



E-Services Guide

Online Edition 2017

moving services closer to you

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List of Acronyms

CSO - Customer Services Officer

PSV CSO – Public Service Vehicle Customer Service Officer

VE – Vehicle Examiner

RM – Regional Manager

CEO – Chief Executive Officer

DDC – Defensive Driving Course

PSV TL – Public Service Vehicle

VO – Verification Officer

DE – Driving Examiner

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1 ONLINE / E-SERVICES




The Online Services or E-Service platform gives our customers another mode of accessing certain information, lodging applications and making payments without the need of visiting LTA Offices.

The e-services is a website platform that can be accessed by LTA Customers registered for the service and have access to internet. The service can be accessed from: <https://eservices.lta.com.fj/>


There is a range of services that are available online. In summary the services offered online are categorized as:

- Online Searches and Updates;
- Online Fee Calculators;
- Online Notification;
- Online Applications, Bookings and Payments; and
- Online Learning.

The illustration below provides the listing of the different services under each broad categories.

Online Searches & Updates 	Online Notifications 	Online Applications, Bookings & Payments 
<p>The online customers can view, update and make online application of the following:</p> <ul style="list-style-type: none"> ▶ View details including expiry dates of their vehicle registration renewal, Driver License renewal, PSV Permit Renewal and Defensive Driving Course renewal ▶ View Traffic Infringement Notices Payable at LTA ▶ View Status of their applications made with LTA ▶ Update postal and residential address details ▶ Update phone contact details and email address 	<p>The online customers can receive the following notifications:</p> <ul style="list-style-type: none"> ▶ Driver License Renewal Notification(Provisional/ Learners/Full) nearing expiry [30 Day Reminder] ▶ Vehicle registration nearing expiry [30 Day Reminder] ▶ Traffic Infringement Notices Registered ▶ Payment of Traffic Infringement Reminders [6 Day Reminder] ▶ Medical Certificate nearing expiry [30 Day Reminder] ▶ PSV DDC nearing expiry [30 Day Reminder] ▶ Driver License Disqualification and Cancellation Notice. [Upon Registration] ▶ Defect Order Notification [Upon Registration] 	<p>The online customers can make the following bookings, applications & payments online.</p> <ul style="list-style-type: none"> ▶ PSV Preliminary Application (Rental and Hire) ▶ Learners Permit Application ▶ Application for Renewal of Full License ▶ Booking for Vehicle Inspection with option to pay Online or at LTA ▶ Rescheduling of Vehicle Inspection Booking ▶ Payment of Registration Renewal Fees ▶ Booking for Defensive Driving Course ▶ Rescheduling of Defensive Driving Course ▶ Payment for Traffic Infringement Notices


Online Fee Calculators



The online customers can determine the following fees specific to their license and vehicle including:

- ▶ Fee for License Renewal
- ▶ Fee for Vehicle Registration Renewal including Wheel Tax and Road User Levy
- ▶ Fee for Transfer of Ownership including the Stamp Duty
- ▶ Fee for Transfer of Unique Number Plate
- ▶ Fee for Surrender of Unique Number Plate

Online Learning



The online customers can go online and learn the Defensive Driving Course:

- ▶ Make Booking for Online Learning
- ▶ Booking for Onsite Examination
- ▶ Practice Questions
- ▶ Online Course Learning
 - ▶ Learn DDC Level 1
 - ▶ Learn DDC Level 2

2 REGISTERING AND ACCESSING ONLINE / E-SERVICES

The registration process is simple. If you are a customer of the Authority, you just need to fill in the Online e-Services Form: I1 E-Services Online Customer Registration Form and submit to any LTA Customer Service Centers. The forms are available at all LTA customer service centers and also available online and can be downloaded from the LTA website. www.lta.com.fj.

After verification is done by the Authority's Customer Service Officer, you will receive an activation email containing your username, system generated password and a link that you will use to change your password.

After clicking on the activation link, you will be directed to Password Reset page as shown in Figure 1. You must select your secret question together with the answer to secret question. This will be randomly prompted when you log back into the eservices platform.

Reset Password

Old Password :

New Password :

Confirm Password :

Secret Question :

Answer :

Figure 1 - Account Activation / Password Reset Page

Note: Your old password will be the system generated password that you will receive in your activation email.

While deciding on your new password, you must ensure that your password is between 8 and 20 characters long and must also contain a lower case, upper case letter and a special character as shown in figure 2.

New Password rules:

- Must contain one lower & uppercase letter, and one special character (!,@,#,\$,%,&, etc)
- Password must be between 8 and 20 characters.

Figure 2 - Password Rules

Once you have updated your password, you will be directed to the Login Page where you will be able to login to the e-services platform by using your new password.

In addition to your username and password, you will be always required to enter the Captcha text that will be randomly populated. You will have to exactly type the text as is shown in the Captcha text field.

User Name :
User Name is required.

Password :
Password is required.

T81V0L

Captcha letters are case sensitive.

Login

Figure 3 - Online Services Login Page

You have only three (3) attempts to correctly enter your login details. If you fail to authenticate within three (3) attempts then your account will be automatically locked. You will then need to contact LTA and upon verification by LTA officials then only your account will be unlocked.

Message ×

! You have made 2 unsuccessful attempt(s). The maximum attempts allowed for login are 3, after that account will be locked.

Close

Figure 4 - Unsuccessful Login Attempt Message

Once your account is unlocked by the LTA official, you will receive a password reset email and you need to reset your password to log back again on the eservices platform.

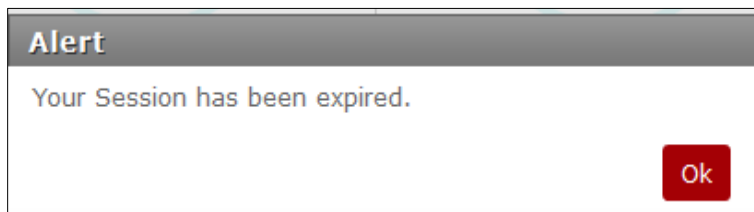
Once you have been successfully authenticated, you will be directed to the home page as shown below:

Figure 5 - Home Page

All the searches updates, calculations and applications, you will be able to perform from this home page. The searches are on the top panel, fee calculations and applications can be initiated from online services panel, personal detail updates can be done through “My Profile” panel.

Viewing of notifications, viewing of online initiated transactions and those transactions requiring your further actions together with the online learning for Defensive Driving Courses can be performed through the dashboard panel.

To Logout of this e-services platform, you must click on the Log Out hyperlink which is placed at the top right hand corner of the Home Page.



Your session is also time and if there is no activity on the page for certain minutes, you will be prompted with the message that your session has been timed out. You will need to log back in to continue accessing the e-services platform.

Figure 6 - Session Timeout Message

3 ONLINE SEARCHES AND UPDATES

You can perform various searches and updates online. These include:

- Search for applications status for those applications made at LTA and initiated through the application workflow system
- Search for TINs payable at LTA.
- Search and view the status and expiry of your license, vehicles, DDC, PSV Permits
- Change password, update email address, contact details and address details.

3.1 SEARCHING FOR YOUR APPLICATION STATUS

- You can do an application search to view the status of all your application that have been initiated through the application workflow system.
- To perform application search you need to follow these steps:

Step 1: Click on Application Search tab

- From the top search panel click on the Application Search tab as shown in Figure 7

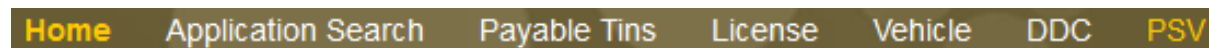


Figure 7 – Top Search Panel

Step 2: Enter the desired values and click on Search

Application Search

Client ID:	781343	Vehicle #:	--Select--
Application Type:	--Select--	Application Status:	--Select--
From Date:	19/02/2017	To Date:	19/05/2017

Search

Application ID	Client ID	Type Of Application	Application Status	Application Date	Assigned To	Office
3727475	781343	Online Client Creation	Approved By CSO	19/05/2017		Lautok

Page 1 of 1
20
View 1 - 1 of 1

Figure 8 - Application Search

- Enter the desired values (search criteria) in the parameter fields. You have option to search for applications created within certain date range, for specific vehicles or by Application Type and Status.
- After entering your desired values, you need to click on the Search link to fetch the results.

- The search result will show you the unique application ID, date the application was created in the system, type of Application, current application status, office initiating the application and the current role the application is assigned to.

Note: If assigned to is blank (null) then it indicates that the application process is completed

3.2 VIEWING OF PAYABLE TRAFFIC INFRINGEMENT NOTICES

To view all the traffic infringement notices payable you need to follow this step:

Step 1: Click on Payable Tins tab

- From the top search panel click on the Application Search tab as shown in Figure 7 – Top Search Panel

TINs Details					
TIN #	Vehicle #	Offence Type	Offence Date	Issue Date	Status
21072010	DV608	51 633 -[NEW]I...	21-07-2010	07-04-2017	Transfer By LTA

1 / 1 items per page 1 of 1 items

Figure 9 - TIN Listings

- TINS that are shown here is not the complete list of TINS that may have been issued to you, but are those that are available for payments only.
- To get the full list of TINS that have been issued under your ID, you need to visit your nearest LTA office.

3.3 VIEWING OF DRIVER LICENSE DETAILS

To view your driver license details you need to follow this step:

Step 1: Click on License tab

- From the top search panel click on the License as shown in Figure 7 – Top Search Panel

License Details				
Class	License Type	Issue Date	Expiry Date	Status
Class 2	Full	17-04-1998	08-07-2017	Current
Class 8	Full	14-09-2001	08-07-2017	Current

1 / 1 items per page 1 of 2 items

Figure 10 - License Details

- Here you will be able to see all classes (1 to 9) and types (Learner, Provisional, Full) of license issued under your ID together with their expiry dates.

3.4 VIEWING OF VEHICLE DETAILS

To view your driver vehicle details you need to follow this step:

Step 1: Click on Vehicle tab

- From the top search panel click on the Vehicle tab as shown in Figure 7 – Top Search Panel

Vehicle Details					
Registration #	Class	Category	Issue Date	Expiry Date	Status
DQ026	Private	Front Wheel Drive	03-05-2017	14-05-2017	Expired

Navigation: 1 / 1, 5 items per page, 1 - 1 of 1 items

Figure 11 - Vehicle Detail

- From the search results you can see the expiry dates, status and class for each vehicle registered under your ID.

3.5 VIEWING OF DEFENSIVE DRIVING COURSE DETAILS

To view your Defensive Driving Courses that have been successfully completed, you need to follow this step:

Step 1: Click on DDC tab

- From the top search panel click on the DDC tab as shown in Figure 7 – Top Search Panel

DDC Details			
DDC Course	DDC Certificate #	Issue Date	Valid Upto
No data available.			

Navigation: 1 / 1, 5 items per page

Figure 12 - DDC Detail

- The result provides you with the DDC Certificate Number, Expiry Date and the different levels of DDC course you have attended and passed. If you have attended but failed a DDC Course, then the result will not be displayed here.

3.6 VIEWING OF PSV PERMIT DETAILS

To view all PSV Permits issued to you from the authority, you need to follow this step:

Step 1: Click on PSV tab

- From the top search panel click on the PSV tab as shown in Figure 7 – Top Search Panel

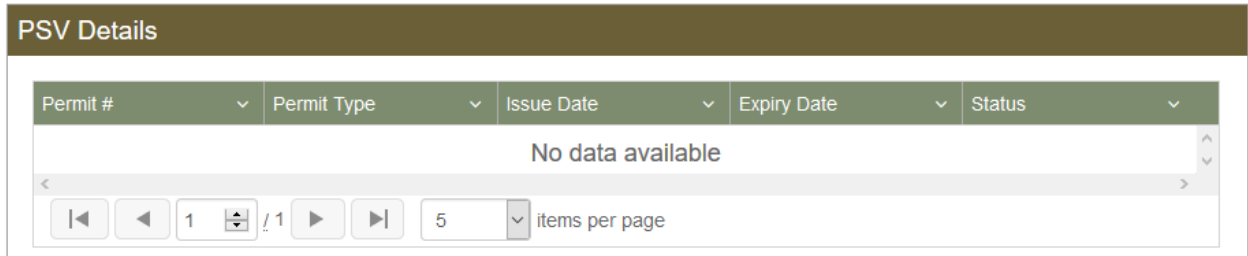


Figure 13 - PSV Details

- In the PSV Permit search result you will be able to view the permit number, permit type, issue and expiry dates and the current status.

3.7 CHANGING OF LOGIN PASSWORD

To change your online password you need to follow these steps:

Step 1: Click on change password from my profile panel as shown below

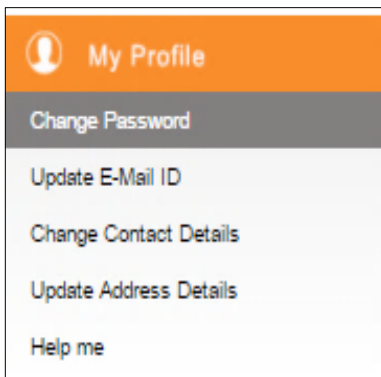


Figure 12: My Profile Panel

Figure 14 - Change Password

Step 2: Enter your old and new password as shown in Figure 14 - Change Password

Step 3: Click on submit to update the password

Enter your “Old Password” and “New Password” and click submit.

3.8 CHANGING OF EMAIL ADDRESS

To change your email address you need to follow these steps:

Step 1: Click on update email id from my profile panel as shown below

Step 2: Enter new email id

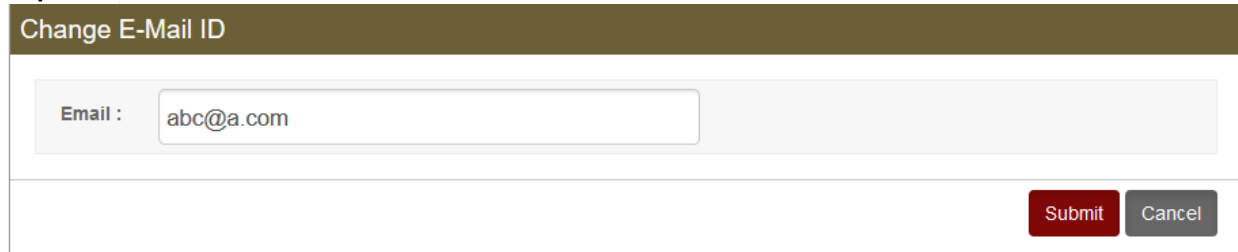


Figure 15 - Change Email ID

Step 3: click on submit to update your email id.

- After clicking on the submit, you will receive an email on your new email address and you would be required to change your password to login back into the system.

3.9 CHANGING OF CONTACT DETAILS

To change your contact details you need to follow these steps:

Step 1: Click on change contact details from my profile panel as shown below

Step 2: Enter new contact details

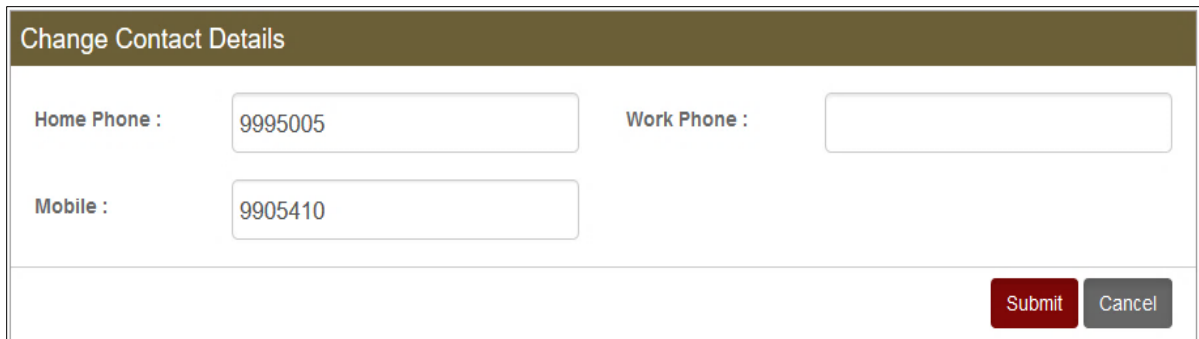


Figure 16 - Change Contact Details

Step 3: Click on submit to update new contacts

3.10 UPDATING ADDRESS DETAILS

You can change your address details by following these steps:

Step 1: Click on change address details from my profile panel

Step 2: Enter updated Address and upload address proof in Figure 17 - Update Address Details

Figure 17 - Update Address Details

Step 3: click on update button to submit the updated address.

Note: The Verification officer will verify the details submitted and decide on your application.

4 ONLINE FEE CALCULATOR

You can calculate different types of fees while using the Online Services “Fee Calculator” that is located at the top left panel of your screen refer Figure 18 - Online Services Panel.

The types of fee calculators are:

- Driver License Renewal Fees
- Vehicle Registration Renewal Fees
- Transfer of Ownership Fees
- Surrender of Unique Number Plate Fees
- Transfer of Unique Number Plate Fees

4.1 DRIVER LICENSE RENEWAL FEES

You can calculate your Driver License fee while using the calculator and following these steps:

Step 1: Click on Fee Calculator from the Online Services Panel as shown in Figure 18 - Online Services Panel

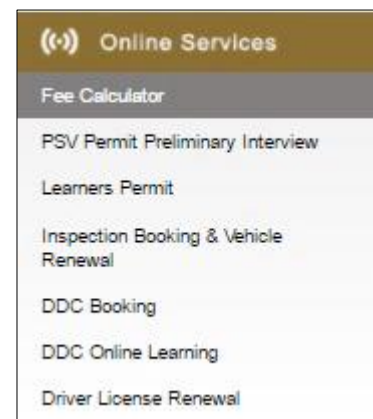


Figure 18 - Online Services Panel

Step 2: Select Fee Type as Licensing as shown in Figure 19 - Driver License Calculator

Step 3: Select Driving License Renewal Fee and Click on Calculate button

You will be able to view 1,3,6 year fees as shown.

Calculator Details

Fee Type:

Licence Details

Class	License Type	Issue Date	Expiry Date	Status
Class 2	Full	17-04-1998	08-07-2017	Current
Class 8	Full	14-09-2001	08-07-2017	Current

< 1 / 1 5 items per page 1 - 2 of 2 items

Calculate Fee: Calculate

Fee Details

Renewal Fees For Driving License

Account Code	Description	Fee Amount
4478	Driver License - Renewal - 1 year	13.74
4480	Driver License - Renewal - 3 years	40.28
4482	Driver License - Renewal - 6 years	80.57

Renewal Fees For PSV Card Driving License

Account Code	Description	Fee Amount
--------------	-------------	------------

Renewal Fees For Arrears

Account Code	Description	Fee Amount
4501	Driver License - Arrears of Driving Licence Fee	0

Figure 19 - Driver License Calculator

4.2 VEHICLE REGISTRATION RENEWAL FEES

You can calculate your Vehicle Registration Renewal fee while using the calculator and following these steps:

Step 1: Click on Fee Calculator from the Online Services Panel as shown in Figure 18 - Online Services Panel

Calculator Details

Fee Type: Registration ▼

Vehicle Details

✓	Registration #	Class	Category	Issue Date	Expiry Date	Status
✓	DQ026	Private	Front Wheel Drive	03-05-2017	14-05-2017	Expired

1 of 1 items

Calculate Fee: Renewal of Annual Regis Calculate

Fee Details

Registration Renewal Fees For Six Months

Account Code	Description	Fee Amount
4358	Vehicles Inspection (Other Vehicles) - Application for Inspection Private Cars	13.74
4877	6 months road user levy for vehicles w/CC rating 1100cc - 1999cc	27.49
4014	Reg fee-6 months - 1751 - 2000 cc (Half Annual fee + 10%)(Standard)	43.13
4372	Issue Inspection Certificate (Other Vehicles) - Private Cars	13.74
4088	Arrears of Registration Wheeltax (Standard) - Private Cars	0.02
Total :		98.12

Registration Renewal Fees For One Year

Account Code	Description	Fee Amount
4358	Vehicles Inspection (Other Vehicles) - Application for Inspection Private Cars	13.74
4861	Road User Levy for vehicles w/ CC rating 1100 cc - 1999 cc	54.5
4005	Annual Registration Fee - 1751 - 2000 cc (Standard)	78.67
4372	Issue Inspection Certificate (Other Vehicles) - Private Cars	13.74
4088	Arrears of Registration Wheeltax (Standard) - Private Cars	0.02
Total :		160.67

Permit To Drive In Case Of Expired Vehicle

Account Code	Description	Fee Amount
4058	Permission to Drive Standard	6.63

Disclaimer: Fee calculated based on the inputs provided. You may be charged other fees by LTA.

Figure 20 - Renewal of Annual Registration Fee

Step 2: Select Fee Type as Registration as shown in Figure 20 - Renewal of Annual Registration Fee

Step 3: Select the Vehicle by clicking on the left column beside your vehicle registration number

Step 4: Select renewal of annual registration fees option from Calculate fees drop box

Step 5: click calculate button to see your fees.

4.3 TRANSFER OF OWNERSHIP FEES

You can calculate transfer of ownership of vehicle fee by following these steps:

Step 1: Click on Fee Calculator from the Online Services Panel as shown in Figure 18 - Online Services Panel

Step 2: Select Fee Type as Registration as shown in Figure 20 - Renewal of Annual Registration Fee

Step 3: Select renewal of Transfer of Ownership fees option from Calculate fees drop box

Step 4: Enter the Stamp Duty Details

Step 5: click calculate button to see your fees.

Calculate Fee: Transfer of Ownership fees ▼ Calculate

Stamp Duty

Transfer Of Type: Other ▼ Valuation Amount: 15000

Buying Price: 15000 Selling Price: 15000

Is Exempted Yes No

Additional Owner's Yes No

Fee Details

Transfer Of Ownership Fees

Account Code	Description	Fee Amount
4180	Transfer of ownership - Up to 1600 cc	13.74
4187	Transfer of ownership - Replacement/duplicate Registration certificate	3.79
5300	Stamp Duty	450
Total :		467.53

Disclaimer: Fee calculated based on the inputs provided. You may be charged other fees by LTA.

Figure 21 - Transfer of Ownership Fee

4.4 SURRENDER OF UNIQUE NUMBER PLATE FEES

You can calculate surrender of unique number plate fee by following these steps:

Step 1: Click on Fee Calculator from the Online Services Panel as shown in Figure 18 - Online Services Panel

Step 2: Select Fee Type as Registration as shown in Figure 20 - Renewal of Annual Registration Fee

Step 3: Select the Vehicle by clicking on the left column beside your vehicle registration number

The screenshot displays the 'Vehicle Details' section with a table of vehicle registrations:

Registration #	Class	Category	Issue Date	Expiry Date	Status
RJ383	Private	Front Wheel Drive	25-11-2016	24-11-2017	Current
HXD41	Private	Front Wheel Drive	04-05-2016	05-05-2017	Current
BN4WLD	Private	Rear Wheel Drive	18-03-2016	18-03-2017	Expired

Below the table is a 'Calculate Fee' section with a dropdown menu set to 'Unique Number Plate Transf' and a 'Calculate' button.

The 'Fee Details' section shows the following breakdown for 'Surrender Of Unique Number':

Account Code	Description	Fee Amount
4187	Transfer of ownership - Replacement/duplicate Registration certificate	3.79
4205	Alterations - Others	8.53
4393	Other Inspection Fees - Fitting of Number Plates on Vehicle	4.74
Total:		17.06

Below this, there is a section for 'Transfer Of Unique Number Plate Between The Vehicle Owned By Same Client' with a table:

Account Code	Description	Fee Amount
4175	Transfer of unique number plates - Between vehicles	49.29

Figure 22 - Surrender of Unique Number Plate Fee

Step 4: Select unique number plate transfer fees option from Calculate fees drop box

Step 5: click calculate button to see your fees.

4.5 TRANSFER OF UNIQUE NUMBER PLATE FEES

You can calculate transfer of unique number plate fee by following these steps:

Step 1: Click on Fee Calculator from the Online Services Panel as shown in Figure 18 - Online Services Panel

Step 2: Select Fee Type as Registration as shown in Figure 20 - Renewal of Annual Registration Fee

Transfer Of Unique Number Plate Between The Vehicle Owned By Same Client

Account Code	Description	Fee Amount
4175	Transfer of unique number plates - Between vehicles	49.29
4187	Transfer of ownership - Replacement/duplicate Registration certificate	3.79
4205	Alterations - Others	8.53
4393	Other Inspection Fees - Fitting of Number Plates on Vehicle	4.74
	Total :	66.35

Transfer Of Unique Number Plate Between People

Account Code	Description	Fee Amount
4175	Transfer of unique number plates - Between vehicles	49.29
4176	Transfer of Unique Number/PSV plates - Between persons	49.29
4187	Transfer of ownership - Replacement/duplicate Registration certificate	3.79
4205	Alterations - Others	8.53
4393	Other Inspection Fees - Fitting of Number Plates on Vehicle	4.74
	Total :	115.64

Transfer Of Vehicle With Unique Number Plate

Account Code	Description	Fee Amount
4176	Transfer of Unique Number/PSV plates - Between persons	49.29
4180	Transfer of ownership - Up to 1600 cc	13.74
4187	Transfer of ownership - Replacement/duplicate Registration certificate	3.79
	Total :	66.82

Disclaimer: Fee calculated based on the inputs provided. You may be charged other fees by LTA.

Figure 23 - Transfer of Unique Number Plate Fees

Step 3: Select the Vehicle by clicking on the left column beside your vehicle registration number

Step 4: Select unique number plate transfer fees option from Calculate fees drop box

Step 5: click calculate button to see your fees.

5 ONLINE NOTIFICATIONS

There is a number of notifications which you will receive once you are registered with LTA. Notifications can be viewed by clicking on View Details in Notification tab in Dashboard.

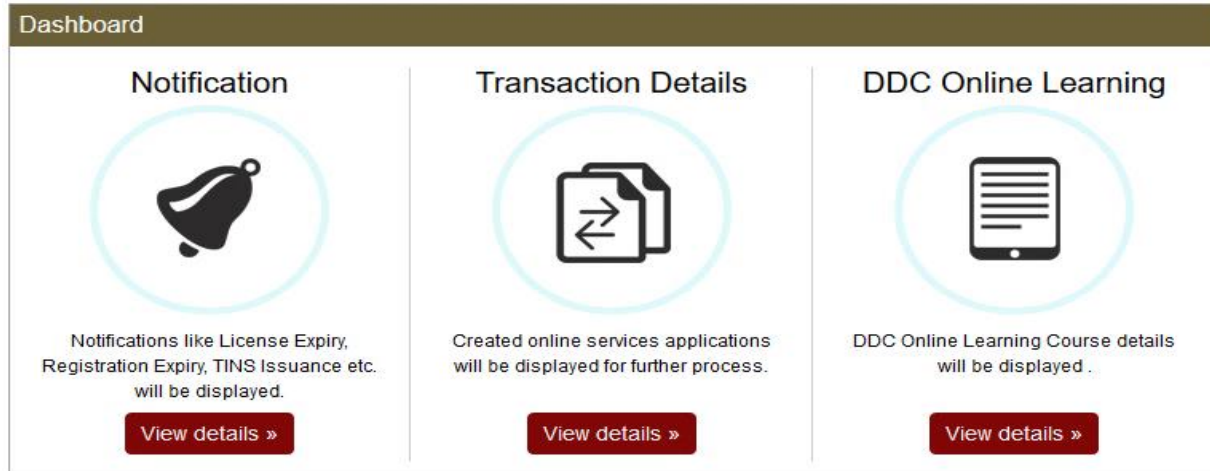


Figure 24 - Dashboard Tiles

The following are the different types of notifications which you will receive:

- LTA Online Services - PSV Notification
- DDC Booking Details
- Registration Expiry of Vehicle
- Your Driving Test Booking Details
- Issuance of New Defect Order
- Issuance of new TIN
- Expiry of Medical Certificate
- Your Full Driving License Cancelled
- Expiry of DDC: Level 2 - PSV Certificate
- Expiry of DDC: Level 2 - PSV Certificate
- Payment reminder for TIN
- Your Full Driving License is Disqualified
- Expiry of Full Driving License
- Expiry of Provisional Driving License
- Expiry of Learner Driving License
- LTA Online Services - DDC Rescheduled

Clicking on the Notifications tile on the home page will open up the notification panel which will list all notifications that have been emailed to your registered email address.

Notifications			
✓	Subject	Date	Type
✓	Vehicle Inspection Booking Details	03-05-2017	Vehicle Inspection Boo...
✓	Vehicle Inspection Booking Details	03-05-2017	Vehicle Inspection Boo...
✓	Vehicle Inspection Booking Details	03-05-2017	Vehicle Inspection Boo...
✓	DDC Booking Details	03-05-2017	Booking Of DDC
✓	DDC Booking Details	03-05-2017	Booking Of DDC
✓	DDC Booking Details	03-05-2017	Booking Of DDC

Figure 25 - Notification Listings

You can open the notifications by clicking on the hyperlink in the “subject” column which will display the content of the email that was emailed.

View Mail

Date 03/05/2017 8:01:36 PM
From no_reply@lta.com.fj
To 14_mr.rajeshwar.prasad@gmail.com
Subject Vehicle Inspection Booking Details

Dear RAJESHWAR PRASAD,

You have successfully booked for : DQ026

Your booking details are:
 Appointment Date :03 May 2017
 Appointment Time :12:00 PM To 1:00 PM
 Venue: Albert Park, Central Eastern

Note: Please do not reply to this mail. This mail has been sent from an unattended mail box.

Please make all queries/response to online@lta.com.fj or call: +679 3392166.
 For more information, log in to our online services at <https://eservices.lta.com.fj> or visit our website at : www.lta.com.fj.

No Reply

[Back](#)

Figure 26 - Notification View

You can delete the notifications by selecting the notification by clicking on the left column beside the “Subject Column” and clicking on the delete/trash bin icon which is placed on the left top corner of the page.

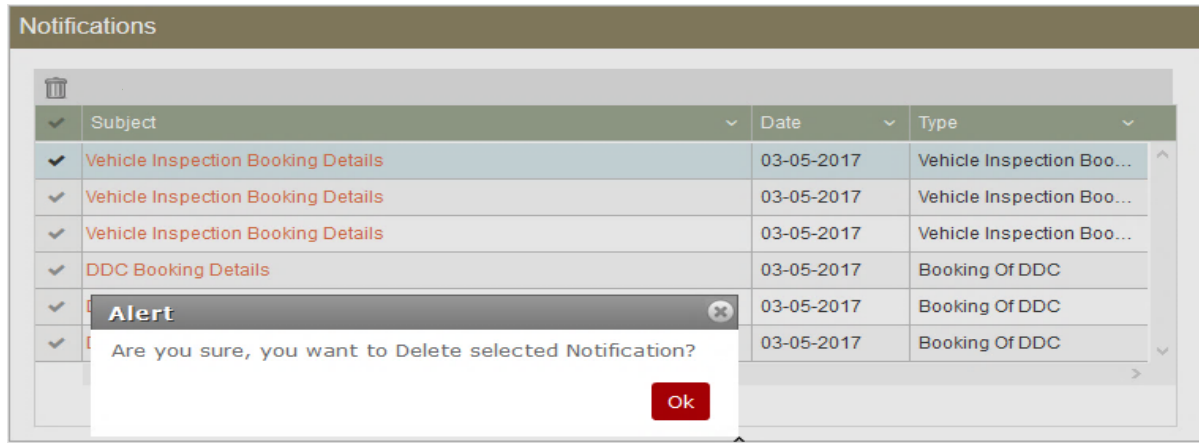


Figure 27 - Deleting Notifications

Note: After one year the notifications will be automatically deleted.

6 ONLINE APPLICATIONS, BOOKINGS AND PAYMENTS

The following Online Applications, Bookings and Payment services available are:

- Application and payment for Learners Permit
- Application for PSV Preliminary Assessment (Rental & Hire)
- Application & payments for Driver License renewal
- Payments for their Traffic Infringements [TIN] payable at LTA
- Bookings and Payment for Defensive Driving Course
- Application for Vehicle Registration Renewal & Inspection

6.1 PSV PERMIT PRELIMINARY APPLICATION

This application allows online registered companies to make preliminary application for Rental and Hire Permits. Individual customers will be able to make preliminary application for Hire Permits.

To make this application you will need to follow these steps:

Step 1: Click on PSV Permit Preliminary Interview Link as shown in Figure 18 - Online Services Panel

Step 2: Select the PSV Permit Type



Figure 28 - PSV Preliminary - Permit Type

Step 3: Complete all the responses required.

To initiate this application, you need to fill in all the information such as Residential Status, Occupation Details, Business Details and General Information.

Step 4: Save the application as Draft or Submit the Application

- You can also save this application as a draft and submit later or select “Submit” button to allow application to proceed further.

Please state in a paragraph what are the benefits you and Land Transport Authority will gain after re-awarding you a permit:

Submit
Save as Draft
Cancel

Figure 29 - Submitting PSV Permit Preliminary Interview Form

- A pop up message will be displayed to inform you of your Application number refer to Figure 30 - PSV Permit Preliminary Interview Confirmation Message
- You will be notified through email with the following content once the application is approved by the PSV CSO as shown in Figure 32 - PSV Permit Preliminary Interview Email Confirmation

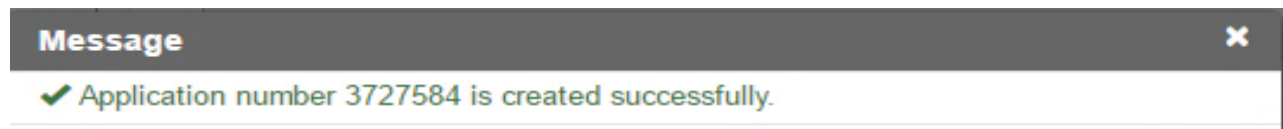


Figure 30 - PSV Permit Preliminary Interview Confirmation Message

Step 5: Viewing the Application Status

You can check for the status of your application by clicking on the “Home” button located at top of your screen, select “view details” button under “Transaction Details” than select the “Search” button.

Transaction Details

Client ID:	<input type="text"/>	Vehicle #:	<input type="text"/>
Application Type:	PSV Permit Preliminary Interv	Application Status:	--Select--
Date Of Application From:	<input type="text"/>	To:	<input type="text"/>

Search

Application ID	Client ID	Type Of Application	Application Status	Application Date
3727584	967179	PSV Permit Preliminary Interview	PSV CSO Approved	27/07/2016

Page 1 of 1 View 1 - 1 of 1

Figure 31 - PSV Permit Preliminary Interview Application Status (Approved)

Application number will be highlighted in red and Application status will be “PSV CSO rejected” if

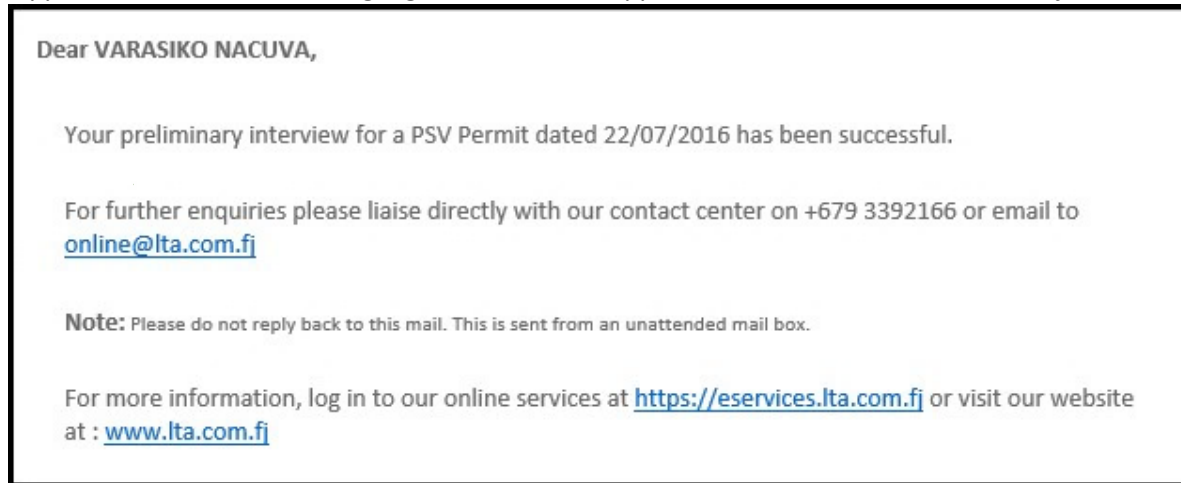


Figure 32 - PSV Permit Preliminary Interview Email Confirmation

Application ID	Client ID	Type Of Application	Application Status	Application Date
3781598	815407	PSV Permit Preliminary Interview	PSV CSO Rejected	23/05/2017

Figure 33 - PSV Permit Preliminary Interview Application Status (Rejected)

approved as shown in Figure 31 - PSV Permit Preliminary Interview Application Status (Approved)

If the PSV CSO rejects the application the status of the application will be displayed as “PSV CSO Rejected” as shown in Figure 33 - PSV Permit Preliminary Interview Application Status (Rejected).

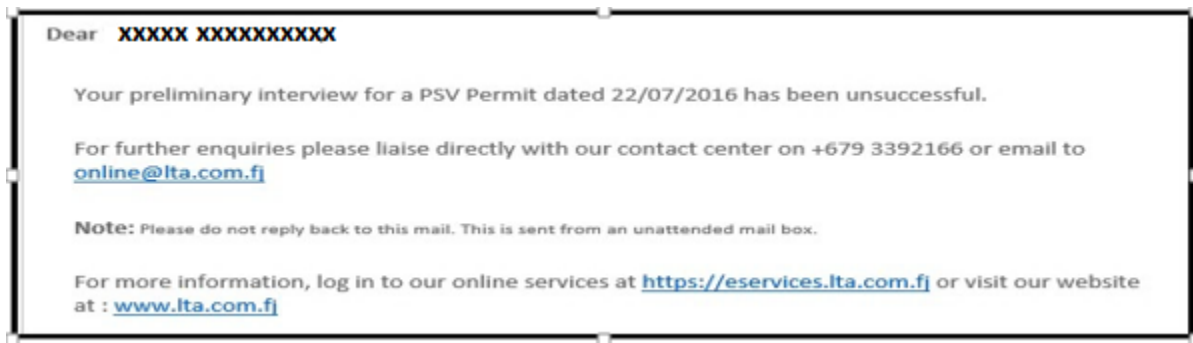


Figure 34 - PSV Permit Preliminary Interview Email Confirmation (Rejected)

You will be notified through email with once the application is rejected by the PSV CSO. Refer figure 34

Note: Please be informed that once the application is rejected, you may enquire at any LTA office(s) or re-submit your application through online.

6.2 LEARNER PERMIT APPLICATION

- This application allows you to apply for a Learners Permit provided you meet the Pre-Requisite for different class of Licenses.
- Please follow the following Steps listed below to apply for a Learner Permit online.

Step 1: Click on “Learners Permit” link

- To apply for a Learners Permit, click on “Learners Permit” link as shown in Figure 18 - Online Services Panel

Step 2: Select Learner Permit Class

- Select the Class of Learners Permit class for the drop down list. As shown in Figure 35 - Learner Permit Application Selecting Class The system will check for all the Pre-Requisites. Only if you have satisfied all the pre-requisite then only you will be able to proceed with the application. Select “Pay Online button to proceed with payment or Cancel to exit from the application.

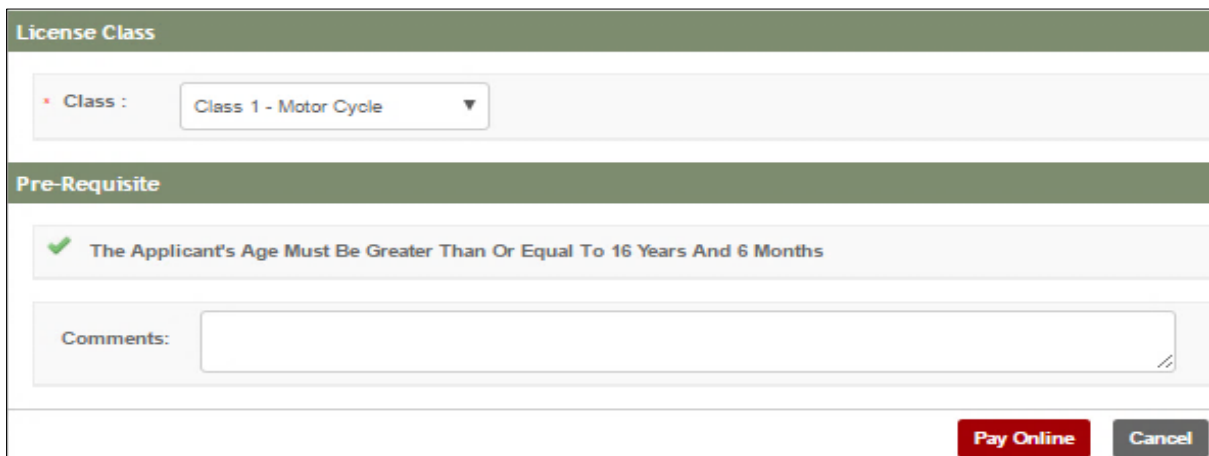


Figure 35 - Learner Permit Application Selecting Class

- After selecting “Pay Online” button a “Confirm” pop up message will be displayed. Click on “Confirm” button to proceed with saving your Learners Permit application.

Step 3: Make Payment

- After clicking on the “Confirm” button, payment screen will be displayed. You must read and agree to the terms & conditions for online payment. You can read on the “terms and conditions” by clicking on the “terms and conditions” hyperlink as shown in Figure 36 - Learner Permit Payment Screen .
- After you have read and agree to the terms and conditions you can click on the “Make Payment” button to proceed with the payment.

Serial No.	Account Code	Description	Amount
1	5040	Application for Learners Permit -Class 1	9.48
Total			9.48

I have read and agree to the **terms & conditions** for online payment.

Make Payment

Figure 36 - Learner Permit Payment Screen

- System will then redirect you to the payment page. Enter the Credit Card or Visa Debit Card details in the following screen as in Figure 37 - Card Payment Screen .
- You will be required to enter the Card Number, Expiry Date and CSC Code.
- You also have the option of CPC – Customer Preferred Currency if you decide to make payment in your preferred currency. Amount Due will be shown in Fijian Dollars.
- Once you confirm the details you have entered, you can click on the Pay button to proceed with the payment.
- If you decide to opt out of the payment screen, you can click on the Cancel button.

The entity providing this product or service (provider) may be a subsidiary or related to Australia and New Zealand Banking Group Limited (ANZBGL). Unless the Provider is a Branch of ANZBGL, the Provider is not guaranteed by ANZBGL and is not an authorised deposit taking institution within the meaning of the laws of Australia. Where the Provider is incorporated and licensed in the country of establishment with limited liability, deposits with it and its other liabilities are not liabilities of ANZBGL.

Merchant ABC

Card Number*

Expiry Date* /

CSC* What is CSC?

Customer Preferred Currency What is Customer Preferred Currency?

AUD - Australian Dollars
CAD - Canadian Dollars
EUR - Euros
GBP - Pound sterling
NZD - New Zealand Dollars

Amount Due \$ 9.48 FJD

When using this form please do not use the back button in your web browser

Figure 37 - Card Payment Screen

Note: LTA has no refund policy. Please refer to terms and conditions for more information

- Once the Credit Card details is entered and validated successfully, the page will be redirected with a confirmation message as shown in Figure 38 - Payment Confirmation Page



Figure 38 - Payment Confirmation Page

- You Use the “Print” button to print the receipt. You may also use the “Save” button to save the receipt on your computer as shown in Figure 38 - Payment Confirmation Page. It is important to save your receipts for future reference.

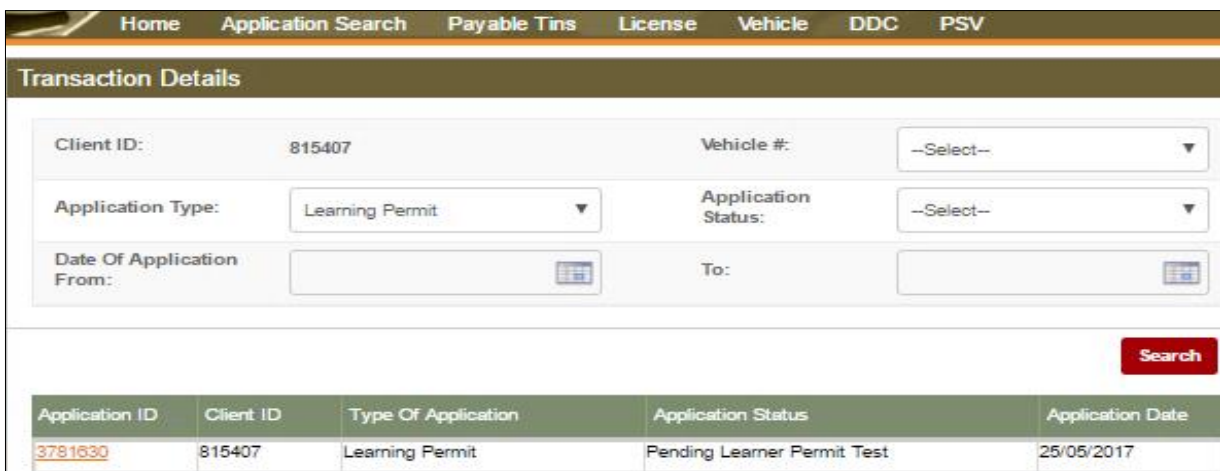


Figure 39 - Transaction Details Screen

- After your payment is successful, you can check the status of the application under Transaction Details Screen as shown in Figure 39 - Transaction Details Screen
- Your application will be pending with Driving Examiner. Please proceed to the nearest LTA office for your Learner Permit test as application and further transactions from thereon.

6.3 ONLINE VEHICLE INSPECTION BOOKING

- This application allows online users to make an application for making bookings for Vehicle Inspections. You can book for vehicle inspection online and pay for the application fees as well. You can also enter the third party details online.
- You can book for a Vehicle Inspection Appointment online by following the steps below:

Step 1: Click on Inspection Booking & Vehicle Renewal link

- To make Vehicle Inspection Booking, click on “Online Inspection Booking & Vehicle Renewal” link as shown in Figure 18 - Online Services Panel

Step 2: Select Vehicle Inspection Booking Date and Location.

- Once you click on the link, Online Inspection Booking & Vehicle Renewal screen will be displayed.
- You will be prompted with these options :- “Select Vehicle”, “Select Division”, “Select Office” and “Date” Select the vehicle for which you wish to book for vehicle inspection. Select the division, office, date that you want to make the booking for. click on “Get Info” button. Refer Figure 40 - Vehicle Inspection Booking Screen

Figure 40 - Vehicle Inspection Booking Screen

Step 3: Update Third Party Details

- After selection of “Get Info” button, the system will display the existing 3rd Party Insurance details. Update Insurance details and attach the scanned copy of the valid third party document. **Please note uploading of Insurance Document is mandatory for system to proceed with the application.** Select the inspection time slot from the drop-down list. You can either select to pay online or pay at LTA. See Figure 41 - Vehicle Inspection Booking Update Third Party Details & Select Inspection slot.

- If you opt to pay online, click on the “Pay Online” button.

Update Third Party Details

<input type="text" value="Sun Insurance"/>	<input type="text" value="10010150001P097231"/>
<input type="text" value="23/05/2017"/>	<input type="text" value="23/05/2018"/>
<input type="text" value="1"/>	ThirdParty.pdf

Permit To Drive Unregistered Vehicle Details

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	

Inspection Details

<input checked="" type="radio"/> Inspection at LTA	
<input type="text" value="03:30 PM - 04:30 PM"/>	

Figure 41 - Vehicle Inspection Booking Update Third Party Details & Select Inspection slot

Note: If option “Pay at LTA” is selected than you will need to pay fees at your nearest LTA Office.

Step 4: Make Payment

- To make the payment you need to follow the same steps as mentioned under Learner Permit Application step 3.

Step 5: Retrieving Inspection Booking Application and Viewing Booking Slip

- You need to print and bring the booking slip to your selected inspection center to proceed with the inspection of your vehicle.
- Once the Vehicle Inspection booking is paid, you can view the booking details by clicking on “Transaction details” refer Figure 39 - Transaction Details Screen

Application ID	Client ID	Type Of Application	Application Status	Application Date
3781608	815407	Online Booking of Inspection & Renewal	Inspection Pending	24/05/2017

Figure 42 - Vehicle Inspection Booking - Application Search

- You will see the application link [marked in red] is created with status as “Inspection Pending” Click on the link to open the application.

[-] Vehicle Inspection Details

Inspection : Inspection At LTA

TimeSlot: 08:15 AM - 09:00 AM

Office: Online Transaction Officer Name: Online Officer Date & Time: 24/05/2017, 08:56 AM

Office: Online Transaction Officer Name: Online User Date & Time: 26/05/2017, 07:57 AM

Cancel Booking
View Booking Slip
Re-Schedule Booking
Cancel

Figure 43 - Vehicle Inspection Cancellation Booking and Rescheduling

- By clicking on the Vehicle Booking Slip button you will be able to view the booking slip, print it as well as save it as shown in Figure 44 - Booking Slip


Confirmation Slip				
Vehicle Inspection Booking Confirmation Slip				
Application ID	3781690	Application Date & Time	31/05/2017 08:56:33	
Owner details				
Owners id:	99999999			
Owners Name:	XXXXXXXXXX XXXXXXXXXXXX			
Owner Address:	XXXXXXXXXXXXXXXXXXXXXXXXXX			
Vehicle details				
Vehicle Plate No:	DQ026	Vehicle Class:	Private	
Vehicle Type:	Car			
Inspection details				
Inspection division:	Northern	Inspection Office:	Seaqqa	
Inspection Date:	05/06/2017	Inspection Timeslot:	2:45PM-3:30PM	
		Print	Download	Cancel

Figure 44 - Booking Slip

6.4 RESCHEDULING AND CANCELLATION OF YOUR BOOKING.

- This application allows you to Reschedule or Cancel your appointment or booking a day before you Vehicle Inspection Appointment/Booking Date. You need to follow these steps to reschedule or cancel your booking if you decide to do so for some reason.

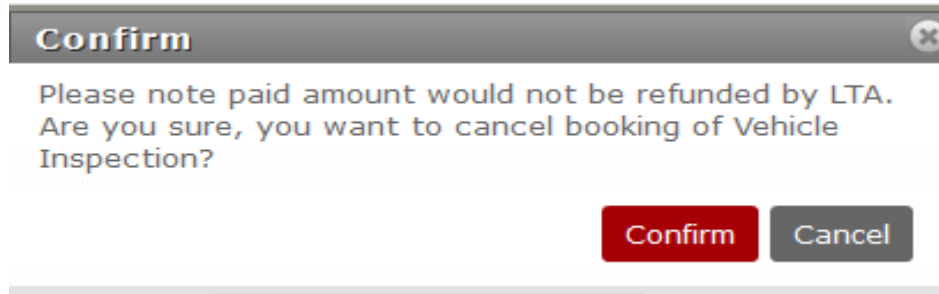
Step 1: Retrieve Vehicle Inspection Booking Application

- Once the Vehicle Inspection booking is paid, you can view the booking details by clicking on “Transaction details” refer Figure 39 - Transaction Details Screen
- You will be able to retrieve the vehicle inspection booking application as shown in Figure 42 - Vehicle Inspection Booking - Application Search and Figure 43 - Vehicle Inspection Cancellation Booking and Rescheduling
- You will see the application link [marked in red] is created with status as “Inspection Pending”

Step 2: Cancel or Reschedule Vehicle Inspection Booking

- Click on Application link to retrieve and edit Vehicle Inspection booking details.
- If you wish to **cancel** this booking, click on the “Cancel Booking” button.
- A confirmation pop-up message will be displayed. Select Confirm button and your booking will be cancelled. Refer Figure 45 - Vehicle Inspection Booking Cancellation Confirmation

Please note paid amount will not be refunded by LTA.



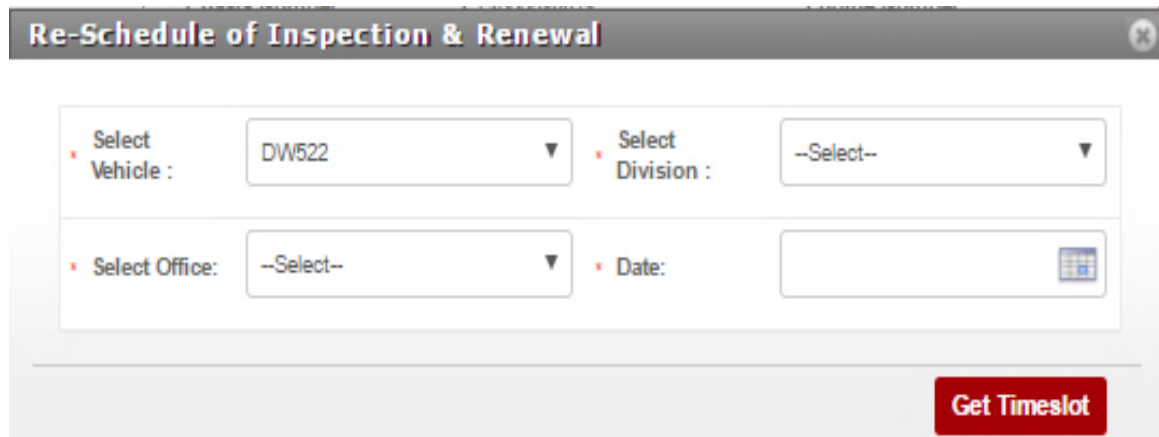
Confirm ✕

Please note paid amount would not be refunded by LTA.
Are you sure, you want to cancel booking of Vehicle Inspection?

Confirm **Cancel**

Figure 45 - Vehicle Inspection Booking Cancellation Confirmation

- If you wish to **Re-Schedule** the booking, click the “Re-Schedule Booking” Button.
- Once you click the “Re-Schedule Booking” button, a “Confirm” message pop-up screen will be displayed.
Click the Confirm button than enter the new booking details as per availability.
- The updated Time slots will get displayed once client opens the same application through Transaction search.



Re-Schedule of Inspection & Renewal ✕

Select Vehicle : DW522 ▼ Select Division : --Select-- ▼

Select Office: --Select-- ▼ Date: 📅

Get Timeslot

Figure 46 - Vehicle Inspection Booking Rescheduling

6.5 PAYMENT OF WHEELTAX AFTER VEHICLE INSPECTION PROCESS

- This Application allows you to proceed with payment of Wheel tax and Road levy fees after completing Online Vehicle Inspection Booking process and physical inspection of your vehicle at LTA Authorized locations.
- The application travels to the Vehicle Examiner pending physical inspection of your vehicle and update of application status.
- Please follow the following steps below to complete process.

Step 1 Retrieve Vehicle Inspection Application

- You can retrieve vehicle inspection booking application as shown in step 1 of Rescheduling and Cancellation of your Booking.

Step 2: Enter Renewal Validity

- To pay for your registration certificate and road levy, open the application by clicking on the application id. Once done, you will see the following screen.
- Complete mandatory fields marked in red asterisk. You may select 1 year or 6 months Wheel tax validity dependent on your Insurance and Inspection expiry dates.

Figure 47 - Vehicle Registration Renewal Payment Screen

- Click on the “Pay Online” button to pay for the renewal of registration.
- You may follow same Payment Process for Vehicle Inspection Booking refer figure 44,45 & 46.

Step 3: Make Payment

- To make the payment you need to follow the same steps as mentioned under Learner Permit Application step 3.

6.6 DDC BOOKING (CLASSROOM INSTRUCTOR LED LEARNING)

- This application allows you to make booking for Defensive Driving Course for classroom based instructor led training.
- You must satisfy the pre-requisites of the course before you would be allowed to make the booking
- Please follow the steps to proceed with DDC Booking process.

Step 1: Click on “DDC Booking” link

- To make Vehicle Inspection Booking, click on “Online Inspection Booking & Vehicle Renewal” link as shown in Figure 18 - Online Services Panel

Step 2 Select DDC Course and Booking Schedule

- You can select appointment for respective classes for your intended Defensive Driving Course.
- If the dates are not available for your respective course for the specified month, then a pop up message will show that no schedule is available for selected course and date in which case you need to check for other dates.
- If the dates are available, then the dates will be highlighted in green and selectable as shown in Figure 48 - DDC Appointment Available Dates
- Once you have selected your booking dates, you will then be re-directed to the payment options screen to make your payments.

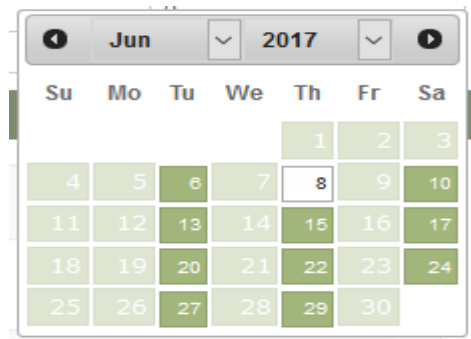


Figure 48 - DDC Appointment Available Dates

Booking Details

License Class:	<input type="text" value="Class 2"/>	▼		
Division:	<input type="text" value="Central Eastern"/>	▼	Office:	<input type="text" value="Valelevu"/>
Course:	<input type="text" value="Level 1 - Private License"/>	▼	Appointment Date:	<input type="text" value="08/06/2017"/>

Figure 49 - DDC Booking Screen (Classroom Instructor Led)

Step 3: Make Payment

- To make the payment you need to follow the same steps as mentioned under Learner Permit Application step 3.

6.7 RESCHEDULING AND CANCELLATION OF DDC BOOKING

- This application allows you to Reschedule or Cancel your classroom based instructor led training.
- Please follow the following steps to Reschedule or Cancel your DDC Booking.

Step 1: Retrieve your DDC Booking Application Details

- You can retrieve your DDC Booking application by clicking on “Transaction details” refer Figure 39 - Transaction Details Screen and clicking on search button.
- You will see the application link [marked in red] is created to click and open the application for rescheduling or cancelling.

Step 2: Reschedule and Cancel DDC Booking

- If you wish to **Re-Schedule** the booking, click the “Re-Schedule Booking” Button.
- Once you click the “Re-Schedule Booking” button, a confirmation pop up message will be displayed. Click the Confirm button than enter the new booking details as per availability.

Rescheduling Details		Receipt ID: 6982347	
License Class:	Class 2		
Division:	Central Eastern	Office:	Albert Park
Courses:	Level 2 - FSY	Appointment Date:	2/7/2017
		<input type="button" value="Pay Online"/> <input type="button" value="Cancel"/>	

Figure 50 - DDC Booking Classroom Instructor Led Rescheduling

- If you wish to **cancel** the booking, click on the “Cancel Booking” button.
- A “Confirmation pop-up message will be displayed. After confirming your booking will be cancelled. **Please note paid amount will not be refunded by LTA.**
- The updated Time slots by opening the same application through Transaction search.

Step 3: Make Payment

- To make the payment you need to follow the same steps as mentioned under Learner Permit Application step 3. You will be required to make payment if you have gone past your booking date or you could not attend the course and have been marked absent.

6.8 ONLINE FULL LICENSE RENEWAL:

- You can renew your license by making payments online. You can make renewal online only within one month of the expiry of your license. For advance renewal application, you can visit any LTA office.
- The renewal online is dependent on the type of license you have, the validity or expiry of the license and your age. In some cases you may be required to upload documents.
- If you are required to upload documents then the application will travel to Verification Officer for verification of the documents before it travels to respective officers for their decision.

Step 1: Click on Driver Licence Renewal link.

- To apply for Driver Licence Renewal, click on “Driver License” link as shown in Figure 18 - Online Services Panel

Step 2: Approvals and Entering Year of Renewal

- Depending on the class of license, validity and age of applicant, applicant may flow to the relevant approval positions.
- Once all the approvals are made, you can make online payment for license renewal. You may click on “Pay Online” or “Pay at LTA”. A pop up message will be displayed, click on the “Confirm” button to create your application. You will get an appropriate message on top of the page indicating the result of your application.

Renew License

Valid Upto:	<input type="text" value="6 Year"/>	▼	Expiry Date:	<input type="text" value="08/07/2023"/>
Competency Certificate #:	<input type="text"/>			
Transmission:	<input type="text" value="Manual"/>	Conditions:	<input type="text"/>	

- You can view the status of your application by navigating to the “Transaction Details” page.
- If your application is approved, the application will be pending for fee payment as shown in figure 63.
- You can view Driver License renewal fees and make payment.

Step 3: Make Payment

- To make the payment you need to follow the same steps as mentioned under Learner Permit Application step

Note: Once receipt is generated successfully you will have to visit nearest LTA office for collecting your renewed card.

6.9 TIN PAYMENT

To pay for TIN's using online services, follow these steps:

Step 1: Click on "Payable TIN's" tab located on the top search panel

- Once done, you will notice system populating all the TIN's that You can pay online. The list will include all the current and convicted TIN's.

TIN #	Vehicle #	Offence Type	Offence Date	Issue Date	Status
2031117		Red Light and Sp...	24-11-2015		Current
2031116		Red Light and Sp...	24-11-2015		Current
2031114		Red Light and Sp...	24-11-2015		Current
2031112		Red Light and Sp...	24-11-2015		Current
2031103	HT436	Red Light and Sp...	23-11-2015		Current

Figure 51 - TIN Payable Listing

Step 2: To pay for your TIN, click on the TIN number to see the detail of the TIN.

The following will be populated once you click on the Tin number:

Regulation Number:	Red Light And Speed Camera - Exceeding Speed Limit By 15-29km/H	Offence Type:	Red Light And Speed Camera - Exceeding Speed Limit By 15-29km/H
TIN Amount (\$):	40.00	Demerit Points:	3
Court Name:	Ba	Court Proceeding Date:	27/01/2017
CourtTime	09:00 AM		
Is TIN Defective:	No		
Offence Description:	Issue TIN against client..		
Office:	Albert Park	Officer Name:	Praphulla Kulkarni
		Date & Time:	06/01/2017, 03:44 PM
Office:	Online Office	Officer Name:	Online Officer
		Date & Time:	09/01/2017, 12:34 PM

Click on the "Online Payment" button to pay for the TIN.

Step 3: Make Payment

- To make the payment you need to follow the same steps as mentioned under Learner Permit Application step 3

Note: Please be informed that you will only view from 5 to 30 number of Tin's at any one time.

7 ONLINE DDC LEARNING

- This application allows you to do online learning and come and sit for the exam only at the examination venue.

Step 1: Click on DDC Online Learning from the Online Services Panel as shown in Figure 18 - Online Services Panel

Step 2: Enter Course Details

- Select License Class from drop down and course for which you want to do

Step 3: Make Payment

- To make the payment you need to follow the same steps as mentioned under Learner Permit Application step 3

Step 4: Start Learning

-
- For the Training Materials and Exams for the course booked you must go to Dashboard and click on DDC Online Learning icon to view your online learning course. Refer to Figure 24 - Dashboard Tiles

DDC Online Learning		
Course Name	Date	Status
Level 1 - Private License	23-05-2017	Pending

Figure 52 - DDC Online Learning Course Page

- Clicking on your assigned course, you will be directed to the list of modules. You will need to complete the modules by going through the notes and completing the practice tests.

Course Modules			
ⓘ 81 Days Remaining to Complete the course!			
Module List	Objective	Pre-Requisites	Tutorial Exam Status
Module 1	Personal Attitude		Pass
Module 3	Test		
Module 2	Notes		
Module 4	Notes	Module 3	
Module 5	Notes		

Figure 53 - DDC Online Learning Course Modules

- You have ninety (90) days to complete the online learning.
- After selecting the module, you will be directed to content page as shown in Figure 54 - DDC Online Learning Module Contents.
- You can go through uploaded Training Materials which is a form of Documents Notes, Slide Shows PPT. and Vide Files. You can give the Trail Exams (Configured from DDC Question Bank) to Complete the Training Course.

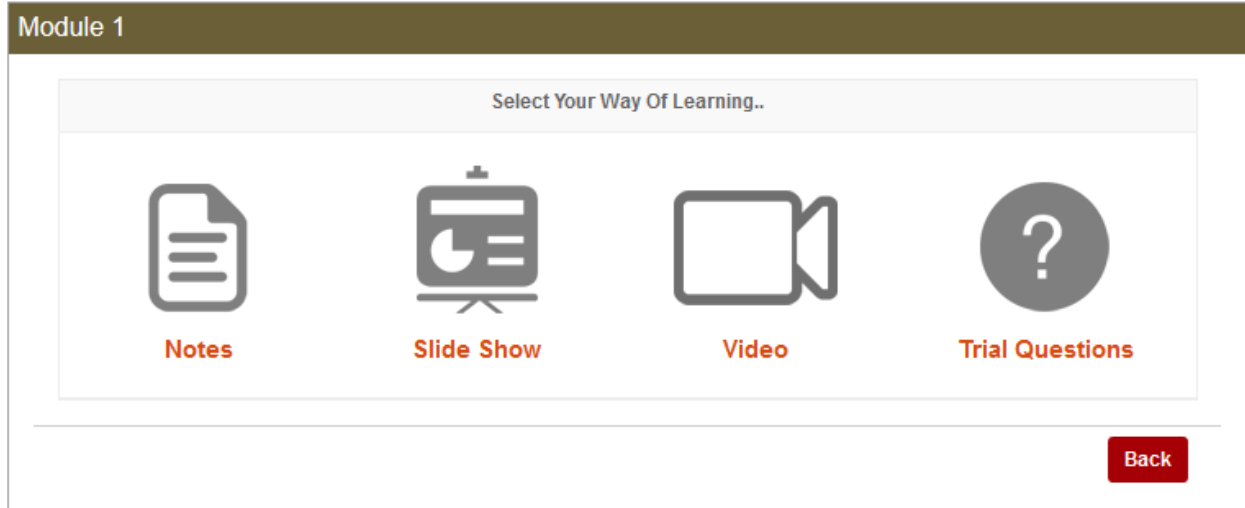


Figure 54 - DDC Online Learning Module Contents

- You click on Notes section, and view uploaded files. Similarly, you can be able to view uploaded document materials from Videos and Slide shows.
- If you click on Video icon, uploaded videos or YouTube path links gets displayed

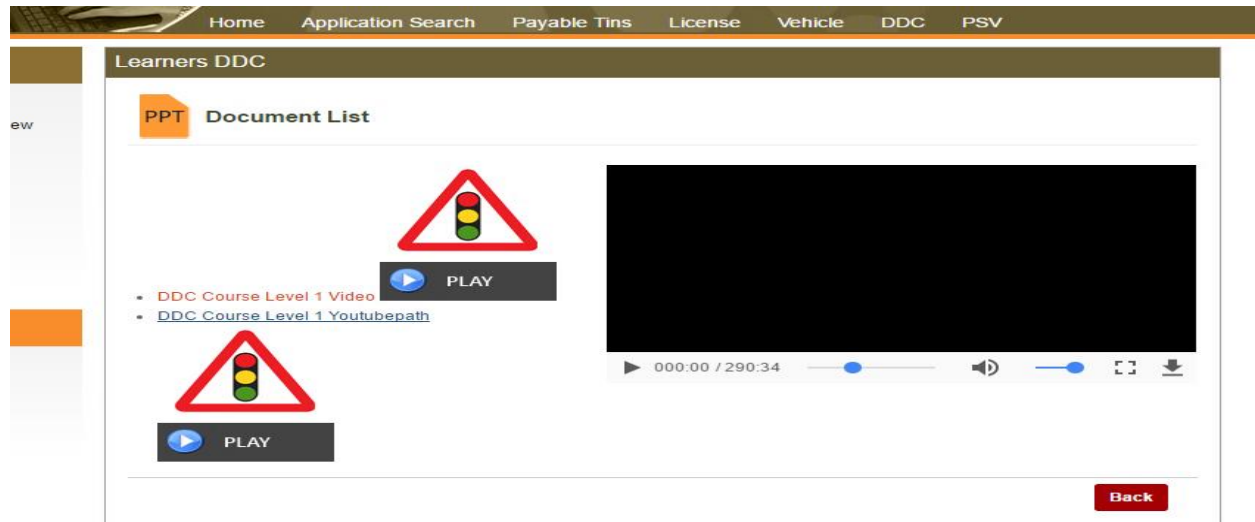


Figure 55 - DDC Online Learning - Course Contents

- After completing all your learnings, you can click on Trial / Practice questions to complete the Practice Test.

Note: Without passing the practise test you would not be allowed to proceed to next module.

Step 5 : Take Practise Test

- To take the practice test, you need to click on the trial questions as shown in Figure 55 - DDC Online Learning - Course Contents

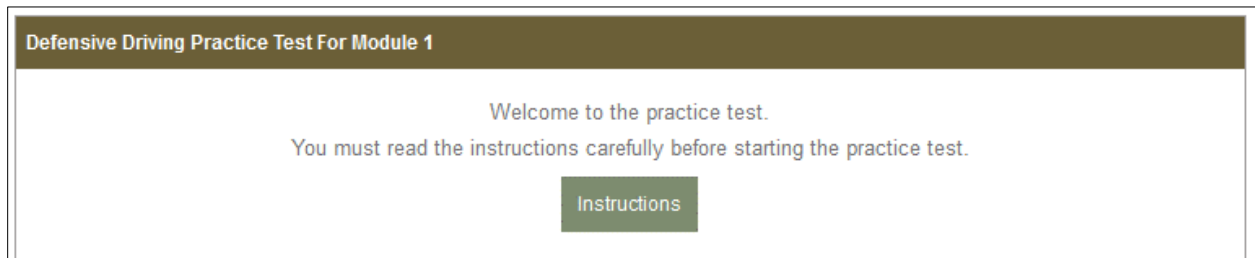


Figure 56 - DDC Online Learning Welcome Page

- After reading the welcome page, you can click on instructions to proceed to instruction page

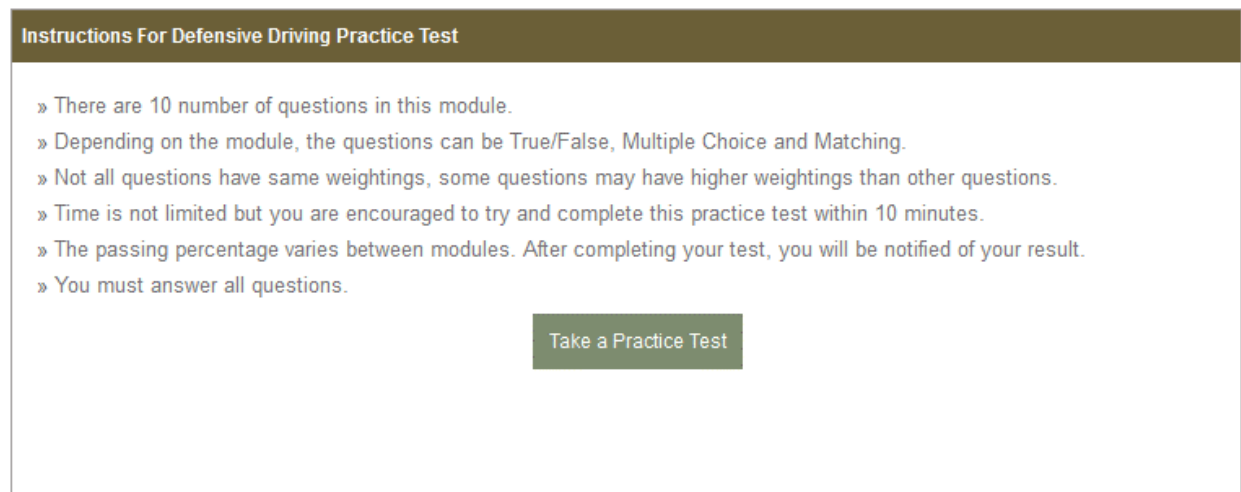


Figure 57 - DDC Online Learning Instructions Page

- After reading all the instruction, you can click on “Take Practice Test” to proceed to instruction page

Question No. 1 0 Question(s) Answered Out Of 10

Question:
A good driver behaviour accepts that when driving you can think of family or work problems.

Select an Answer:

True
 False

Next Question

Figure 58 - DDC Online Learning Practice Question Page

- You can go through every question by answering and clicking on Next Question and you need to answer all questions

Thank You! The Test Is Complete.

You have **Passed** You have answered 6 out of 10 questions correctly.

Appeared Questions

Sr. No.	Questions	Result
1	A Good Driver Behaviour Accepts That When Driving You Can Think Of Family Or Work Problems.	✓
2	A Safe Driver Does Not Wear Seat Belt All The Time.	✓
3	95% Of Accidents Are Caused By Driver Error	✗
4	A Safe Driver's Behaviour Does Not Know The Limitations Of Their Vehicle.	✓
5	Good Driver Behaviour Is To Be Alert At All Times While Driving.	✓
6	A Bad Driver Behaviour Is To Follow The Road Safety Rules And Regulations All The Time.	✗
7	A Bad Driver Behaviour Accepts That Drugs, Alcohol And Driving Mix.	✗
8	Good Driver Behaviour Sees That Speeding Will Not Be Tolerated If A Job Is Urgent.	✗
9	Many Drivers Fail To Recognize Their Limitations	✓
10	A Good Driver Behaviour Is To Drive Within The Speed Limit.	✓

Start New Test

Figure 59 - DDC Online Learning Result Page

After you have answer all questions, a result page will be displayed as shown in Figure 59 - DDC Online Learning Result Page

DCC Online Learning			
Course Name	ApplicationID	Date	Status
Level 1 - Private License	3640017	28-02-2017	Pass
Level 1 - Private License	3640078	07-03-2017	Pass

Figure 60 - DDC Online Learning Status Page

After you have passed all the required modules, you can navigate to DDC Online Learning from Dashboard and make Appointment directly for your examination.

8 SUPPORTED PAYMENT MODES

- The supported payment options on our platform for online payments:
 - Visa Credit Card
 - Visa Debit Card
 - Master Credit Card



Figure 61 - Supported Payment Options