquire Upload Disposal Document Application Status

1. As part of LTA's ongoing efforts to enhance user experience, LTA has introduced a new digital service, “**Enquire Upload Disposal Document Application Status**” to allow vehicle owners and Electronic Service Agents (ESAs) to check the status of applications submitted for uploaded disposal documents of deregistered vehicles.
2. Through this service, users may view the status of their applications, namely whether the application is **Pending, Returned, Rejected, or Approved**.
3. Where an application has been **Returned** for amendment or **Rejected**, users may view the reason(s) provided and take the necessary follow-up actions before re-submitting their application. Notifications on the reason(s) for the return or rejection will be sent via SMS and e-letter to vehicle owners, and via SMS and email to ESAs.
4. The service may be accessed via the following channels:
 - a. LTA's OneMotoring website > Digital Services > Search for “Enquire Upload Disposal Document Application Status”; or
 - b. LTALink > Ownership > Deregistration > “Enquire Upload Disposal Document Application Status”
5. You may refer to **Annex A** for screenshots of the digital service.
6. Please bring the contents of this circular to the attention of your members and staff accordingly.
7. Thank you.

Yours sincerely



Candice Yeo (Ms)
Deputy Director
Vehicle Licensing Division
Vehicle Services Group

Annex A

Screenshots of “Enquire Upload Disposal Document Application Status” (LTALink)

Step 1: Users may search using vehicle registration number or application date

Enquire Upload Disposal Document Application Status

Input Details

Vehicle No.*:

OR

Application Date*: (DDMMYYYY)

* Either field is mandatory

Step 2: Users will see the application status

Enquire Upload Disposal Document Application Status						
S/N	Application Date	Vehicle No.	Chassis No.	Deregistration Date	Status	Reject/Return Reason
1	09 Jul 2026			05 Jul 2026	Rejected	View
2	05 Jul 2026			05 Jul 2026	Rejected	View
3	05 Jul 2026			05 Jul 2026	Returned	View
4	05 Jul 2026			05 Jul 2026	Rejected	View

Step 3: Users may click on “View” to view the return/reject reason

Reject/Return Reason 

The application is returned/rejected for the following reason:

The document uploaded is incorrect. Please upload the correct disposal documents for the vehicle. The Bill of Lading submitted is illegible. Please submit a clear and legible copy.

Close

Screenshots of “Enquire Upload Disposal Document Application Status” (OneMotoring)

Step 1: Users may enquire using vehicle registration number or application date

Enquire Upload Disposal Document Application Status

Application Details

Vehicle No.:

Application Date:

OR

DDMMYYYY

Clear

Next →

Step 2: Users will see the application status

Enquire Upload Disposal Document Application Status

Upload Disposal Document Applications

Show 10 entries

S/N	Vehicle No.	Chassis No.	Status	Application Date
1			Returned	21 Jul 2026
Deregistration Date 20 Jan 2028				
Reject/Return Reason View				
2			Rejected	21 Jul 2026
Deregistration Date 29 May 2026				
Reject/Return Reason View				

Previous

Next

OK →

Step 3: Users may click on “View” to view the return/reject reason

Reject/Return Reason

The application is returned/rejected for the following reason:

The document uploaded is incorrect. Please upload the correct disposal documents for the vehicle.

Close →

Distribution List

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All Export Processing Zone Operators