

Annex A: Process for Booking an Appointment

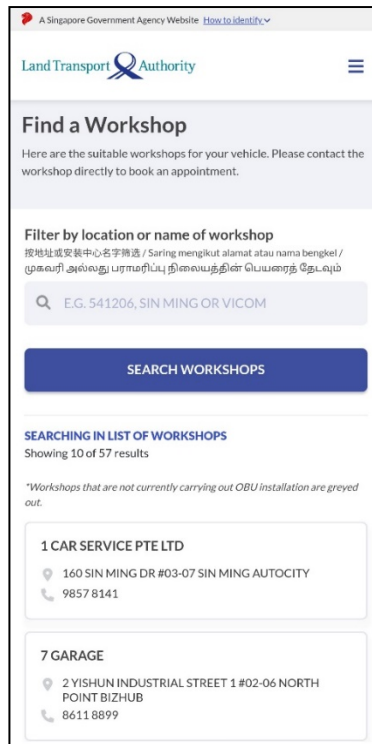
Step 1: Vehicle owners will receive an official notification from LTA.



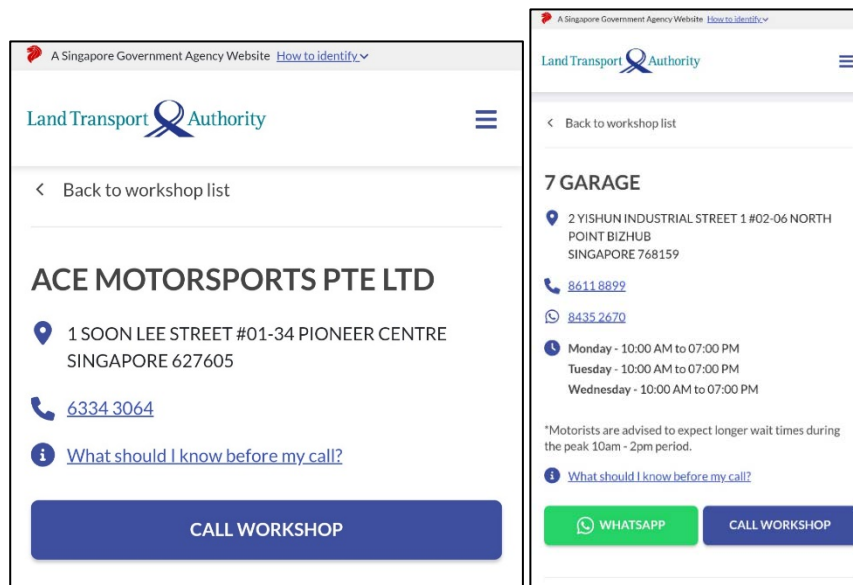
Step 2: Vehicle owners can scan the QR code to launch the booking microsite. Key in the vehicle number to find a suitable workshop for that vehicle.

Two side-by-side screenshots of the LTA booking microsite. The left screenshot shows the 'Getting Your New On-Board Unit' page, which includes a 'FIND A WORKSHOP' button and a description in English and Chinese. The right screenshot shows the 'Find a Workshop for your OBU Installation' page, which includes a 'VEHICLE PLATE NUMBER' input field with the example 'E.G. SFW1234J' and a 'CONTINUE' button. Both screenshots show the LTA logo and a 'How to identify' link at the top.

Step 3: From the shortlist of identified workshops, vehicle owners can find a workshop by selecting from the list or searching by the preferred location (e.g. using postal code or location name) or workshop name.



Step 4: Vehicle owners can book an appointment by contacting the workshop directly through Whatsapp (if available) or phone call.



Step 5: To make any changes to the appointment subsequently, vehicle owners can contact the workshop directly to reschedule.

Annex B: Tips for Vehicle Owners

Before OBU Installation

- a) Vehicle owner (or any designated representative) only needs to bring the vehicle for OBU installation. No documents are required.
- b) Installation time varies based on the vehicle, typically ranging from two to four hours for most vehicles. Workshops will advise on the collection time.

During OBU Installation

- c) Placement of OBU processing unit varies by vehicle type and interior. Possible locations include placing it at the front passenger footwell, driver's area, under glovebox, under driver seat or on the centre console. Technicians will advise on the feasible options and motorists can decide their preferred placement.
- d) The OBU Touchscreen Display is optional. Motorists can also access essential information via compatible mobile applications (ERP 2.0, Breeze, Galactio, and Motorist Super App). To note, the smartphone should be registered on OneMotoring Digital Services before pairing. Detailed pairing guides can be found at <https://go.gov.sg/pairing-ios> (Apple iOS) or <https://go.gov.sg/pairing-android> (Android).
- e) Without the OBU Touchscreen Display, motorists cannot access the full suite of services or adjust the notifications volume. They will be asked to set their preferred volume level during the installation.

After OBU Installation

- f) The OBU can be used immediately and is compatible with existing ERP and car park gantries. The current IU number is also ported over to the OBU automatically, so there is no need to update season parking details.
- g) Motorists can continue to pay with CEPAS cards, such as the NETS FlashPay/Motoring Card and EZ-Link Motoring Card. For more convenience, we encourage motorists to sign up for NETS Auto Top-Up service and keep a spare card to pay for parking at private car parks that do not support Electronic Parking System (EPS). Regular CashCards (i.e., cards with a microchip) cannot be used in the OBU.
- h) If motorists encounter any issues with the OBU, they can contact their respective AMD or workshop that carried out the installation, drop by an authorised OBU Inspection Centre, or call the ERP 2.0 Call Assist Service (6377-2255).
- i) More information can be found at <https://go.gov.sg/erp2-1M>.