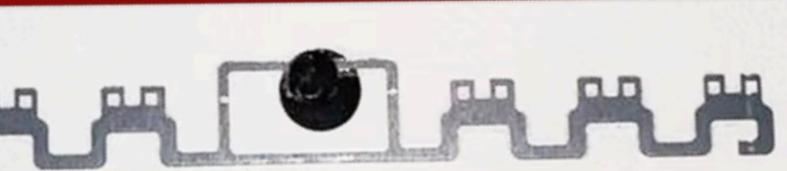


VEP REGISTRATION

E-BOOK GUIDE



**#1 CERTIFIED VEP
SPECIALIST IN SG**



Part 1: VEP Registration

Basically, there are 2 websites that you need to register on:

- 1) JPJ VEP website: [https://vep.jpj.gov.my/#/!](https://vep.jpj.gov.my/#/)
- 2) TC Sens website (RFID service provider): <https://vepams.jpj.gov.my/ep-portal-fe/>

Submit Your VEP Application on the JPJ Website

1. Create an Account

- Sign up with a username and password.
- If you already have an account but forgot your password, reset it.
- Keep in mind: a password reset on the JPJ website does not update your password on the TC Sens website—you'll need to reset it separately there.

2. Understand the Account Categories

The JPJ website has three main sections to fill out:

- Vehicle Owner (Most Important): This is where you provide details of the vehicle owner.
- Driver (Important): Input the details of the person driving the vehicle.
- Profile (Not Important): This is for the email and contact number used for login. It doesn't require strict verification, so it can belong to anyone (e.g., a family member).

Common Issue with Profiles:

If you're stuck because the system says, "NRIC is already registered for the Profile", it's likely tied to an old or unused email. To bypass this, change one digit of your NRIC in the Profile section—it won't affect the application since this part isn't verified by JPJ or TC Sens. However, make sure to use the correct NRIC number in the Vehicle Owner and Driver sections.

3. Handling Second-Hand Vehicles

- If you're registering a second-hand vehicle and encounter an error when entering the chassis or vehicle number, it means the previous owner has already registered the vehicle for VEP.
- In this case, stop the process here and proceed to Part 2: Deregistration.

Documents needed for VEP Registration:

- 1.PDF of IC (Front and Back)
- 2.PDF of the log card of the vehicle you are registering
- 3.PDF of your vehicle's certificate of insurance

Step 1: Filling up your personal details

Submit your Vehicle Owner information correctly especially your address and name including the hanyu pinyin. Enter it exactly as in your NRIC.



The screenshot shows the JPJ VEP website's 'Manage Vehicles' section. At the top, there are links for '+603-79412888', 'aduanvep@jpj.gov.my', and a yellow button to 'track your VEP Tag Application status'. On the right, there are links for 'Hello ADAM', 'Log Out', 'Home', 'Easy Guide', 'About VEP', 'About RC', 'FAQ', 'Contact', and a red 'My VEP' button. Below this, the 'Jabatan Pengangkutan Jalan Malaysia' logo and text 'Road Transport Department of Malaysia' and 'Vehicle Entry Permit (VEP) & Road Charge (RC)' are displayed. The main area shows a 'Vehicle List' with a search bar and dropdown menus for 'Type' (All), 'Ownership Category' (All), and 'Owner Name' (All). A red arrow points to the orange 'Register a new vehicle' button at the bottom right of the list.

Manage Vehicles

Register, update and deactivate your vehicles

Vehicle List



Register a new vehicle

Request vehicle transfer

Part 1: VEP Registration

Step 1.1: Private (Individual)

Most people fall into this ownership category. If you are registering a company car, head over to Step 1.2: Private (Organisation)

The screenshot shows the official website of the Road Transport Department of Malaysia (JPJ) for Vehicle Entry Permit (VEP) and Road Charge (RC). The header includes contact information (+603-79412888, aduanvep@pj.gov.my), a tracking link (https://vepams.pj.gov.my), and user account options (Hello ADAM, Log Out). The logo of Jabatan Pengangkutan Jalan Malaysia is displayed.

Manage your Vehicles

Register, modify and remove your vehicles

Vehicle Registration - Step 1 of 4

1 Vehicle Information 2 Registration Type 3 Registration Details 4 Confirmation

Vehicle Information

Vehicle Type (JPJ) : MOTORCAR
Please select your vehicle type

Registration Origin : SINGAPORE
Please select the registration origin of your vehicle.

Ownership Category : PRIVATE (INDIVIDUAL) ←
Please select the ownership category of your vehicle

Continue

The screenshot shows the official website of the Road Transport Department of Malaysia (JPJ) for Vehicle Entry Permit (VEP) and Road Charge (RC). The header includes contact information (+603-79412888, aduanvep@pj.gov.my), a tracking link (https://vepams.pj.gov.my), and user account options (Hello ADAM, Log Out). The logo of Jabatan Pengangkutan Jalan Malaysia is displayed.

Manage your Vehicles

Register, modify and remove your vehicles

Vehicle Registration - Step 2 of 4

1 Vehicle Information 2 Registration Type 3 Registration Details 4 Confirmation

Registration Type

Registrant Type : I AM REGISTERING FOR MY OWN VEHICLE
I AM REGISTERING FOR MY OWN VEHICLE
I AM REGISTERING A VEHICLE ON BEHALF OF ANOTHER OWNER
SELECT FROM THE LIST OF OWNERS WHOM I HAVE REGISTERED PREVIOUSLY

Back **Continue**

Part 1: VEP Registration

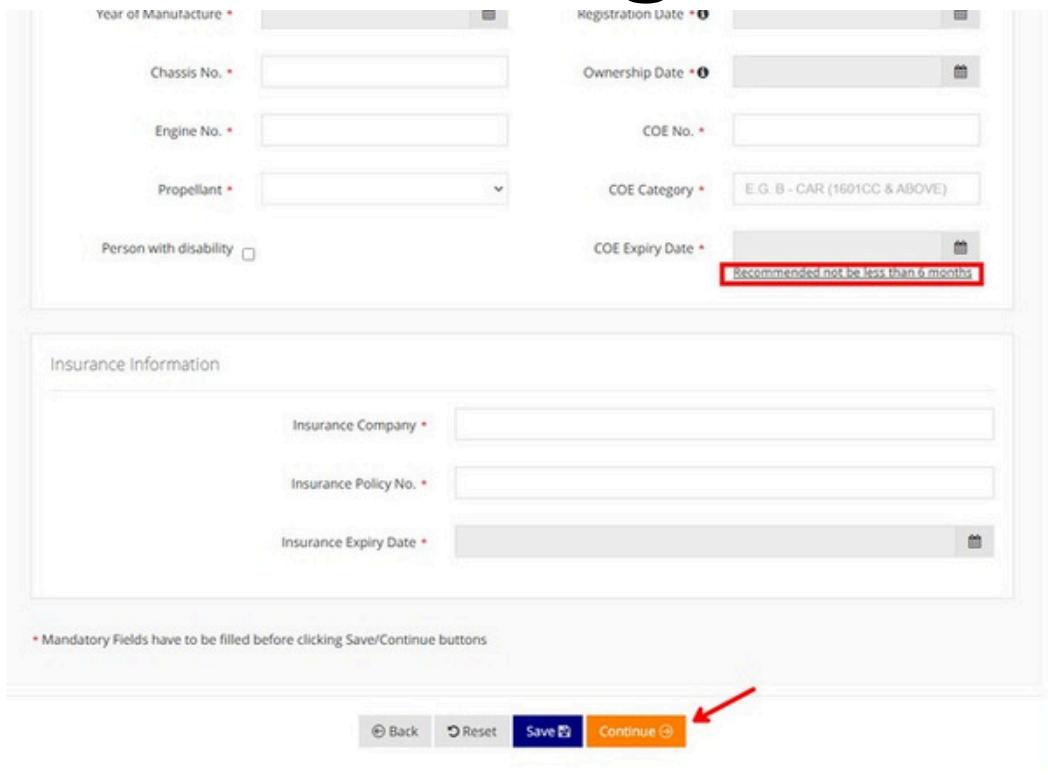
The screenshot shows the 'Registration Details' step of the VEP registration process. The 'Vehicle Details' tab is active. The 'Personal details' section includes fields for Full Name (ADAM), Nationality (SINGAPORE), NRIC, Passport No., Passport Expiry Date, Telephone No., Mobile Phone No., and Email. The 'Correspondence address' section includes fields for Address (83 JALAN MULIA), Postcode (368674), City / Town (SINGAPORE), and Country (SINGAPORE). A note at the bottom left says 'All mandatory fields must be filled before clicking "Next" button'.

To ensure accuracy when entering your vehicle information, refer to your Vehicle Log Card and highlight the key details such as your COE number, engine number, and chassis number. **Copy and paste these fields directly** into the corresponding sections on the website to minimize the risk of errors.

If mistakes are made in these categories, they can be corrected later on the TC Sens website. However, one common and more serious error is registering a company-owned vehicle under private ownership. Unfortunately, this mistake cannot be resolved online and requires deregistration, which involves moving on to Step 2. Taking extra care at this stage can save you significant time and effort.

The screenshot shows the 'Registration Details' step of the VEP registration process. The 'Vehicle Details' tab is active. The 'Vehicle details' section includes a note about uploading a PDF file from LTA or One Motoring websites. It also includes a 'Choose File' button with a red arrow pointing to it, and instructions about file size (less than 5 MB) and type (PDF). Below this are fields for Vehicle Registration No., Type, Make, Model, Year of Manufacture, Chassis No., Engine No., Propellant, Number of Axles, Number of Tyres, Primary Colour, Road Tax Expiry Date, Registration Date, Ownership Date, COE No., and COE Category.

Part 1: VEP Registration



The screenshot shows a form for Vehicle Entry Permit (VEP) registration. It includes fields for Year of Manufacture, Registration Date, Chassis No., Ownership Date, Engine No., COE No., Propellant, COE Category (set to E.G. B - CAR (1601CC & ABOVE)), Person with disability (checkbox), and COE Expiry Date (with a note: 'Recommended not be less than 6 months'). Below this is an 'Insurance Information' section with fields for Insurance Company, Insurance Policy No., and Insurance Expiry Date. A note at the bottom states: '• Mandatory Fields have to be filled before clicking Save/Continue buttons'. At the bottom are Back, Reset, Save, and Continue buttons. A red arrow points to the 'Continue' button.

Year of Manufacture * Registration Date *

Chassis No. * Ownership Date *

Engine No. * COE No. *

Propellant * COE Category * E.G. B - CAR (1601CC & ABOVE)

Person with disability

COE Expiry Date * Recommended not be less than 6 months

Insurance Information

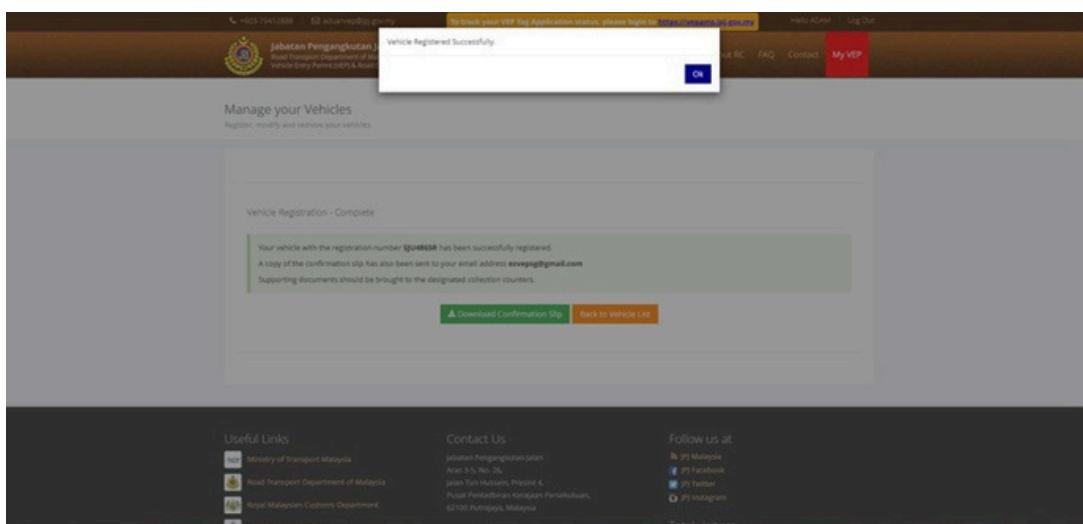
Insurance Company *

Insurance Policy No. *

Insurance Expiry Date *

* Mandatory Fields have to be filled before clicking Save/Continue buttons

Back Reset Save Continue ↗



DO: After completing your VEP application on the JPJ website, you will receive a confirmation email. Be sure to click on the link provided in this email to activate your username and password on the TC Sens website. This step is crucial, as many users overlook it and later find themselves unable to log in to the TC Sens website.

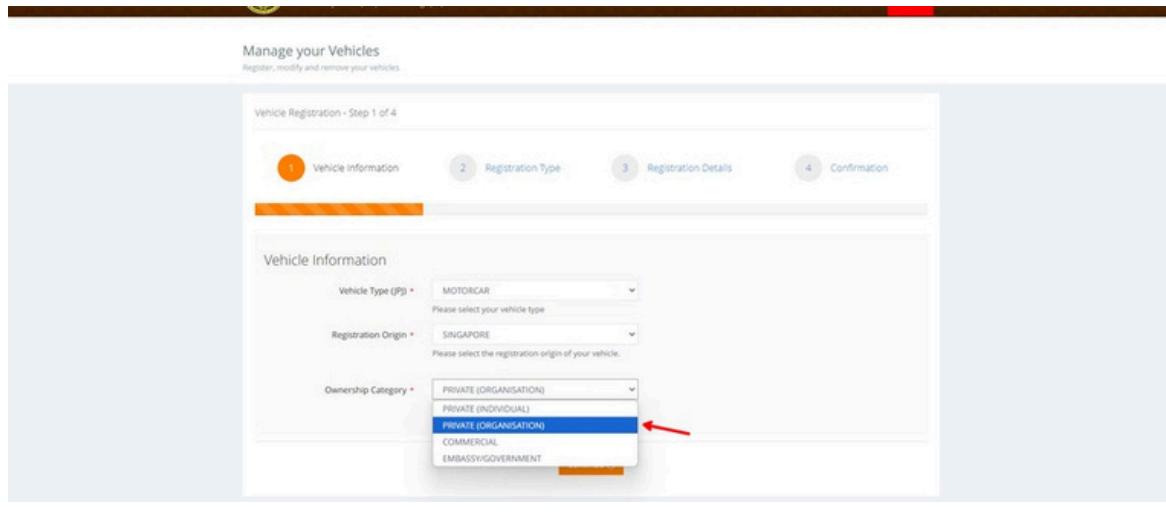
DONT: Go directly to the TC Sens website without first clicking on the email link. Without this activation step, your JPJ username and password will not work on the TC Sens platform.

Part 1: VEP Registration

Step 1.2: Private (Organisation)

If you are registering a company car, you will need:

- 1.Letter of Authorization (With company seal)
- 2.ACRA
- 3.IC of someone registered in the ACRA



Manage your Vehicles
Register, modify and remove your vehicles

Vehicle Registration - Step 1 of 4

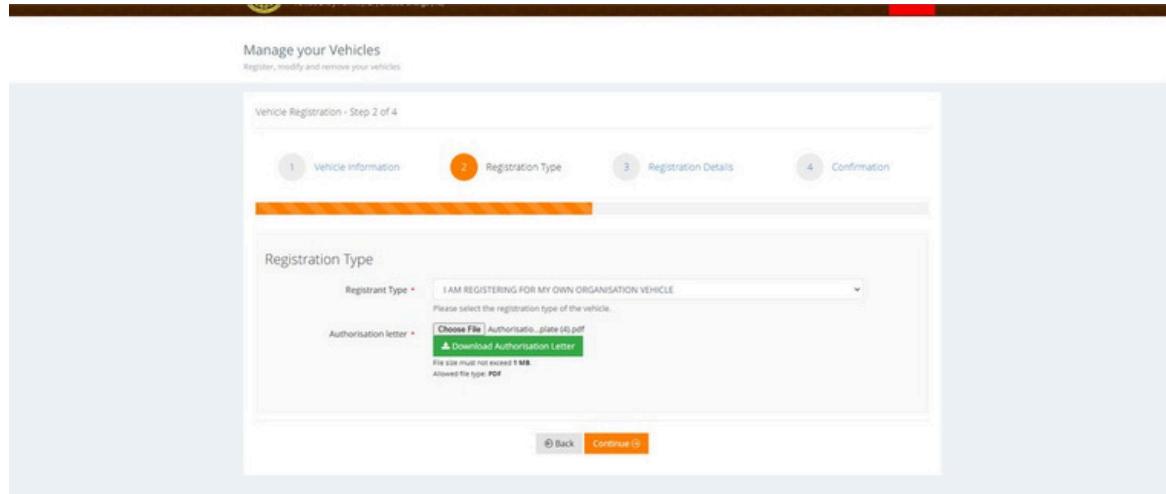
1 Vehicle Information 2 Registration Type 3 Registration Details 4 Confirmation

Vehicle Information

Vehicle Type (P) • MOTORCAR
Please select your vehicle type

Registration Origin • SINGAPORE
Please select the registration origin of your vehicle.

Ownership Category •
PRIVATE (ORGANISATION)
PRIVATE (INDIVIDUAL)
PRIVATE (ORGANISATION)
COMMERCIAL
EMBASSY/GOVERNMENT



Manage your Vehicles
Register, modify and remove your vehicles

Vehicle Registration - Step 2 of 4

1 Vehicle Information 2 Registration Type 3 Registration Details 4 Confirmation

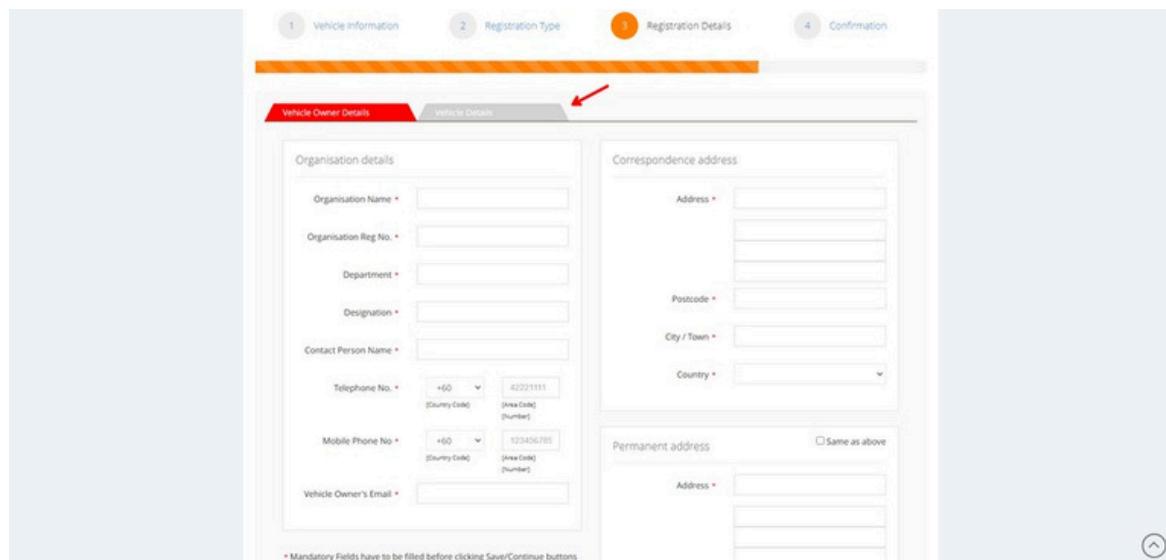
Registration Type

Registar Type • I AM REGISTERING FOR MY OWN ORGANISATION VEHICLE
Please select the registration type of the vehicle.

Authorisation letter • Choose File | Authorisat...plate (4).pdf
Download Authorisation Letter
File size must not exceed 1 MB
Allowed file type: PDF

Back Continue to

Upload your letter of authorization



Manage your Vehicles
Register, modify and remove your vehicles

Vehicle Registration - Step 3 of 4

1 Vehicle Information 2 Registration Type 3 Registration Details 4 Confirmation

Vehicle Owner Details **Vehicle Details** (highlighted with a red arrow)

Organisation details

Organisation Name •
Organisation Reg No. •
Department •
Designation •
Contact Person Name •
Telephone No. • +65 [Country Code] 42221111 [Area Code] [Number]
Mobile Phone No. • +65 [Country Code] 123456789 [Area Code] [Number]
Vehicle Owner's Email •

Correspondence address

Address •
Postcode •
City / Town •
Country •

Permanent address Same as above

Address •

Mandatory Fields have to be filled before clicking Save/Continue buttons

Fill in the Vehicle Owner Details as per stated in the ACRA and the Vehicle Details will be the same as part 1.1.

If you do not need to deregister, head to part 3: Setup Touch n Go eWallet

Part 2: Deregistration

Go to the TC Sens website.

Click on “Request for Deregistration? Click Here”. Follow the steps and submit the information

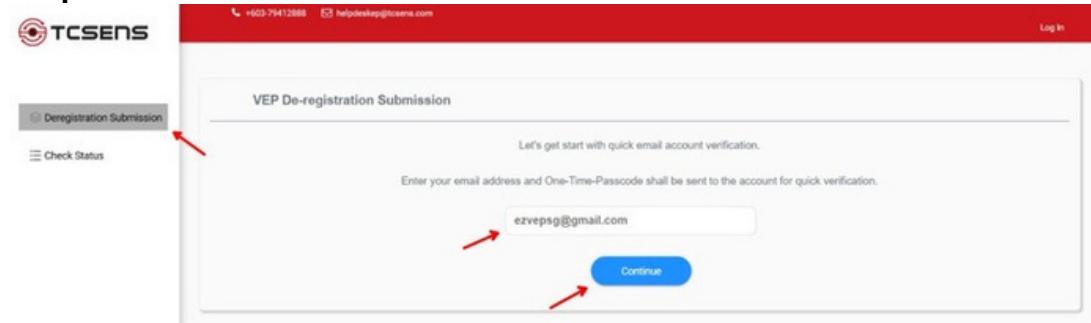
DON'T: Attempt to deregister on the JPJ VEP website: The process will not work, and contacting them via email is futile as they typically do not respond.

DO: Be patient while waiting for the 6-digit OTP: The OTP required to start the deregistration process can take anywhere from 5 minutes to several hours to arrive. If it doesn't appear immediately, try again later.

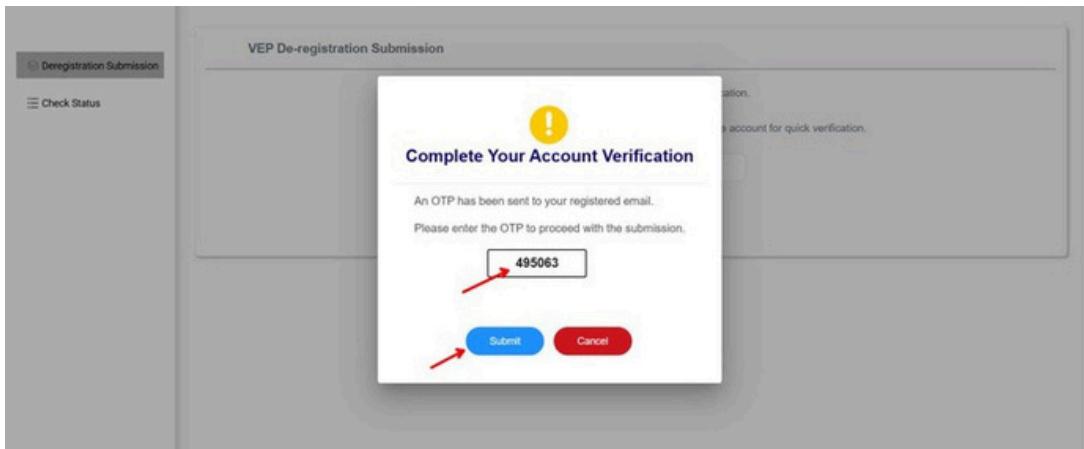
Step 1: Request for Deregistration



Step 2: One-Time-Passcode



Part 2: Deregistration



Step 3: Deregistration Type

A screenshot of the "VEP Deregistration Submission Upload Documents" page. The "Deregistration Type" field is highlighted with a red arrow. A dropdown menu is open, listing four options: "I have purchased a second hand car", "I have sold my vehicle", "I have Change/Retain/Replace Vehicle Registration Number(VRN)", and "I want to change my Ownership Category/Registration Type/Request for Faulty Tag Replacement/Details Amendment". Other fields include Email Address (ezvepsg@gmail.com), Vehicle Registration Number (SNC1001U), Chassis Number (JTJBARBZ502080841), National Registration Identity Card, Vehicle Registration Documents, and Others. There are also sections for "Upload Supporting Documents" with "Upload" and "View Sample" buttons. At the bottom are "Submit" and "Cancel" buttons.

Select deregistration type:

- I have purchased a second hand car
 - For second hand car owners (**Common**)
- I have sold my vehicle
 - Sold your vehicle and would like to deregister your VEP linked to your VRN
- I have Change/Retain/Replace Vehicle Registration Number (VRN)
 - For owners that have changed/retained/replaced their VRN (**Common**)
- I want to change my Ownership Category/Registration Type/Request for Faulty Tag Replacement/Details Amendment
 - Other reasons to deregister

Part 2: Deregistration

Step 4: Ownership Category

The screenshot shows the 'VEP DEREGRIGATION SUBMISSION UPLOAD DOCUMENTS' page. It includes fields for Email Address (ezvepsig@gmail.com), Vehicle Registration Number (SNC1001J), Chassis Number (JTJBARBZ502080841), Deregistration Type (I have purchased a second hand car), and Ownership Category (Private Individual). A red arrow points to the 'Private Individual' dropdown.

For individual car owners

The screenshot shows the same form as above, but the Ownership Category dropdown is set to 'Private Organization'. A red arrow points to the 'Private Organization' dropdown.

For company cars

Step 5: Common scenarios

Documents required for:

- I have purchased a second hand car
- Private Individual

The screenshot shows the 'VEP DEREGRIGATION SUBMISSION UPLOAD DOCUMENTS' page with the following fields filled: Email Address (ezvepsig@gmail.com), Vehicle Registration Number (redacted), Chassis Number (redacted), Deregistration Type (I have purchased a second hand car), and Ownership Category (Private Individual). Below these, there is a section for 'Upload Supporting Documents' with three categories: National Registration Identity Card, Vehicle Registration Documents, and Others. Each category has an 'Upload' button and a 'View Sample' link. At the bottom, a note states: '*Supporting document need to be provided into separated documents in PDF format within 1MB size.' At the very bottom are 'Submit' and 'Cancel' buttons.

Part 2: Deregistration

Documents required for:

- I have Change/Retain/Replace Vehicle Registration Number (VRN)
- Private Individual

VEP DERELEGATION SUBMISSION UPLOAD DOCUMENTS

Email Address *: ezvepsg@gmail.com

Vehicle Registration Number:

Chassis Number:

Derelegation Type *: I have Change/Retain/Replace Vehicle Registration Number(VRN)

Ownership Category *: Private Individual

Upload Supporting Documents

National Registration Identity Card*:

Notification of Change/Retain/Replace VRN*:

Vehicle Transfer Ownership Letter*:

Others*:

*Supporting document need to be provided into separated documents in PDF format within 1MB size.

Submit Cancel

DO:

- Be patient while waiting for the 6-digit OTP: The OTP required to start the deregistration process can take anywhere from 5 minutes to several hours to arrive. If it doesn't appear immediately, try again later.
- Submit your NRIC correctly: Combine the front and back of your NRIC into a single PDF file for submission. Alternatively, a SingPass digital NRIC is accepted, but to ensure success, paste your NRIC into a Word document and save it as a PDF. Be aware that some digital NRIC submissions have been rejected recently, possibly due to errors made by staff.
- Use a computer to access One Motoring: Download a PDF copy of your Vehicle Log Card directly from the "Save PDF" button at the bottom of the Vehicle Details page. Only this version will be accepted. You can access the website here: <https://onemotoring.lta.gov.sg/content/onemotoring/home.html>

DON'T:

- Use a mobile device to log in to One Motoring: The downloaded version of your Vehicle Log Card from a mobile device will not be accepted. If you must use a mobile, switch your browser to "Request desktop site" mode to access the correct format.

DO:

- Optional: Submit the Vehicle Ownership Transfer Letter: If available, you may submit this letter as part of the process. However, if the transfer occurred more than 12 months ago, the letter will no longer be available on One Motoring, and obtaining it from LTA requires making an appointment. Fortunately, this document is not mandatory.

Part 2: Deregistration

Step 6: Submission

VEP Deregistration Submission Upload Documents

Email Address*: ezvernp@gmail.com

Vehicle Registration Number*: [REDACTED]

Chassis Number*: [REDACTED]

Deregistration Type*: I have purchased a second hand car

Ownership Category*: Private Individual

Upload Supporting Documents

National Registration Identity Card*: ic.pdf

Vehicle Registration Documents*: BMW 525i Log Card.pdf

Others*

*Supporting document need to be provided into separated documents in PDF format within 1MB size.

Submit Cancel

Make sure to save the reference number as you will need it to check the status of deregistration!

VEP Deregistration Submission Upload Documents

Your VEP De-registration submission request for vehicle registration number **SLV6670T** has been registered into the system, with case reference number **2025010300014722200731546**.

Please keep the reference number for status tracking purposes.

You may [check your status](#) with reference number stated above from time-to-time.

Step 6: Check Status

VEP Deregistration Submission Status

Case Reference Number: [REDACTED]

Vehicle Registration Number: [REDACTED]

Check Status Reset

DO:

- Optional: Submit the Vehicle Ownership Transfer Letter: If available, you may submit this letter as part of the process. However, if the transfer occurred more than 12 months ago, the letter will no longer be available on One Motoring, and obtaining it from LTA requires making an appointment. Fortunately, this document is not mandatory.
- Save the 25-digit reference number after submitting for deregistration: Record this number in a Word document for safekeeping, as it is necessary to check your deregistration status. Alternatively, you can now use your vehicle number to check the status.

Part 2: Deregistration

DO:

- Optional: Submit the Vehicle Ownership Transfer Letter: If available, you may submit this letter as part of the process. However, if the transfer occurred more than 12 months ago, the letter will no longer be available on One Motoring, and obtaining it from LTA requires making an appointment. Fortunately, this document is not mandatory.
- Save the 25-digit reference number after submitting for deregistration: Record this number in a Word document for safekeeping, as it is necessary to check your deregistration status. Alternatively, you can now use your vehicle number to check the status.
- Check the deregistration status regularly on the TC Sens website: Go to "Request for Deregistration? Click Here" and then "Check Status." Enter either the 25-digit reference number or your vehicle number to track progress. The status will show as:
 - Pending verification
 - Verified (Approved)
 - Deregistered
- Even after the status changes to "Deregistered," it may still take several days before you can resubmit your application on the JPJ VEP website. Email alerts about status updates are uncommon, but some notifications have recently been sent.
- Resubmit a second deregistration if necessary: If your status has been "Deregistered" for over six weeks but your application remains blocked on the JPJ VEP website, submit a second deregistration. This often resolves the issue.

Timelines:

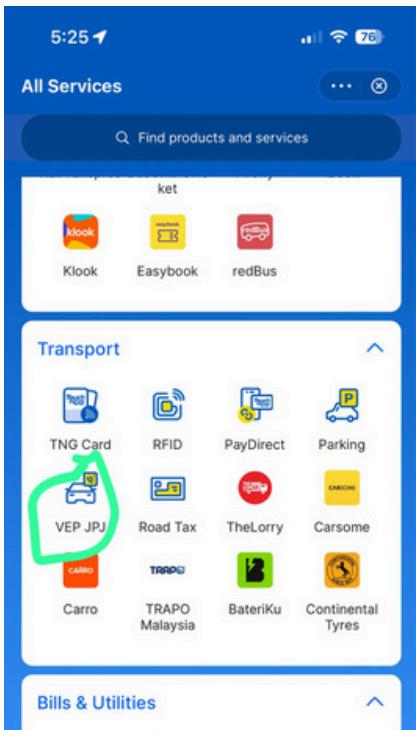
- Fastest completion time: 3 days
- Slowest approval time: Up to 6 weeks

Part 3: Setup Touch n Go eWallet

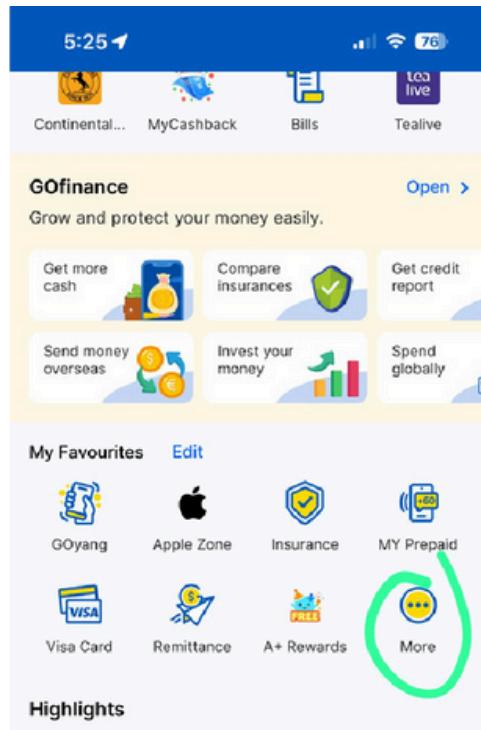
DO:

- Start by signing up for the eWallet and registering as a foreigner. Choose "Passport ID" and enter your passport number to create your profile. Once the profile is set up, tap on your name to proceed with the eKYC verification process. Follow the instructions provided, and note that the verification may take a few days to complete. Once your account has been successfully verified,
- open the Touch 'n Go eWallet app. Navigate to "More," scroll down to the "Transport" section, and select the "VEP JPJ" icon. Click "Verify" and update your full NRIC, including the alphabets. When finished, click "Save" to submit your details.

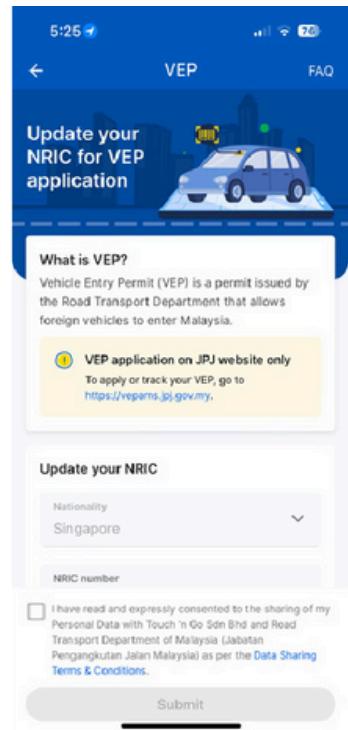
1



2



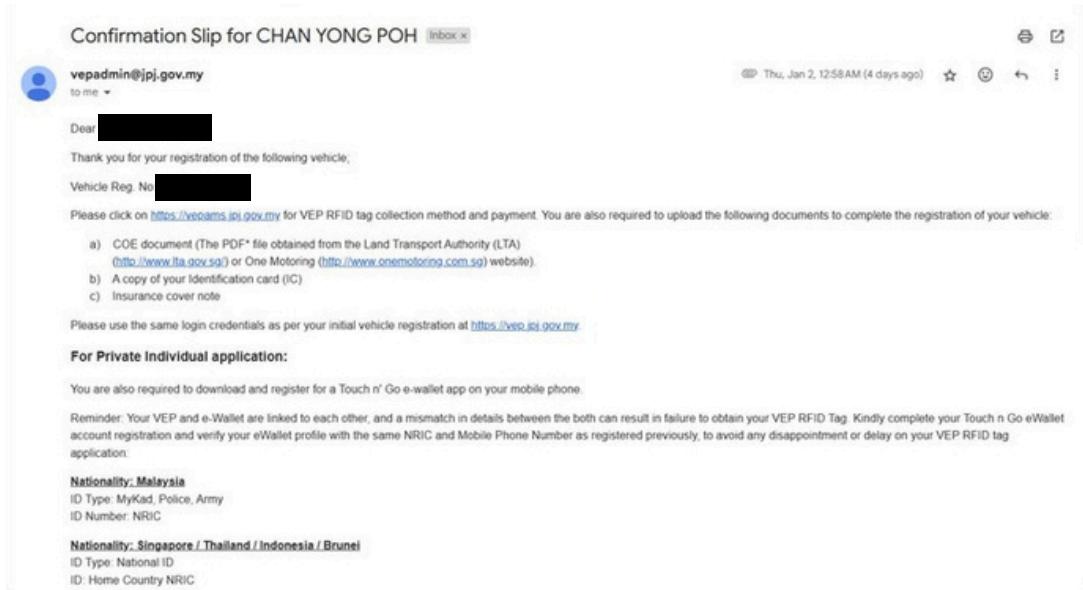
3



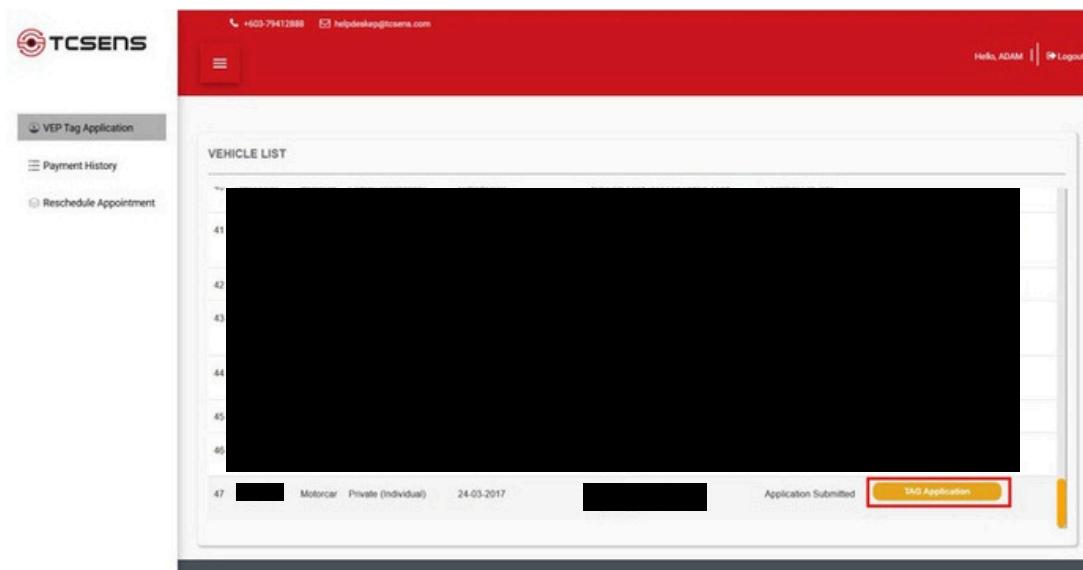
Part 4: Tag Application

DO: Once you receive a confirmation email from JPJ (refer to screenshot below), click on the link provided to access the TC Sens website. This step is essential to activate your username and password for the TC Sens platform. It's crucial to click the link, as skipping this step often causes login issues for many users.

DON'T: Attempt to access the TC Sens website directly without first clicking the email link. Your JPJ username and password will not work unless the activation process has been completed.



Step 1: Click on your vehicle



Part 4: Tag Application

Step 2: Check particulars and upload documents

The screenshot shows the 'Personal details' section with fields for Full Name, Nationality (SINGAPORE), NRIC, Passport No., Passport Expiry Date, Telephone No., Mobile Phone No., Email, and NRIC file upload. The 'Correspondence address' section includes Address, Postcode, City / Town (SINGAPORE), and Country (SINGAPORE). The 'Permanent address' section also includes Address and Postcode, with a checked 'Same as above' option. Red arrows point to the 'Address' field in both the correspondence and permanent address sections.

DO:

- Ensure you enter your name, including your Hanyu Pinyin name, exactly as it appears on your NRIC. Submit a PDF containing the front and back of your NRIC. Alternatively, you can upload a PDF version of your Singpass digital NRIC. Include your Vehicle Log Card in your submission and verify that all details are accurate. These details are transferred from the information you entered on the JPJ website earlier. Submit your current Certificate of Insurance from your car insurer. If the document is password-protected, take screenshots, paste them into a Word document, and convert it to a PDF before submission. Submitting a password-protected document may lead to rejection. A workaround is to rename the file and include the password (e.g., “Password to open: ABCD1234”), but it’s safer to submit an unencrypted PDF to avoid issues.

The screenshot shows the 'VEP TAG APPLICATION' form with tabs for Vehicle Information, Registration Type, Registration Details, and Confirmation. Under 'Vehicle Information', there are tabs for Vehicle Owner Details and Vehicle Details, with the latter highlighted by a red arrow. Below these are sections for Personal details and Correspondence address.

Part 4: Tag Application

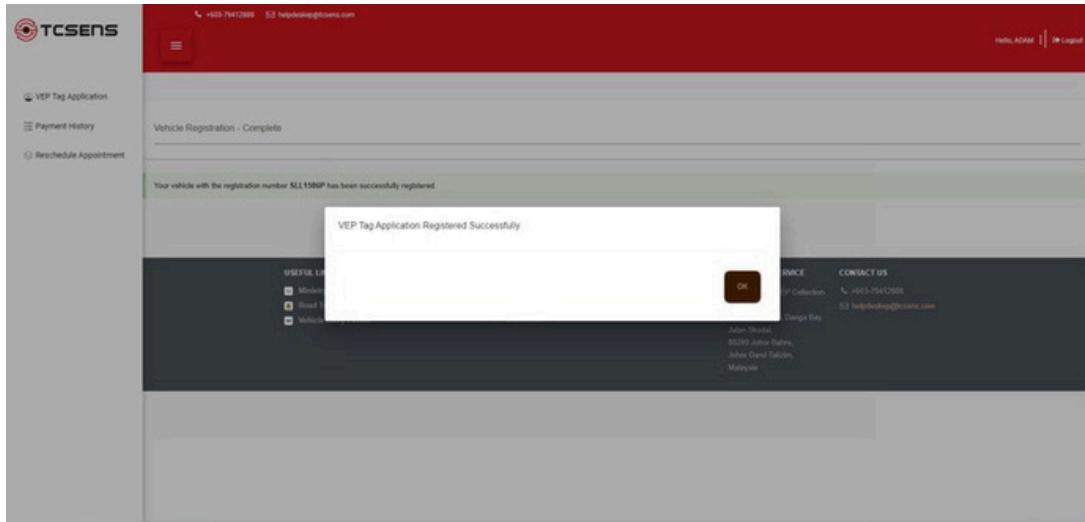
The screenshot shows the 'Insurance Information' section of the application form. It includes fields for Insurance Company (with a redacted value), Insurance Policy No. (redacted), Insurance Expiry Date (redacted), and Insurance Document (with a redacted file path). A red arrow points from the 'Choose file' button to the 'Choose file' input field, which contains 'gymn insurance.pdf'. Below the document field is a green button labeled 'Download Insurance Document'. At the bottom of the form, there is a note: 'Mandatory Fields have to be filled before clicking Save/Continue buttons'.

DO:

- Provide an authorization letter if the vehicle is company-owned. The letter should be simple, granting you authority, and must include a signature and the company stamp.
- Attach the business registration details from ACRA if the vehicle is owned by a company.
- If you made an error in your details on the JPJ website, you can correct them on the TC Sens website. Once the VEP is approved, the updated information will also reflect on the JPJ website.

The screenshot shows the 'VEP Tag Application' form with various vehicle registration details listed on the left side. On the right side, there is a large blacked-out area. Two checkboxes at the bottom are highlighted with red arrows: one for accepting terms and conditions and another for agreeing to the VIP RID Tag e-Wallet Terms and Conditions of Services. A red arrow also points to the 'Submit' button.

Part 4: Tag Application



DO: Once your submission is successful (you'll receive an email confirmation), print the VEP Registration Confirmation and keep it in your car when traveling to JB.

The email subject is "VEP Tag Application". It is addressed to "sysadmin@tcsens.com" with "to me" selected. The recipient's name is redacted. The email was sent on "Wed, Jan 1, 1:34PM (5 days ago)".

Dear [REDACTED]

Thank you for your registration of the following vehicle.

Vehicle Reg. No. [REDACTED]

Kindly noted, we are in the midst of reviewing your application currently. You are expected to receive an email notification of your application status.
Upon verified, please go to this URL <https://vepaams.jpj.gov.my> for selection of VEP RFID tag collection method and payment.
Please use the same login credentials as per your initial vehicle registration at <https://vep.jpj.gov.my>.
Should you require further assistance or information, please do contact us at +603-7941 2888 or email us at helpdesk@tcsens.com.

Regards,
Road Transport Department
Ministry of Transport, Malaysia
<https://www.jpj.gov.my> or <https://vep.jpj.gov.my>.

NOTE:
TCSENS SDN BHD is the appointed service provider by Road Transport Department of Malaysia to facilitate the VEP tag registration and distribution.

This is an automated email. Please do not reply to this email.

KERAHSIAAN MAKLUMAT KERAJAAN TANGGUNGJAWAB BERSAMA
DISCLAIMER: This email and any files transmitted with it ("Message") are intended only for the use of the recipient(s) named and may contain information that is non-public, confidential

Once submitted, be prepared to wait for approval. There's no queue system, so applications submitted later might be processed before earlier ones—it's a matter of luck.

DO: Regularly check your email for updates. If there's a minor typo or issue with your submission, they will notify you via email with details on required amendments. Simply log in to the TC Sens website, accept the corrections, and your VEP will be approved immediately. In cases of rejection, verify that all submitted documents are correct before reapplying.

Congratulations if you've reached this stage—the toughest part is behind you!

Part 5: Tag Option

On approval you will get an email. Login to TC Sens website and decide if you want to have it mailed to you by courier or collect in JB or Woodlands. Remember to **use your computer and not your mobile** to access the website otherwise it will be difficult to navigate the appointment booking.

Verification Approval for SNC1001J - Approved Inbox ×

sysadmin@tcsens.com to me ▾

Thu, Jan 2, 1:49PM (4 days ago)

Dear [REDACTED]

Thank you for completing your Vehicle Entry Permit (VEP) online registration.

We have verified your registration against your uploaded documents and your application is **APPROVED** for the following vehicle:

Vehicle Reg. No. [REDACTED]

VEP Registration Date: 2016-06-17

Verified Date: 2025-01-02

Please do log in to your account at <https://vepams.jci.gov.my/ep-portal/fel/ep-portal.fel> to proceed with the selection of VEP RFID tag collection method and payment.

Should you require further assistance or information, please do contact us at +603-7941 2888 or email us at helpdesk@tcsens.com

Regards,

TCSens VCC
G Floor, Block 6
Danga Bay, Jalan Skudai
80200 Johor Bahru, Johor, Malaysia
Email Address: helpdesk@tcsens.com

NOTE:

These are the RFID costs: Install at JB VEP centres: RM41.86 (cheapest) Install at Woodland VEP centre: S\$39 (most expensive) Courier the RFID to your address: RM56.28

DON'T: Book the installation appointment at VEP Danga Bay because they might focus on handling customer queries and direct you to go to the other two VEP centres even though you have a valid appointment.

DO: Decide which type of RFID installation works best for you. If you opt to have the RFID couriered, it must be installed on your left headlight. However, if you prefer installation at a VEP center, you can choose to have it placed on the inside of your windscreens, provided it isn't heavily tinted. Keep in mind that if you initially select the courier option but later decide to switch to a windscreens installation, you will incur an additional cost of S\$28 at the VEP Woodlands center.

Step 1: Select Tag Option



This guide will take you through two common scenarios:

1. Postage (Typically takes around 10 days)
2. Collection at Woodlands VEP Centre

Part 5: Tag Option

Common Scenario 1: Postage

The screenshots illustrate the process of selecting a postage distribution option and entering postage information, followed by a payment summary screen.

Screenshot 1: VEP TAG DISTRIBUTION OPTION

Distribution Option: Postage
Collection - Danga Bay
Collection - Woodlands
Collection - Paradigm Mall
Collection - Sunway Bigbox

Screenshot 2: VEP TAG DISTRIBUTION OPTION

Distribution Option: Postage
Take Note: If your tag collection is via postage, you may receive your VEP tag within 10 days.
You will receive an email once your tag is shipped.

Postage Info
Postage Address: CORRESPONDENT

Screenshot 3: Payment Summary

Billing Information
Billing Address: CORRESPONDENT

Payment Details

No	Description	Unit	Amount(RM)
1	Processing Fee	1	RM10.00
2	Service Fee	1	RM29.50
3	Postage Fee	1	RM14.42
	Total(Exclude SST)		RM53.92
	SST 8%		RM2.36
	Rounding Adjustment		(RM0.00)
	Grand Total(Include SST)		RM56.28

Back Proceed To Pay

You should be directed to a third-party website and just fill in your payment details and pay. After which **you should receive an email** notifying you of payment success.

Part 5: Tag Option

After a few days, you should receive an email about your **postage status**

The screenshot shows an email inbox with one item. The subject is "Postage Status for [REDACTED] - Shipped". The email is from "VEP RFID Tag" (TCsens) and was ordered from TCsens. It has a "Items" section with "VEP RFID Tag". Below the subject, there's a link "Is this correct?". The email body starts with "YOUR TAG HAS BEEN SHIPPED!" followed by "Dear [REDACTED]". It informs the recipient that their VEP RFID Tag has been shipped and provides shipping information. It includes a vehicle registration number "Vehicle Reg. No. [REDACTED]" and a consignment number "Consignment No. 960301021547131". It also provides a tracking link "<https://vepams.ipj.gov.my/eo-portal-fe/#/eo-portal-fe>". A note at the bottom states: "Once you have received your VEP RFID, please log into <https://vepams.ipj.gov.my> to acknowledge receiving your VEP RFID tag by keying the serial number of your VEP RFID tag for confirmation of tag received." A note at the bottom of the email body reads: "Note: Any complaints brought against the Company with respect to damaged or delayed consignments shall be made in writing within 48 hours upon receiving of tag. For any lost consignments, notification shall be made to helpdesk@tcsens.com or call to +603-7941 2888 within 14 days from the date the VEP RFID tag was due to arrive at their destination, failing which the Company".

Part 5: Tag Option

Common Scenario 2: Collection at Woodlands VEP Centre

The screenshot shows the 'VEP TAG DISTRIBUTION OPTION' page. On the left, there's a sidebar with links: 'VEP Tag Application', 'Payment History', and 'Reschedule Appointment'. The main area has a dropdown menu titled 'Distribution Option' with options: 'Postage', 'Collection - Danga Bay', 'Collection - Woodlands', 'Collection - Paradigm Mall', and 'Collection - Sunway Bigbox'. A red arrow points to the 'Collection - Woodlands' option.

The screenshot shows an 'Information' dialog box with a yellow exclamation mark icon. The text inside says: 'Please be informed that there will be an additional payment of SGD \$39 to be made to the authorised Singapore service provider when you collect your VEP tag at the Singapore service center. Thank you.' Below that, it says: 'The RFID Tag payment must be completed after selecting an installation date. Bookings without proof of payment will not be processed.' At the bottom, there's a checkbox labeled 'I understand and consent to continue.' followed by 'Cancel' and 'Continue' buttons. A red arrow points to the 'Continue' button.

The screenshot shows the 'Book Appointment' page. At the top, there are links for 'USEFUL LINKS' (Ministry of Transport Malaysia, Road Transport Department of Malaysia), 'TERMS & POLICY' (Privacy Policy, Terms of Conditions), 'DOWNLOAD GUIDELINE' (VEP Tag Application, VEP Tag Payment), 'CUSTOMER SERVICE' (TCSens VCC/VEP Collection, Contact), and 'CONTACT US' (Email, Phone). The main area has a 'Vehicle Reg No.' input field and a 'Location Name' dropdown set to 'MYVEP CENTRE (WOODLANDS)'. Below is a calendar for January 2025. The days of the week are labeled: Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates from 19 to 25 are all in red boxes with the text 'Available:0' repeated twice. The dates 26, 27, 28, 29, 30, and 31 are in grey boxes with the same text. A red arrow points to the left navigation arrow of the calendar.

DO: Booking slots for the Woodlands VEP centre are particularly challenging to secure. Appointments are typically released on Fridays for the upcoming week, so keep checking regularly if your preferred date isn't available yet.

Part 5: Tag Option

This screenshot shows a weekly calendar from Monday, February 19, to Sunday, February 25, 2025. The days are numbered 1 through 8 across the top. The calendar grid contains availability counts for each hour slot. A red arrow points to the Friday, February 23, 2025, slot, which has availability counts of 18 and 194.

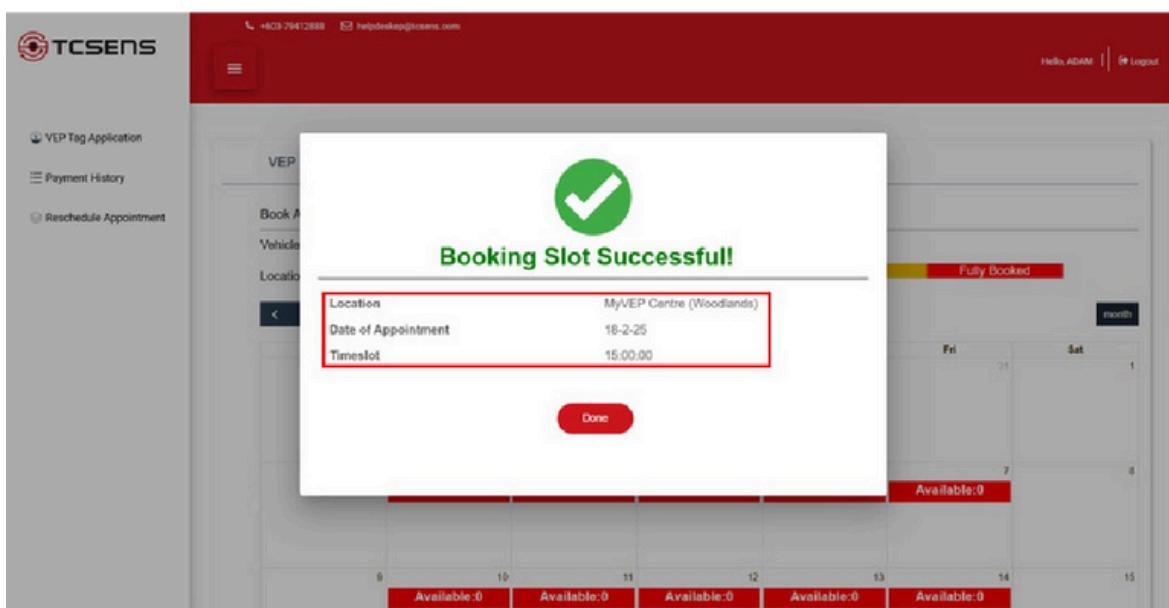
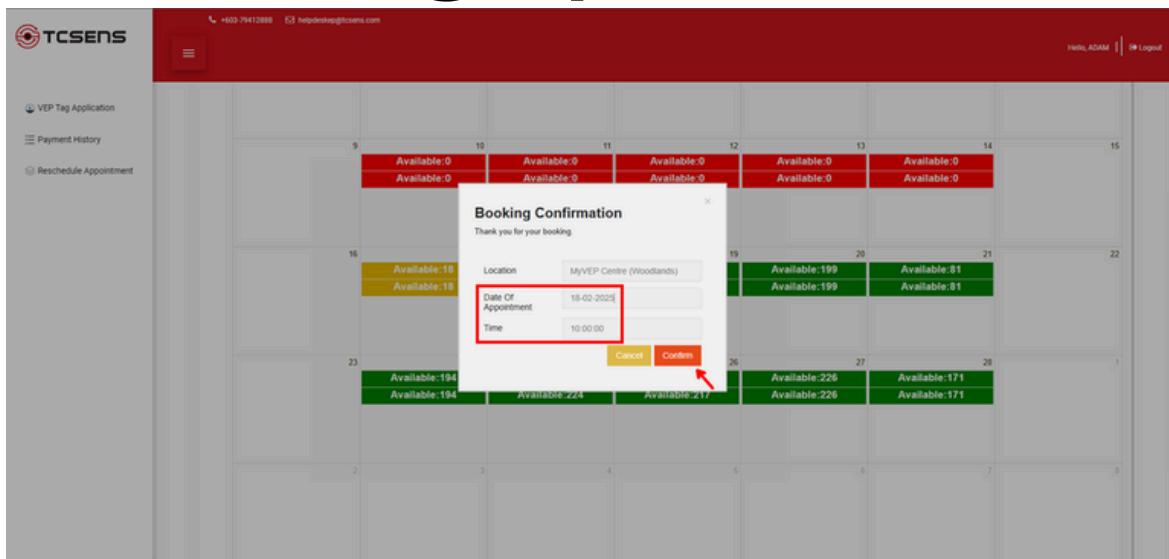
Day	Slot 1	Slot 2	Slot 3	Slot 4	Slot 5	Slot 6	Slot 7
1	Available:0 Available:0						
2	Available:0 Available:0						
3	Available:0 Available:0						
4	Available:0 Available:0						
5	Available:0 Available:0						
6	Available:0 Available:0						
7	Available:0 Available:0						
8	Available:0 Available:0						

This screenshot shows the same weekly calendar as the first one. A modal window titled "Time Slot" is open over the Friday, February 23, 2025, slot. The modal contains the text "This function to view available time slot" and a date input field showing "Date of Appointment: 18-02-2025". A red arrow points to the "Choose" button at the bottom right of the modal.

This screenshot shows the same weekly calendar. The modal window now displays a detailed list of time slots for the selected date. The list includes time intervals from 09:00:00 to 15:00:00. A red arrow points to the "Choose" button at the bottom right of the modal.

Time Slot	Start Time	End Time
Available	09:00:00	09:00:00
Available	10:00:00	10:00:00
Available	11:00:00	11:00:00
Available	12:00:00	12:00:00
Available	13:00:00	13:00:00
Available	14:00:00	14:00:00
Available	15:00:00	15:00:00

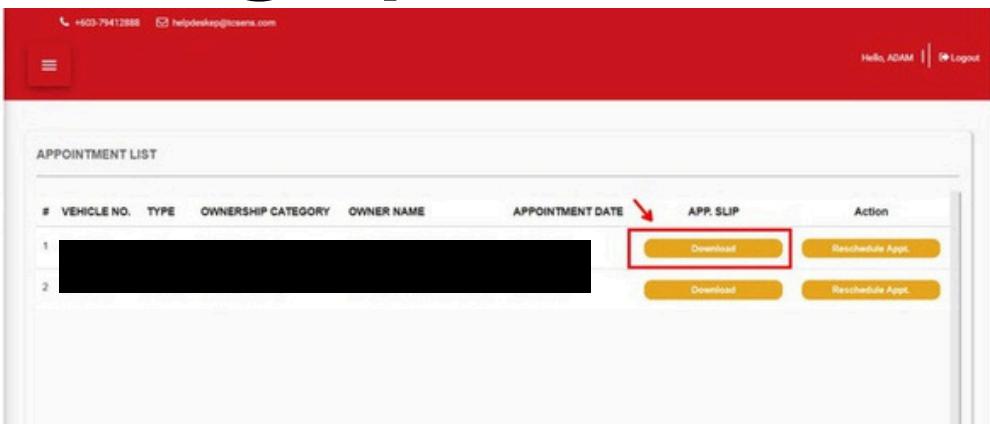
Part 5: Tag Option



DO:

- Verify that your payment was successful by checking the "Payment History" section on the left. The "Payment Status" should display "Success," and your receipt should be available for download. If these details are missing, your payment did not go through, and you'll need to retry. Use the "Reschedule Appointment" option to download your appointment confirmation, labeled as "App. Slip." If nothing appears here, it means your appointment booking was unsuccessful. Keep in mind that the reschedule function does not actually work, but you can visit the VEP centre at any time or date as long as you've booked an appointment and made the payment. Print your appointment confirmation and bring a photocopy of your passport (not your NRIC). If you are collecting the RFID on behalf of the vehicle owner, ensure you also bring an authorization letter from them granting you permission to do so.

Part 5: Tag Option

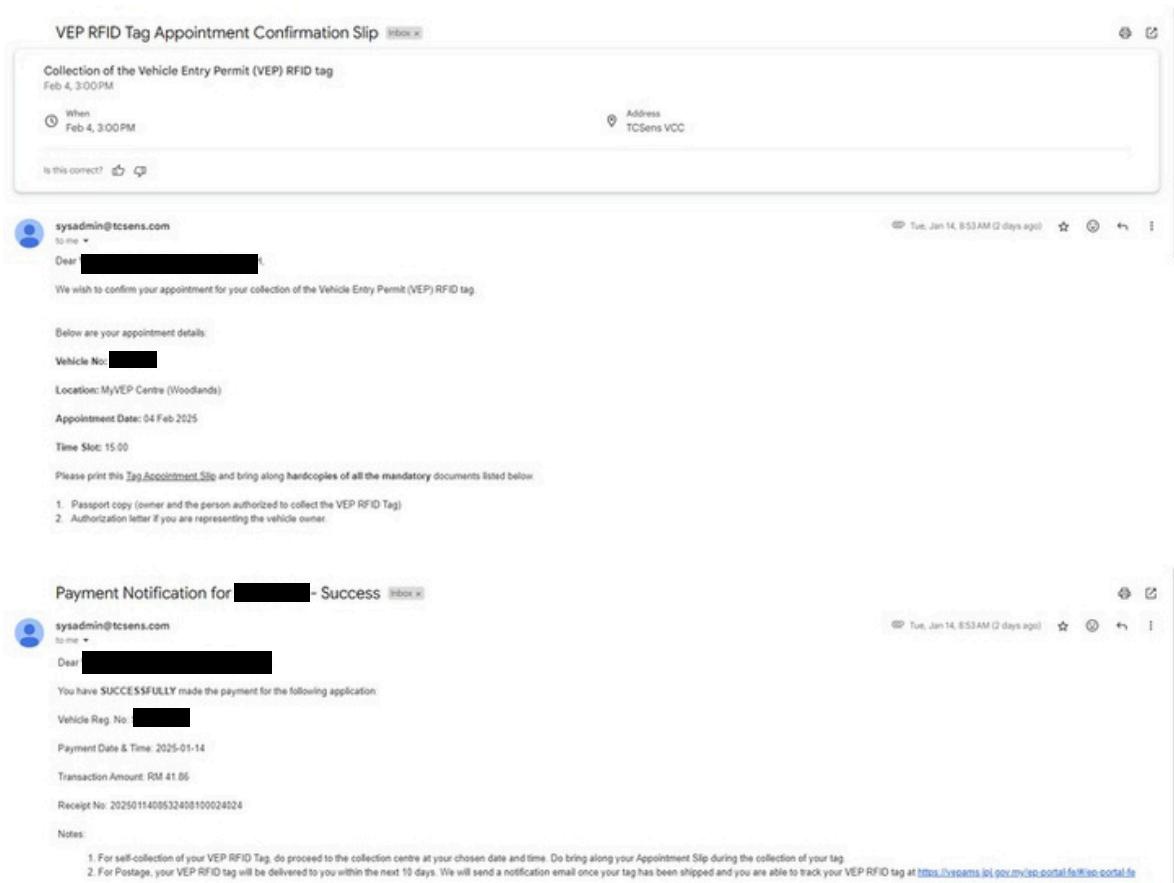


The screenshot shows the 'APPOINTMENT LIST' section of the TCSENS website. It displays two rows of appointment details. Each row includes columns for '#', 'VEHICLE NO.', 'TYPE', 'OWNERSHIP CATEGORY', 'OWNER NAME', 'APPOINTMENT DATE', 'APP. SLIP', and 'Action'. The 'APP. SLIP' column contains two yellow 'Download' buttons. A red arrow points to the first 'Download' button in the second row.



The screenshot shows a 'Tag Appointment Slip' document. It features a logo at the top left, a barcode in the center, and text at the bottom. The appointment details listed are: Vehicle Reg No: [REDACTED], Location: MyVEP Centre (Woodlands), Appointment Date: 18 Feb 2025, and Appointment Time: 15:00. The document is dated Issued On: 10 Jan 2025.

After payment, you should receive 2 emails:



The image contains two email screenshots. The top email is titled 'VEP RFID Tag Appointment Confirmation Slip' and is from 'sysadmin@tcsens.com'. It contains appointment details: Collection of the Vehicle Entry Permit (VEP) RFID tag on Feb 4, 3:00PM at MyVEP Centre (Woodlands). The bottom email is titled 'Payment Notification for [REDACTED] - Success' and is also from 'sysadmin@tcsens.com'. It confirms successful payment of RM 41.86 on 2025-01-14 for receipt number 2025011400532408100024024.

Should you require further assistance or information, please do contact us at +603-7941 2888 or email us at helpdesk@tcsens.com

Regards,

TCSens VCC
G Floor, Block 6
Danga Bay, Jalan Skudai
80200 Johor Bahru, Johor, Malaysia
Email Address: helpdesk@tcsens.com

Part 6: Acknowledgement

If you chose postage:

After receiving the VEP tag, do note down the serial number



DO:

- Watch the VEP video at 1:57 timestamp for a guide or use this link:
https://youtu.be/BCnUX8Y5MBo?si=4E_qi4OkQubyfxnc&t=117
- Ensure your left headlight is clean before attaching the RFID sticker. The RFID must be placed at least 5 cm away from any metal parts.
- After installation, take a clear photo of your left headlight showing the RFID sticker and your vehicle number. Log in to the TC Sens website, go to the "Acknowledgement" section, and follow the steps to enter the RFID number (found on the back of the packaging) and upload the photo of your vehicle. Make sure the photo size is less than 1.5MB. If your camera's photo exceeds this limit, the simplest way to compress it is by sending the photo via WhatsApp to someone and having them send it back to you. WhatsApp automatically compresses the image to under 1.5MB, making it ready for upload. Once submitted, your RFID will be activated within a few hours or overnight.

Congratulations on completing your VEP registration!

If this guide helped you, please leave us a review and join our telegram channel:
<https://t.me/ezvepsg> for more!

THANK YOU