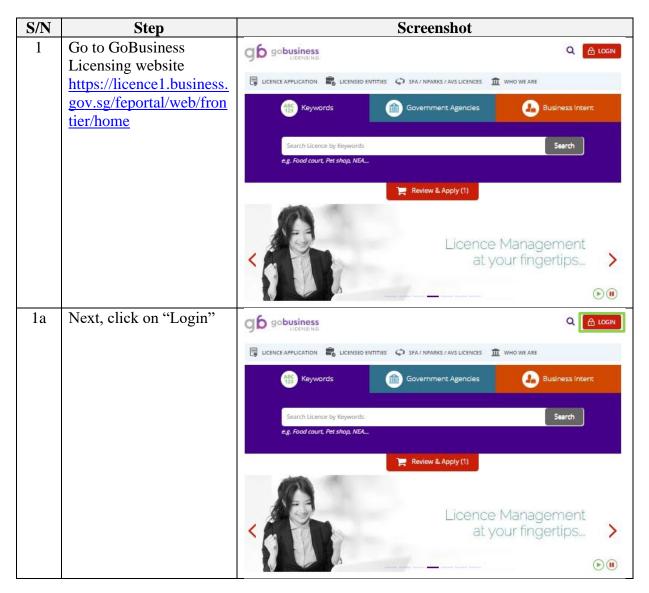
Step-by-Step Guide for <u>Managing Request for Action (RFA)</u> Certificate of Registration and Hotel-keeper's Licence

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 ¹	CENSING LICENSE APPLICATION R LICENSED ENTITIES SFA / NPARKS / AVS LICENCES LICENSE APPLICATION LICENSED ENTITIES SFA / NPARKS / AVS LICENCES USE SUBJECT STATEMENT	WHO WE ARE
2b	Log in with SingPass ID and Password or scan the QR code with the	A Degetore docement Against Website A Degetore Model Advisory Note ~	To char assessed To char on the login button, you agree to the Terms of Use Login > Terror Parsonerit? Result User Account T T T @ Q
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		Your trusted digital identity	Password Log in Forgot Singpass ID Reset password Register For Singpass
2c	Select the relevant UEN/Entity ID (if applicable)	Compares A 2	A

¹ 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
3	Click on "My Portfolio > Request for Action"	Mil Properties Properties Managed Returns Listnostrid Click My Pontfolio>> Click My Pontfolio>> Click My Pontfolio>>
	Enter the Request ID and Click on "Search" Click on the Request ID to view the details	Request for Action Search for required RFA Perquest ID Application Number Select Status Search Cl Atmond V Request ID Application Number Select Status Cl Atmond V Request ID Application Number Select Status Cl Atmond V Request ID Application Number Select Status Cl Atmond V Request ID Application Number Select Status Cl Atmond V Request ID Application Number Select Status Cl Atmond V Request ID Application Number Select Status Cl Atmond V Request ID Application Atmose Registration and Hotel- Board Date Request for Action Status Status Status Status Respers Lennce Board 2016 2016 Closed 2016 Closed 2016 Closed 2016 Closed 2016 Closed 2016 Closed Closed 2016 Closed Closed 2016 Closed Closed <td< th=""></td<>
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4a	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	Request DD O1510000023 Application No. O151001078 Request Data 05 May 2015 Response Date 05 May 2015 New Licence Name Confricter of Registrations Request Status Pending Request Type Clarification New Officer Remarks More information required. 4 Officer Remarks 4 Officer Remarks 6 Licence Name More information required. 5 Enter your remarks here. 6
	Once the application is submitted, the system will provide you with an acknowledgement page	Information The response to the Request For Action has been submitted successfully
	Click on "OK" to close this page	7 Click Ok. ok
4b	For form changes View the officer remarks and Click on "Respond"	Application Type Lience Name Centrate of Registration an Hotel-keeper's Lience Request Status OS May 2015 Request Type Form changes Remarks View the officer remarks. 4
	The application form will launch. Applicant can proceed to make the necessary changes to the	Officer Remarks Please change the application defails Click Respond.

S/N	Step	Screenshot	
	form and click on "Submit"	Image: Constraint of the second se	
	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	Requests for Action Details Request ID Q2120010089 Application Type Renew Application Number R2120018902 Licence Name Certificate of Registration and Hotel-keeper's Licence Request Date 06 Jan 2021 Request Status Pending Request Type Form changes Remarks Officer Remarks Testing 123	
	acknowledgement page	BACK RESPOND Image: Status Image: Status Image: Status Image: Status Apply for New Licence Image: Status Application Submitted successfully! Image: Status Centificate of Registration and Hold-leeper's Licence Image: Status Click Kinit spint The acknowledgement. Image: Status	
4c	For Request of Document: View the officer remarks and Click on "Respond"	Request for Action Details Request ID Application No. C151000265 C1510012257 Application Type Licence Name Cettiticate of Registration and Hotel-keeper's Licence Request Status Request Type Request ID Coursent Other Renarks Click Respond. Other Required 4 List Request Type Supporting Document Required 4	
	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: Contract of the contract	
	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with "Q".	PRINT CLOSE	

S/N	Step	Screenshot
	You may choose to print or close the	Control Contro Control Control Control Control Control Control Control Control Co
	acknowledgement page.	Apply for New Licence Certificate of Registration and Hotel-keeper's Licence 3
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		Licence Name Request ID Agency Application Status
		Certificate of Registration and Hotel-keeper's Licence Q1620001009 HLB Responded
		Print Close To close the acknowledgement.
		Clack Print to print the acknowledgement.