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Solutions. Simplified.

GoBusiness Licensing– Certificate of Registration and Hotel-keeper’s Licence User Guide

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Chapter 1: About this Guide

Purpose

This user guide explains how to use GoBusiness Licensing to apply for and manage the Certificate of Registration and Hotel-keeper's Licence ("Licences") issued by the Hotels Licensing Board.

Audience

- Hotel-keeper – An individual appointed by the company/hotel to manage the hotel.
- Applicant – Company Directors who own the hotel or the appointed Hotel-keeper who manages the hotel.
- Authorised filer – An individual appointment by the company/hotel to apply the "Licences" on behalf of company/hotel.
- Public – Anyone who is interested to know about the requirements to apply for the "Licences".

Alternatively, you may refer to the Hotels Licensing Board website at <https://www.hlb.gov.sg> on the requirements to apply for the Certificate of Registration and Hotel-keeper's Licence.

Learning Objectives

This user guide explains the following:

- [Getting Started with GoBusiness Licensing](#)
- [How to log in to GoBusiness Licensing](#)
- [How to view notifications \(All Items\)](#)
- [How to view announcements specific to licence](#)
- [How to update your profile](#)
- [How to apply for the Certificate of Registration and Hotel-keeper's Licence](#)
- [How to withdraw an application](#)
- How to manage the Certificate of Registration and Hotel-keeper's Licence
 - [Amendment of licence details](#)
 - Change of Hotel Name
 - Change of Hotel-keeper
 - Update of Hotel Ownership
 - Update of Existing Hotel and /or Hotel-keeper's Information

- Update of Room Information
- [Cancellation of Certificate of Registration and Hotel-keeper's Licence](#)
- [Renewal of the Certificate of Registration and Hotel-keeper's Licence](#)
- [How to manage and view Request for Actions \(RFA\)](#)
- [How to view correspondences](#)
- [How to manage and view payment details](#)
- [How to submit managed returns](#)

How to read this guide

Before you start using this user guide, it is important to understand the documentation conventions found in this user guide.

- The phrase "GoBusiness Licensing" and the word "system" denote the same and hence, are used interchangeably.

Tips and Warnings

- Two types of callouts are used in this user guide to indicate tips and warnings.



This symbol indicates that it is a tip.

A tip provides good-to-know information that helps users to understand the functionality better.

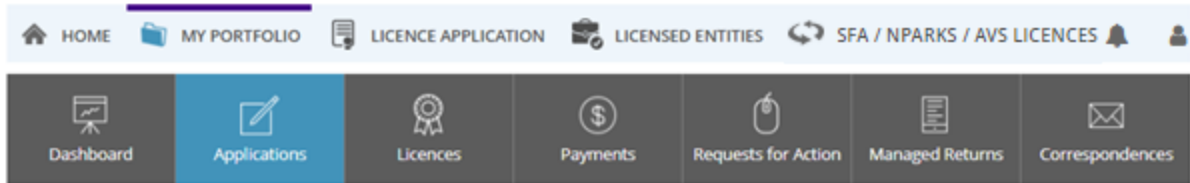


This is a warning.

A warning refers to information that may be critical to the system's functionality and might affect data or system's stability.

Access GoBusiness Licensing menus and locate a particular section in this guide

- Screen names, field names or labels, field options are specified in bold font. For example, click **My Portfolio >> Applications**.



Applications

Application screen

- Two consecutive ">>" in an instruction indicates how to access a particular screen or functionality. For example, click **My Portfolio >> Applications** means you first click **My Portfolio** and then **Applications**.
- Bold italic font is used to refer to a particular chapter, section heading or subheading in this user guide. For example, please refer to ***About this Guide > Learning Objectives***. "Learning Objectives" refers to a section or subheading under "About this Guide".
- One ">" in this document indicate how to locate the referred chapter or section in this user guide. For example, please refer to ***About this Guide > Learning Objectives*** indicates that the section Learning Objectives is located under "About this Guide".

Chapter 2: Overview of GoBusiness Licensing

Introduction

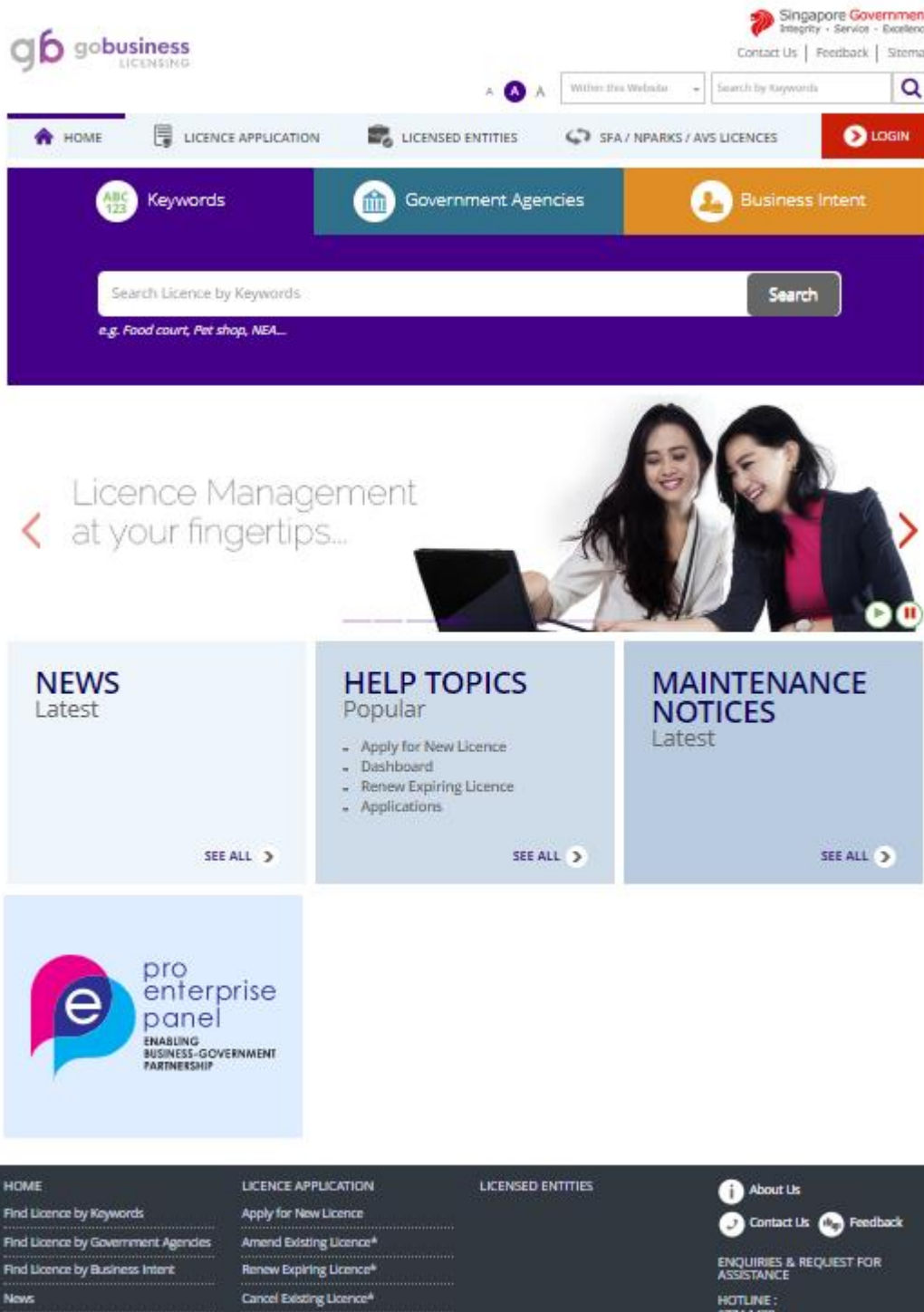
GoBusiness Licensing provides Filers, Applicants or Hotel-keepers with an enhanced licensing system to apply and manage their licences more easily and efficiently.

Main features

- User-friendly interface which guides users throughout the entire application process.
- Allow users to save the application as draft. Users may easily retrieve this draft and continue with the application at their convenience.
- Allows users to rename submitted application for easy retrieval in the future.
- Licence details are retrieved from the system to allow applicant to manage their licence.
- Notify users on information that is critical to the licence and applications such as application approval status, licence expiry and clarifications required by the agency.
- Allows agency officer to request for clarifications from applicant using the **Request for Action (RFA)** feature and allows you to view and respond to them.

Chapter 3: Support Information

This chapter explains about the supporting features and links in the homepage of GoBusiness Licensing.



Homepage – Support Information

View Announcements from Home page

There are 2 different kinds of announcements in GoBusiness Licensing namely, News and Maintenance Notices. They can be accessed via the Cards located under the main home page. Click on "See All" to view all announcements.

The screenshot shows the GoBusiness Licensing website home page. At the top, there is a navigation bar with the GoBusiness Licensing logo, Singapore Government logo, and search bar. Below the navigation bar, there are three main sections: Keywords, Government Agencies, and Business Intent. A search bar is located below these sections. The main content area features a banner for "Licence Management at your fingertips..." with an image of two women working on a laptop. Below the banner, there are three announcement cards: "NEWS Latest", "HELP TOPICS Popular", and "MAINTENANCE NOTICES Latest". Each card has a "SEE ALL" button. At the bottom, there is a "pro enterprise panel" logo and a footer with navigation links and contact information.

NEWS Latest

- Legislation of new A...
- LicenceOne will be changing t...

HELP TOPICS Popular

- Apply for New Licence
- Dashboard
- Renew Expiring Licence
- Applications

MAINTENANCE NOTICES Latest

- August 2017 Scheduled M...
- System Shutdown

pro enterprise panel
ENABLING BUSINESS-GOVERNMENT PARTNERSHIP

HOME
Find Licence by Keywords
Find Licence by Government Agencies
Find Licence by Business Intent
News

LICENCE APPLICATION
Apply for New Licence
Amend Existing Licence*
Renew Expiring Licence*
Cancel Existing Licence*

LICENSED ENTITIES
About Us
Contact Us
Feedback

ENQUIRIES & REQUEST FOR ASSISTANCE
HOTLINE: 6733 6733

Homepage

 LicenceOne will be changing to GoBusiness Licensing on 31 Oct 2019

Published on 23 Nov 2016

GoBusiness Licensing is a one-stop portal for businesses to apply for licences they need easily and efficiently. The portal allows business owners to obtain multiple licences simultaneously in a simplified application and payment process.

Previously known as LicenceOne, it has now been rebranded as GoBusiness Licensing and enhanced with the new Guided Journey feature. This is designed to walk beginners through the licensing process, step by step, and sets up a personalised dashboard to suit each business' specific needs. This feature is currently only available for the food & beverage industry. For more experienced users, GoBusiness Licensing is just as user-friendly and intuitive with the Self-Service feature.

GoBusiness Licensing is a collaborative effort between various government agencies to make the licensing experience simpler, better and faster across all industries in the long term, starting with food & beverage businesses.

For enquiries, please contact us at 6774 1430 during our operating hours from 8am-8pm on Mondays to Fridays and 8am-2pm on Saturdays. Alternatively, you can also request for assistance via email at licences-helpdesk@crimsonlogic.com.

Sample Announcement Details

To view all the announcements from Homepage

In the Homepage,

The screenshot shows the GoBusiness Licensing website homepage. At the top, there is a navigation bar with links for HOME, LICENCE APPLICATION, LICENSED ENTITIES, SFA / NPARKS / AVS LICENCES, and LOGIN. Below this is a search bar with the text "Search Licence by Keywords" and a "Search" button. The main content area is divided into three columns: NEWS Latest, HELP TOPICS Popular, and MAINTENANCE NOTICES Latest. Each column has a "SEE ALL >" button. At the bottom, there is a dark navigation bar with links for HOME, LICENCE APPLICATION, LICENSED ENTITIES, About Us, Contact Us, Feedback, and ENQUIRIES & REQUEST FOR ASSISTANCE.

Homepage

News

+ Legislation of new Agency X - Import Permit from 03 Dec 2017. Members of the Public are to note that
Published on 12 Jul 2017

+ LicenceOne will be changing to GoBusiness Licensing on 31 Oct 2019
Published on 23 Nov 2016

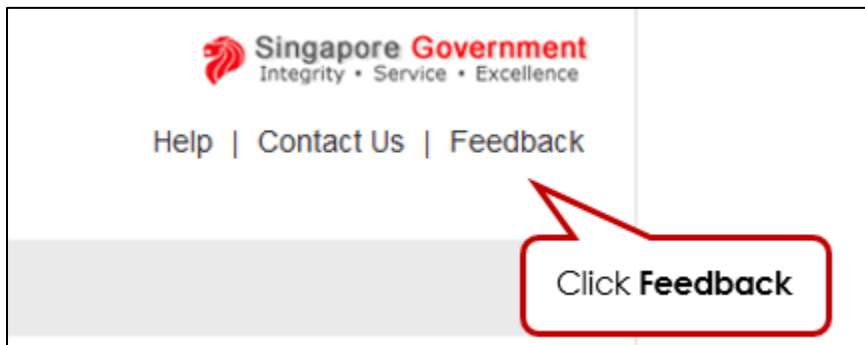
+ test ste
Published on 19 Nov 2015

Public Announcements

Submit an Enquiry and Feedback

You can submit enquiry and feedback through the system.

1. Go to **Login** screen.
2. Click **Feedback** link, the system displays the feedback form for you to fill up and submit.



Homepage – Feedback

3. **Your Feedback** screen will be displayed.

Your Feedback

Your Particulars

Salutation *	<input type="text" value="Please Select"/>	Name *	<input type="text"/>
Email *	<input type="text"/>	Telephone Number (Home)	<input type="text"/>
Telephone Number (Office)	<input type="text"/>	Telephone Number (Handphone)	<input type="text"/>

Enquiry / Feedback Details

Enquiry / Feedback regarding *

Subject *

Description *

Note: Your input information limited with maximum 500 characters

Attachment

Note: Only these file types (doc, xls, pdf, jpeg, jpg) with sizes not exceeding 2MB will be accepted

g

Captcha

Click Submit

Specify required details

Your Feedback screen (Before login)

Your Feedback

Enquiry / Feedback Details

Enquiry / Feedback regarding *

Subject *

Note: Your input information limited with maximum 500 characters

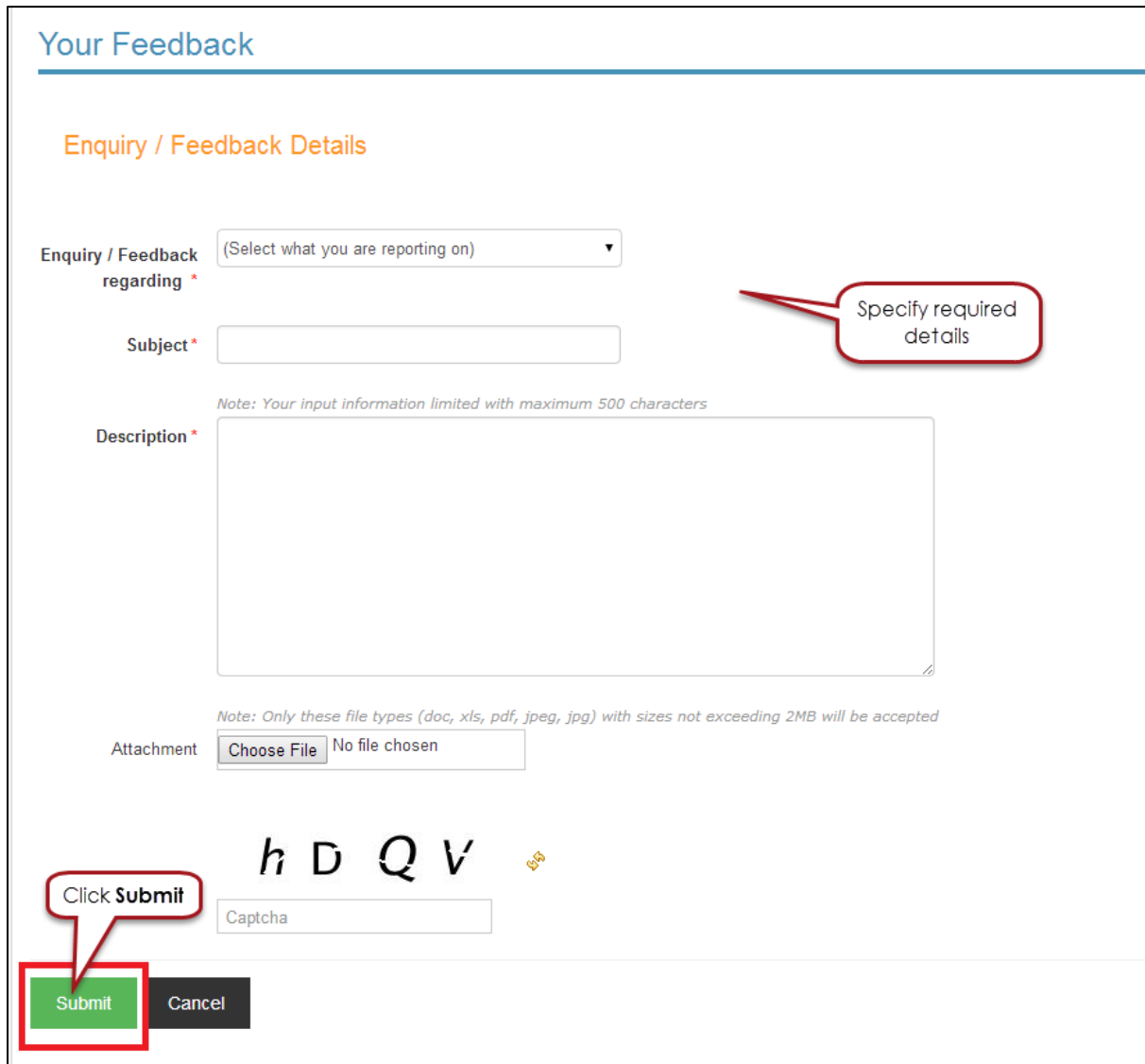
Description *

Note: Only these file types (doc, xls, pdf, jpeg, jpg) with sizes not exceeding 2MB will be accepted

Attachment No file chosen

h D Q V eg

Captcha



Your Feedback screen (After login)

4. Fill in the feedback form (ensuring that mandatory* fields are entered) and click **Submit**.

Info Search

You can search for licensed hotel listing in this function.

Step 1. Click on “Licensed Entities” on the top main menu.

Step 2. Click on “Hotels Licensing Board” to open up option.

Step 3. Click on “Hotel Listing”.

The screenshot shows the GoBusiness Licensing website interface. At the top right, there is the Singapore Government logo with the tagline "Integrity · Service · Excellence" and links for "Contact Us", "Feedback", and "Sitemap". The main navigation bar includes "HOME", "LICENCE APPLICATION", "LICENSED ENTITIES" (highlighted with a red box), "SFA / NPARKS / AVS LICENCES", and a "LOGIN" button. Below the navigation bar, a search bar is visible with the text "Within this Website" and "Search by Keywords". A paragraph of text states: "This page provides you with the facility to search through the list of licensed entities from participating Singapore Government Agencies based on pre-determined search parameters." Below this text, there is a horizontal menu with "HOTELS LICENSING BOARD" (highlighted with a red box) and a sub-menu item "> Hotel Listing" (highlighted with a red box).

Accessing Hotel Search

Hotel Search

Hotel Name

Accommodation Type
All

Status
All

Address

Click **Search**

Specify required details

4

5

Page 1 of 5 20 Items per Page Showing 1 - 20 of 89 results. ← First Previous Next Last →

Hotel Name	Hotel Keeper	Address	Postal Code	Status
dds	stb_ta_licensee1d	17 EUNOS CRESCENT	400017	Active
M Hotels		54 CANBERRA DRIVE	768440	Active
sdsds	licensee1d	19 EUNOS CRESCENT	400019	Active
M Resort & Spa	Mardhiah	54 CANBERRA DRIVE	768440	Active
dsds	stb_ta_licensee1d	17 EUNOS CRESCENT	400017	Active
Spt	stb_ta_licensee1d	123 TECK WHYE LANE	680123	Active
Spt	stb_ta_licensee1d	123 TECK WHYE LANE	680123	Revoked
Grand Faheem Yard	stb_ta_licensee1d	12 CIRCULAR ROAD	049368	Active
pokemon	stb_ta_licensee1d	555 CHOA CHU KANG NORTH 6	680555	Active
pokemon	stb_ta_licensee1d	555 CHOA CHU KANG NORTH 6	680555	Active
Land of the Rising Sun	stb_ta_licensee1d	555 CHOA CHU KANG NORTH 6	680555	Active
Land of the Rising Sun	stb_ta_licensee1d	555 CHOA CHU KANG NORTH 6	680555	Active
hjhjh343	stb_ta_licensee1d	20 EUNOS CRESCENT	400020	Ceased
Fabian Hotel 5	HL Public User 22	25 EUNOS CRESCENT	400025	Active
Hello Kitty 2015	stb_tg_licensee1d	20 EUNOS CRESCENT	400020	Active
aweww	stb_ta_licensee1d	675A CHOA CHU KANG CRESCENT	681675	Active
pokemon0uig	stb_ta_licensee1d	123 TECK WHYE LANE	680123	Ceased
aweww	setr	675A CHOA CHU KANG CRESCENT	681675	Active
poklok	stb_ta_licensee1d	675A CHOA CHU KANG CRESCENT	681675	Revoked
sagfd	stb_ta_licensee1d	675A CHOA CHU KANG CRESCENT	681675	Active

Click **Hotel Name** to view map

6

Page 1 of 5 20 Items per Page Showing 1 - 20 of 89 results. ← First Previous Next Last →

Hotel Search



- To search for another hotel, click **Reset** to clear the specified search criteria and search again.
- Click **Export to Excel** to export search result(s) in Excel.

Chapter 4: Getting Started




Hardware and Software Requirements

Before using the system, please note the following hardware and software requirements.

Hardware Requirements

- Best viewed resolution: 1024 x 768
- Minimum supported resolution: 1024 x 768
- Internet Connection to a local ISP: Broadband

Software Requirements

Supported Browser		Version
Chrome		55
EDGE		20
Firefox		49, 50

- Adobe PDF Browser Plugins
- Java Virtual Machine
- Microsoft Word
- Microsoft Excel
- Valid and accessible e-mail address

Turning off Pop-up Blocker

Disable the pop-up blocker in Internet Browser to experience all the features of GoBusiness Licensing.

Important Notes



- Do not click the **Back**, **Forward** or **Refresh** buttons in your web browser.
- If you leave the system idle for more than 30 minutes, the system prompts you to extend or cancel the session at the end 30 minutes. You will be logged out of the system if you did not extend the session.
- Always log out of the system when not in use.
- Should you be prevented from carrying on any transaction in the system, try restarting your internet browser.

Accessing GoBusiness Licensing

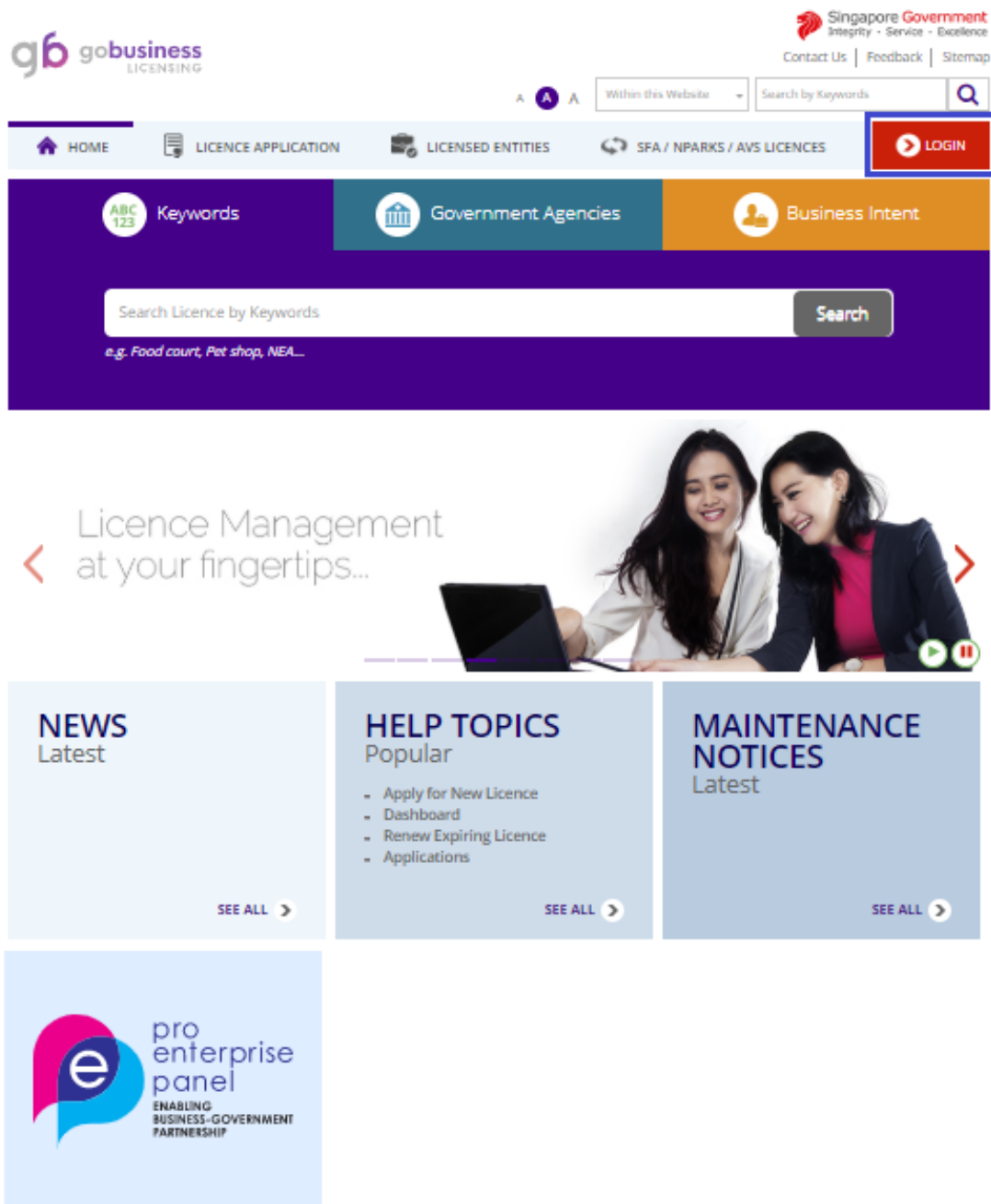
1. Open your web browser.
2. Enter <https://licence1.business.gov.sg> in the URL.



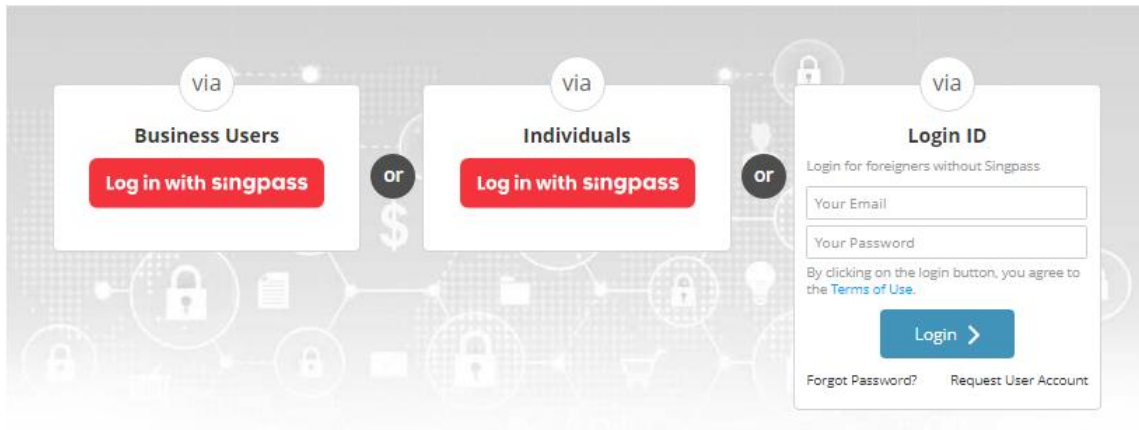
URL for GoBusiness Licensing

3. Click  or hit **Enter**. The homepage will be displayed.

GoBusiness Licensing– Certificate of Registration and Hotel-keeper's Licence User Guide
Chapter 4: Getting Started



Landing Page



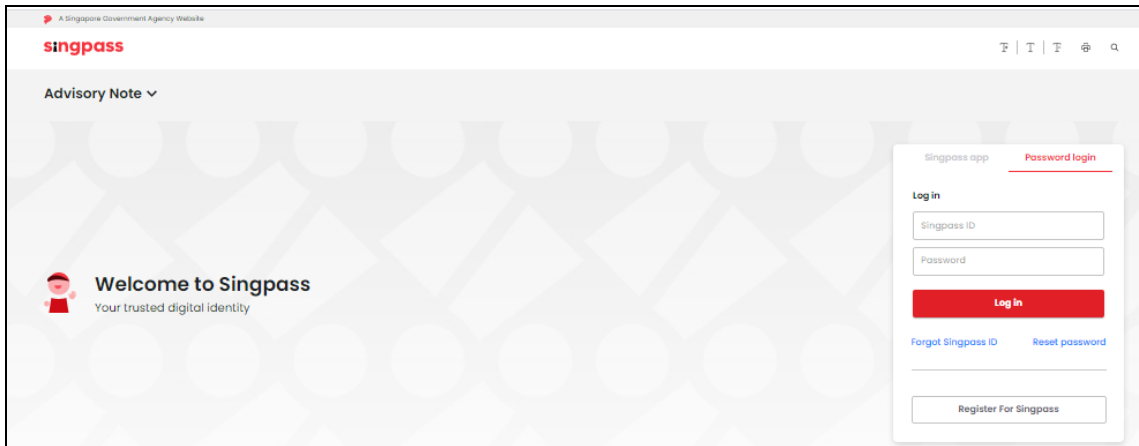
Login

There are three different ways to log in to **GoBusiness Licensing**.

Login type	Transaction Type	Description
Singpass GoBusiness Licensing ID	<ul style="list-style-type: none"> Personal Corporate * <p><i>* Corppass will eventually become the only digital identity business users will need to conduct Government-to-Businesses (G2B) transactions.</i></p>	<ul style="list-style-type: none"> For Singpass login type, authorisation is done through Singpass. For more details on Singpass, visit https://www.singpass.gov.sg. For personal transaction type, user can be a licensee himself or filer who has been authorised (offline) by the licensee to submit the application request on behalf of him/her. For corporate transaction type, user type can be director, business, owner or employee of the company. An authorized filer can apply for the licence on behalf of the company. User will be entering the UEN of the company.
Corppass	<ul style="list-style-type: none"> Corporate 	<ul style="list-style-type: none"> Authorisation is done through Corppass. For more details on Corppass, visit https://www.corppass.gov.sg. User type can be anyone authorised by the company through Corppass. An authorized filer can apply for the licence on behalf of the company. User will be entering the UEN of the company and Corppass ID of the individual user.

Logging in using Singpass.

When you click [Log in with singpass](#) from [Login Screen](#), the **Singpass Login** screen will be displayed.



Singpass Login

1. Enter **Singpass ID** and **Password**.
2. Click **Login**.



- You may be required to perform one-time setup/account update and 2-step verification as part of the login.
- If you are logging in to GoBusiness Licensing for the first time, the **First Time Login** screen will be displayed. Otherwise, [Select your Profile](#) screen will be displayed.

The screenshot shows the 'First Time Login' screen. At the top, there is a section for 'Mandatory fields' with a checked checkbox for 'Retrieve Myinfo with Singpass' and a link to 'Myinfo details'. Below this are three main sections: 'Personal Details', 'Contact Details', and 'Address Details'. The 'Personal Details' section includes fields for Salutation/Title, Name, Citizenship, Gender, and Date Of Birth. The 'Contact Details' section includes radio buttons for Primary Contact (Home Tel Number, Mobile Number, Office Tel Number), and input fields for Office Number, Home Number, Mobile Number, Fax Number, Email Address, and Alternate Email Address. The 'Address Details' section includes a checked checkbox for 'Retrieve Myinfo Address with Singpass' and radio buttons for Address Type (Local, Foreign). At the bottom, there are 'Proceed' and 'Cancel' buttons. Two callouts are present: a blue circle with the number '3' pointing to the contact number fields with the text 'Specify the required details', and a blue circle with the number '4' pointing to the 'Proceed' button with the text 'Click Proceed'.

First Time Login screen

3. Specify the required details.
4. Click **Proceed**.

Registration Confirmation

Please confirm your registration details.

Personal Details	
Agree to Use MyInfo Data	Yes
Salutation	Mr
Name	xxx
Citizenship	SINGAPORE CITIZEN
Gender	Male
Date Of Birth	30/11/2002

Contact Details	
Primary Contact	Mobile Number
Office Number	
Home Number	+6560000000
Mobile Number	+6591231232
Fax Number	
Email Address	dasda@sdaddad.com
Alternate Email Address	dasda@sdaddad.com
Prefer to be notified via SMS	No

Address Details	
Agree to Use MyInfo Data	No
Address Type	LOCAL
Address	1,COMMONWEALTH LANE,ONE COMMONWEALTH,149544

[Click Submit](#) 5

[Previous](#) [Submit](#)

Registration Confirmation

5. Verify your details and click **Submit**.

Confirmation Page

Your GoBusiness Licensing account has been registered successfully on 20 Jan 2020 16:09:25.
You will receive a confirmation email shortly.

[GO BACK TO HOME](#)

Confirmation Page

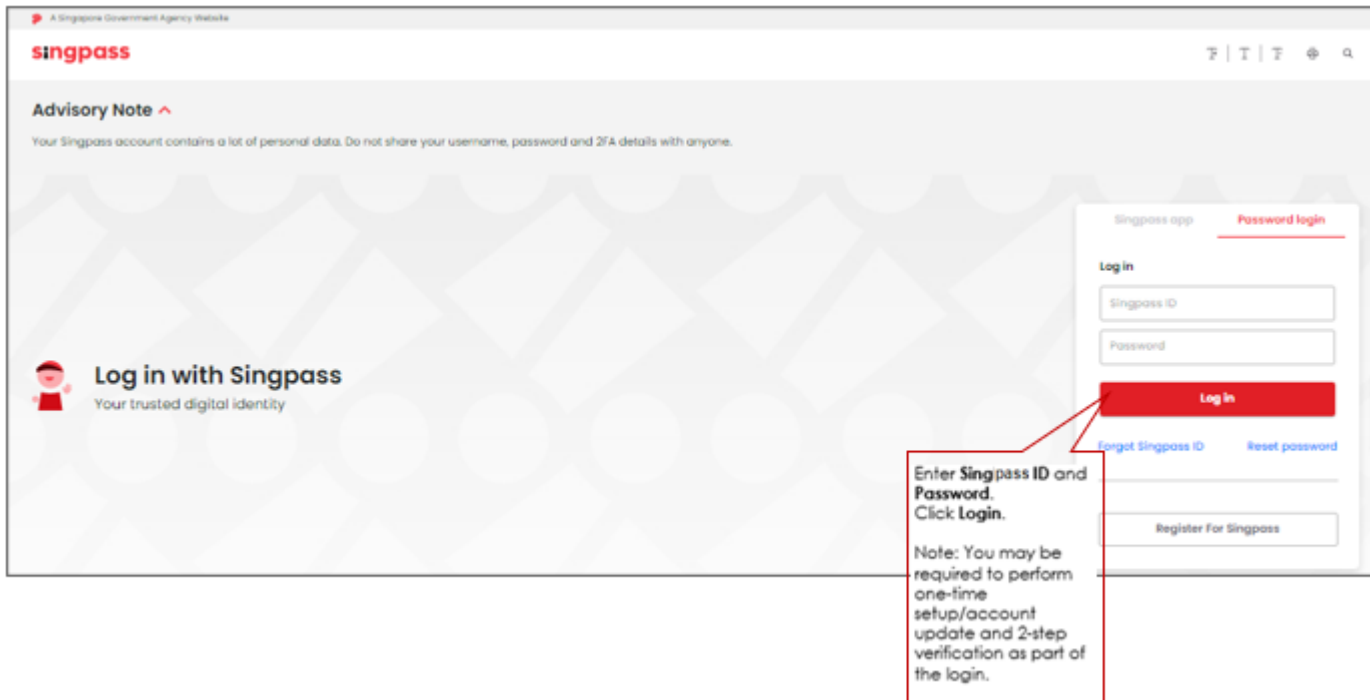
6. Click **Go Back To Home** to return to [Select Profile](#) screen.

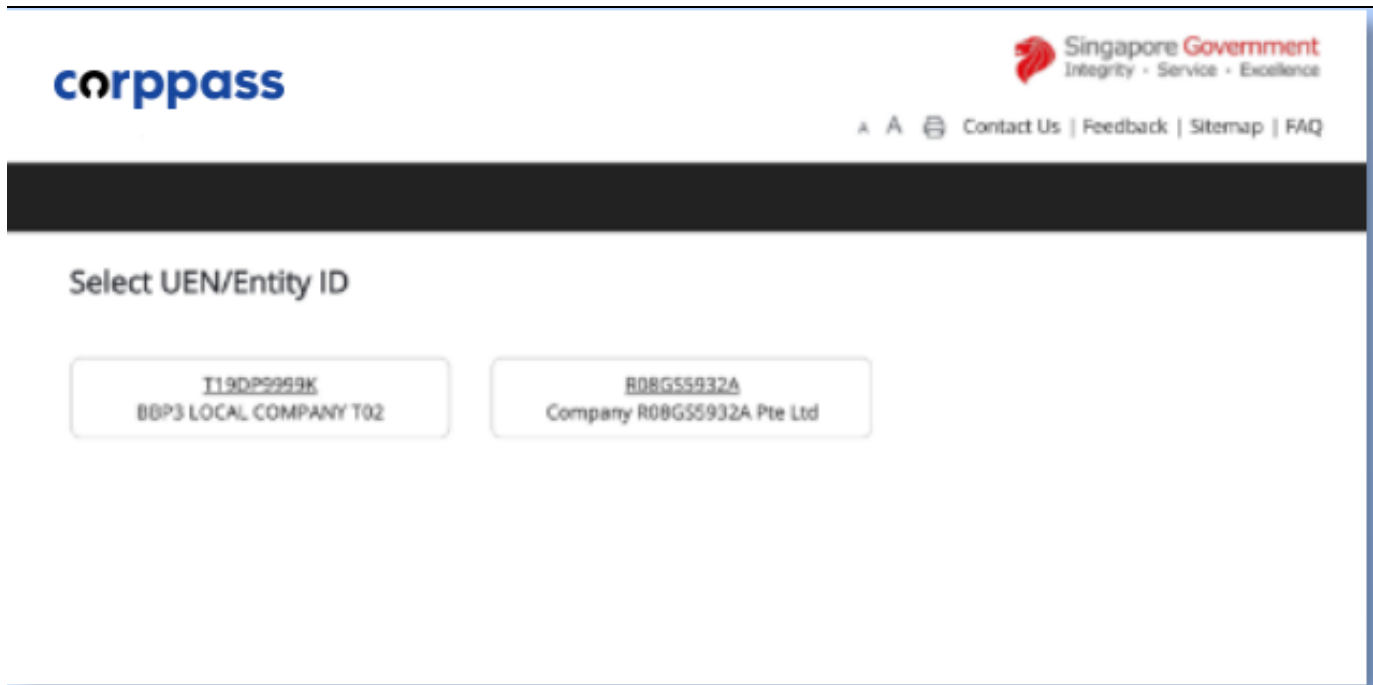


- Upon successful registration, the **First Time Login** screen will not be displayed for subsequent logins.
- Once the account is created successfully, user will receive email that contains Login details and a URL link to login to the system.

Logging in using Corppass

When you click Log in for Business Users from [Login Screen](#), the **Singpass Login** screen will be displayed.





Corppass Screen

1. Select relevant **UEN/Entity ID**.



- You may be required to perform one-time setup/account update and 2-step verification as part of the login.
- If you are logging in to GoBusiness Licensing for the first time, the **First Time Login** screen will be displayed. Otherwise, [All Items](#) screen will be displayed.

The screenshot shows a 'First Time Login' form with three main sections: Personal Details, Contact Details, and Address Details. The form includes various input fields such as dropdown menus for 'Salutation/Title' and 'Citizenship', text boxes for 'Name', 'UEN/ENTITY ID', 'Office Number', 'Home Number', 'Mobile Number', 'Fax Number', 'Email Address', and 'Alternate Email Address'. There are also radio buttons for 'Gender' and 'Primary Contact', and a checkbox for 'Tick if you prefer to receive status updates of licence application via SMS'. At the bottom, there are 'Proceed' and 'Cancel' buttons. Annotations include a red callout box with the number '3' and the text 'Specify the required details' pointing to the contact number fields, and another red callout box with the number '4' and the text 'Click Proceed' pointing to the 'Proceed' button.

First Time Login screen

2. Specify the required details.
3. Click **Proceed**.

Registration Confirmation

Please confirm your registration details.

Personal Details

Salutation/Title Mr
Name S9774227H
Citizenship BANGLADESHI
UEN/ENTITY ID 200723647D
Gender Male
Date Of Birth 01/06/2001

Contact Details

Primary Contact Mobile Number
Office Number
Home Number
Mobile Number +6591231232
Fax Number
Email Address dasda@sdaddad.com
Alternate Email Address dasda@sdaddad.com
Tick if you prefer to receive status updates of licence application via SMS

Address Details

Address Type LOCAL
Address 1, COMMONWEALTH LANE, ONE COMMONWEALTH, 149544

Click **Submit** 5

Registration Confirmation

4. Verify your details and click **Submit**.

Confirmation Page

Your GoBusiness Licensing account has been registered successfully on 20 Jan 2020 16:09:25.
You will receive a confirmation email shortly.

Confirmation Page

5. Click **Go Back To Home** to return to [All Items](#) screen.



- Upon successful registration, the **First Time Login** screen will not be displayed for subsequent logins.
- Once the account is created successfully, user will receive email that contains Login details and a URL link to login to the system.

6. If your entity have past corporate transactions in GoBusiness Licensing and have not activated the Corppass in GoBusiness Licensing, you will be redirected to **One-time Activation** screen.

One-time Activation of Corppass in GoBusiness Licensing

You have logged in using Corppass for this entity.

UEN : 196800344N

Name of Company/Business : ROLEX SINGAPORE PRIVATE LIMITED

Company Type : ACRA - COMPANY - PRIVATE COMPANY LIMITED BY SHARES

Company Status : LIVE COMPANY

Registered Office Address : 302, TONG BLDG, ORCHARD ROAD, # 02 - 01, 238862

Correspondence Email *

Note: Confirmation on Corppass Activation will be sent to this email address.

Licence Application

Application Number	Application Type	Applicant	Licence Name	Application Status	Submission Date	Submitted By
B2100095628	Amend	CPAMT110	SFA - Food Shop Licence	Draft	3 Apr 2021	ST
B2100095629	Amend	CPAMT110	SFA - Food Shop Licence	Draft	3 Apr 2021	S9990460G
U2100007723	Amend	CPAMT110	SFA - Food Shop Licence	Rejected	1 Apr 2021	ST AO
U2100007724	Amend	CPAMT110	SFA - Food Shop Licence	Approved	1 Apr 2021	S9990460G
U2100007719	Amend	CPAMT110	SFA - Food Shop Licence	Rejected	31 Mar 2021	ST

Showing 1 to 5 of 194 entries

First Previous **1** 2 3 4 5 ... 39 Next Last

Please click "**Proceed to Activate**" to use Corppass in GoBusiness Licensing. Please click "**Not Now**" if you do not wish to activate Corppass yet and you will be directed to logout.

Please refer to our online [Help](#) on how to perform Corppass Activation in GoBusiness Licensing.

Proceed to Activate Not Now

One-time Activation

7. Enter **Correspondence Email** and click **Proceed to Activate**.

One-time Activation of Corppass in GoBusiness Licensing - Confirmation

Once Corppass is activated, both Singpass and GoBusiness Licensing ID are no longer available for corporate transactions.

Proceed to Activate **Cancel**

Confirmation

8. Click **Proceed to Activate**.



Once Corppass is activated for your UEN, both Singpass and GoBusiness Licensing ID will no longer be available for corporate transactions.

Logging using GoBusiness Licensing ID

via

Login ID

Login for foreigners without Singpass

By clicking on the login button, you agree to the [Terms of Use](#).

Login >

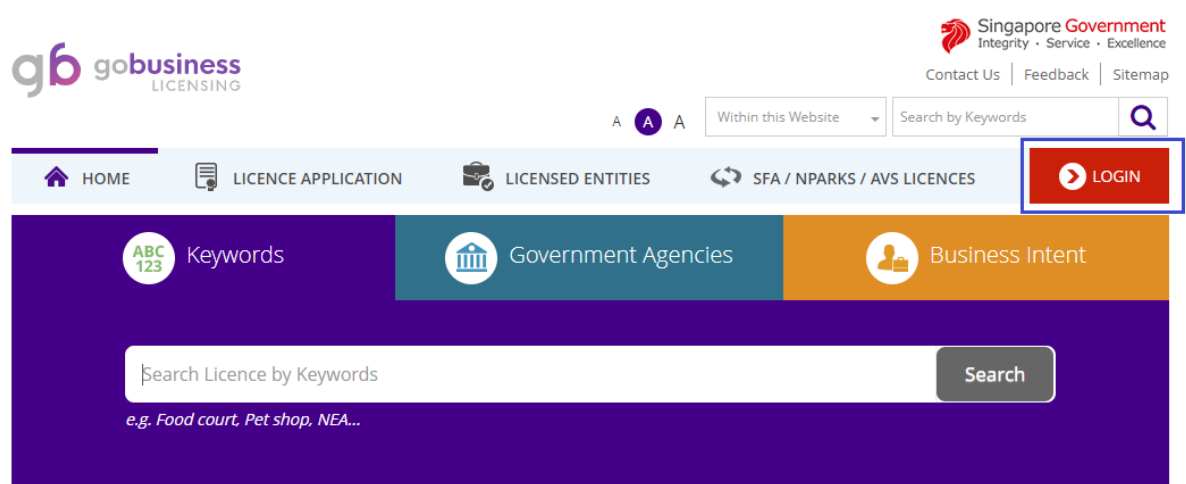
[Forgot Password?](#) [Request User Account](#)

Logging using GoBusiness Licensing ID



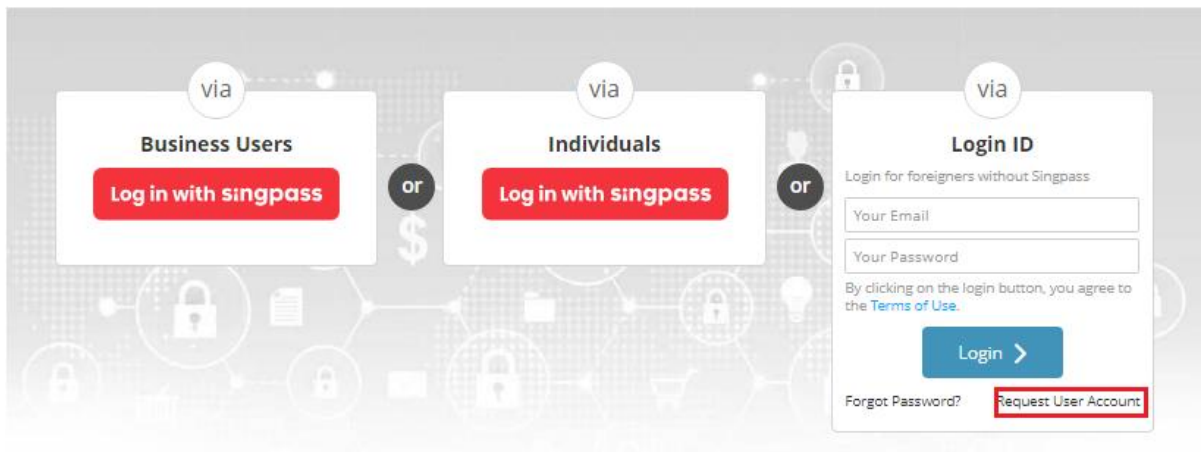
- If you are a foreigner without Singpass, register to create and activate your user account first. For more information, refer to [Request User Account for GoBusiness Licensing ID](#).
 - If you have forgotten your password, refer to [Forgot Password/Reset Password](#).
- **Log in** using your login details.

Request User Account for GoBusiness Licensing ID



Login

1. Click **Login**. The User login screen will be displayed.



User Login

2. Click **Request User Account**. The **Registration for Foreigner without Singpass** screen will be displayed.

New User Account

For Foreigner without Singpass

* Mandatory fields

PERSONAL DETAILS

Email Address *

Salutation * ▼ ID Number *

Name * Gender * Female Male

Citizenship * ▼ Date Of Birth *

ID Type * FIN Passport No

SUPPORTING DOCUMENT

Please upload a scanned copy of your Photo identification proof with your particulars Acceptable File Format:
"DOC", "DOCX", "XLS", "XLSX", "PDF"

CONTACT DETAILS

Primary Contact * Home Tel Number Mobile Number Office Tel Number

Office Number

Home Number

Mobile Number *

Fax Number

Alternate Email Address

Tick if you prefer to be notified via SMS

The screenshot shows a registration form with two main sections: 'ADDRESS DETAILS' and 'SECURITY QUESTIONS'. In the 'ADDRESS DETAILS' section, there is a field for 'Address Type' with radio buttons for 'Local' and 'Foreign'. A red callout box with the number 3 points to this field with the text 'Specify the required details'. The 'SECURITY QUESTIONS' section contains two dropdown menus for 'Security Question 1' and 'Security Question 2', both with 'Please Select' as the current selection. Below these are fields for 'Password', 'Confirm Password', and a 'Captcha Challenge' with an 'I'm not a robot' checkbox and a reCAPTCHA logo. At the bottom of the form are two buttons: 'PROCEED' and 'CANCEL'. A red callout box with the number 4 points to the 'PROCEED' button with the text 'Click Proceed'.

Registration for Foreigner without Singpass

3. Specify the required details.

- Security questions and the respective answers provided here will be used for authentication when you need to reset your password.
- Password must match the following requirements to ensure a strong password:
 - Minimum length of the password to be 12 characters long and maximum 100 characters.
 - Must contain characters from at least two of the following four categories Upper case (A through Z), Lower case (a through z), Digits (0-9), Special Characters (!, \$, #, %, etc.).



4. Click **Proceed**.

Registration Confirmation
Please confirm your registration details.

PERSONAL DETAILS

Email Address	dasda@sdaddad.com		
Salutation	Mr	Passport Issuing Country/Region	Azerbaijan
Name	stb_ta_licensee1d	ID Number	2434324
Citizenship	AUSTRIAN	Gender	Male
ID Type	Passport No	Date Of Birth	02/06/2003

SUPPORTING DOCUMENT

CONTACT DETAILS

Primary Contact	Mobile Number	Office Number	+6591231232
Alternate Email Address	560809731	Home Number	
Prefer to be notified via SMS	No	Mobile Number	+37634324324
		Fax Number	

ADDRESS DETAILS

Address Type	LOCAL
Address	1,COMMONWEALTH LANE,ONE COMMONWEALTH,149544

For security, Password and Security Questions are not displayed in preview page.

Click Submit 5

PREVIOUS SUBMIT

Preview Screen

5. Click **Submit**.

Confirmation Page

Your GoBusiness Licensing account has been registered successfully on 20 Jan 2020 16:09:25.
You will receive a confirmation email shortly.

GO BACK TO HOME

Confirmation Message

6. Click **Go Back To Home** to login to GoBusiness Licensing.



- Once the account is created successfully, user will receive email that contains Login details and a URL link to login to the system.
- User will be able to login to **GoBusiness Licensing** using the **User ID** and **password** accordingly.

Forgot Password/Reset Password (only for GoBusiness Licensing ID)

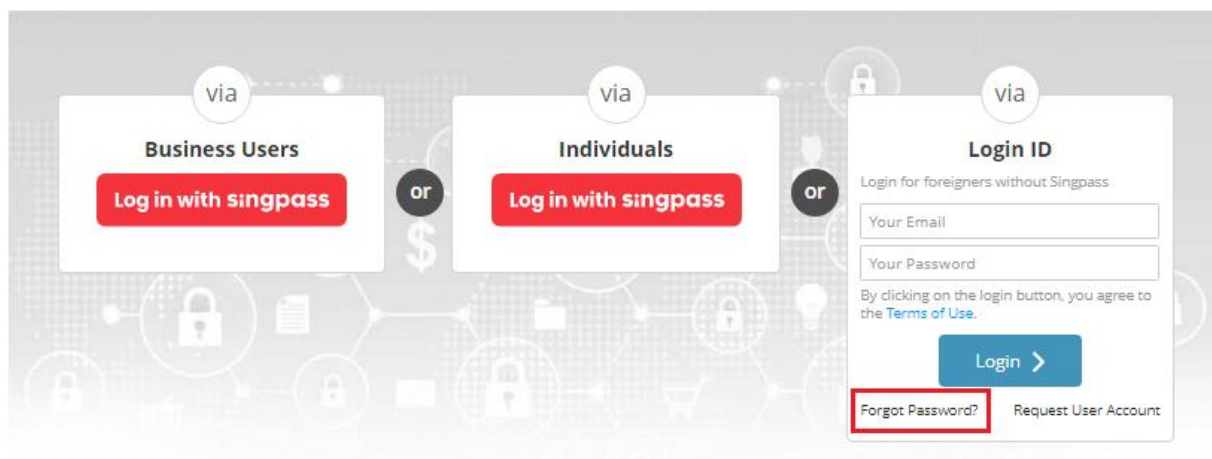
This functionality allows you to reset your password. You are encouraged to change your password periodically.



- If Singpass users have forgotten their password, then they must reset their password at Singpass. Please refer to <https://www.singpass.gov.sg> for more details.
- If Corppass users have forgotten their password, then they must reset their password at Corppass. Please refer to <https://www.corppass.gov.sg> for more details.

Resetting password

1. In the homepage, click **Login**. The **User login** screen will be displayed.



Login screen

2. Click **Forgot Password**. The **Reset Account Password** screen will be displayed.

Reset Account Password

Reset Account Password

Question 1

What is the name of the company of your first job?

Answer*

Question 2

What was the name of your elementary / primary school?

Answer*

SUBMIT **CANCEL**

3. Enter the mandatory details and click **Submit**. A **Confirmation Page** will be displayed. You will receive an email with a link and instructions to reset password.

Confirmation Page

Password reset link sent to mail@mail.com

Go Back To Home

Set Account Password

Please set security Questions

Question 1 * Please Select

Question 2 * Please Select

Password *

Confirm Password *

Click Submit **Submit** **Clear**

Set Account Password

4. Enter security questions and set new password.

5. Click **Submit**.

6. User will be able to login to the system using the **new password**.

If you have not received any email to reset the password, do the following:

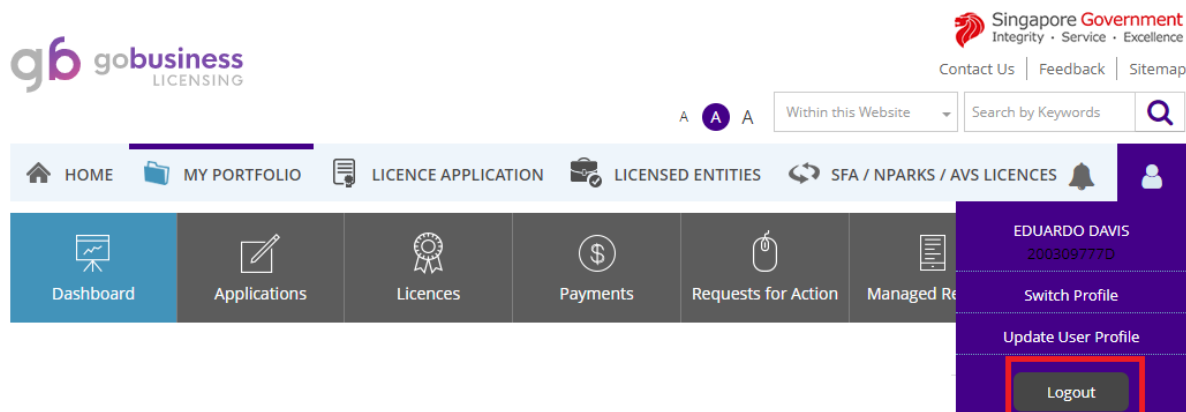


- Ensure that you check the email which you have provided during the account registration.
 - Check if the email has been delivered to your **Junk** or **Spam folder**.
 - Log a case through [Online Feedback Form](#), and select **General** feedback for assistance.
-

Logging Out

To log out:

1. Click **LOGOUT** at the upper right corner of menu bar.



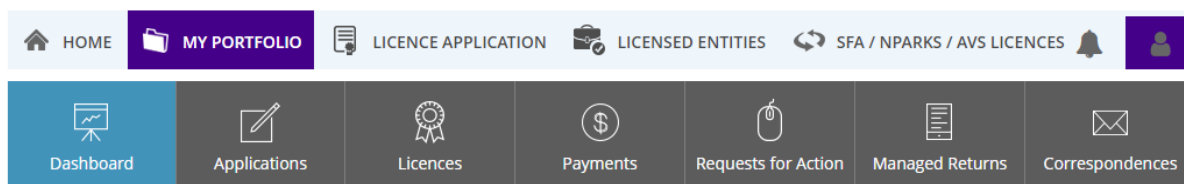
Main Menu

Navigating GoBusiness Licensing

- My Portfolio
- Licence Application
- View Personal Announcements
- Switch Profile
- Update or Change User Profile
- Change Password (only for foreigners without Singpass)

My Portfolio

Once you log in to GoBusiness Licensing, you will be prompted to select your profile to view the listed tabs below.



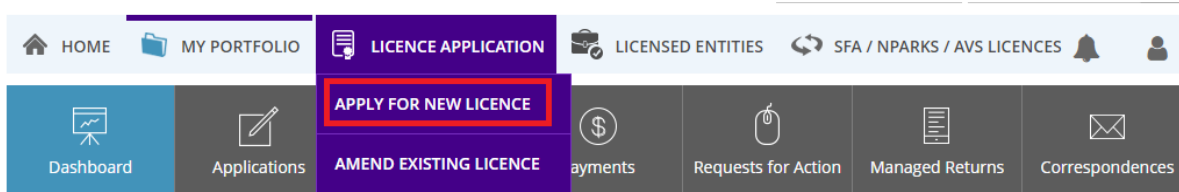
My Portfolio tabs

Click on the tabs to go to the respective screens to perform the required licensing activity.

- **Dashboard**: You can have a quick glance of Applications, Drafts, Licences and Payments which require your attention. You can also perform a quick search for your application by using application number,

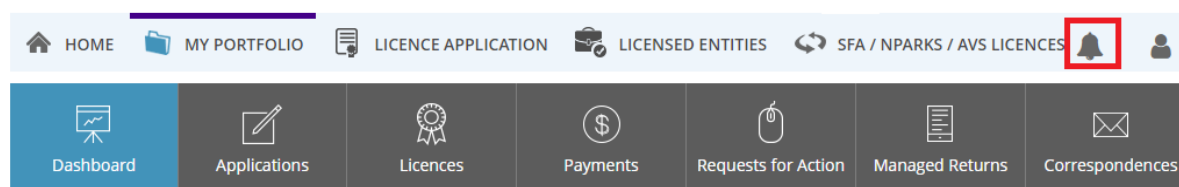
- **Applications**: You can view the list of submitted applications and draft applications. If required, you may withdraw a submitted application which has not been approved. You may also retrieve the draft application and complete the submission.
- **Licences**: You can view information relating to the licence and submit amendment, renewal or cancellation application.
- **Request for Action (RFA)**: You can view all the required actions requested by the agency regarding the application or licence. It will also allow you to respond to the pending RFAs and view responded RFAs.
- **Correspondences**: You can view all the system generated correspondences or correspondences sent by the agency regarding the application or licence.
- **Payments**: You can view all the payment details and make payment for unpaid application.
- **Managed Returns**: You can submit and view your returns.

Licence Application

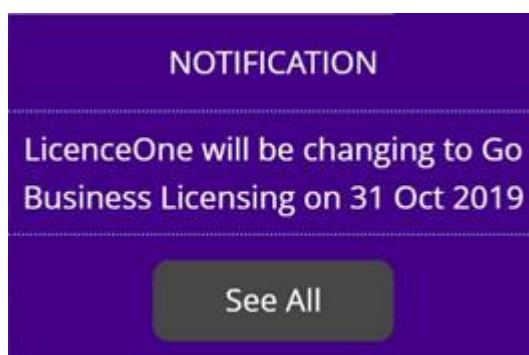


Click [Apply for New Licence](#) under “Licence Application” Menu to apply for the Certificate of Registration and Hotel-keeper's Licence.

View Notification



1. Click  to view notifications specific to the logged in user.



Notifications

2. Select the **Announcement**. The **Announcement** screen will be displayed.



Notification Details

3. To view more/older announcements, click **SEE MORE** from main menu.

S/No	Title	Announcement Type	Agency	Publish Date
1	Announcement 1	AGENCY NEWS	Hotel Licensing Board	17 Feb 2015

Notifications



- You can click and view public announcements from the login screen.

- User can filter notification(s) to view by entering the search criteria and clicking **Search**.
- Click the **Title** to view the notification details.

Select / Switch Profile

Click "Switch Profile". The **Select your Profile** screen will be displayed. Select the profile you wish to use to perform the application then click on "Next" to proceed.

gobusiness LICENSING

Select Your Profile

Your last login as a member was on 09/04/2021 at 11:35 AM (Singapore)

Name	Gender	Citizenship	Date Of Birth
stb_ta_licensee1e	Male	ALBANIAN	17/07/19

Company

- Applying licence for a company (or)
- Applying licence on behalf of a company

Please enter UEN Account

[Forgot your UEN?](#)
Do not have UEN? Apply one with ACRA

Corppass will be the only login method for online corporate transactions with the Government from Q3 2018. Entities will not be able to use Singpass to access GoBusiness Licensing from Q3 2018. For more information on Corppass, please go to www.corppass.gov.sg.

Individual

- Applying licence for self (or)
- Applying licence on behalf of other individuals

NEXT

STB_TA_LICENSEE1E

Switch Profile

Update User Profile

Logout

Select your Profile

Update User profile

User profile sections:

- Personal Details
- Contact Details
- Address Details
- Security Questions

Select Your Profile

Your last login as a member was on 03/01/2020 at 11:12 AM (Singapore)

Name	Gender	Citizenship	Date Of Birth
AL GONZALEZ	Male	JORDANIAN	01/07/1998

Company

- Applying licence for a company (or)
- Applying licence on behalf of a company

Please enter UEN Account

[Forgot your UEN?](#)
Do not have UEN? Apply one with ACRA

Individual

- Applying licence for self (or)
- Applying licence on behalf of other individuals

NEXT

STB_TA_LICENSEE1D

Switch Profile

Update User Profile

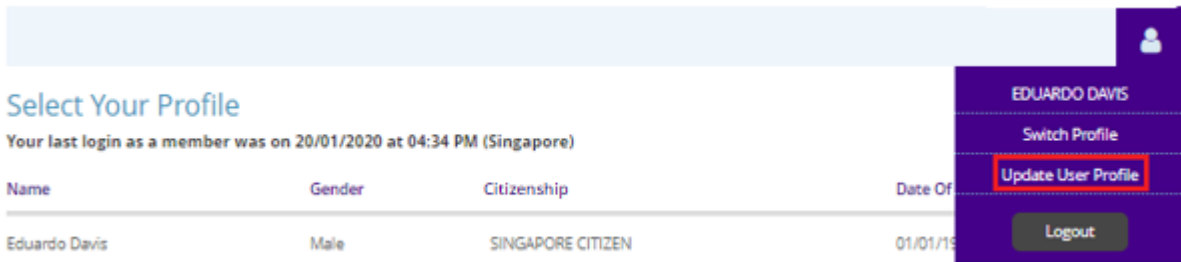
Logout

Update User Profile

Change Password (only for GoBusiness Licensing ID)

The system will notify the users (GoBusiness Licensing ID) to change their password, before it expires in 90 days.

The users can change their password under **Update User Profile**.



Update User Profile

Update User Profile

* Mandatory fields

Note:
Changes made in User Profile **will not be reflected** in existing drafts / applications / licences.
Please submit licence amendment through My Portfolio > Licences if required.

CHANGE PASSWORD

PERSONAL DETAILS

Salutation/Title *	<input type="text" value="Mr"/>	Passport Issuing Country/Region	<input type="text"/>
Name *	<input type="text" value="AL GONZALEZ"/>	Gender *	<input type="radio"/> Female <input checked="" type="radio"/> Male
Citizenship *	<input type="text" value="JORDANIAN"/>	Date Of Birth *	<input type="text" value="01/07/1998"/>

User Profile- Change Password

The screenshot shows the 'Change Password' form with the following fields: 'Old Password *', 'Password *', and 'Confirm'. Below the fields are 'Submit', 'Clear', and 'Cancel' buttons. Annotations include a red speech bubble pointing to the password fields with the text 'Enter the required details.' and a blue circle with the number '3'. Another red speech bubble points to the 'Submit' button with the text 'Click Submit.' and a blue circle with the number '4'.

Change Password

Common Features

This section will explain the common features such as, searching for a required information, customising your search results, filtering required information (e.g. for a particular application/RFA/correspondence).

Viewing My Portfolio

Viewing the records or items

- When you click any of the tabs under [My Portfolio](#), they will display the available records or items. An example is illustrated below.

Click My Portfolio >> Correspondences

SEARCH All the correspondences are listed here.

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
HL RFA - Notification to Applicant Filer	R1910014257	Certificate of Registration and Hotel-keeper's Licence	Renew	Email	Hotels Licensing Board	22/01/2020 16:41:12
Purge Draft Application Reminder	C1910075080	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	22/01/2020 01:17:54
Printing of Certificate of Registration and Hotel-Keeper's Licence (Change of Hotel Name)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:45
Payment Success Notification	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:36
Licence Application Status Update Notification (to Applicant)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:02:35

Correspondences tab

Viewing the required page

- You may navigate to the required page to view the items listed on that page.

Correspondences

SEARCH

Advanced Search

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Printing of Certificate of Registration and Hotel-Keeper's Licence (Change of Hotel Name)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:45
Payment Success Notification	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:36
Licence Application Status Update Notification (to Applicant)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:02:35
Outstanding Payment Advice	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:01:53
HLB - Approval for Amendment Application (Change of Hotel Name)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:00:46
Licence Application Status Update Notification (to Applicant)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 17:52:04
Licence Application Status Update Notification (to Applicant)	C2010075275	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	15/01/2020 15:45:31

Correspondences – view required page

Sorting the records

- You can sort the listed records column-wise in ascending or descending order.

Correspondences

Agency Name, Licence Name, Correspondence Name **SEARCH** Advanced Search

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
HL RFA - Notification to Applicant Filer	R1910014257		Renew	Email	Hotels Licensing Board	22/01/2020 16:41:12
Purge Draft Application Reminder	C1910075080	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	22/01/2020 01:17:54
Printing of Certificate of Registration and Hotel-keeper's Licence (Change of Hotel Name)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:45
Payment Success Notification	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:36
Licence Application Status Update Notification (to Applicant)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:02:35

Correspondences - Sorting the records

Correspondences

Agency Name, Licence Name, Correspondence Name **SEARCH** Advanced Search

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
HL RFA - Notification to Applicant Filer	R1910014257	Certificate of Registration and Hotel-keeper's Licence			Hotels Licensing Board	22/01/2020 16:41:12
Purge Draft Application Reminder	C1910075080	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	22/01/2020 01:17:54
Printing of Certificate of Registration and Hotel-Keeper's Licence (Change of Hotel Name)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:45
Payment Success Notification	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:36
Licence Application Status Update Notification (to Applicant)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:02:35

Correspondences sorted in descending order by the "Sent Date" column

Correspondences

Agency Name, Licence Name, Correspondence Name **SEARCH** Advanced Search

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Licence Application Status Update Notification (to Applicant)	C1910074874	Certificate of Registration and Hotel-keeper's Licence			Hotels Licensing Board	04/12/2019 16:16:42
HL New Application Inspection Passed	C1910074874	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	04/12/2019 17:18:50
HLB - Approval for New Application	C1910074874	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	04/12/2019 17:52:54
Outstanding Payment Advice	C1910074874	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	04/12/2019 17:53:59

Correspondences sorted in ascending order by the "Sent Date" column

Filtering the records

- Filter the required record(s) based on the required criteria.
 - Search (Basic search to filter the listed records)

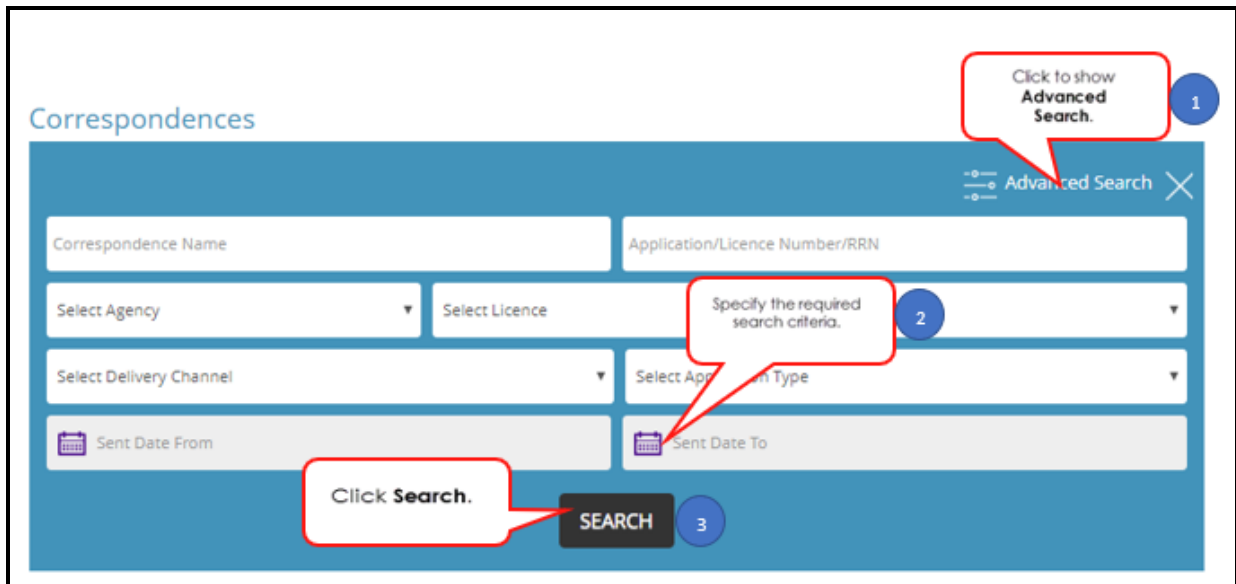
Basic Search



Basic Search


Advanced Search

- Advanced Search (Additional filter criteria to narrow down the search results)



Advanced Search

Calendar Control

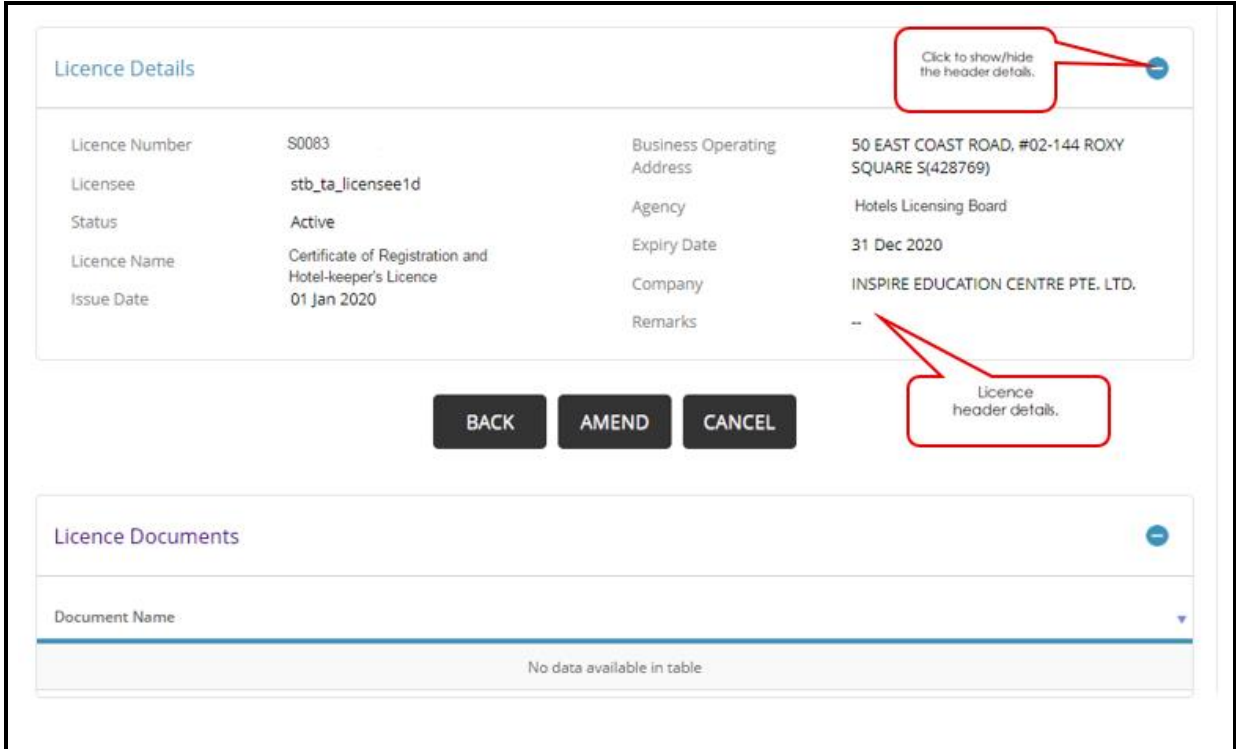
To specify the required date, click  icon and choose the required date.

The image shows a date picker interface with the following components and annotations:

- Month and Year Selection:** At the top, there are two dropdown menus. The first is set to "Mar" and the second to "2015".
 - Annotation: "Choose the required month." with an arrow pointing to the "Mar" dropdown.
 - Annotation: "Choose the required year." with an arrow pointing to the "2015" dropdown.
- Calendar Grid:** A grid showing days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates from 1 to 31. The date "6" is highlighted in yellow.
 - Annotation: "Choose the required date." with an arrow pointing to the highlighted date "6".
- Buttons:** At the bottom of the calendar, there are two buttons: "Today" and "Done".
 - Annotation: "Click to enter today's date." with an arrow pointing to the "Today" button.
 - Annotation: "Click to exit calendar." with an arrow pointing to the "Done" button.

Show/Hide Header Details

This feature is applicable for all the tabs under **My Portfolio**. As an example, this feature is explained for **Licences**.



The screenshot displays the 'Licence Details' page. At the top right, there is a minus sign icon with a callout box that says 'Click to show/hide the header details.' Below this is a table with the following data:

Licence Number	S0083	Business Operating Address	50 EAST COAST ROAD, #02-144 ROXY SQUARE S(428769)
Licensee	stb_ta_licensee1d	Agency	Hotels Licensing Board
Status	Active	Expiry Date	31 Dec 2020
Licence Name	Certificate of Registration and Hotel-keeper's Licence	Company	INSPIRE EDUCATION CENTRE PTE. LTD.
Issue Date	01 Jan 2020	Remarks	--

Below the table are three buttons: BACK, AMEND, and CANCEL. A callout box points to the 'Remarks' cell, containing the text 'Licence header details.' Below the buttons is a 'Licence Documents' section with a table header 'Document Name' and a message 'No data available in table'.

Show/hide header details



On clicking (-), the respective details will be hidden. When (+) is clicked, the details will be displayed again.

Retrieve Address by Postal Code

GoBusiness Licensing has the ability to retrieve the following address details upon entering a postal code.

- Block/House Number
- Street Name
- Building Name (if applicable)

This feature is useful when you need to specify address for an application.

The screenshot shows the 'Mailing Address' form. It includes fields for 'Address Type' (Local), 'Type of Premises' (Residential), 'Postal Code', 'Block / House Number', 'Level', 'Unit Number', and 'Building Name'. A 'Retrieve Address' button is located next to the 'Postal Code' field. Two callouts are present: one pointing to the 'Postal Code' field with the text 'Enter Postal Code of the address.' and another pointing to the 'Retrieve Address' button with the text 'Click Retrieve Address.'.

Retrieve Address by Postal Code



This feature is only applicable for Singapore postal codes.

Save Applications and Managed Returns as draft

When you are filling up an application form or a return for managed returns, you may save the application as draft and submit it later at your convenience.

The below screen shows how to save a new application.

The screenshot shows four navigation buttons: 'Previous', 'Next', 'Save as Draft', and 'Save as Draft & Exit'. Two red arrows point to the 'Save as Draft' and 'Save as Draft & Exit' buttons. The text 'Click to save as draft and proceed further.' is positioned above the 'Save as Draft' button, and 'Click to save as draft and exit the screen.' is positioned above the 'Save as Draft & Exit' button.

Saving draft application

- When an application is saved, the draft number will be displayed on screen:

The screenshot shows a six-step application process flow: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW & SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. Below the flow is a notification message: 'Application Draft Number B1620075543 has been saved on 22 Nov 2016 19:22:57.' Below the notification is the 'Apply for New Licence' form, which includes a 'Profile' section with radio buttons for 'as an Applicant' and 'on behalf of Applicant'.

- It is recommended to save the entered details to prevent any data loss due to power failure or other unforeseen circumstances.
- Draft application or managed returns will not be visible to the agency.

- You may retrieve the draft applications or managed returns from the respective **Drafts** sub tab.

The below screen describes how to retrieve a draft application.

The screenshot shows the GoBusiness Licensing system interface. The navigation bar at the top includes tabs for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The Applications tab is active, and the Drafts sub-tab is selected. A search bar is present with a 'SEARCH' button and an 'Advanced Search' link. Below the search bar is a 'Delete Selected' button. A table displays draft applications with columns for Draft Number, Type, Licence Name, Creation Date, and Action. Two draft applications are listed: one with Draft Number B1910147869 and another with B1910147869. Red callouts with numbered circles (1, 2, 3) indicate the steps: 1. Click 'My Portfolio >> Applications' in the navigation bar. 2. Click 'Drafts' in the sub-tab. 3. Click 'View draft applications' in the table row.

Retrieve Draft Application



- To retrieve a draft managed returns, click **My Portfolio >> Manage Returns >> Drafts** and click the required **Draft Number**.
- You may rename the drafts for easy retrieval in the future.
- You may delete the draft applications manually. Draft application is kept for 30 days from the date of creation, after which, the draft will lapse.

Preview and Print

This feature allows you to preview and print the completed application form before submission.

Apply for New Licence

Information Review

Click to print the application

Click to preview before printing

Applicant's Particulars

Salutation	Mrs	Designation	Managing Director
Name	Adrian Johnson	Office Tel Number	67888888
ID Type	NRIC	Home Tel Number	67888888
ID Number	S26533271	Fax Number	67888888

Preview and Print Application Form

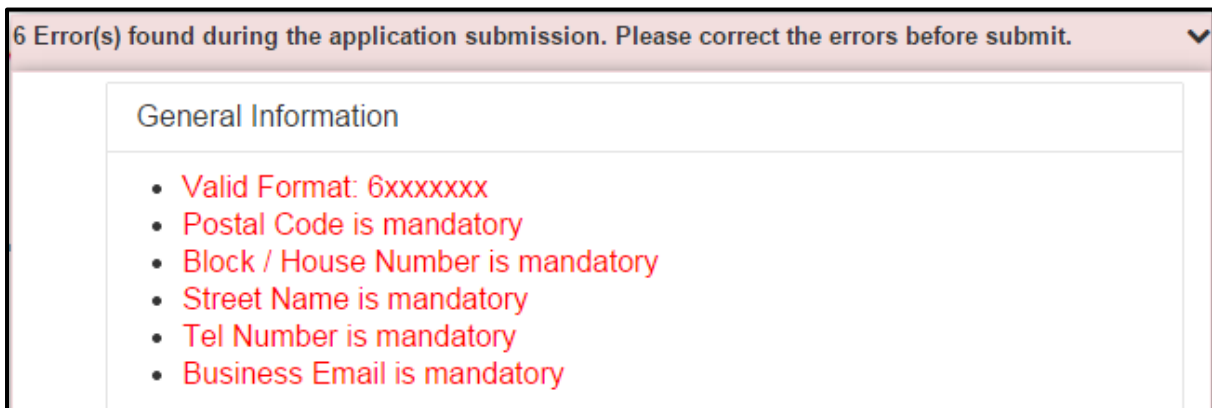
Errors Found

To view errors found during submission:

An error message box will be displayed on top of the screen upon submission of the application if:

- Mandatory fields are left blank;
- Invalid fields are entered, or
- Mandatory documents are not submitted ,

1. Click  on the top right of the message and the errors will be displayed under their respective sections.

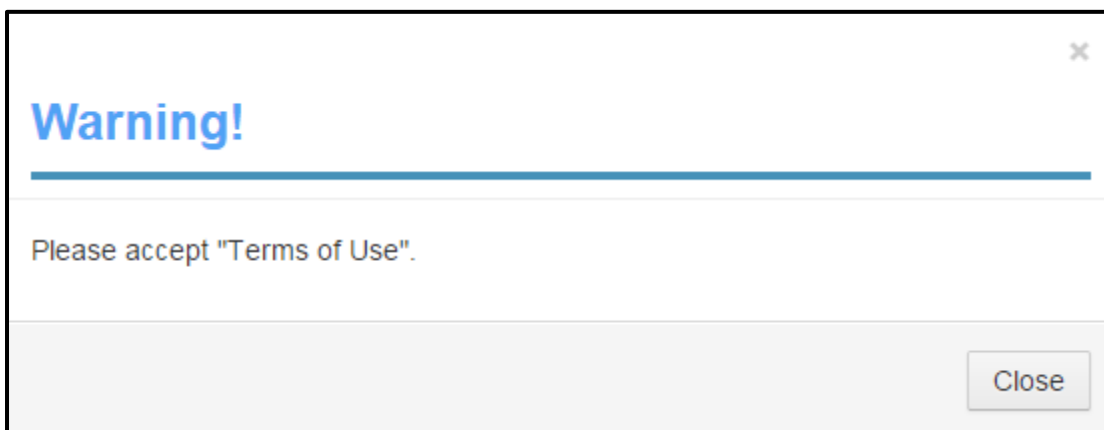


Application Submission Error Pop-up screen (Sample)

2. Click on the **Error(s)** to redirect to the respective screen to make the necessary changes before submitting the application.

To view warning alerts

1. The system displays warning alerts to user.



Warning Alerts

2. Click **Close** to close the warning pop-up window.

Chapter 5: Dashboard

Overview of Dashboard

Once you log in to GoBusiness Licensing, you will be prompted to choose your user profile. After selecting your user profile, you will be directed to the **Dashboard** tab.

Dashboard tab lists all the activities required to be done by the licensee or applicant.

Some of the activities listed in the **Dashboard** tab are:

- Applications require attention or in progress
- Drafts due for removal
- Active Licences and Licences due for renewal
- Outstanding Payments

Viewing Dashboard

The screenshot displays the GoBusiness Licensing dashboard interface. At the top, there is a navigation bar with the GoBusiness Licensing logo and the Singapore Government logo. Below the navigation bar, there is a main menu with icons for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The Dashboard tab is highlighted. Below the main menu, there is a section for the user profile, showing the name AL GONZALEZ and the last login time. There is also a search bar and a 'Check' button. The dashboard is divided into four main sections: APPLICATIONS, DRAFTS, LICENCES, and PAYMENTS. Each section contains a card with a large number and a description of the items.

Section	Item 1	Item 2
APPLICATIONS	2 Require Attention	11 In Progress
DRAFTS	1 Due for Removal	7 All Drafts
LICENCES	1 Due for Renewal	8 Active
PAYMENTS	2 Pending Payments	

All Items tab



By default, all the activities and correspondences related to your licence and the applications will be listed in the **All Items** tab. To filter and view the required notification, please refer to **Getting Started** > [Common Features](#).

Chapter 6: Application for Certificate of Registration and Hotel-keeper’s Licence

Overview of Licence Application

Licensing process consists of the following actions:

No	Action	Description
1	Apply	Authorised filer / Applicant wishes to apply for a new licence.
2	Renew	Licensee renews and updates specific licence details (if required) for the active licences.
3	Amend	Licensee amend details of an active licence or the licensee.
4	Withdraw	Licensee withdraws submitted application before it is processed.
5	Cancel	Licensee cancels the licence if the hotel ceases operation.

Prerequisites

In order to apply for a Certificate of Registration and Hotel-keeper's Licence, you will need to have a Company or Business registered with ACRA, or issued with a valid UEN. In addition, the premises need to obtain a relevant Grant of Written Permission issued by Urban Redevelopment Authority.

Your last login as a member was on 09/04/2021 at 11:35 AM (Singapore)

Name	Gender	Citizenship	Date Of Birth
stb_ta_licensee1e	Male	ALBANIAN	17/07/1945

Company

- Applying licence for a company (or)
- Applying licence on behalf of a company

Please enter UEN Account

[Forgot your UEN?](#)
[Do not have UEN? Apply one with ACRA](#)

Corppass will be the only login method for online corporate transactions with the Government from Q3 2018. Entities will not be able to use Singpass to access GoBusiness Licensing from Q3 2018. For more information on Corppass, please go to www.corppass.gov.sg.

Individual

- Applying licence for self (or)
- Applying licence on behalf of other individuals

NEXT

Select your Profile

- For step by step instructions on how to choose your profile while logging in to GoBusiness Licensing, please refer to **Getting Started > Navigating GoBusiness Licensing > [Logging into GoBusiness Licensing](#)**.
- For step by step instructions on how to switch your profile, please refer to **Getting Started > Navigating GoBusiness Licensing > [Switch Profile](#)**.



For more details on the requirements to apply for the Certificate of Registration and Hotel-keeper’s licence, please refer to <https://www.hlb.gov.sg>.

Licence Application

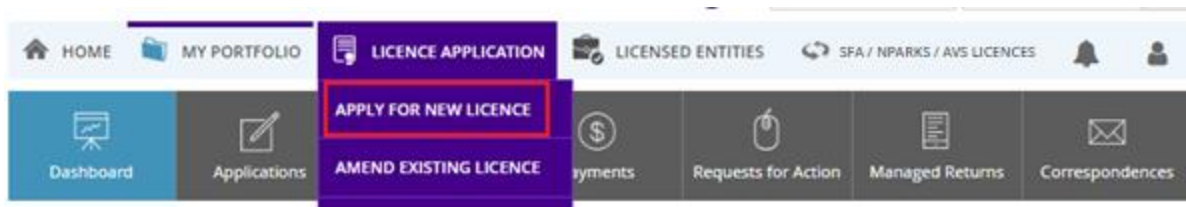
The entire licence application procedure can be summarised as listed below:

1. Click **Licence Application >> Apply for New Licence**.

2. Click **Choose licence(s) by Government Agency** and select **HLB - Hotels Licensing Board**.
3. Select **Certificate of Registration and Hotel-keeper’s Licence**.
4. Review your selection. While reviewing your selection, you will view the list of required supporting documents, their required file format and size.
5. Agree to the Terms of Use and enter General Information.
6. Enter licence specific details.
7. Attach supporting documents.
8. You may preview and print the application.
9. Declare that all the information provided by you are true and correct before submitting the application.
10. View and print the application acknowledgement.

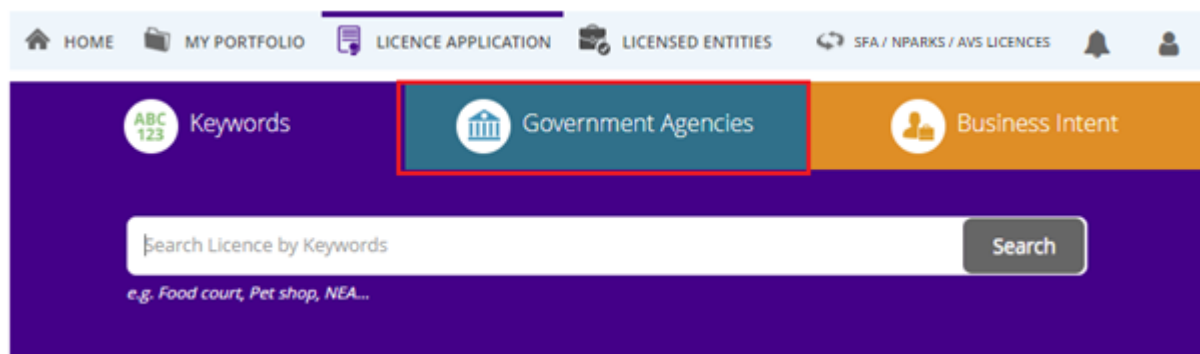
Application for the Certificate of Registration and Hotel-keeper’s Licence

Step 1: Click on Apply for New Licence under “Licence Application” Menu.



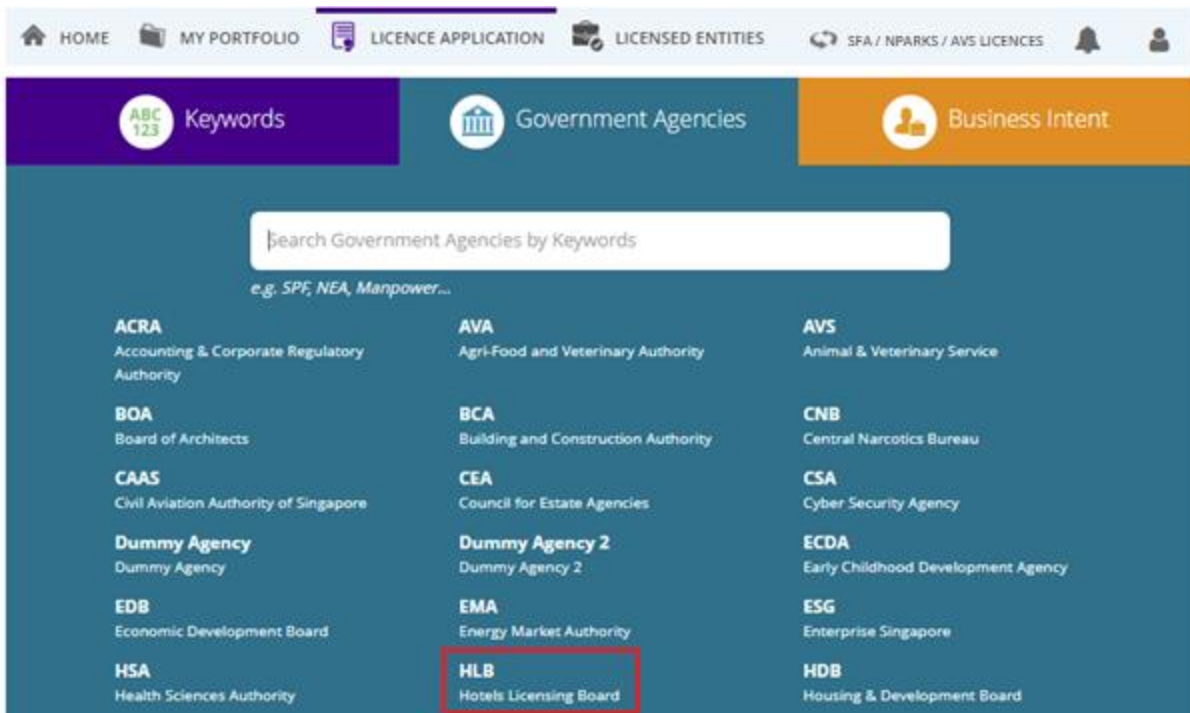
Licence Application

Step 2: Click on “Government Agencies” Tab.



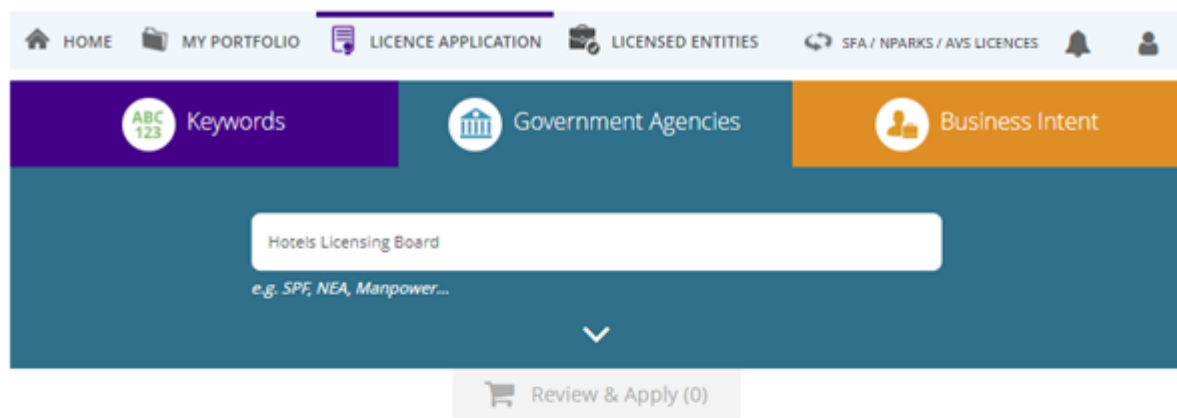
Find Licence by Keyword(s) or Choose the Licence by Government Agency

Step 3: Select HLB from the list of Government Agencies retrieved.



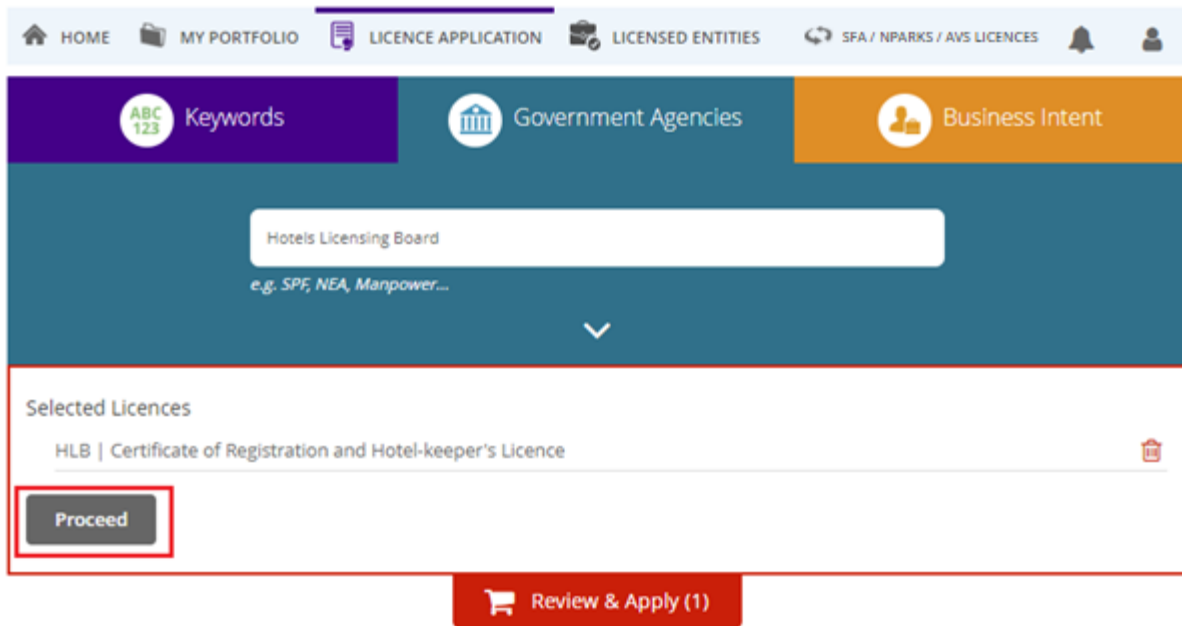
Search for Licence

Step 4: Click on “Add to Selection” to include Licence you wish to apply.



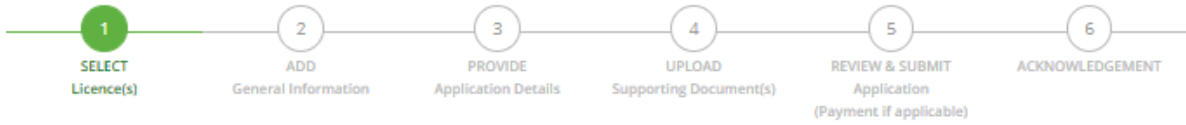
Select Licence

Step 5: Click on “Review & Apply” after adding Licence to cart. Click on Proceed if Licences required are added into cart.



Selected Licence

GoBusiness Licensing– Certificate of Registration and Hotel-keeper’s Licence User Guide
Chapter 6: Application for Certificate of Registration and Hotel-keeper’s Licence



Apply for New Licence

You may need the following licence(s) for your business

To be applied at GoBusiness Licensing

Licence Name	Time to Fill	Fees & Supporting Documents	Estimated Processing Time
Selected Licence(s)			
<input checked="" type="checkbox"/> HLB Certificate of Registration and Hotel-keeper’s Licence ⓘ	30 mins	Details	---
Related Licence(s)			
<input type="checkbox"/> IMDA Aircraft Station Licence ⓘ	20 mins	Details	Approved upon payment

To be applied at External Agency

Licence Name	External Link
Prerequisite Licence(s)	
ACRA Registration for Companies / Business	Take me there

[< Previous](#)
[Email Me >](#)
[APPLY](#)

Selected Licence

Step 6-8: The **Review Selection** screen will display. Click on “Details” to view Info on the Licence and Supported documents required. Click on “Email Me” if you wish to email selected Licences to your email address. Click on “Apply” when ready to apply.

Certificate of Registration and Hotel-keeper’s Licence ✕

Fee

The fees payable for the registration shall be:

- Hotel with 100 rooms or less - \$200 per annum
- Hotel with more than 100 rooms and less than 300 rooms - \$300 per annum
- Hotel with 300 rooms or more - \$400 per annum

and the licence is at \$100 per annum

Supporting Documents

URA Grant of Written Permission

File format pdf, doc, docx	Maximum upload per application 2 MB
-------------------------------	----------------------------------------

Temporary Occupation Permit (TOP) / Certificate of Statutory Completion (CSC)

File format pdf, doc, docx	Maximum upload per application 2 MB
-------------------------------	----------------------------------------

Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC)

File format pdf, doc, docx	Maximum upload per application 2 MB
-------------------------------	----------------------------------------

Curriculum Vitae (CV) of Hotel-Keeper

File format pdf, doc, docx	Maximum upload per application 2 MB
-------------------------------	----------------------------------------

Advertisements

File format pdf, doc, docx	Maximum upload per application 6 MB
-------------------------------	----------------------------------------

The screenshot displays a form with five sections, each for a different document type. Each section includes a header, a table with file format and upload size, and a text area for the document. The sections are: ACRA Business Profile, Cover Letter on Estimated Commencement Date, Filer Authorisation Letter, Other Supporting Documents I, and Other Supporting Documents II. A 'Close' button is located at the bottom center of the form.

Section	File format	Maximum upload per application
ACRA Business Profile	pdf, doc, docx	2 MB
Cover Letter on Estimated Commencement Date	pdf, doc, docx	2 MB
Filer Authorisation Letter	pdf, doc, docx	2 MB
Other Supporting Documents I	pdf, doc, docx	2 MB
Other Supporting Documents II	pdf, doc, docx	2 MB

Details

The **General Information** screen will be displayed. This consists of Terms of Use, Applicant Particulars, Applicant Address, Organisation Details, Organisation Address, Organisation Operating Address, Organisation Contact Details and Mailing Address.

The Organisation Details and Organisation Address are pulled from the ACRA business profile and Filer/Applicant profile. Applicant may modify some of the details such as applicant address, contact number and email address.



The read-only Applicant's Particular can be updated only by modifying the user profile details. To update the user profile, please refer to [Update User Profile](#).

The below procedure explains the steps to apply for the “Licence” as a **Licensee or Applicant**.

The General Information screen will be displayed.

Apply for New Licence

Profile

I am applying as an Applicant on behalf of Applicant.

Terms of Use

I. Agreement

- Access this services is governed by the terms and conditions as stated below ("Terms of Use"). By accessing and using the Website, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept any of these Terms of Use, please leave the Website.
- In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.
- These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
- We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.

II. Access To the Website

- The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee continuous accessibility or uninterrupted operation of the Website.
- We reserve all rights to deny or restrict access to this Website by any particular person or to block access from any Internet address to this Website, at any time, without ascribing any reasons whatsoever.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

Applicant's Particulars

Note: Salutation, Name, Nationality, Gender and Date Of Birth are taken from User Profile for your convenience. Please proceed to **Update User Profile** screen to edit these information where necessary.

Salutation * Mr
 Name * AL GONZALEZ
 Passport Issuing Country/Region Please Select
 Citizenship * JORDANIAN
 Gender * Male Female
 Date Of Birth * 01/07/1998
 Primary Contact Mode * Office Tel Number Home Tel Number Mobile Number
 Designation Managing Director
 Office Tel Number +6567676767
 Home Tel Number
 Fax Number
 Mobile Number * +6593384956
 Email * stb_ta_licensee1@dpublic.com
 Alternative Email
 Tick if you prefer to receive status updates of licence application via SMS

Applicant Particulars

- Select **as an Applicant** if you are the proposed Hotel-keeper applying for the licence.
- Select **On behalf of Applicant** if you are authorised by the applicant/licensee to apply for the licence on behalf of him/her.
- When **On behalf of Applicant** is selected, the **Filer Particulars** section will be displayed in the General Information screen.



Profile

I am applying as an Applicant on behalf of Applicant

**GoBusiness Licensing– Certificate of Registration and Hotel-keeper’s Licence User Guide
Chapter 6: Application for Certificate of Registration and Hotel-keeper’s Licence**

Filer’s Particulars

Note: Salutation, Name, Citizenship, Gender and Date Of Birth are taken from User Profile for your convenience. Please proceed to **Update User Profile** screen to edit these information where necessary.

Salutation*	Mr	Designation	Managing Director
Name*	AL GONZALEZ	Office Tel Number	+6567676767
Passport Issuing Country/Region	Please Select	Home Tel Number	
Citizenship*	JORDANIAN	Fax Number	
Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female	Mobile Number*	+6593384966
Date Of Birth*	01/07/1998	Email	stb_ta_licensee1d@public.com
Primary Contact Mode*	<input type="radio"/> Office Tel Number <input type="radio"/> Home Tel Number <input checked="" type="radio"/> Mobile Number	Alternative Email	
		<input type="checkbox"/> Tick if you prefer to receive status updates of licence application via SMS	

Applicant Address

11

View the details. If required, modify the applicable details.

Address Type*	<input checked="" type="radio"/> Local <input type="radio"/> Foreign	Street Name*	PASIR PANJANG ROAD
Type of Premises*	Residential	Level	04
Postal Code*	117613 Retrieve Address	Unit Number	29
	Please enter your postal code and click "Retrieve Address".	E.g. 05-01 Key in:05	
Block / House Number:*	410H	E.g. 05-01 Key in:01	
		Building Name	Jared Industrial Park 1

Applicant Address

Organisation Details

Organisation Name	JANET'S ALTERATION
UEN	52942768X
Organisation Type	BUSINESS
UEN of Former Company	

Organisation Details

Organisation Registered Address

Type of Premises

Postal Code
 Please enter your postal code and click "Retrieve Address".

Block / House Number*

Street Name

Level

Unit Number

Building Name

12 Select type of premises.

13 Specify operating address.

Organisation Operating Address

Type of Premises <input type="text" value="Please Select"/>	Street Name <input type="text"/>
Postal Code <input type="text"/> <input type="button" value="Retrieve Address"/> Please enter your postal code and click "Retrieve Address".	Level <input type="text"/>
Block / House Number <input type="text" value="Please Select"/>	Unit Number <input type="text"/>
	Building Name <input type="text"/>

E.g. 05-01 Key in:05
E.g. 05-01 Key in:01

Organisation Registered and Operating Address

Organisation Contact Details

Tel Number*

Fax Number

Business Email*

14 Specify required details.

Mailing Address

Organisation Operating Address

Organisation Address

Address Type* Local Foreign

Type of Premises*

Postal Code*
 Please enter your postal code and click "Retrieve Address".

Block / House Number

Level

Unit Number

Building Name


E.g. 05-01 Key in:05
E.g. 05-01 Key in:01

15 Specify the mailing address for this application.

16 Click Next.

Organisation Contact and Mailing Address



- Fields marked with an asterisk (*) are **mandatory** fields that need to be submitted to continue with the application.
 - Applicant's email address is mandatory to proceed with licence application and correspondences will be sent via email and/or SMS subsequently.
 - Applicant can enter **Postal Code** and click [Retrieve Address](#) button to retrieve the Block/House Number and Street Name.
 - Select "Tick if you prefer to be notified via SMS to receive notifications via SMS" if you will like to notify by SMS.
 - If Mailing Address is same as Organisation Operating Address or Organisation Address, click the respective  button.
 - **Organisation Details** and **Organisation Registered Address** are displayed based on the UEN entered in the login page and these details cannot be modified. Applicant should update with ACRA if there's any change in organisation details or address.
-

You will be redirected to the **Application Details** and you may proceed to enter the licence specific details.

Enter the required details in the following sections:

- Hotel Information
- Room Information
- F&B Outlet Information
- Hotel-keeper's Information such as General Information, Residential Address and Contact Details.
- Hotel's General Information such as Guest Information, Guest Ratio, Security Measures of the Hotel and Application of Transit Rates (if applicable).

Apply for New Licence
 Certificate of Registration and Hotel-keeper’s Licence

Hotel Related Information

URA Information

17 Select the checkbox to indicate that you have obtained the URA permission or relevant land use approval.

I have obtained the relevant Grant of Written Permission/ relevant land use approval from Urban Redevelopment Authority (URA). I am submitting the said URA permission / approval online with this application.

Hotel Information

18 Specify required details

Name of Hotel * Hotel Telephone Number *

Postal Code * Retrieve Address Hotel Fax Number

Block / House Number * Email Address

Street Name * Website URL

Unit Number Hotel Owner *

Level Hotel Owner's UEN *

Building Name Hotel Developer

Hotel Operator

Hotel Related

Information

Room Information

Added details will be listed here.

Category	Room Rate (\$)	No. of Rooms	No. Of Beds
Supreme Deluxe	400	10	

Click to edit. Click to delete.

20 Click Add Room Category.

19 Specify the required details.

Room Category * Room Rate (\$) *

Number Number of Beds Per Room
 (Mandatory for Hostel Only)

Add Room Category

Total No Of Rooms & Beds

Total Number of Rooms 10 Total Number of Beds 0

Room Information

F&B Outlet Information

Added details will be listed here.

Click to edit.

Type Of Outlet

Beverages

Click to delete.

Type Of Outlet

22

Click Add Outlet Type.

Specify the outlet type.

21

Total Number of Outlets

Total Number of Outlets 1

F&B Outlet Information

Hotel-keeper’s Information

Hotel-keeper General Information

Specify the required details.

23

Salutation * Mrs

Name * Adrian Johnson

Designation in Hotel * Chief Executive

NRIC / FIN * S26533271

Employment Pass Expiry Date (if FIN is entered)

Date of Birth * 01/01/1982

Nationality * SINGAPORE CITIZEN

Hotel-keeper’s Residential Address

Postal Code * 207229

Block / House Number * 2

Street Name * KITCHENER LINK

Level 01

Unit Number 02

Building Name CITY SQUARE RESIDENCES

Hotel-keeper’s Contact Details

Mobile Number * +6593384966

Office Telephone Number +6567676767

Email Address * user28@fetestuser.com

Hotel-Keeper’s Information



Most of the Hotel-keeper information will be populated from the Applicant Details found at the General Information screen.


Hotel General Information

Guest Ratio

Type of Guests	Percentage
Foreign *	<input type="text" value="90"/>
Local *	<input type="text" value="10"/>

* For new hotels applying for their hotel licence, please complete the information for a period of 1 year from the date of commencement of operations based on projections

Explanatory Note:
Local guests include:
i) Singapore Citizens
ii) Singapore Permanent Residents ; and
iii) non-permanent resident holding employment pass ,work permit,student pass,dependent pass holders and long-term social visit pass.




Hotel General Information – Guest Ratio

Security Measures

Please declare any security measures implemented to prevent vice activities at the hotel and to ensure the safety of hotel guests.

a.) Security measures adopted to prevent potential vice activities at the hotel *	<input type="text" value="CCTV"/>
b.) Security measures adopted to ensure safety of hotel guests *	<input type="text" value="Guards"/>



Hotel General Information – Security Measures

Transit Rates

26 If your hotel offers rooms on transit rates, then,
 a) click **Yes**.
 b) specify the details.

It shall be a condition of the Hotel-keeper’s Licence that:-

Transit Rates

The licensee shall ensure that no accommodation in the hotel is sold or offered for sale to any guest at a rate less than for a full day, unless immediately before or after any accommodation that was sold to the same guest at a full day rate (e.g. early check-in or late check-out), without the prior approval of the Board.

a.) Please declare whether the hotel intends to offer and sell transit rates *

Yes No

b.) If "Yes", please declare the transit rate guest segments and room rates

Transit rate guest segments (Please tick all applicable)

- Transit/Flight Delay Passengers
- Sea-Crew
- Visitors visiting Singapore for a day trip
- Workers on shift work (Taxi driver, construction/factory workers, etc)
- Visitors in Singapore for medical appointments
- Visitors to Casino
- Others (Please Specify)

Room rates and duration

Room Rate (\$S)	Duration (Hrs)	
50	1	<div style="border: 1px solid #ccc; padding: 2px;"> ✎ ✖ </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;">Click to delete</div>

Room Rate (\$)

Duration (Hrs)

Click **Add Rate** 28

27 Specify the required details

Click to edit

Added details will be listed here

c.) If "Yes", please also declare the reasons for the hotel intending to offer transit rates

29 Specify reasons if required

Hotel General Information – Transit Rates



If your hotel does not provide rooms on transit rates, step 26 – 29 will not be applicable.

Company Details

Name of Company / Business / LLP	JANET'S ALTERATION	Status Date	01/1/1970
Business Registration No. (UEN)	52942768X	Primary Activity Code	14105
Registration Date	01/1/1970	Primary Activity Description	
Company Type	BUSINESS	Secondary Activity Code	
Status of Establishment	0	Secondary Activity Description	

30 Click Proceed.

Proceed > Save as Draft

Application Details - Company Details

Apply for New Licence

Certificate of Registration and Hotel-keeper's Licence

31
Click to upload supporting document

Document Name	Type	Attachment	Action
URA Grant of Written Permission * <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD	doc.pdf ✕	Upload
Temporary Occupation Permit (TOP) / Certificate of Statutory Completion (CSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Curriculum Vitae (CV) of Hotel-Keeper <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Advertisements <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
ACRA Business Profile <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Cover Letter on Estimated Commencement Date <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Filer Authorisation Letter <small>Mandatory only when Profile selected is "On behalf of licensee". Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Other Supporting Documents I <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Other Supporting Documents II <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload

32
Click Next

< Previous
Next >
Save as Draft
Save as Draft & Exit

Upload Supporting Documents



- URA Grant of Written Permission is a mandatory document upon submission of the application for the Certificate of Registration and Hotel-keeper’s Licence.
- If you are submitting the application as an authorised filer, please note that the **Filer Authorisation Letter** is a mandatory document upon submission of the application for the Certificate of Registration and Hotel-keeper’s Licence.
- All the other required documents must be submitted to the agency (HLB) before the application is processed.

Apply for New Licence

Information Review

Applicant Particulars

Salutation	Mr	Designation	Managing Director
Name	First Last	Office Tel Number	
ID Type	Passport	Home Tel Number	61234567
ID Number	S1441957H	Fax Number	

Declaration

General Declaration

- I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

Certificate of Registration and Hotel-keeper’s Licence

- I declare that I am authorised to act for the intended operator of the Hotel for the purposes of this application.
- I further declare that the documents submitted, if any, in support of this application are true and correct.
- I understand the Hotel-keeper’s licence condition on “Transit Rates” set out above. Further, I undertake to fully and completely communicate the said licence condition on “Transit Rates” to the Hotel-Keeper in the event the Hotels Licensing Board grants him a Hotel-Keeper licence.
- I understand that the Hotels Licensing Board reserves the right not to grant the Certificate of Registration and/or the Hotel-keeper’s licence if there is any declaration or statement made that is false or inaccurate in any material particular or misleading by reason of a material omission.

33

Agree to declarations

34

Click **Submit**.

< Previous

Submit

Click to preview before printing.

Click to print the application.

Review and Declare

The screenshot shows a six-step process flow: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW & SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. Below the flow is the 'Apply for New Licence' section with submission details: Submission Number B1620016904, Submission Date 19/02/2016 15:33:26, and Submission Name B1620016904. An 'EDIT' button is next to the submission name, with a callout box stating 'If required, click Edit to modify the Submission Name.' Below this is a table with columns: Licence Name, Application Number, Agency, Application Status, and Payment Status. The table contains one row: Certificate of Registration and Hotel-keeper's Licence, C1620006474, HLB, Submitted (No Upfront Payment Required), and Payment Status: Stage1 : N.A, Stage2 : Pending. A 'Note' section follows, stating the application is submitted successfully and will be notified by email/sms. It also notes that the 'Submission Name' is for personal reference only. At the bottom, there are 'PRINT' and 'CLOSE' buttons, with callouts 'Click Print' (35) and 'Click Close' (36).

Acknowledgement



- Payment is required upon the approval of your application.
- User can also [Change Submission Name](#) in **My Portfolio >> Applications**.

Chapter 7: Applications

Overview of Applications

Licensees or Applicants can view the details of their submitted and draft applications. By default, the most recent application is listed on top.

All the submitted applications will be listed in the **Applications** sub tab. Draft applications will be listed under the **Drafts** sub tab.

You may do the following via this tab:

- [View Submitted Applications](#)
- [View Draft Applications](#)



Log in to GoBusiness Licensing and select your profile before proceeding further. For more information on log in details, refer to **Getting Started** > [Logging in to GoBusiness Licensing](#).

View Submitted Applications

You may view the submitted application to do the following:

- [View Application Details](#)
- [Duplicate Submitted Applications](#)
- [Withdraw submitted application](#)
- [View Submission Details and Change Submission Name](#)



- You cannot withdraw an approved or rejected application.
 - All the applications will be listed in this tab. To filter and view the required application refer to, **Getting Started** > [Common Features](#).
-

View Application Details

1 Click My Portfolio >> Applications

2 By default, Applications tab is selected. If not, click Applications.

3 Click to view details.

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
U2010045422	Certificate of Registration and Hotel-keeper's Licence	Approved	B2010148271	15 Jan 2020 17:52:02	Action
C2010075275	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148269	15 Jan 2020 15:45:29	Action
C2010075274	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148268	15 Jan 2020 14:38:40	Action
C201007524	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148236	14 Jan 2020 12:22:30	Action

Applications tab

By clicking on the **Application Number**, the **Application Details** screen will be displayed.

Application Details

Hotels Licensing Board
Certificate of Registration and Hotel-keeper's Licence

Application Number	C2010075275	Submission Date	15 Jan 2020
Application Type	New	Company	RTR INTERNATIONAL PTE. LTD.
Application Status	Pending Evaluation	Created Date	15 Jan 2020
Applicant	AL GONZALEZ	Submission Name	B2010148269
Filer	AL GONZALEZ	Remarks	--
Business Operating	--		

Click to **Withdraw** un-approved application

Click to view application form

Click the required tab to view it's details

BACK **DUPLICATE** **WITHDRAW** **VIEW APPLICATION FORM**

History **Submitted Documents** **Correspondences** **Payments** **Requests for Action**

Application Details

The general application details are displayed along with other related information. The related information are grouped into the following tabs:

- **History** - Click to view the application history.
- **Submitted Documents** – Click to view the documents submitted for this application.
- **Payments** – Click to view the payment details for this application. You may click the payment advice number to view the payment details or complete the pending payment.
- **Correspondences** – Click to view the correspondences related to this application.
- **Request for Action** – Click to view the Request for Action (RFA) for this application.

Duplicate Submitted Applications

The screenshot shows the 'Applications' page in the GoBusiness Licensing system. It features a top navigation bar with tabs for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The 'Applications' tab is selected. Below the navigation bar, there are sub-tabs for 'Applications' and 'Drafts'. A search bar is present with a search button and an 'Advanced Search' link. A table lists several applications with columns for Application Number, Licence Name, Application Status, Submission Name, and Submission Date. An 'Action' dropdown menu is open for the first application, showing options for 'Duplicate' and 'Withdraw'. Three callouts with numbered circles (1, 2, 3) provide instructions: 1. 'Click My Portfolio >> Applications' pointing to the Applications tab. 2. 'By default, Applications tab is selected. If not, click Application' pointing to the Applications sub-tab. 3. 'Click Actions >> Duplicate' pointing to the Duplicate option in the dropdown menu.

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
U2010045422	Certificate of Registration and Hotel-keeper's Licence	Approved	B2010148271	15 Jan 2020 17:52:02	Action
C2010075275	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148269	15 Jan 2020 15:45:29	Action
C2010075274	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148268	15 Jan 2020 14:38:40	Action
C2010075249	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148236	14 Jan 2020 12:22:30	Action

Duplicate Application



Alternatively, click the **Application Number** to open **Application Details** screen. In **Application Details** screen, click **Duplicate**.

A success message confirms the application duplication.

Application was successfully duplicated with draft number B1510016963

Success Message

The duplicated application is saved as a draft application. Click the draft number from the success message to edit the details and submit for approval.



You may also edit the draft application from the **Drafts** sub tab in **Applications** tab and submit for approval.

Refer to **Applications > Overview of Applications > View Draft Applications** in this user guide for more information on submitting draft applications.

Withdraw a Submitted Application

You can withdraw an application that has not been approved or rejected by the agency. Depending on the application status before submitting the withdrawal request, the withdrawal request may or may not be processed for approval.

Upon submission of a withdrawal application, you will be notified if the application is successfully submitted to the agency. If your withdrawal request is approved, the status of the application will be changed to **Withdrawn**.

The screenshot shows the 'Applications' section of the GoBusiness Licensing system. At the top, a navigation bar includes 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Applications' tab is selected. Below the navigation bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Application Number' and a 'SEARCH' button. A table lists several applications with columns for Application Number, Licence Name, Application Status, Submission Name, and Submission Date. The 'Application Status' column shows 'Approved' and 'Pending Evaluation'. A callout box points to the 'Applications' tab with the text 'Click My Portfolio >> Applications'. Another callout points to the 'Applications' tab with the text 'By default, Applications tab is selected, if not, click Application'. A third callout points to the 'Withdraw' button in the 'Action' dropdown menu with the text 'Click Actions >> Withdraw'. A fourth callout points to the 'Application Status' column with the text 'Make sure Application Status is not Approved / Rejected.'.

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
U2010045422	Certificate of Registration and Hotel-keeper's Licence	Approved	B2010148271	15 Jan 2020 17:52:02	Action
C2010075275	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148269	15 Jan 2020 15:45:29	Action
C2010075274	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148268	15 Jan 2020 14:38:40	Action
C2010075249	Certificate of Registration and Hotel-keeper's Licence	Pending Evaluation	B2010148236	14 Jan 2020 12:22:30	Action

Withdraw application



Alternatively, please click the **Application Number** to open **Application Details** screen. In **Application Details** screen, click **Withdraw**.

The application and applicant details will be displayed.

1 SELECT (Licence) **2** ADD (General Information) **3** PROVIDE (Application Details) **4** ACKNOWLEDGEMENT

Withdraw Application

Terms of Use

I. Agreement

1. Access to this service is governed by the terms and conditions as stated below ("Terms of Use"). By accessing and using the Website, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept any of these Terms of Use, please leave the Website.
2. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.
3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
4. We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.

II. Access To the Website

1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee continuous or uninterrupted access to the Website.
2. We reserve the right to deny or restrict access to the Website by any particular person or to block access from any internet address to this Website, at any time, without ascribing any reasons whatsoever.

By clicking on the checkbox, I agree to be bound by the Terms of Use

1 **Agree to Terms of Use**

Filer's Particulars

Note: Salutation, Name, Nationality, Gender and Date Of Birth are taken from User Profile for your convenience. Please proceed to **Update User Profile** screen to edit these information where necessary.

Salutation * Mr **Designation** Managing Director

Name * AL GONZALEZ **Office Tel Number** +65676767

Passport Issuing Country/Region Please Select **Home Tel Number**

Citizenship * JORDANIAN **Fax Number**

Gender * Male Female **Mobile Number *** +6593384966

Date Of Birth * 01/07/1998 **Email** stj_ta_licensee1d@public.com

Primary Contact Mode * Office Tel Number **Alternative Email**

Home Tel Number Tick if you prefer to receive status updates of licence application via SMS

Mobile Number

2 **Click Next**

Next > Save as Draft Save as Draft & Exit

Application and Applicant Details

1 SELECT Licence(s) — **2** ADD General Information — **3** PROVIDE Application Details — **4** ACKNOWLEDGEMENT

Withdraw Application

Certificate of Registration and Hotel-keeper's Licence

Withdrawal Information

Date of Withdrawal * Specify required details. **3**

Reason For Withdrawal *

Click Proceed **4**

Proceed > Save as Draft

Withdrawal Information

1 SELECT Licence(s) — **2** ADD General Information — **3** PROVIDE Application Details — **4** ACKNOWLEDGEMENT

Withdraw Application

Licence Name	Agency Name	Completion Status	Action
Certificate of Registration and Hotel-keeper's Licence	HLB	Completed	Edit

Status completed.

Click to edit the withdrawel details.

Note: Please click **Start** or **Edit** button below **Action** header to fill up the individual application form details.

< Previous Submit Click Submit **5**

Application Details

Acknowledgement

View Submission Details and Changing Submission Name

By default, the **Submission Number** and the **Submission Name** are the same when you submit an application. You may change the submission name for easy retrieval in future.



Please note that changing the **Submission Name** of an application does not change its **Submission Number**.

Applications Sub tab

The **Submission Details** screen will be displayed. You may view the submission details and if required, change the submission name.

Submission Details

Submission No. B2010148271
Submission Name B2010148271
Submission Date 15 Jan 2020

BACK **CHANGE SUBMISSION NAME**

Applications

Application Number	Licence Name	Application Type	Agency	Application Status
U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Hotels Licensing Board	Approved

Submission Details



Click **Back** to go to the previous screen.

To change submission name:

Application Number	Licence Name	Application Type	Agency	Application Status
U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Hotels Licensing Board	Approved

Submission Details

Current Submission Name B1510016282

Submission Name *

Ok Cancel

Change Submission Name



User can also [Change Submission Name](#) by editing the description during application submission.

View Draft Applications

You may view the draft application and do the following:

- [View Draft Application Details](#)
 - Change the draft application name
 - Submit the draft application
 - Delete the draft application



By default, all the draft applications will be listed in the **Drafts** sub tab. To filter and view the required draft application, please refer to **Getting Started** > [Common Features](#).

View Draft Application Details

The screenshot shows the 'Drafts' sub-tab in the 'Applications' section. The top navigation bar has 'Applications' selected. A search bar is present with the text 'Agency Name, Licence Name, Draft Number' and a 'SEARCH' button. Below the search bar is a 'Delete Selected' button. The table below has the following data:

Draft Number	Type	Licence Name	Creation Date	Action
B1910147869	New	Certificate of Registration and Hotel-keeper's Licence	23 Dec 2019 10:49:42	Action
B19101		Certificate of Registration and Hotel-keeper's Licence	16 Dec 2019 15:44:58	Action

Drafts Sub tab



- To delete multiple draft applications from the **Drafts** sub tab, please select the checkbox corresponding to the drafts to be deleted and click **Action >> Delete** below the search results.
- Draft application will be kept for **30** Days from the date of creation, after which, the application will lapse.

By clicking on Draft Number, the **General Information** screen will be displayed.

1 SELECT Licence(s) 2 ADD General Information 3 PROVIDE Application Details 4 UPLOAD Supporting Document(s) 5 REVIEW & SUBMIT Application (Payment if applicable) 6 ACKNOWLEDGEMENT

Apply for New Licence

Profile

I am applying as an Applicant on behalf of Applicant

Terms of Use

I. Agreement

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3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
4. We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.

II. Access To the Website

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2. We reserve all rights to deny or restrict access to this Website by any particular person or to block access from any Internet address to this Website, at any time, without ascribing any reasons whatsoever.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

Applicant's Particulars

Note: Salutation, Name, Nationality, Gender and Date Of Birth are taken from User Profile for your convenience.
Please proceed to **Update User Profile** screen to edit these information where necessary.

General Information



Refer to [Licence Application](#) in this user guide for more information on submitting an application.

Chapter 8: Licences

Overview of Licences

You can manage the Certificate of Registration and Hotel-keeper's Licence from the **Licences** tab. Managing licence includes the following:

- [View licence status and details](#)
- [Amend licence](#)
- [Cancel licence](#)
- [Renew licence](#)
- [Print licence](#)



Log in to GoBusiness Licensing and select your profile before proceeding further. For more information on logging in details, refer to **Getting Started** > [Logging in to GoBusiness Licensing](#).

Viewing Licence Status and Details

Click My Portfolio >> Licences 1

Dashboard Applications Licences Payments Requests for Action Managed Returns Correspondences

Licences

Agency Name, Licence Name, Licence Number SEARCH Advanced Search

Please click [here](#) for the list of licences you can view via GoBusiness Licensing.

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action
S1099	Certificate of Registration and Hotel-keeper's Licence	Active	23 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action
S109	Certificate of Registration and Hotel-keeper's Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action

Click to view licence details 2

Licences tab



By default, all the licences held by Hotel-keeper or Company Director will be listed. To filter and view the required licence, please refer to, **Getting Started** > [Common Features](#).

On clicking the **Licence Number**, the **Licence Details** screen will be displayed.

Licence Details

Licence Number	S1099	Business Operating Address	31 SCIENCE PARK ROAD, THE CRIMSON S(117611)
Licensee (Applicant / Company Name)	stb_ta_licensee1d / RTR INTERNATIONAL PTE. LTD.	Agency	Hotels Licensing Board
Status	Active	Expiry Date	31 Dec 2019
Licence Name	Certificate of Registration and Hotel-keeper's Licence	Remarks	--
Issue Date	23 Dec 2019		

Buttons: BACK, PRINT LICENCE/CERTIFICATE, **VIEW LICENCE INFORMATION**, AMEND, CANCEL

Tabs: Licence Documents, History, Applications, Correspondences, Payments

Licence Details

The licence details are displayed along with other related information. The related information are grouped into the following tabs:

- **History** - Click to view the licence history.



- If you are a new Hotel-keeper you will not be able to view the past records of the hotel.
- A Company Director will be able to view all records including past records of the hotel

- **Applications** – Click to view the applications submitted for this licence.
- **Correspondences** – Click to view the correspondences related to this licence.
- **Payments** – Click to view the payment details for this licence. You may click the payment advice number to view the payment details or make payment.

To view licence information:

1. Click **View Licence Information**.
2. The **Licence Information** screen will be displayed.

Licence Form

Hotel Related Information

URA Information

I have obtained the relevant Grant of Written Permission/ relevant land use approval from Urban Redevelopment Authority (URA). I am submitting the said URA permission / approval either online / offline with this application

Hotel Information

Name of Hotel	test	Hotel Telephone Number	+6569874123
Postal Code	680123	Hotel Fax. Number	
Block/House No	123	Email Address	
Street Name	TECK WHYE LANE	Website URL	
Unit Number		Hotel Owner	test
Level		Hotel Owner Hotel Owner's UFN	52942768X

View Licence Information screen

Amendment to the Certificate of Registration and Hotel-keeper's Licence

Hotel-keeper or Company Director may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:

- Change of Hotel Name – Select this option to change the hotel name.
- Change of Hotel-keeper – Select this option to change the existing Hotel-keeper's.
- Update of Hotel Ownership – Select this option to change the owner of the Hotel.
- Update of Existing Hotel and /or Hotel-keeper Information – Select this option to update existing hotel and/or hotel-keeper's information.
- Update of Room Information – Select this to update the Hotel room's information.



- You can select multiple options to amend the Hotel and Hotel-keeper's information. However, a new application is required if you select **Change of Hotel Name, Hotel-keeper** and **Hotel Ownership** together.
- Certain details can only be edited by modifying your profile details. For more information on how to update your profile, please refer to **Getting Started** > **Navigating GoBusiness Licensing** > [Update User Profile](#) in this user guide.

Prerequisites

- The licence status of the licence must be 'active'.
- If the licence status is "Suspended", only amendment to update existing Hotel and / or Hotel-keeper information or Hotel ownership can be made.
- The licence should not have applications that are pending for agency's evaluation.
- Supporting documents may be required upon submission of the application.

Amending Licence

Click My Portfolio >> Licences 1

Licences

Agency Name, Licence Name, Licence Number SEARCH Advanced Search

Please click [here](#) for the list of licences you can view via GoBusiness Licensing.

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action
S1099	Certificate of Registration and Hotel-keeper’s Licence	Active	23 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action Amend Cancel Renew
S1097	Certificate of Registration and Hotel-keeper’s Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	
S1098	Certificate of Registration and Hotel-keeper’s Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	

Click Action >> Amend 2

Licences tab



Alternatively, click your **Licence Number** to open the **Licence Details** screen. In **Licence Details** screen, click **Actions >> Amend**.

The **AMEND – Certificate of Registration and Hotel-keeper’s Licence** screen will be displayed.

1 SELECT Licence(s) 2 ADD General Information 3 PROVIDE Application Details 4 UPLOAD Supporting Document(s) 5 REVIEW & SUBMIT Application (Payment if applicable) 6 ACKNOWLEDGEMENT

Amend Existing Licence

Hotels Licensing Board

Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence

External Agency Website

Next > Click Next 3

Amend Existing Licence – Hotels Licensing Board

The **General Information** screen will be displayed.

Amend Existing Licence

Terms of Use

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2. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.
3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
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II. Access To the Website

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2. We reserve all rights to deny or restrict access to this Website by any particular person or to block access from any Internet address to this Website, at any time, without ascribing any reasons whatsoever.

By clicking on the checkbox, I agree to be bound by the Terms of Use

4 Agree to Terms of Use

Filer's Particulars

Note: Salutation, Name, Nationality, Gender and Date Of Birth are taken from User Profile for your convenience. Please proceed to **Update User Profile** screen to edit these information where necessary.

Salutation * Designation

Name * Office Tel Number

Passport Issuing Country/Region Home Tel Number

Citizenship * Fax Number

Gender * Male Female Mobile Number *

Date Of Birth * Email

Primary Contact Mode * Office Tel Number Home Tel Number Mobile Number Alternative Email

Tick if you prefer to receive status updates of licence application via SMS

5 Click Next

Next > Save as Draft Save as Draft & Exit

General Information

You may proceed to specify the details to be amended by selecting the respective checkboxes.



You can select multiple options to amend the Hotel and Hotel-keeper's information. However, a new application is required if you select **Change of Hotel Name, Hotel-keeper** and **Hotel Ownership** all together.

Amend Profile

Change of Hotel Name

Change of Hotel Keeper

Update of Hotel Ownership

Update of Existing Hotel and/or Hotel Keeper Information

Update of Room Information

6 Select the required amendment profiles. However, a new application is required if you select **Change of Hotel Name, Change of Hotel Keeper and Update of Hotel Ownership** all together.

Choose Amend Profile

Hotel Related Information

URA Information

I have obtained the relevant Grant of Written Permission/ relevant land use approval from Urban Redevelopment Authority (URA). I am submitting the said URA permission / approval online with this application

Hotel Information 7 Modify Hotel Information if required

Name of Hotel * Hotel Telephone Number *

Postal Code * Hotel Fax Number

Block / House Number * Email Address

Street Name * Website URL

Unit Number

Level

Building Name

Hotel Owner *

Hotel Owner's UEN *

Hotel Developer

Hotel Operator

Room Information 8 Modify Room Information if required

Category	Room Rate (\$)	No. of Rooms	No. of Beds
small	12	12	

Room Category *

Room Rate (\$) *

Number of Rooms *

Number of Beds Per Room
(Mandatory for Hostel Only)

Total Number of Rooms & Beds

Total Number of Rooms *	12	Total Number of Beds *	0
-------------------------	----	------------------------	---

Hotel Information and Room Information



You will be allowed to modify the details of the sections which you have selected in **Amend Profile** section. If you have not opted to amend any particular section, you may skip the steps accordingly.

F&B Outlet Information

Type Of Outlet
 1 ✕

Type Of Outlet

Add Outlet Type

Total Number of Outlets

Total Number of Outlets 1

Modify details
 If required.

9

Hotel-keeper's Information

Hotel-keeper General Information

Salutation *	<input type="text" value="Mrs"/>	NRIC / FIN *	<input type="text" value="S26533271"/>
Name *	<input type="text" value="Adrian Johnson"/>	Employment Pass Expiry Date (if FIN is entered)	<input type="text"/>
Designation in Hotel *	<input type="text" value="Chief Executive"/>	Date of Birth *	<input type="text" value="01/01/1982"/>
		Nationality *	<input type="text" value="SINGAPORE CITIZEN"/>

Hotel-keeper's Residential Address

Postal Code *	<input type="text" value="207229"/>	Retrieve Address	Level	<input type="text" value="01"/>
Block / House Number	<input type="text"/>		Unit Number	<input type="text" value="02"/>
Street Name *	<input type="text" value="KITCHENER LINK"/>		Building Name	<input type="text" value="CITY SQUARE RESIDENCES"/>

Hotel-keeper's Contact Details

Mobile Number *	<input type="text" value="+6593384966"/>	Email Address *	<input type="text" value="user28@ffetestuser.com"/>
Office Telephone Number	<input type="text" value="+6567676767"/>		

F&B Outlet Information and Hotel-Keeper’s Information

Company Details

Name of Company / Business / LLP	JANET'S ALTERATION	Status Date	01/01/1970
Business Registration No. (UEN)	52942768X	Primary Activity Code	14105
Registration Date	01/01/1970	Primary Activity Description	
Company Type	BUSINESS	Secondary Activity Code	
Status of Establishment	0	Secondary Activity Description	

Organisation Details

Organisation Name	JANET'S ALTERATION
UEN	52942768X
Organisation Type	BUSINESS
UEN of Former Company	

Organisation Address

Type of Premises	HDBBlock
Postal Code	140063
Block / House Number	63
Street Name	COMMONWEALTH DRIVE
Level	03
Unit Number	253
Building Name	

10

Click **Proceed**

Proceed >

Save as Draft

Company and Organisation Details

The **Upload Supporting Documents** screen will be displayed.
 You may attach the required supporting documents.

Amend Existing Licence
 Certificate of Registration and Hotel-keeper's Licence

Document Name	Type	Attachment	Action
Curriculum Vitae (CV) of Hotel-Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD	doc.pdf	Upload
Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload
ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload
Other Supporting Documents Multiple Files can be attached to this field is you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload

Navigation: Previous | Next | Save as Draft | Save as Draft & Exit

Upload Supporting Documents

Amend Existing Licence

Information Review

Block / House Number	9
Street Name	PENANG ROAD
Level	13
Unit Number	24
Building Name	PARK MALL

Declaration

13

General Declaration

1. I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

Certificate of Registration and Hotel-keeper's Licence

1. I declare that I am authorised to act for the intended operator of the Hotel for the purposes of this application.

2. I further declare that the documents submitted, if any, in support of this application are true and correct.

3. I understand the Hotel-keeper's licence condition on "Transit Rates" set out above. Further, I undertake to fully and completely communicate the said licence condition on "Transit Rates" to the Hotel-Keeper in the event the Hotels Licensing Board grants him a Hotel-Keeper licence.

4. I understand that the Hotels Licensing Board reserves the right not to grant the Certificate of Registration and/or the Hotel-keeper's licence if there is any declaration or statement made that is false or inaccurate in any material particular or misleading by reason of a material omission.

14

Click **Submit**

< Previous
Submit

Review and Declare

Amend Existing Licence

Submission Number B1620017137

Submission Date 20/02/2016 16:11:08

Submission Name B1620017137

EDIT → If required, click **Edit** to modify the **Submission Name**.

Licence Name	Application Number	Agency	Application Status	Payment Status
Certificate of Registration and Hotel-keeper's Licence	U1620002371	HLB	Submitted (No Upfront Payment Required)	Stage1 : N.A Stage2 : Pending

Note
 Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.
 The "Submission Name" is for your personal reference only.
 For submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

15 Click **Print**

16 Click **Close**

Acknowledgement



User can also [Change Submission Name](#) in **My Portfolio >> Applications**.

Cancel – Certificate of Registration and Hotel-keeper’s Licence

The Certificate of Registration and Hotel-keeper’s Licence need to be returned to HLB upon ceasing of the Hotel operations. The Hotel will need to submit a Cancellation application via GoBusiness Licensing and HLB will process the application accordingly.

Prerequisites

The applicant will not be able to submit an application for cancellation of Certificate of Registration and Hotel-keeper’s Licence if there are applications pending for the agency’s evaluation or if the licence status is “Revoked”.

Cancel – Certificate of Registration and Hotel-keeper's Licence

The screenshot shows the GoBusiness Licensing interface. At the top, there is a navigation bar with tabs: Dashboard, Applications, Licences (highlighted), Payments, Requests for Action, Managed Returns, and Correspondences. A callout '1' points to the Licences tab with the text 'Click My Portfolio >> Licences'. Below the navigation bar is a search bar with the placeholder text 'Agency Name, Licence Name, Licence Number' and a 'SEARCH' button. A callout '2' points to the SEARCH button with the text 'Click Search'. Below the search bar is a table of licences. The table has columns: Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Agency, and Action. Three licences are listed, all from 'Hotels Licensing Board'. A callout '3' points to the 'Action' dropdown menu of the first licence, which is open and shows options: Amend, Cancel, and Renew. The text 'Click Action >> Cancel' is written next to the callout.

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action
S1099	Certificate of Registration and Hotel-keeper's Licence	Active	23 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action
S1097	Certificate of Registration and Hotel-keeper's Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action
S1098	Certificate of Registration and Hotel-keeper's Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action

Licences tab



Alternatively, click your **Licence Number** to view the **Licence Details** screen. In **Licence Details** screen, click **Action >> Cancel**.

General Information about the licence and licensee will be displayed.

1 SELECT (Licence)
2 ADD General Information
3 PREP-USE Application Details
4 LPS (L2) Supporting Documentation
5 REVIEW & SUBMIT Application (Payment F. Application)
6 MONITOR/RENEWMENT

Cancel Existing Licence

Terms of Use

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3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
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2. We reserve all rights to deny or restrict access to this Website by any particular person or to block access from any Internet address to this Website, at any time, without ascribing any reasons whatsoever.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

Filer's Particulars

Note: Salutation, Name, Nationality, Gender and Date Of Birth are taken from User Profile for your convenience. Please proceed to **Update User Profile** screen to edit these information where necessary.

Salutation* Mr

Designation* Managing Director

Name* AL GONZALEZ

Office Tel Number +65676767

Passport Issuing Country/Region Please Select

Home Tel Number

Citizenship* JORDANIAN

Fax Number

Gender* Male Female

Mobile Number* +6593384966

Date Of Birth* 01/07/1988

Email* vb_ta_licensee1d@public.com

Alternative Email

Primary Contact Mode* Office Tel Number Home Tel Number Mobile Number

Tick if you prefer to receive status updates of licence application via SMS.

6 Click Next

5 Verify Particulars

4 Agree to Terms of Use

Next > Save as Draft Save as Draft & Exit

General Information

The **Cancellation Details** screen will be displayed.

1 SELECT Licence(s) **2** ADD General Information **3** **PROVIDE Application Details** **4** UPLOAD Supporting Document(s) **5** REVIEW & SUBMIT Application (Payment if applicable) **6** ACKNOWLEDGEMENT

Cancel Existing Licence

Certificate of Registration and Hotel-keeper's Licence

Cancellation Details

Cancellation Effective Date *

Reason For Cancellation *

7 Specify required details.

8 Click Proceed

Proceed > **Save as Draft**

Cancellation Details

1 SELECT Licence(s) **2** ADD General Information **3** PROVIDE Application Details **4** **UPLOAD Supporting Document(s)** **5** REVIEW & SUBMIT Application (Payment if applicable) **6** ACKNOWLEDGEMENT

Cancel Existing Licence

Certificate of Registration and Hotel-keeper's Licence

Document Name	Type	Attachment	Action
Other Supporting Documents I Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	<input type="text" value="ONLINE UPLOAD"/>		9 Upload

9 Click Upload to upload required supporting document (s), if required.

10 Click Next

< **Previous** **Next** > **Save as Draft** **Save as Draft & Exit**

Upload Supporting Documents

Cancel Existing Licence

Click to preview before printing.
Click to print application.

Filer's Particulars			
Salutation	Mrs	Designation	OTHER
Name	Adrian Johnson	Office Tel Number	67888888
ID Type	NRIC	Home Tel Number	67888888
ID Number	S26533271	Fax Number	67888888

Declaration

General Declaration

11 Check the checkboxes to make the respective declarations.

- I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

Certificate of Registration and Hotel-keeper's Licence

- I declare that I am authorised to act for the intended operator of the Hotel for the purposes of this application.
- I further declare that the documents submitted, if any, in support of this application are true and correct.
- I understand the Hotel-keeper's licence condition on "Transit Rates" set out above. Further, I undertake to fully and completely communicate the said licence condition on "Transit Rates" to the Hotel-Keeper in the event the Hotels Licensing Board grants him a Hotel-Keeper licence.
- I understand that the Hotels Licensing Board reserves the right not to grant the Certificate of Registration and/or the Hotel-keeper's licence if there is any declaration or statement made that is false or inaccurate in any material particular or misleading by reason of a material omission.

Click Submit 12

< Previous Submit

Review and Declare

Cancel Existing Licence

Application Submitted successfully!

Submission Number: B1620075648
Submission Date: 23/11/2016 11:22:06
Submission Name: B1620075648

If required, click **Edit** to modify the **Submission Name**.

13

Licence Name	Application Number	Agency	Application Status
Certificate of Registration and Hotel-keeper's Licence	T1620006307	HLB	Submitted (No Upfront Payment Required)

14

Acknowledgement



User can also [Change Submission Name](#) in **My Portfolio >> Applications**.

Renew - Certificate of Registration and Hotel-keeper’s Licence

The Hotel-keeper’s Licence needs to be renewed before it expires on 31 December of every calendar year

The Hotel-keeper will receive the notification via email in early October to renew the licence. Upon receiving the notification, the licensee may submit the renewal application within the specified deadline.

HLB will process the renewal application upon receiving the completed application form, payment and supporting documents (if any).

HLB will inform the Applicant/Hotel-keeper the collection details of the new licence once the renewal application has been approved.

If the licence is not renewed by 31 December, the hotel-keeper will need to cease the operations of the premises as a hotel with effect from 1 January the next year.

Prerequisites

- Renewal application for your Hotel-keeper's Licence can be submitted once you receive a renewal notification.

Renewal – Certificate of Registration and Hotel-keeper’s Licence

Click My Portfolio >> Licences 1

Click Search 2

Click Actions >> Renew 3

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action
S1099	Certificate of Registration and Hotel-keeper’s Licence	Active	23 Dec 2019	31 Dec 2019	Hotels Licensing Board	Amend, Cancel, Renew
S1097	Certificate of Registration and Hotel-keeper’s Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	Amend, Cancel, Renew
S1098	Certificate of Registration and Hotel-keeper’s Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	Amend, Cancel, Renew

Licences tab



Alternatively, click your **Licence Number** to view the **Licence Details** screen. In **Licence Details** screen, click **Action >> Renew**.

General Information screen will be displayed.



User can also [Change Submission Name](#) in **My Portfolio >> Applications**.

Print – Certificate of Registration and Hotel-keeper’s Licence

The Certificate of Registration and/or the Hotel-keeper’s Licence need to be printed from the GoBusiness Licensing Portal after the application has been approved and you have made payment for the fees (if applicable).

Prerequisites

- The applicant should have a valid licence.

Print – Certificate of Registration and Hotel-keeper's Licence

The screenshot shows the 'Licences' tab in the GoBusiness Licensing system. A navigation bar at the top includes 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Licences' tab is selected. Below the navigation bar is a search bar with the placeholder text 'Agency Name, Licence Name, Licence Number' and a 'SEARCH' button. A callout '1' points to the 'Licences' tab. Below the search bar is a table of licences. The table has columns for Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Agency, and Action. Two licences are listed: S1099 and S1097, both for 'Hotels Licensing Board'. A callout '2' points to the 'SEARCH' button. A callout '3' points to the 'Print' icon in the 'Action' column of the first licence row.

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action
S1099	Certificate of Registration and Hotel-keeper's Licence	Active	23 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action
S1097	Certificate of Registration and Hotel-keeper's Licence	Active	16 Dec 2019	31 Dec 2019	Hotels Licensing Board	Action

Licences tab



Alternatively, click your **Licence Number** to view the **Licence Details** screen.

General Information about the licence and licensee will be displayed.

The screenshot shows the 'Licence Details' screen. The navigation bar is the same as in the previous screenshot. The 'Licence Details' section displays the following information:

Licence Number	S1099	Business Operating Address	31 SCIENCE PARK ROAD, THE CRIMSON S(117611)
Licensee (Applicant / Company Name)	stb_ta_licensee1d / RTR INTERNATIONAL PTE. LTD.	Agency	Hotels Licensing Board
Status	Active	Expiry Date	31 Dec 2019
Licence Name	Certificate of Registration and Hotel-keeper's Licence	Remarks	--
Issue Date	23 Dec 2019		

At the bottom of the screen, there are five buttons: 'BACK', 'PRINT LICENCE/CERTIFICATE', 'VIEW LICENCE INFORMATION', 'AMEND', and 'CANCEL'. A callout points to the 'PRINT LICENCE/CERTIFICATE' button with the text 'Click Print Licence/Certificate to View the Documents'.

Licence Details Screen

Dashboard
Applications
Licences
Payments
Requests for Action
Managed Returns
Correspondences

Licence Details -

Licence Number	S1099	Business Operating Address	31 SCIENCE PARK ROAD, THE CRIMSON S(117611)
Licencee (Applicant / Company Name)	stb_ta_licensee1d / RTR INTERNATIONAL PTE. LTD.	Agency	Hotels Licensing Board
Status	Active	Expiry Date	31 Dec 2019
Licence Name	Certificate of Registration and Hotel-keeper's Licence	Remarks	--
Issue Date	23 Dec 2019		

BACK
PRINT LICENCE/CERTIFICATE
VIEW LICENCE INFORMATION
AMEND
CANCEL

Licence Documents -

Document Name
HotelKeeperLicence (New).pdf
HotelKeeperLicence (Amend).pdf

Licene Details > Licence Documents Section



- You may click on the Documents to Print or Download the Certificate of Registration and Hotel- keeper’s e-Licence.

Chapter 9: Request for Action (RFA)

Overview of RFA

Agency may request for additional details or documents from the filer or applicant (licensee) while processing the application by sending a request through **Request for Action (RFA)**.

Request for Action includes the following:

- **Clarification:** Request general clarification about the application.
- **Form Changes:** Request applicant to amend the submitted application.
- **Request for Document:** Request applicant to provide a specific document.

You can view and manage all the RFAs requested by the agency here. The most recent RFA will be listed on top.

After the RFA is responded, the agency will review the response. If the agency accepts the response, the RFA will be closed.

If the RFA is not responded by the due date, it may cause delay in the processing of the application.



RFA notifications can be viewed from **All Items** tab

Managing Request for Actions

Managing RFA includes the following:

- View list of all RFAs and their details
- Respond to pending RFAs

Viewing RFA Details

The most recent RFA can be found at the top of the **RFA** tab. You can search for the required RFA or use the advanced search function to filter for a specific RFA.

Click My Portfolio >> Request for Action 1

Search for required RFA. 2

Click to view details. 3

Request ID	Application Number	Licence Name	Agency	Date Sent	Due Date	Request for Action Status
Q1910001892	R1910014249	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	13 Dec 2019	27 Dec 2019	Closed
Q1910001894	R1910014251	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	13 Dec 2019	27 Dec 2019	Closed
Q1910001893	R1910014250	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	13 Dec 2019	27 Dec 2019	Closed

Request for Action screen – Search Results



All the RFAs under the logged in user’s profile will be listed under this tab. To filter and view the required RFA, refer to **Getting Started > Common Features.**

The **Request for Action Details** screen will be displayed once you click the Request ID to respond the RFA. Either one of the below screen will be displayed depending on the type of request by the agency.

- [Request for Action Details screen for Form Changes](#)
- [Request for Action Details screen for Clarification](#)
- [Request for Document](#)

If the RFA requires an amendment to the application the following screen will be displayed.

Request for Action Details

Request ID Q1620000991	Application Number C1620031990	Request Date 07 Nov 2016	Response Date 07 Nov 2016
Application Type New	Licence Name Certificate of Registration and Hotel-keeper's Licence	Request Status Pending	Request Type Form changes

Remarks

Officer Remarks
Please change the application details

View officer remarks. 4

Back Respond Click Respond. 5

RFA for Form Amendment

The **General Information** of the Application form will be displayed once you click on “Respond” and you may make the necessary edits in the form.



Please note that the sequential steps and procedures mentioned in the licence application section is for a new licence application. When you are modifying the application for an RFA, please only modify the details as requested by the agency.

Upon submitting the updated application form, an acknowledgement will be displayed.

Apply for New Licence

Application Submitted successfully!

Licence Name	Request ID	Agency	Application Status
Certificate of Registration and Hotel-keeper's Licence	Q1620000991	HLB	Responded

PRINT CLOSE

Click **Close** to close the acknowledgement.

Click **Print** to print the acknowledgement.

Acknowledgement

If the RFA requires clarification for the application, the following screen will be displayed.

Request for Action Details

Request ID	Application Number	Request Date	Response Date
Q1620001008	C1620034225	23 Nov 2016	

Application Type	Licence Name	Request Status	Request Type
New	Certificate of Registration and Hotel-keeper's Licence	Pending	Clarification

Remarks

Officer Remarks
Clarification

View Officer Remarks

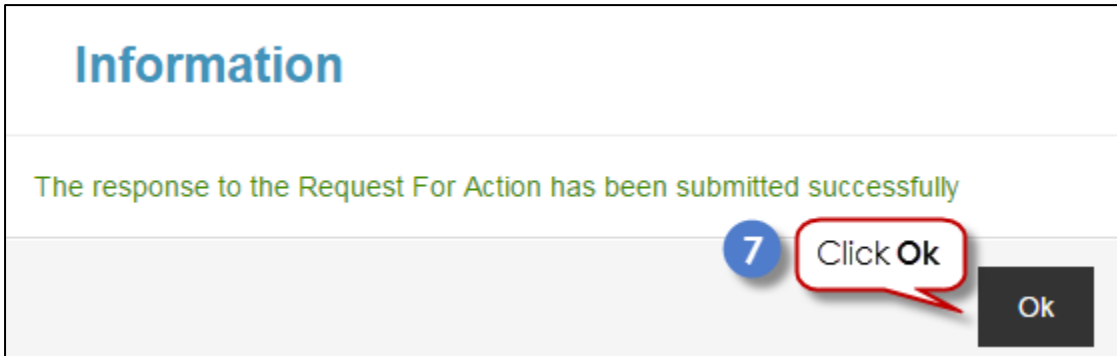
Enter your remarks here.

Your Remarks

Back Submit Clarification Remarks

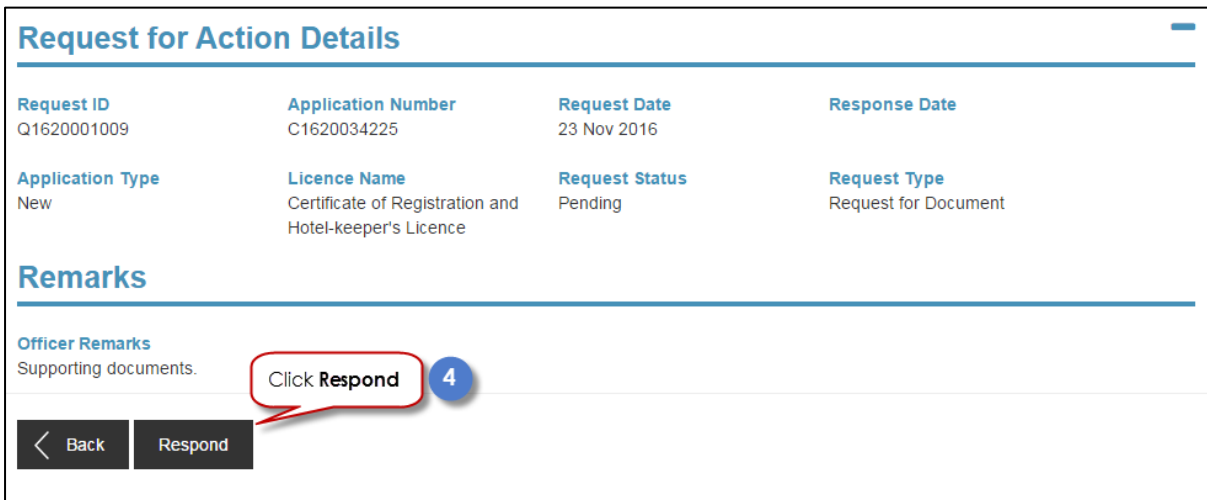
Click Submit Clarification Remarks.

RFA for Clarification



Success Message

If the RFA requires additional document(s) to process the application, the following screen will be displayed.



RFA for Documents

The **Upload Supporting Documents** screen will be displayed.

1
SELECT
Licence(s)

2
UPLOAD
Supporting Document(s)

3
ACKNOWLEDGEMENT

Apply for New Licence

Certificate of Registration and Hotel-keeper's Licence

Document Name	Type	Attachment	Action
URA Grant of Written Permission * <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD	URA_Grant_Written_Permission.pdf	Upload
Temporary Occupation Permit (TOP) / Certificate of Statutory Completion (CSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC) <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Curriculum Vitae (CV) of Hotel-Keeper <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Advertisements <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
ACRA Business Profile <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Cover Letter on Estimated Commencement Date <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Filer Authorisation Letter <small>Mandatory only when Profile selected is "On behalf of licensee". Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Other Supporting Documents I <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload
Other Supporting Documents II <small>Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</small>	ONLINE UPLOAD		Upload

Click to delete uploaded file.

Click to upload supporting document

Click **Submit**

Save as Draft

Save as Draft & Exit

Submit

Upload Supporting Documents

1 SELECT Licence(s)

2 UPLOAD Supporting Document(s)

3 ACKNOWLEDGEMENT

Apply for New Licence

Application Submitted successfully!

Licence Name	Request ID	Agency	Application Status
Certificate of Registration and Hotel-keeper's Licence	Q1620001009	HLB	Responded

PRINT CLOSE

Click **Close** to close the acknowledgement.

Click **Print** to print the acknowledgement.

Acknowledgement

Chapter 10: Correspondences

Overview of Correspondences

The agency will inform the Filer and/or Applicant on licence or application related information either by letter, email or SMS notification.

The correspondence tab lists all the communication records between the applicant/licensee or filer and the agency. The most recent correspondence will be listed on top.

You can do the following in this tab:

- View all the correspondences and their respective details.
- View the application or licence details related to a correspondence.

Viewing Correspondences

The screenshot shows the 'Correspondences' page in the GoBusiness Licensing system. The navigation bar includes 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Information', and 'Correspondences'. A search bar is located below the navigation bar. The main content area displays a table of correspondence records. Callout 1 points to the 'Correspondences' tab in the navigation bar. Callout 2 points to the search bar. Callout 3 points to a row in the table.

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Printing of Certificate of Registration and Hotel-keeper's Licence (Change of Hotel Name)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:45
	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:03:36
Licence Application Status Update Notification (to Applicant)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:02:35
Outstanding Payment Advice	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:01:53
HLB - Approval for Amendment Application (Change of Hotel Name)	U2010045422	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	15/01/2020 18:00:46

Correspondences



- Click **Application/Licence No.** to view the application or licence details.
- You may view the correspondence for an application, or a licence from the respective application details or licence details screen.
- A copy of the notification or correspondences will also be emailed to the applicant's email registered with GoBusiness Licensing

The **Correspondence Details** screen will be displayed.

Correspondence Details

Application Number	U2010045422	Correspondence Name	Payment Success Notification
Licence Name	Certificate of Registration and Hotel-keeper’s Licence	Delivery Channel	Email
Status	Fail	Sent Date	15 Jan 2020 18:03:36

BACK

MESSAGE

Dear AL GONZALEZ,

Your payment for the following transaction is successful.

Payment Transaction Number : TX2010005446

Paid Amount : 200.00

Transaction Date : 15/01/2020

Payment Method : e-Payment

For more details, please refer to the attachment or log-in to <https://licence1.business.gov.sg>.

If you have any enquiry, please email us at DEV-licences-helpdesk@crimsonlogic.com. Alternatively, you may contact us at (+65) 6774 1430.

This is a system generated notification, please do not reply.

Correspondence Details (Sample)



Click **Back** to return to the previous screen.

Chapter 11: Payments

Overview of Payments

Depending on the type of application, payment may be required to be made by the applicant before or after the approval of the application. You can manage your payments in the **Payments** tab. By default, the most recent payment detail will be listed on top.

Managing Payments includes the following:

- View payment details
- Make payment for your pending payment advice(s)

View Payment Details

Click My Portfolio >> Payments

Search for required payment record.

Click to view payment details or to make payment

Payment Advice Number	Application Type	Application Number	Agency	Licence Name	Amount (SGD)	Payment Due Date	Payment Date	Payment Status
<input type="checkbox"/> PA2010009514	Amend	U2010045422	Hotels Licensing Board	Certificate of Registration and Hotel-keeper's Licence	\$200.00	14 Feb 2020	15 Jan 2020	Paid
<input type="checkbox"/> C1910075081		C1910075081	Hotels Licensing Board	Certificate of Registration and Hotel-keeper's Licence	\$300.00	22 Jan 2020	23 Dec 2019	Paid
<input type="checkbox"/> PA1910009497	Renew	R1910014270	Hotels Licensing Board	Certificate of Registration and Hotel-keeper's Licence	\$300.00	22 Jan 2020	23 Dec 2019	Paid
<input type="checkbox"/> PA1910009498	Renew	R1910014271	Hotels Licensing Board	Certificate of Registration and Hotel-keeper's Licence	\$300.00	22 Jan 2020	23 Dec 2019	Paid

Payments

To make payment(s), select the checkbox corresponding to the transaction with outstanding payment(s) and click **Make Payment**.



Alternatively, you may also make the payment or view the payment details for an application or licence from the **Application Details** or **Licence Details** screen.

The **Payment Details** screen will be displayed.

Payment Details

Hotels Licensing Board
Certificate of Registration and Hotel-keeper's Licence

Payment Advice Number	PA1910009481	Payment Due Date	12 Dec 2019
Application Number	C1910074975	Payment Date	--
Applicant/Licensee Name	stb_ta_licensee1d	Payable Amount(SGD)	\$300.00
Application Type	New	Paid Amount(SGD)	\$0.00
Payment Status	Unpaid	Payment Method	--

BACK **MAKE PAYMENT**

Item Details **Payment History**

Click the respective tab to view it's details.

Transaction Number	Transaction Type	Transaction Date	Amount(SGD)	Payment Method	Status
TX1910005424	Payment		\$300.00	e-Payment	Pending

Payment Details screen

The system will allow you to make payment if the payment status shows as 'Unpaid', as shown below.

Payment Details

Hotels Licensing Board
Certificate of Registration and Hotel-keeper's Licence

Payment Advice Number	PA1910009481	Payment Due Date	12 Dec 2019
Application Number	C1910074975	Payment Date	--
Applicant/Licensee Name	stb_ta_licensee1d	Payable Amount(SGD)	\$300.00
Application Type	New	Paid Amount(SGD)	\$0.00
Payment Status	Unpaid	Payment Method	

BACK **MAKE PAYMENT**

Click to make payment.

Item Details

Payment History

Transaction Number	Transaction Type	Transaction Date	Amount(SGD)	Payment Method	Status
TX1910005424	Payment		\$300.00	e-Payment	Pending

Payment Details – Make Payment

e-Payment

SNo	Description	Amount(\$)
1	Pay to HLB (Payment Advice No - PA1610497754) Certificate of Registration and Hotel-keeper's Licence Application No. : C1620034225	
	Hotel-keeper's Licence GST is not applicable	100.00
	Certificate of Registration GST is not applicable	200.00
	Payment Advice Sub Total	300.00
	Grand Total:	300.00

6 Click **Proceed with payment**

Proceed with payment

e-Payment screen

The **e-Payment** process is handled via **PayPal payment gateway**. For more details on e-Payment requirements, please refer to <http://www.paypal.com>. Refer to **e-Payment gateway** for steps and instructions in e-Payment.

Once you have completed your payment, a receipt will be generated and you can click on the **View Receipt** to view and print a copy.

e-Payment

Payment is successful and the receipt is generating.

SNo	Description	Amount(\$)	Status
1	Pay to HLB (Payment Advice No - PA1610497754) Certificate of Registration and Hotel-keeper’s Licence Application No. : C1620034225	300.00	Success

If the receipt does not appear, please click on View Receipt button below.

View Receipt Next Click Next 8

Click View Receipt 7

e-Payment

An acknowledgement screen will be displayed depending on the application.

- For unsuccessful payment, a payment failure message will be displayed.



e-Payment

Payment Failed.

SNo	Description	Amount(\$)	Status
1	Pay to HLB (Payment Advice No - PA1610496058) Certificate of Registration and Hotel-keeper's Licence Application No. : R1620005440	300.00	Failed

The payment transaction failed

We are unable to process your payment. Please try again.

[Retry](#) [Close](#)

Unsuccessful ePayment

- Click **Try Again** to make e-Payment again or click **Back to 360 Portfolio** to return to [My Portfolio](#) screen.
- Applicant will be able to make e-Payment from [Payment](#) module.

Chapter 12: Managed Returns

Overview of Managed Returns

If the hotel has been issued with a Temporary Permission (TP) by Urban Redevelopment Authority (URA), HLB will require the licensee to provide the renewed TP before it expires. The system will send a reminder notification to the licensee two months prior to the expiry date of the TP. The licensee will need to respond to the request via the **Managed Returns** tab and attach the renewed TP in the application.



If you fail to send the renewed Temporary Written Permission, the Board reserves the right to cancel the Certificate of Registration and Hotel-keeper’s licence.

Managed Return Number	Licence Number	Managed Return Type	Managed Return Status	Submission Date	Due Date	Action
M1620017537	L2121	Written Permission Expiry Date	Pending Submission			Click Submit Submit

Managed Returns

Upload Supporting Documents screen will be displayed.

Managed Returns Application
 Certificate of Registration and Hotel-keeper’s Licence

Document Name	Type	Attachment	Action
URA Grant of Written Permission * Acceptable File Format: doc, pdf, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD	URA_Grant_Written_Permission.pdf (x)	Upload

Buttons: Save as Draft, Save as Draft & Exit, Submit

Upload Supporting Documents

Managed Returns Application

Application Submitted successfully!

Submission Number: B1620075545
 Submission Date: 23/11/2016 16:39:52
 Submission Name: B1620075545 [Edit]

Licence Name	Application Number	Agency	Application Status
Certificate of Registration and Hotel-keeper’s Licence	M1620019642	HLB	Submitted (No Upfront Payment Required)

Buttons: Print, Close

Acknowledgement