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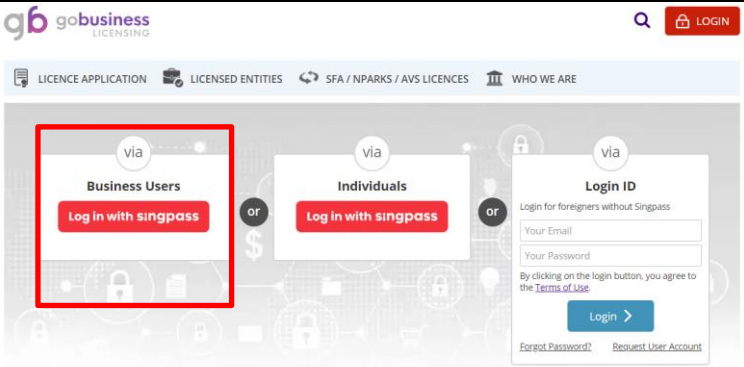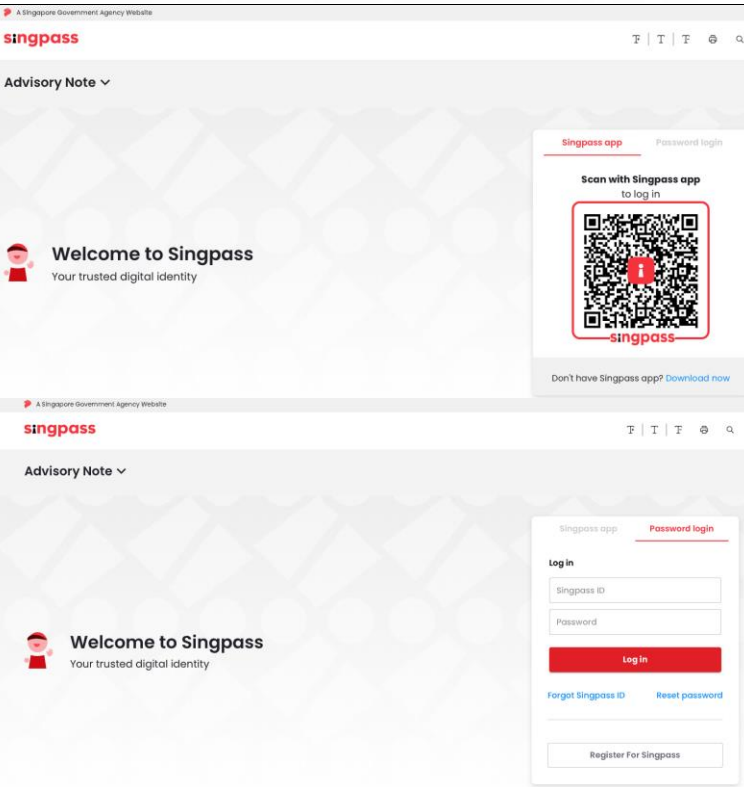**Certificate of Registration and Hotel-keeper's Licence**

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.
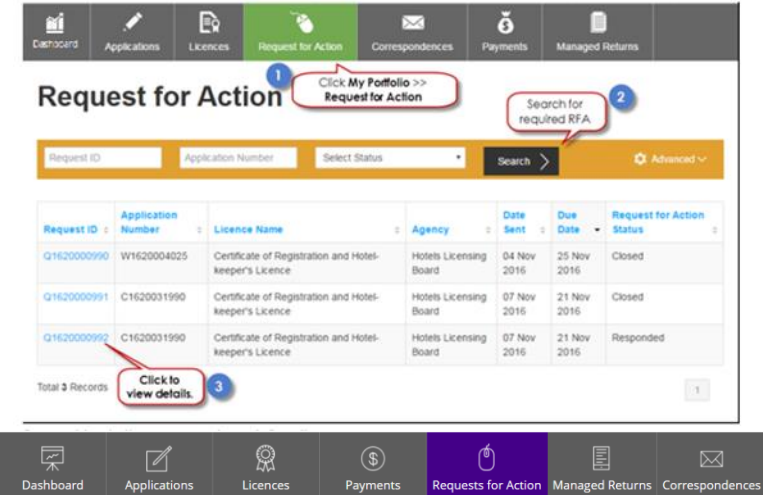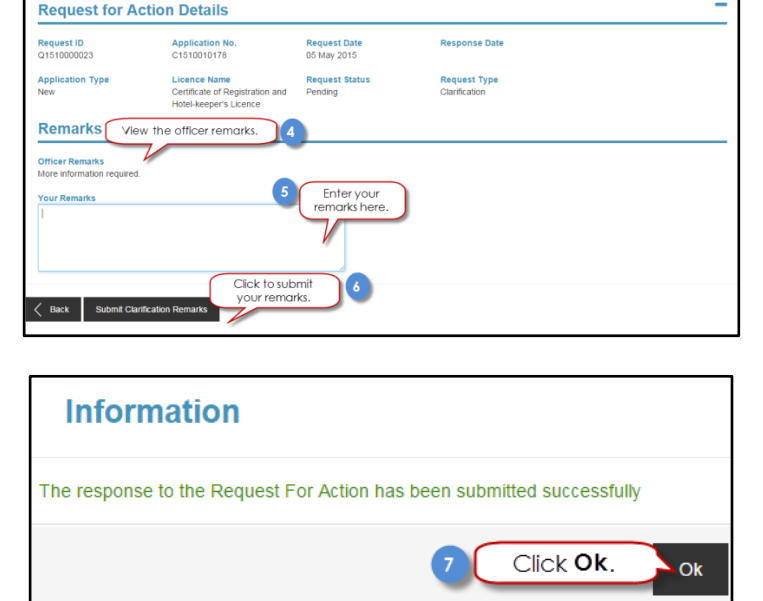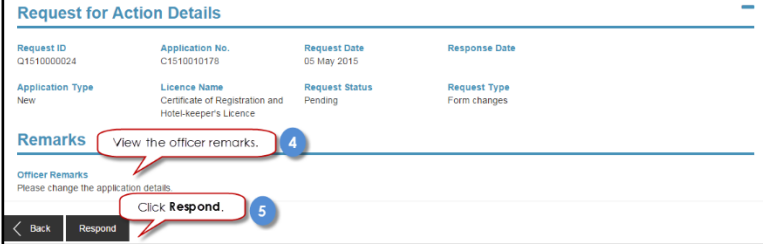
RFA includes the following:
- Clarification: Request general clarification about the application.
- Form Changes: Request applicant to amend the submitted application form.
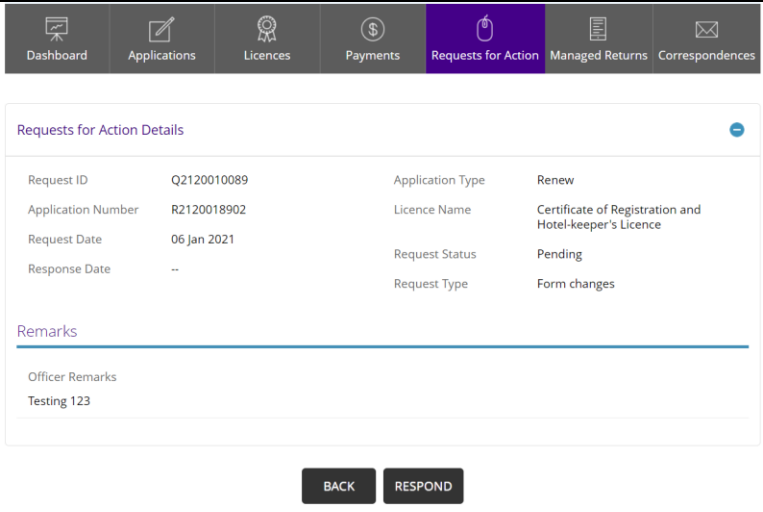- Request for Document: Request applicant to provide a specific document.
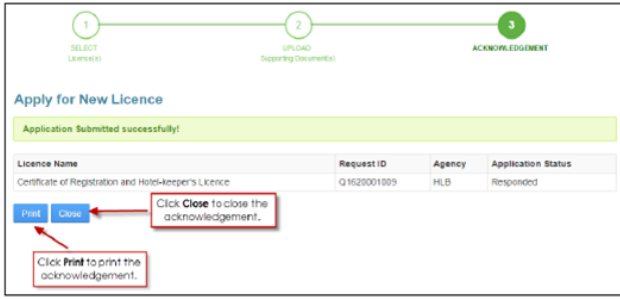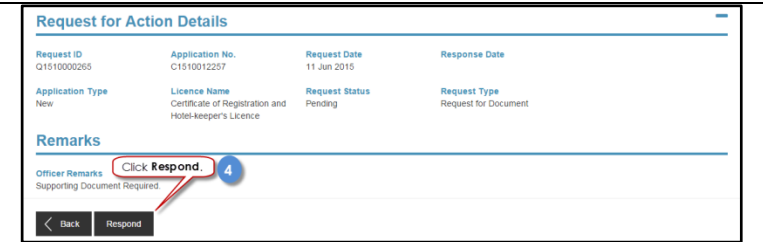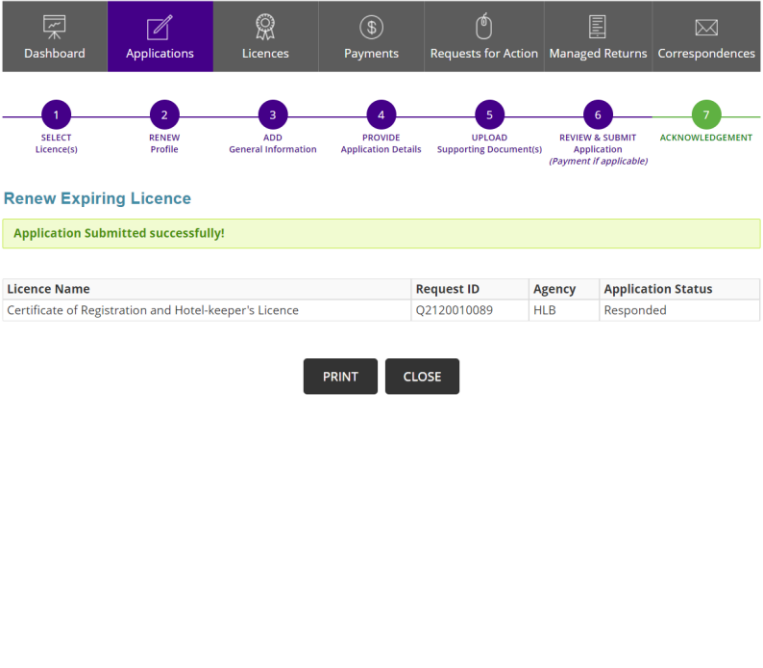
You will receive an email to inform you if a RFA is pending your action. A copy of the correspondence can also be found at the "Correspondence" tab in GoBusiness Licensing.

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://licence1.business.gov.sg/feportal/web/frontier/home	
1a	Next, click on "Login"	

S/N	Step	Screenshot
2	Log in to GoBusiness Licensing using SingPass[1]	
2b	Log in with SingPass ID and Password or scan the QR code with the SingPass app	
2c	Select the relevant UEN/Entity ID (if applicable)	

---

[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" Enter the Request ID and Click on "Search" Click on the Request ID to view the details	
4a	<u>For Clarification:</u> 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 the application is submitted, the system will provide you with an acknowledgement page Click on "OK" to close this page	
4b	<u>For form changes</u> View the officer remarks and Click on "Respond" The application form will launch. Applicant can proceed to make the necessary changes to the	

S/N	Step	Screenshot
	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" You may choose to print or close the acknowledgement page	
4c	For Request of Document: View the officer remarks and Click on "Respond" 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 Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with "Q".	

S/N	Step	Screenshot
	You may choose to print or close the acknowledgement page.	