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 LicenceOne.

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business	Singapore Government Integrity - Service - Gomerne Contact Lis Readback Simmap A O A Within this Wessile - Search by represents Q
	gov.sg and click on "Login"	Keywords Government Agencies Business Intent search Licence by Keywords eg Food court: Pristing AlfA.
		At your fingertips
2	Log in to LicenceOne	Licence One Contact US Feedback Steemap
	For user with valid SingPass ID and password: <i>Login via</i> SingPass	A Q A Wetword the Websor - Seerith by Reywords Q A HOME LICENCE APPLICATION R LICENSED ENTITIES OLOGIN Via Via Via LICENCE COPID
	For company who has activated CorpPass ¹ in LicenceOne: Login via CorpPass	CorpPass Login via CorpPass > CorpPass > CorpPas > CorpPass > Corp
	For foreigner user: Login via LicenceOne ID	

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 us SingP passw Licen SingP	For user with valid SingPass ID and	Singapore Government Integrity - Service - Excellence Search. Q A· A Ar B· Contact Ub Feedback Stemap
	password: Log in to LicenceOne via SingPass	PAQ = About Us = Video Grades = Counter Locations = News Advisory New York Trans English account contains a list of genorand data. Please do not share your username, passeed and 2FA distals (SMB or Taken OTPs). Better protect your personal data with PFA Typo lines NOT set to you 2FA, passe allow servine 10 dowting days for setue Typo lines NOT set to you 2FA, passe allow servine 10 dowting days for setue Typo lines NOT set to you 2FA, passe allow servine 10 dowting days for setue Typo lines NOT set to you 2FA, passe allow servine 10 dowting days for setue Typo lines NOT set to you 2FA, passe allow servine 10 dowting days for setue Typo lines NOT set to you 2FA, passe allow servine 10 dowting days for allow to potent Security Advisory Les intog passeords that are aphranemic, and contain Sa distancies: Use you passeords that are aphranemic, and contain Sa distancies: your passeords monitary Get fore from the Oxfald/Oxfale website on how to potent yoursel against cyber threas
2b	For company who has activated CorpPass in LicenceOne	Log in with CorpPass UEN/ENTITY ID CORPPASS ID Password Password Remember Entity ID Forgot Entity / CorpPass ID or 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 Vour last login as a member was on 06/11/2015 at 02:31 PM (Singapore) Name ID Number Gender Nationality Date Of Birth HL Public User 21 81406577F Male SINGAPORE CITIZEN 01:05/1996 Select your Profile Individual () am an applicant not representing any company or applying on behalf of any other people) Image: Company () am an applicant representing a company or applying on behalf of a company) Please enter UEN Account Prease ensure that you have your Unique Entity Number (UEN) ready. If you do not have one, please apply one with ACRA. Please visit ntps://www.acra.gov.sg for more information.

 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	🖬 🖍 🖻 🍋 🔤
	> Request for Action"	Datricolid Applications Licences Request for Action Correspondences Payments Managed Returns
	Enter the Request ID	Request for Action Request for Action Search for required RFA
	and Click on "Search'	Request ID Application Number Select Status • Search > Advanced ~
	Click on the Request ID to view the details.	Request 1D : Application Number :: Litence Name :: Agency :: Date : Due : Request for Action : G1620000900 W1620004025 Certificate of Registration and Hotels Meeper's Licence Motels Licensing : 04 Nov : 25 Nov : Closed
5a	For Clarification:	Request for Action Details
	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 you submit the application, the system will provide you with an	Request Data Application No. Citis May 2015 Provide Pro
	acknowledgement page.	The response to the Request For Action has been submitted successfully
	Click on "OK" to close this page.	7 Click Ok. ok
5b	For form changes	Request for Action Details
	View the officer remarks and Click on "Respond". The application form	Request ID G150000024 Application No. C1510010178 Request Date 05 May 2015 Response Date Application Type New Licence Name Certificate of Registration and Hotel-keeper's Licence Request Status Pending Request Type Form changes Remarks View the officer remarks. 4 Officer Remarks Click Respond. 5
	can proceed to make the necessary changes to the form and click on "Submit".	
	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with "Q".	1 2 3 Struct UPLOAD ACKOVELEDIDENT Apply for New Licence Apply for New Licence Application Submitted successfully! Licence Name Regulation and Hote-Leeper's Licence Certificate of Registration and Hote-Leeper's Licence 0 1620001009 HLB Responded Press Ciclic Close to close the ciclic wiledgement.

S/N	Step	Screenshot
	You may choose to print or close the acknowledgement page	
5c	For Request of Document: View the officer remarks and Click on "Respond".	Request for Action Details Request ID Request ID Application No. C115000255 Request Date 11 Jan 2015 New C1150012297 New Centrate of Registration and Hotel-keeper's Licence Request Status Request Status Request Type Reguest for Document Officer Remarks Click Respond. Supporting Document Required Image: Status V tax Request
	The "Upload Supporting Document" section will launch. Applicant can proceed to upload the required documents. Click on "Submit" once you have uploaded the required document.	Image: State of the second state of
	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with "Q". You may choose to print or close the acknowledgement page.	Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: register bit: reserve: 20 Image: 20 Image: register bit: reserve: 20 Image: 20 Image: register bit: register bit: reserve: 20 Image: 20