Step-by-Step Guide for <u>Renewal</u> of Certificate of Registration and Hotel-keeper's Licence

The licence expires on 31 December annually and the licence renewal exercise starts from October each year. Hotels can only submit the licence renewal application from 1 October to 30 November. HLB will send the notice of renewal to hotels in early October and hotels are required to submit the renewal applications and make payment online through LicenceOne.

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business. gov.sg and click on "Login"	Licence Management at your fingertips
2	Log in to LicenceOne For user with valid SingPass ID and password: <i>Login via</i> <i>SingPass</i> For company who has activated CorpPass ¹ in LicenceOne: <i>Login via</i> <i>CorpPass</i> For foreigner user: <i>Login via LicenceOne</i> <i>ID</i>	

¹ Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For information on the registration & set up CorpPass for your business entity, please visit 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. Once CorpPass is activated, authorised CorpPass user can only use CorpPass to access LicenceOne.

S/N	Step	Screenshot
2a	For user with valid SingPass ID and password: Log in to LicenceOne via SingPass	Singapore Government Search Covernment Search Search Covernment Search Covernment Search Covernment Search Covernment Search Search Covernment Search Search Covernment Search Search Covernment Search Sear
2b	For company who has activated CorpPass in LicenceOne	Log in with CorpPass UEN/ENTITY ID CORPPASS ID Password Password Cancel Login
2c	For foreigner user: Log in to LicenceOne using the email and password that you have registered with LicenceOne.	Via LicenceOne ID Your Email Your Password By clicking on the login button, you agree to the Terms of Use. Login > Forgot Password > Request User Account
3	[Only applicable for those who login using SingPass or LicenceOne ID.] Select "Company" ² and enter the company's Unique Entity Number (UEN) ³	HL PUBLIC USER 21 • LOGOUT Your last login as a member was on 06/11/2015 at 02:31 PM (Singapore) Date 07 Birth H_ Public User 21 ID Number Gender Nationality Date 07 Birth H_ Public User 21 S140677F Male SINGAPORE CITIZEN 0106/1996 Select your Profile Iminute (am an applicant not representing any company or applying on behalf of any other people) Iminute (am an applicant not representing a company or applying on behalf of any other people) Please enter UEN Account Proget your UEN?

 ² Only the existing Hotel-keeper or Company Director of the entity can amend the details of the licence.
 ³ UEN is a multi-agency initiative aiming to develop one number that enables entitles' convenient interactions with government agencies

S/N	Step	Screenshot
4	Click on "My Portfolio > licence"	Applications Conception Conceptin Conception Conception Conception Conception Conception
	Enter the Licence Number and Click on "Search' Click on "Action > Renew"	Steet Agenty Sett Licence Licence Number Starth Of Adventid Licence Licence 1 Starth Of Adventid Licence Centecte Registration and Hotes Active 20 Nov 31 Die Hetels Licence States Centecte 00 Nov 31 Die Amend Canced
5	Select the checkbox to agree to the Terms of Use	Preserve disk finder for the bits of like like production wave via Licence cline
	Click on "Next"	<section-header></section-header>
6	You may amend the existing licence information by selecting the relevant amendment profile. ⁴	Renewal Amendment Profile Change of Hotel Name Change of Hotel Name Update of Hotel Commentip Update of Evening Hotel and/or Hotel Keeper Information Update of Room Information No Update (For Renewal)
	If there is no update to the existing licence information, please	

⁴ Please note that the any amendment made will only be reflected in the licence for the next year.

S/N	Step	Screenshot
	select "No Update (For	
	Renewal)".	
8	If an "Amendment	Histor Docated Information
	Profile" is selected in the	URA Information
	earlier screen, the	a I new issues the result cont of where remains result and use appoint the User Researchment Autory UKAL Law subsiding the
	relevant fields will be	Me Livia pervessor rappositione with the approaches Sasted on Renewal Amendment Profile,
	opened up for updating	How Homaion modify defails if required.
	openea ap for apaaring.	None d'Arder ¹ microit microit d'Arder ¹ Microit Reptore d'Arder ¹
	If you selected "No	Bick/Rear 31 * Freedom
	Update (For Renewal)"	Santer* Sites/Name* SIGENCESHIRE KOND Values US.
	you may skin this sten	unt hunder Hatel Dever
	you may skip tins step.	Unel Name Owner Hand Schlaczte
		Bulding Name DRMSOV, THE Hand During pr
		Table Operator
		Room Information
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		Total Number of Outlets
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		Hotel-keeper General Information
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		Name * Addres.Johney. Englighted Pass Ecycly Cell #741.9
		enterel) Designation in Chef Extrudie * Note* Designation in Chef Extrudie * Date of Seth * Discussed Extrudie (1)
		Nationally* StrictPORE CTT2D1 +
		Hotel-keeper's Residential Address
		Probl Code* 207229 distance Land D1
		Bod / House Until Turnbar E2
		Steel Name * KITCHERER LINK Beilding Name CITY SQUARE RESIDENCES
		Hotel-keeper's Contact Details
		Mobile Noveer* \$700000 Enail Address * uneClighterstorerum
		Offer Teleptone 67200000

S/N	Step	Screenshot
9	Complete the Guest	Renewal Declaration Details
	Ratio (Percentage) field	Guest Ratio (Percentage)
		Please indicate the quest ratio based on actual numbers
		0 details Guestratio % (Japuary to December 2014) Guestratio % (Japuary to June 2015)
		Type of Guests George and a contract of contract of the second of the se
		Foreign*
		Local*
		Local guests include:
		i) Singapore Citizens ii) Singapore permanent residents ; and
		iii) non-permanent resident holding employment pass ,work permit,student pass,dependent pass holders and long-term social visit pass.
10	If the hotel is currently	Currently Offering Rooms on Transit Rates
	offering rooms on transit	scame source of the end of the end own (before only on the end of the source of the end
	rate, complete the	i ransit rate information
	section on "Transit rate	Printerstepp of table members + Jan Det 2016 January 8017 1
	Information".	
		Percentage of guest on transit date ++ Jain-Dec 3016 Lincal * Jain-Jain 3017 Lincal *
	If the hotel is currently	Jan-Ger (1916 Foreige dan-Jan 2017 Freedan *
	not offering transit rates,	Transit rate quest segment/Please tick all applicable)
	around out	(1) Transford Data Describer
	greyed out.	G Sea Cree This water the adapting the paper for a day top
		Texterior an and acrit (Tee draw, carenation/factory volume, etc.) Values in Singapore for revolution approximation
		C Stars Scene
		Room Rates and duration (Jan-Dec 2016)
		Room Rate (0) Durantise (Hm)
		Room Rate (5) Duration (1%)
		Room Rates and duration (Jan-Jun 2017)
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		Room Rate (5) Duration (Htt)
		AN
		(Total several collected horn rooms offered as Yanati rates / Total room several collected) × 100 ++ (Total surgest of incid quants staying in some offered on tested rates (Tatal surgest all surgest as some offered on tested rates) × 100

S/N	Step	Screenshot
11	Select if the hotel has the intention to offer rooms on transit rate for the next licence period If you select "Yes", you are required to select the guest segment and specify the project room rates and duration.	Application to CMar Recome on Transit Rate in 2018. It waste a conduct of the instancespee's Lansite boxt. Transit Rate in Social records in the hoter is social or direct for social to any guest or a rate less that for a fill ray, unless three states and the any content content and ray, unless three shall be care in guest or a rate less that for a fill ray, unless three shall be care in guest or a rate less that for a fill ray, unless three shall be care in guest or a rate less that for a fill ray, unless three shall be care in guest or a rate less that for a fill ray, unless three shall be care in guest or and the local to the care in guest or a rate less that for a fill ray, unless three shall be care in guest or an other shall be care in guest or an other shall be care in guest or a rate less that for a fill ray, unless three shall be care in guest or an other shall be care in gues
	Click on "Proceed" once the section has been completed	Projected room rates and duration
12	Upload the supporting documents (if any) and Click "Next"	Image: Strategy

S/N	Step	Screenshot
S/N 13	StepYou may preview and print the application form at this screenTick the check box under "General 	<complex-block></complex-block>
15	Once the payment is successful, a receipt will be generated. To view a copy of the	Sion Description Amount(5) 1 Pay to HLB (Payment Advice No - PA16 10497708)
	receipt, click on "View Receipt". Otherwise, click "Next"	SNo Description Amount(\$) Status 1 Puy to HLB (Payment Advice No - PA1510697706) Centricular of Registration and Hotel-keeper's Litence Application No : R 1520095033 300.00 Success If the receipt does not appear, please click on View Receipt button below: Click Next 10000

⁵ The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to https://www.paypal.com.

▲	Screenshot
The system will provide you with an acknowledgement page and an application number which starts with "R" (do take note	Image: State of the state o
number as it will be your reference number for any enquiries pertaining to this application) once the payment is successful. You may choose to print or close the acknowledgement	Licence Name Instruction Numery Agency Application Status Payment Status Certificate of Registration and Hotel Areper's Licence R16/2000/033 HLB Pending Evaluation Stage1 : Paid Note Replication has been submitted successfully. You will be notified of the approval of your application by emailsms. Processing status will also be updated under the Application Status Colum. Peace note that the "Submitted successfully. You will be notified of the approval of your application by emailsms. Processing status will also be updated under the Application Status Colum. Place note that the "Submitted successfully. You will be notified of the approval of your application by emailsms. Processing status will also be updated under the Application Status Colum. Peace note that the "Submitsion and application data by clicking on the "Applications" tab in the "tay PortStite" menu. Place output the Column of the Column of the tappendication of tab by clicking on the "Applications" tab in the "tay PortStite" menu. Place output the Column of table. 10
	The system will provide you with an acknowledgement page and an application number which starts with "R" (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) once the payment is successful. You may choose to print or close the acknowledgement page

The Secretariat may request for additional information or supporting documents (if any) via the "Request for Action"⁶ feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
17	Once the application has	MY PORTFOLIO UIGENZE APPLICATION - GUIDELINES ABOUT US INFO SEARCH (1) PUBLIC, USER01 - LOGOUT
	been reviewed, the	Al Items Applications Electrices Request for Action Contrespondingness Payments Mainaged Returns
	hotel-keeper and filer	
	will receive an email on	2 Search for required correspondence.
	the status of the renewal	Correspondence Name Sent Date From C Sent Date To C Search V O Advanced V
	application. A copy of	Application/Licence Application Delivery End of the second se
	the correspondence can	HL New Application Inspection Passed C1510010178 Certificate of Registration and Hote Aceptris Lense Beau Hote Aceptris Lense Device Technology Beau
	also be found under the	Applicant's the optimized of the optimized of Registration and New Email Hotes 05 May 2015 Officer Hoteskeeper's License New Email Hoteskeeper's License Band Band Band
	"Correspondence" tab in	HL, RFA - Notification to Applicant_Filer C1510010178 Cettificate of Registration and New Email Hotels 05 May 2015 Hotel-keeper's Licence New Email Hotels 05 May 2015
	LicenceOne.	HL, RPA - NetRicance to Applicant_Plan C1510010178 Centricate of Registration and New Email Hotels Leening Bardy 15 14.32 Bardy 15 14.32
		Licence Application Status Update C1510010178 CettRicate of Registration and New Email Hotels Usersing 1501-44 Notification (to Applicant)
		Total \$ Records

⁶ Please refer to the step-by-step guide on "Request for Action"