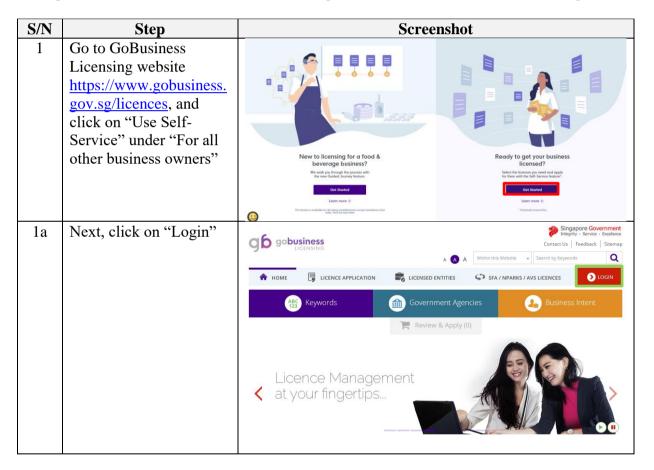
## Step-by-Step Guide for <u>Managing Request for Action (RFA)</u> Certificate of Registration and Hotel-keeper's Licence

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	
2	Log in to GoBusiness Licensing using SingPass <sup>1</sup>	A Singapore Government Agancy Website New Guided Journey Reature on GoBusiness Licensing   Licensing for F&B businesses, made smarter and sim     G G gobusiness     LICENSING     LICENSING     LICENSED ENTITIES   SPA1NPARKS1AVS LICENCES	
		Users Log in with Singpass >	Via Login ID Login via Your final Your Passeerd In Cogin J Login J Forger Passeord Request User Accourts
2b	Log in with SingPass ID and Password or scan the QR code with the SingPass app	A thypper doverment deproy triadet  SIGD COS  Advisory Note   Welcome to Singposs Your trusted digital identity	F       T       F       Q         Singposs opp       Persever laget         Scon with Singposs opp       to log in
		A Singapore Government Agency Hebdite singposs	Don't have Singpass app? Download now $T \ \mid T \ \mid T \ \mid \Phi \ \mid Q,$
		Advisory Note ~  Welcome to Singpass Your trusted digital identity	Singposs opp: Password legin Log in Singposs ID Password Cag in Register for Singposs

<sup>&</sup>lt;sup>1</sup> From 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)	Corppass  A A  Contact Us   Reatback   Starwap   Ma  Select UEN/Entity ID  Extractional  Extractiona
3	Click on "My Portfolio	🔟 🖍 🖻 🍋 🚳
	<ul> <li>&gt; Request for Action"</li> <li>Enter the Request ID and Click on "Search"</li> <li>Click on the Request ID to view the details</li> </ul>	Catrosci     Application     Licences     Request for Action     Catrosci / Request for Action       Cisck My Portfolio >> Request for Action     Cisck My Portfolio >> Request for Action     Search     Imaged Returns       Request ID     Application Number     Select Status     Search     Imaged Returns       Request ID     Application     Number     Select Status     Search     Imaged Returns       Request ID     Application     Number     Select Status     Search     Imaged Returns       Request ID     Application     Number     Select Status     Search     Imaged Returns       Request ID     Application Number     Select Status     Search     Imaged Returns     Imaged Returns       Request ID     Application     Licence Name     2     Agency     Date     Date     Status     Imaged Returns       G1620000999     V1620004025     Certificate of Registration and Holes     Hotels Licensing     07 Nov     21 Nov     Closed       G1620000999     C1620001990     Certificate of Registration and Holes     Hotels Licensing     07 Nov     21 Nov     Responded       Baard     2016     2016     2016     2016     2016     2016       Total 3 Records     Click Rotelling     3     Tital     Status     Status
		Requests for Action       Licences       Payments       Compared       Managed Returns       Correspondences         Requests for Action       Applications       Licences       Payments       Requests for Action       Managed Returns       Correspondences         Requests for Action       Agency Name, Licence Name, Request ID       SEARCH       Image: Correspondences         Request ID       Agency       Date       Date       Advanced Search         Request ID       Agency       Date       Date       Status       Status         Q2120010088       R2120018899       Certificate of Registration and Hotel-       Hotels Licensing       06 Jan 2021       15 Jan       Pending         Q2120010081       R2120018896       Certificate of Registration and Hotel-       Hotels Licensing       06 Jan 2021       208 Jan       Closed
4a	For Clarification: View the officer remarks and enter your response at the "Your Remarks" section. Click on "Submit Clarification Remarks" once you have entered your response Once the application is submitted, the system will provide you with an acknowledgement page Click on "OK" to close this page	

S/N	Step	Screenshot
4b	For form changes	Request for Action Details
		Request ID         Application No.         Request Date         Response Date           Q1510000024         C1510010178         05 May 2015         05
	View the officer remarks	Application Type Licence Name Request Status Request Type New Certificate of Registration and Pending Form changes Hotel-keeper's Licence
	and Click on "Respond"	Remarks View the officer remarks.
	The employed on form	Officer Remarks Please change the application details
	The application form will launch. Applicant	Click Respond
	can proceed to make the	
	necessary changes to the	<b>F d Q e d e d</b>
	form and click on	The second se
	"Submit"	Requests for Action Details
	Once you submit the	
	application, the system	Request ID         Q2120010089         Application Type         Renew           Application Number         R2120018902         Licence Name         Certificate of Registration and
	will provide you with an	Request Date 06 Jan 2021 Request Status Pending
	acknowledgement page	Response Date Request Type Form changes
	and an application	Remarks
	number which starts	
	with "Q"	Officer Remarks Testing 123
	You may choose to print	
	or close the	BACK RESPOND
	acknowledgement page	
		1 (2) 55.007 (9):040 (2):040
		Apply for New Licence
		Application Submitted successfully!
		Licence Name Licen
		Constant or registration into into the point of the constant of the const
		Cick Print to print the
		ocknowledgement.
4c	For Request of	Request for Action Details
	Document:	Request ID Application No. Request Date Response Date Q 1510000255 C 1510012257 11 Jun 2015
	<b>V</b> <sup>1</sup> ,	Application Type Licence Name Request Status Request Type New Certificate or Registration and Pending Request for Document Hotel-keeper's Licence
	View the officer remarks and Click on "Respond"	Remarks
	and Check on Respond	Officer Remarks CECK Respond. 14 Supporting Document Required
		C Back Respond
	The "Upload Supporting	
	Document" section will	F 🗹 👷 🖲 Ó 🗉 🖂
	launch. Applicant can	Dashboard Applications Licences Payments Requests for Action Managed Returns Correspondences
	proceed to upload the	
	required documents	SELECT PENEW ADD PROVIDE UPLOAD REVIEW & SUBMIT ACKNOWLEDGEMENT Licence(s) Profile General Information Application Details Supporting Document(s) Application (Payment / Applicatio)
		Renew Expiring Licence
	Click on "Submit" once	Application Submitted successfully!
	you have uploaded the	
	required document	Licence Name         Request ID         Agency         Application Status           Certificate of Registration and Hotel-keeper's Licence         Q2120010089         HLB         Responded
		PRINT CLOSE

S/N	Step	Screenshot
	Once you submit the application, the system	
	will provide you with an	Apply for New Licence Certificate of Registration and Hotel-keeper's Licence
	acknowledgement page	Document Name Type Attachment Action Citick to upload Supporting document
	and an application	URA Gast d'Mittel Venssion* Acceptible File Fond of sis doos Acceptible File Fond of sis doos Acceptible File Box malitant 216 URA_Gast_Vinition_Permission.pdf /s Updatd
	number which starts with "Q".	Tensorany Concession Fermit CDW - Concession Fermi CDW - Concession
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