

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.

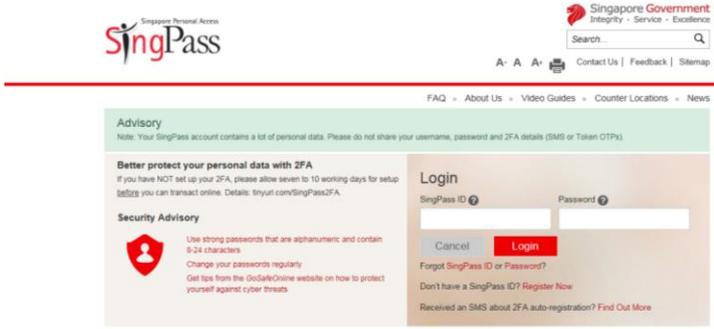
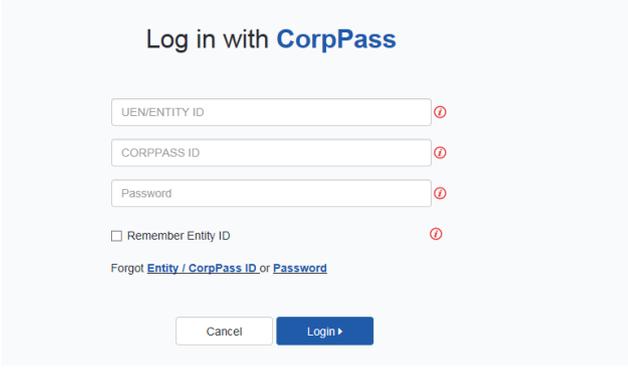
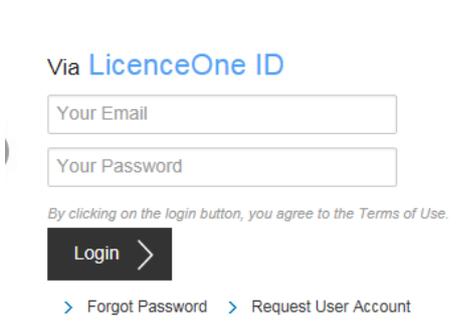
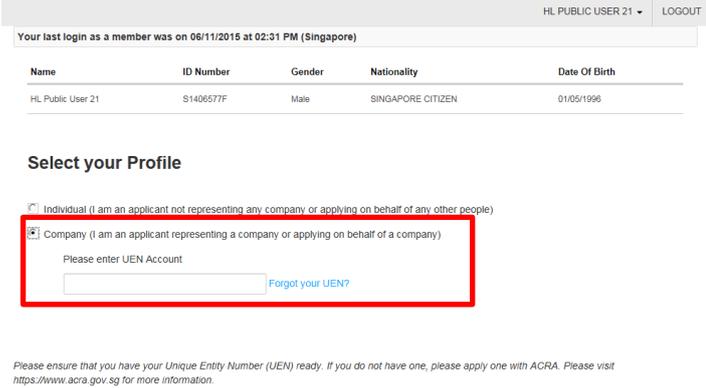
RFA includes the following:

- 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 https://licence1.business.gov.sg 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 ¹ in LicenceOne: <i>Login via CorpPass</i> For foreigner user: <i>Login via LicenceOne 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	
2b	For company who 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”² and enter the company’s Unique Entity Number (UEN)³</p>	

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 entities' convenient interactions with government agencies

S/N	Step	Screenshot
4	<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>	
5a	<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 you submit the application, the system will provide you with an acknowledgement page.</p> <p>Click on “OK” to close this page.</p>	
5b	<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>	

S/N	Step	Screenshot
	<p>You may choose to print or close the acknowledgement page</p>	
<p>5c</p> <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> <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>		 