

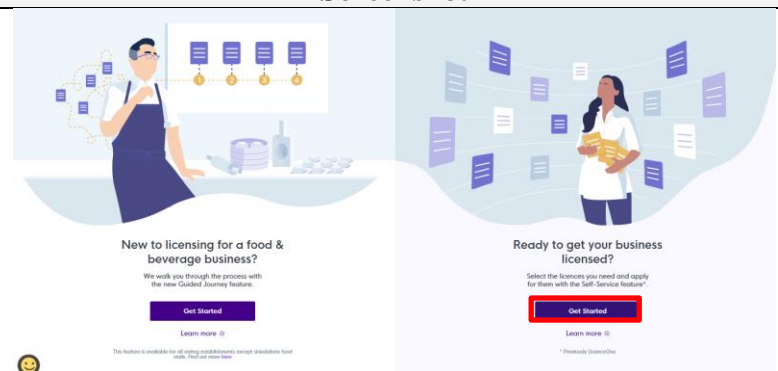
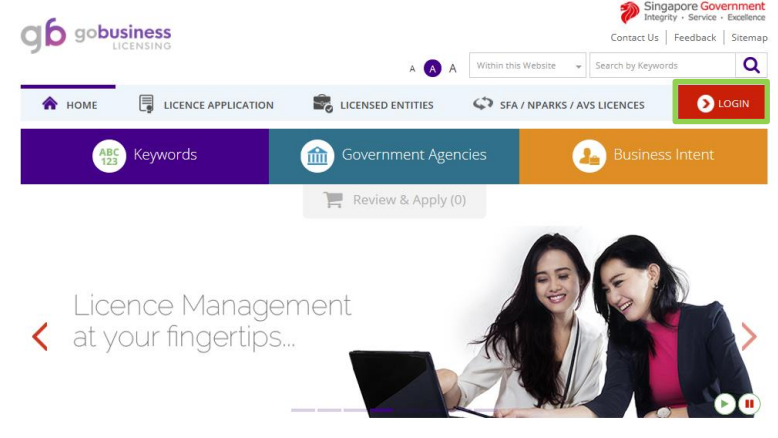
Step-by-Step Guide for Managing Request for Action (RFA) Certificate of Registration and Hotel-keeper's Licence

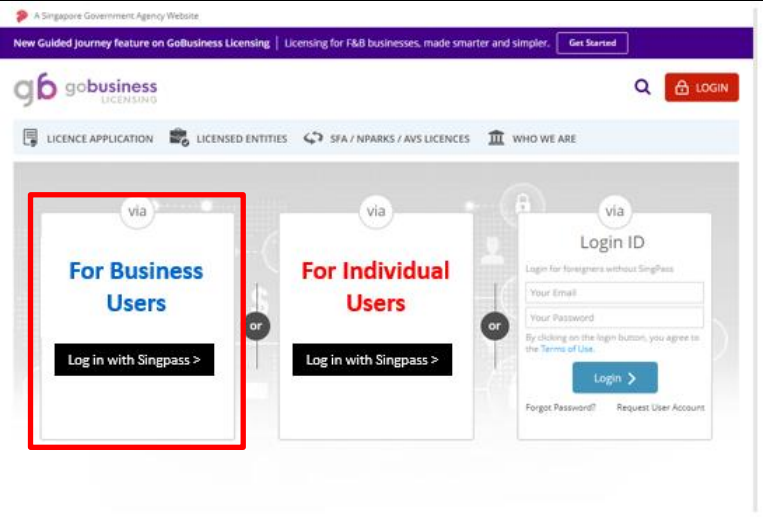
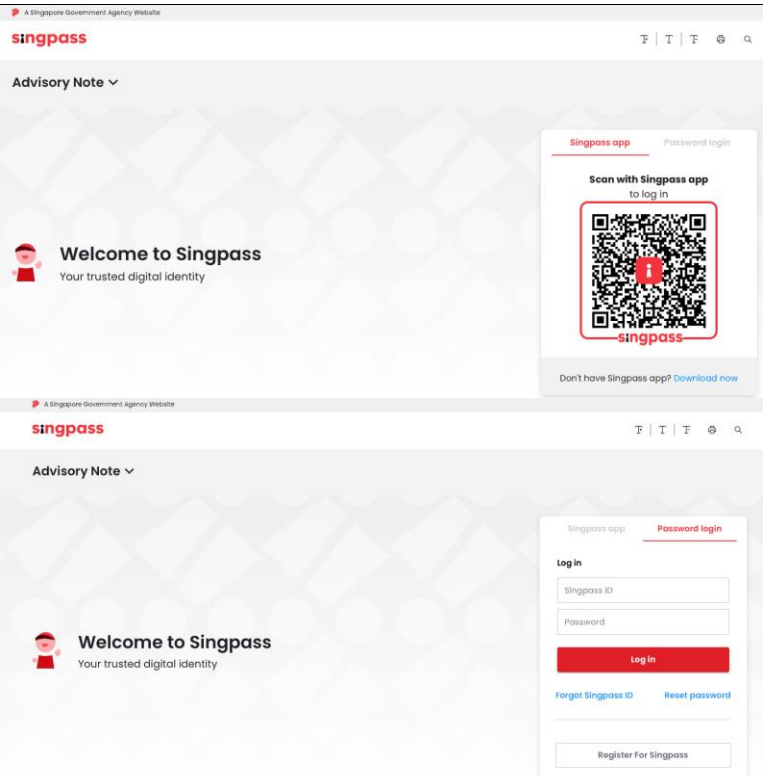
The Request for Action (RFA) feature allows the agency officer to request for additional information or supporting documents (if any) pertaining to the application. It also allows applicants to view and respond to the enquiries sent by the agency officer.

RFA includes the following:


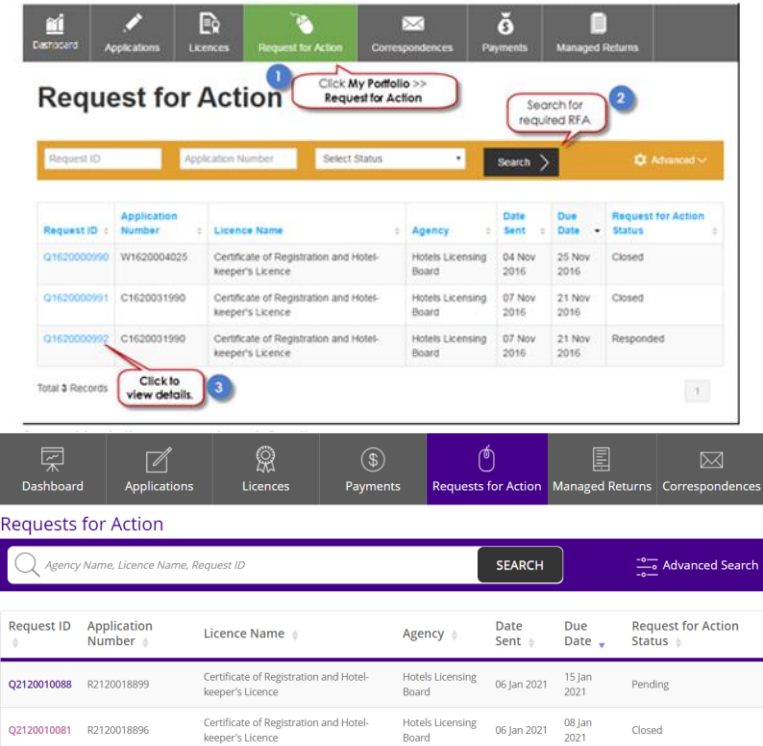
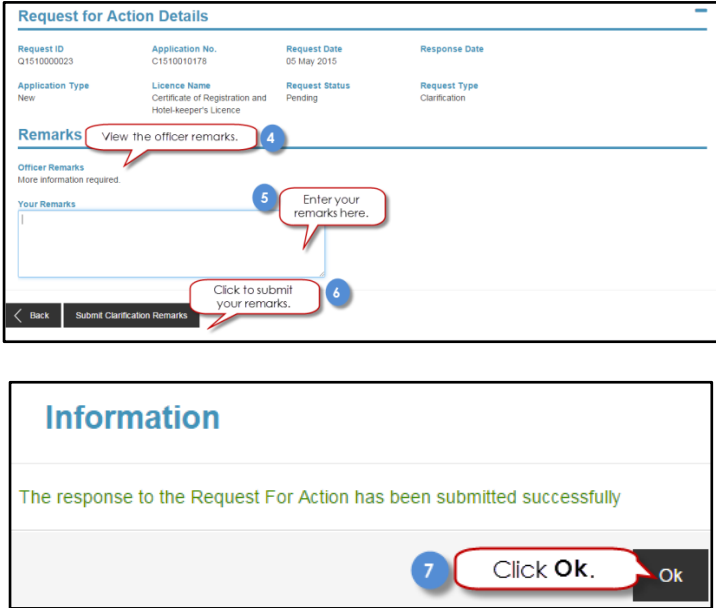
- Clarification: Request general clarification about the application.
- Form Changes: Request applicant to amend the submitted application form.
- Request for Document: Request applicant to provide a specific document.

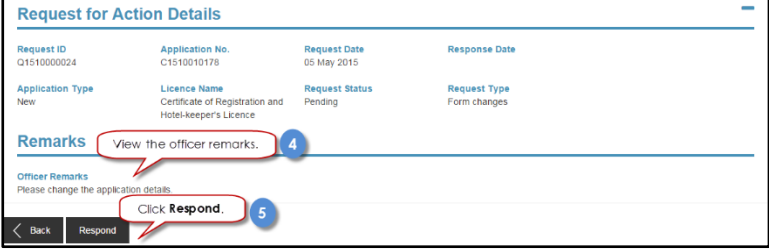
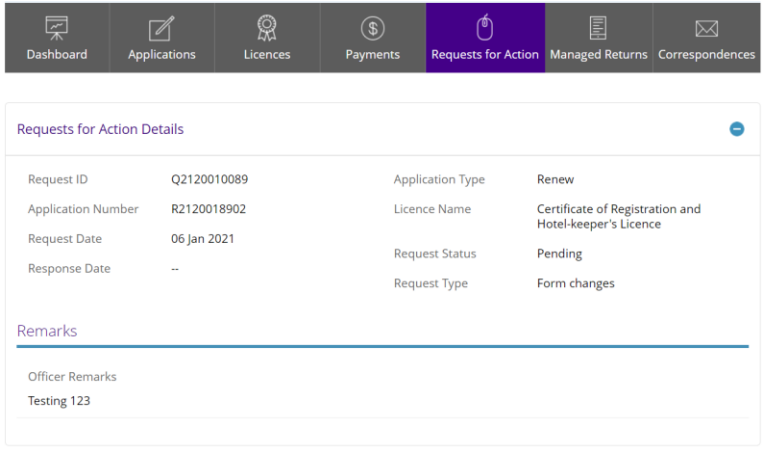
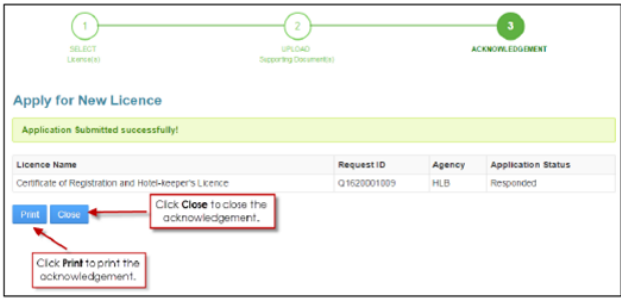
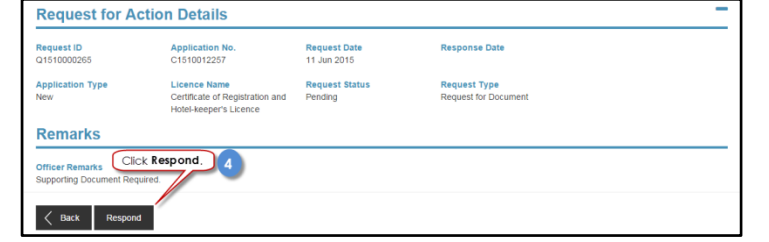
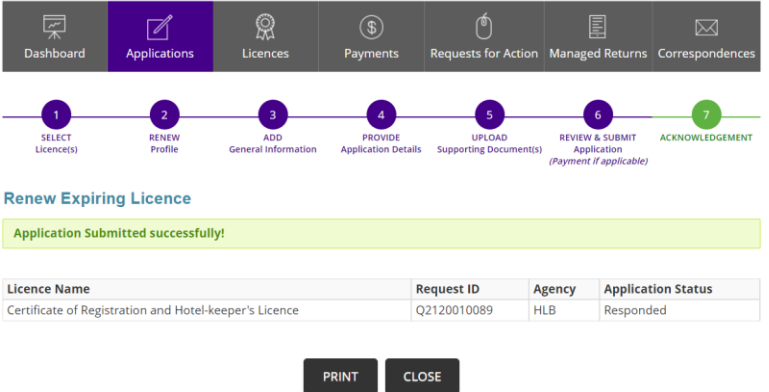
You will receive an email to inform you if a RFA is pending your action. A copy of the correspondence can also be found at the “Correspondence” tab in GoBusiness Licensing.

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://www.gobusiness.gov.sg/licences , and click on “Use Self-Service” under “For all other business owners”	
1a	Next, click on “Login”	

S/N	Step	Screenshot
2	Log in to GoBusiness Licensing using SingPass ¹	
2b	Log in with SingPass ID and Password or scan the QR code with the SingPass app	

¹From 11 April 2021, the login process for Corppass will be changed to verify an individual's identity via Singpass first, before allowing the user to access and transact with government digital services. After clicking on 'Log in with Singpass', you will be directed to log in via Singpass, before gaining access to the digital service or selecting the relevant UEN identity to transact for. For more information, visit go.gov.sg/corporate-login

S/N	Step	Screenshot
2c	Select the relevant UEN/Entity ID (if applicable)	
3	<p>Click on “My Portfolio > 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>For form changes</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>For Request of Document:</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 top screenshot shows the 'Apply for New Licence' page for a 'Certificate of Registration and Hotel-keeper's Licence'. It features a progress bar with three steps: 1. SELECT (Licence(s)), 2. UPLOAD (Supporting Document(s)), and 3. ACKNOWLEDGMENT. The current step is 'UPLOAD'. A table lists various documents to be uploaded, including 'URA Grant of Written Permission', 'Temporary Occupational Permit (TOP) / Certificate of Railway Competence (CSC)', 'Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC)', 'Curriculum Vitae (CV) of Hotel Keeper', 'Advertisements', 'ACRA Business Profile', 'Cover Letter on Estimated Commencement Date', 'Fire Authorization Letter', and 'Other Supporting Document(s)'. Each row has an 'ONLINE UPLOAD' button and an 'Upload' button. A red callout box points to the 'Upload' button for the first document with the text 'Click to upload supporting document!'. Another red callout box points to the 'ONLINE UPLOAD' button for the second document with the text 'Click to Obsolete uploaded file.'. At the bottom, there are buttons for 'Save as Draft', 'Save as Draft & Exit', and 'Submit'. A red callout box points to the 'Submit' button with the text 'Click Submit'. A blue circle with the number '4' is next to the 'Submit' button.</p> <p>The bottom screenshot shows the 'Application Submitted successfully!' message. Below the message is a table with the following data:</p> <table border="1"> <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>Q1620001009</td> <td>HLB</td> <td>Responded</td> </tr> </tbody> </table> <p>Below the table are 'Print' and 'Close' buttons. A red callout box points to the 'Close' button with the text 'Click Close to close the acknowledgement.'. Another red callout box points to the 'Print' button with the text 'Click Print to print the acknowledgement.'. A blue circle with the number '5' is next to the 'Close' button.</p>	Licence Name	Request ID	Agency	Application Status	Certificate of Registration and Hotel-keeper's Licence	Q1620001009	HLB	Responded
Licence Name	Request ID	Agency	Application Status							
Certificate of Registration and Hotel-keeper's Licence	Q1620001009	HLB	Responded							