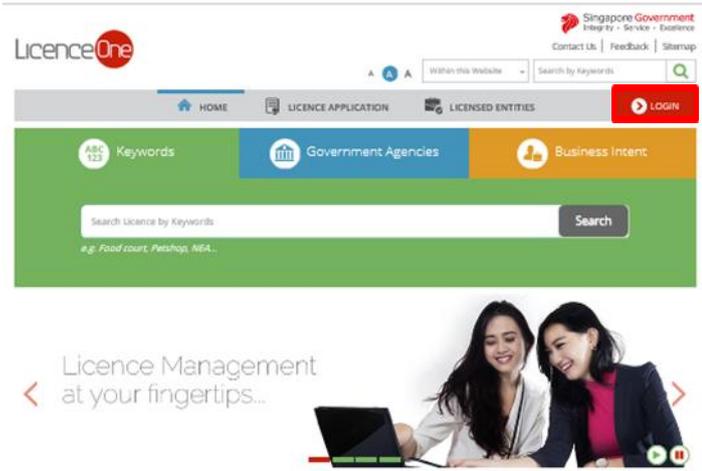
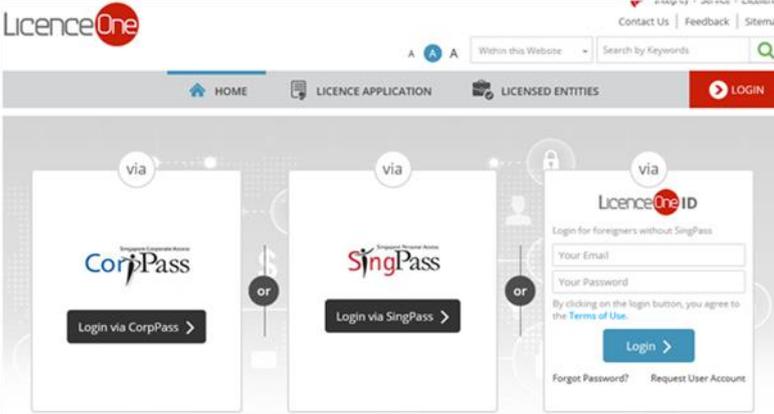
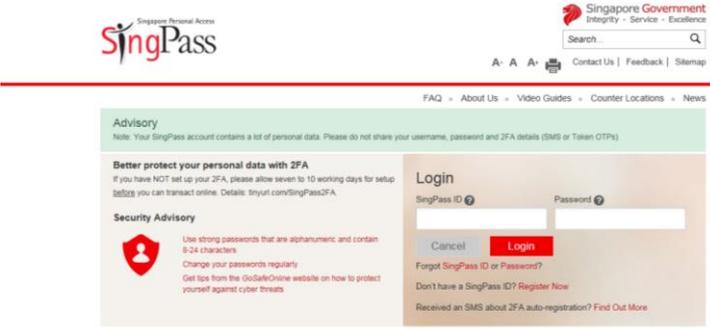
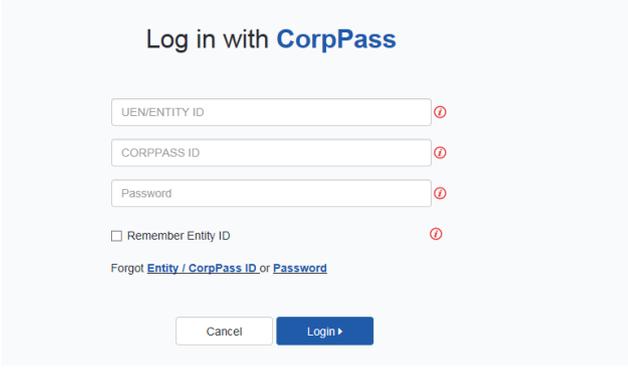
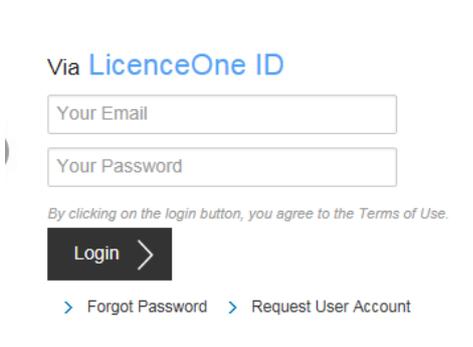
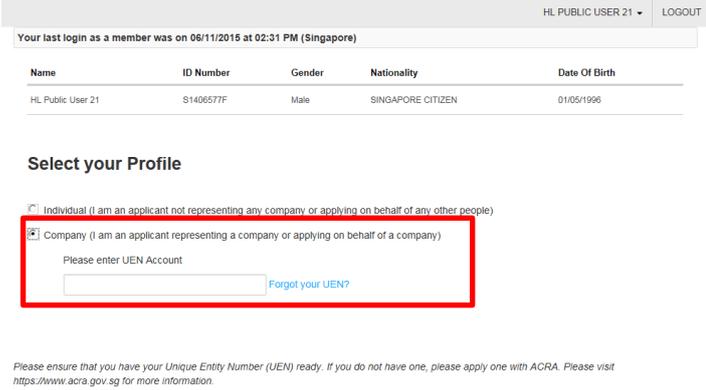


## **Step-by-Step Guide for Managing Managed Returns (MR) – Submission of Renewed Temporary Permission**

If the hotel has been issued with a Temporary Permission (TP) by URA, HLB will require the licensee to provide the renewed TP before it expires. You will receive an email reminder 2 months prior to the expiry date of TP. A copy of the correspondence can also be found at the “Correspondence” tab.

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  For user with valid SingPass ID and password: <i>Login via SingPass</i>  For company who has activated CorpPass <sup>1</sup> in LicenceOne: <i>Login via CorpPass</i>  For foreigner user: <i>Login via LicenceOne ID</i>	

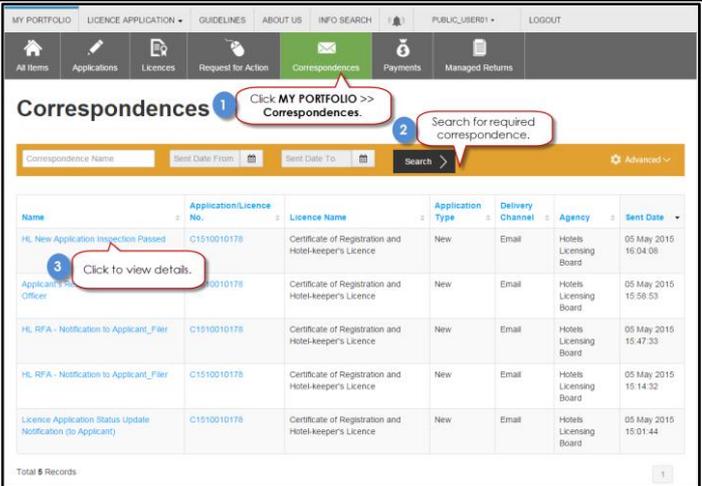
<sup>1</sup> Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For information on the registration & set up CorpPass for your business entity, please visit [www.corppass.gov.sg](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>. 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	
2b	For company has activated CorpPass in LicenceOne	
2c	For foreigner user: Log in to LicenceOne using the email and password that you have registered with LicenceOne.	
3	<p>[Only applicable for those who login using SingPass or LicenceOne ID.]</p> <p>Select “Company”<sup>2</sup> and enter the company’s Unique Entity Number (UEN)<sup>3</sup></p>	

<sup>2</sup> Only the existing Hotel-keeper or Company Director of the entity can amend the details of the licence.

<sup>3</sup> UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies

S/N	Step	Screenshot
4	<p>Click on “My Portfolio &gt; Managed Returns”</p> <p>Enter the Return ID and Click on “Search”</p> <p>Click on “Actions, followed by Submit”.</p>	
5	<p>Click on “Upload” to upload the renewed URA Grant of Written Permission.</p> <p>Click on “Submit” once the document has been uploaded.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “M” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) You may choose to print or close the acknowledgement page.</p>	

S/N	Step	Screenshot																																										
7	<p>Once the application has been reviewed and approved, the filer will receive an email acknowledgement. A copy of the correspondence can also be found under the “Correspondence” tab at LicenceOne.</p>	 <p>The screenshot displays the 'Correspondences' page in the LicenceOne system. The page features a navigation bar with tabs for 'All Items', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments', and 'Managed Returns'. The 'Correspondences' tab is active. Below the navigation bar, there is a search section with a 'Correspondence Name' field, 'Sent Date From' and 'Sent Date To' date pickers, and a 'Search' button. A table below the search section lists correspondence records. The table has columns for Name, Application/Licence No., Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The first row shows 'HL New Application Inspection Passed' with application number C1510010178, licence name 'Certificate of Registration and Hotel-keeper's Licence', application type 'New', delivery channel 'Email', agency 'Hotels Licensing Board', and sent date '05 May 2015 16:04:06'. A callout '3' points to a 'Click to view details' link next to this row. Callout '1' points to a 'Click MY PORTFOLIO &gt;&gt; Correspondences.' link at the top, and callout '2' points to the search bar.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Application/Licence No.</th> <th>Licence Name</th> <th>Application Type</th> <th>Delivery Channel</th> <th>Agency</th> <th>Sent Date</th> </tr> </thead> <tbody> <tr> <td>HL New Application Inspection Passed</td> <td>C1510010178</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>New</td> <td>Email</td> <td>Hotels Licensing Board</td> <td>05 May 2015 16:04:06</td> </tr> <tr> <td>Applicant's Officer</td> <td>C1510010178</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>New</td> <td>Email</td> <td>Hotels Licensing Board</td> <td>05 May 2015 15:58:53</td> </tr> <tr> <td>HL RFA - Notification to Applicant_Filer</td> <td>C1510010178</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>New</td> <td>Email</td> <td>Hotels Licensing Board</td> <td>05 May 2015 15:47:33</td> </tr> <tr> <td>HL RFA - Notification to Applicant_Filer</td> <td>C1510010178</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>New</td> <td>Email</td> <td>Hotels Licensing Board</td> <td>05 May 2015 15:14:32</td> </tr> <tr> <td>Licence Application Status Update Notification (to Applicant)</td> <td>C1510010178</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>New</td> <td>Email</td> <td>Hotels Licensing Board</td> <td>05 May 2015 15:01:44</td> </tr> </tbody> </table> <p>Total 5 Records</p>	Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HL New Application Inspection Passed	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 16:04:06	Applicant's Officer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:58:53	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:47:33	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:14:32	Licence Application Status Update Notification (to Applicant)	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:01:44
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