

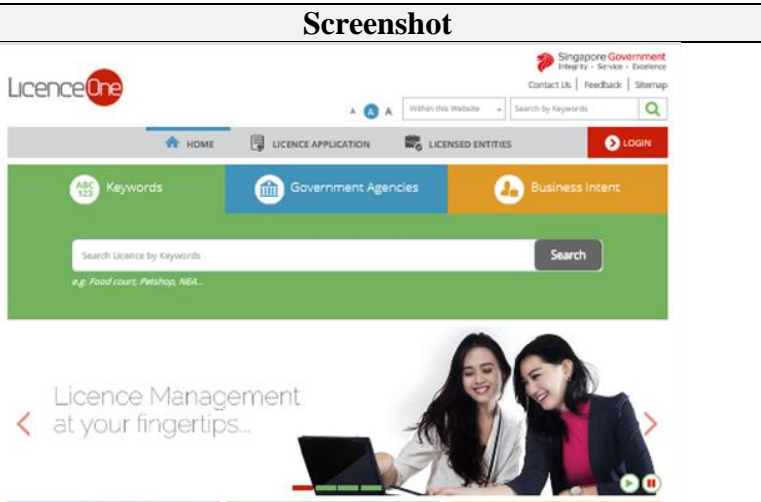
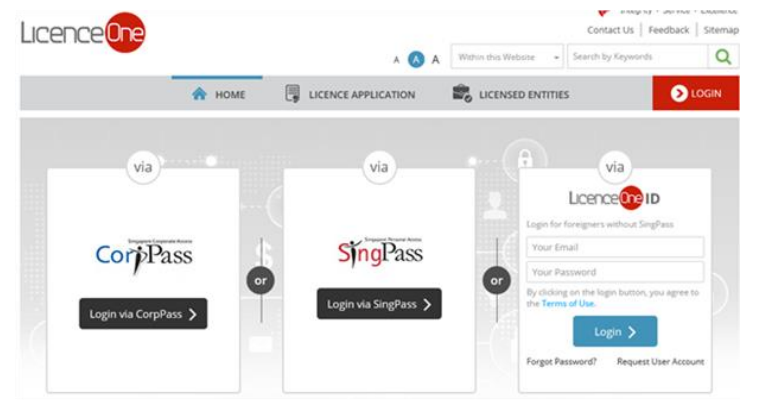
## **Step-by-Step Guide for Managing Request for Action (RFA) Certificate of Registration and Hotel-keeper's Licence**

The Request for Action (RFA) feature allows the agency officer to request for additional information or supporting documents (if any) pertaining to the application. It also allows applicants to view and respond to the enquiries sent by the agency officer.

RFA includes the following:

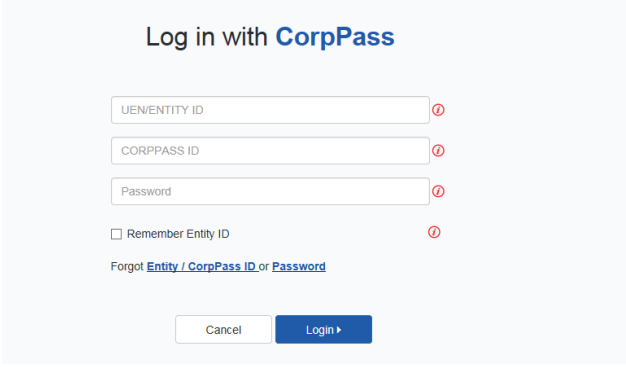
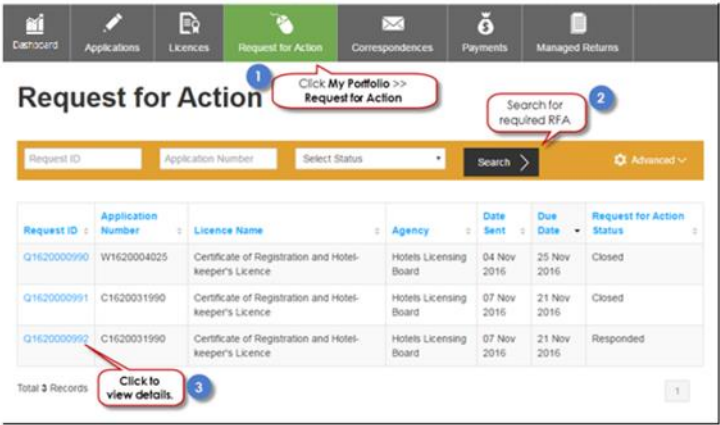
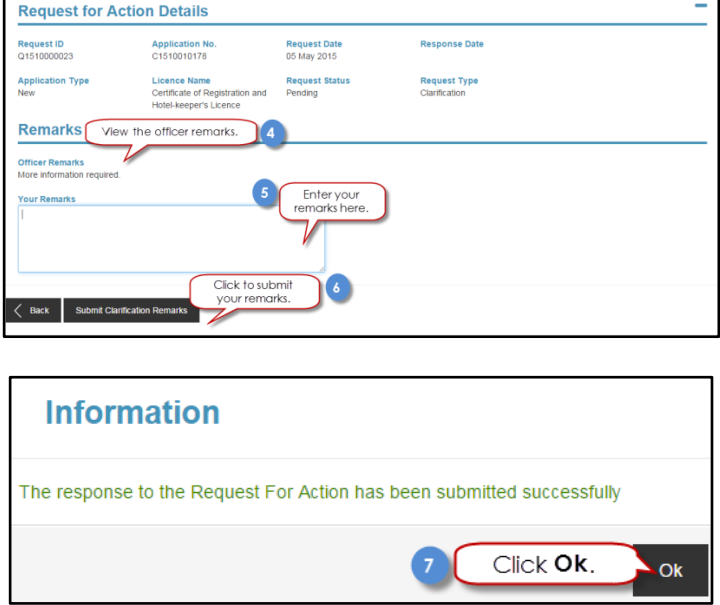
- Clarification: Request general clarification about the application.
- Form Changes: Request applicant to amend the submitted application form.
- Request for Document: Request applicant to provide a specific document.

You will receive an email to inform you if a RFA is pending your action. A copy of the correspondence can also be found at the “Correspondence” tab in LicenceOne.

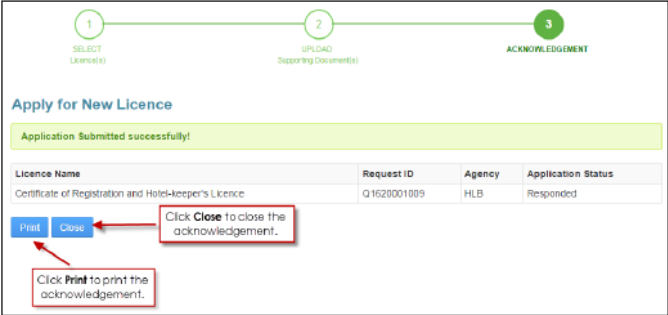
S/N	Step	Screenshot
1	Go to LicenceOne website <a href="https://licence1.business.gov.sg">https://licence1.business.gov.sg</a> and click on “Login”	
2	Log in to LicenceOne using CorpPass <sup>1</sup>	

<sup>1</sup> “Singapore Corporate Access” (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 2018, CorpPass will be the only login method for all online business transactions with the Government, including via LicenceOne. Only authorised CorpPass users of the company can use CorpPass to access LicenceOne and respond to the RFA. Should the Hotel-Keeper or Company Director wish to respond to the RFA, they must also be appointed as the authorised CorpPass user of the company.

For information on the registration & set up of CorpPass for your business entity, please visit [www.corppass.gov.sg](http://www.corppass.gov.sg). For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>.

S/N	Step	Screenshot
2b	<p>Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”.</p>	
3	<p>Click on “My Portfolio &gt; Request for Action”</p> <p>Enter the Request ID and Click on “Search”</p> <p>Click on the Request ID to view the details</p>	
4a	<p><u>For Clarification:</u></p> <p>View the officer remarks and enter your response at the “Your Remarks” section. Click on “Submit Clarification Remarks” once you have entered your response</p> <p>Once the application is submitted, the system will provide you with an acknowledgement page</p> <p>Click on “OK” to close this page</p>	

S/N	Step	Screenshot
4b	<p><u>For form changes</u></p> <p>View the officer remarks and Click on “Respond”</p> <p>The application form will launch. Applicant can proceed to make the necessary changes to the form and click on “Submit”</p> <p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “Q”</p> <p>You may choose to print or close the acknowledgement page</p>	
4c	<p><u>For Request of Document:</u></p> <p>View the officer remarks and Click on “Respond”</p> <p>The “Upload Supporting Document” section will launch. Applicant can proceed to upload the required documents</p> <p>Click on “Submit” once you have uploaded the required document</p>	

S/N	Step	Screenshot								
	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “Q”.</p> <p>You may choose to print or close the acknowledgement page.</p>	 <p>The screenshot shows a three-step process: 1. SELECT LICENCE(S), 2. UPLOAD Supporting Document(s), and 3. ACKNOWLEDGEMENT. Below the progress bar, the title 'Apply for New Licence' is displayed. A green banner indicates 'Application Submitted successfully!'. A table lists the application details:</p> <table border="1" data-bbox="703 434 1358 472"> <thead> <tr> <th>Licence Name</th> <th>Request ID</th> <th>Agency</th> <th>Application Status</th> </tr> </thead> <tbody> <tr> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Q 1620001009</td> <td>HLB</td> <td>Responded</td> </tr> </tbody> </table> <p>At the bottom left, there are 'Print' and 'Close' buttons. Red boxes and arrows point to these buttons with the following instructions:</p> <ul style="list-style-type: none"> <li>Click <b>Print</b> to print the acknowledgement.</li> <li>Click <b>Close</b> to close the acknowledgement.</li> </ul>	Licence Name	Request ID	Agency	Application Status	Certificate of Registration and Hotel-keeper's Licence	Q 1620001009	HLB	Responded
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Certificate of Registration and Hotel-keeper's Licence	Q 1620001009	HLB	Responded							