

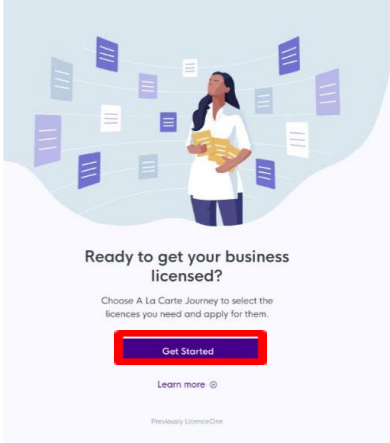

## **Step-by-Step Guide for Managing Request for Action (RFA) Certificate of Registration and Hotel-keeper's Licence**

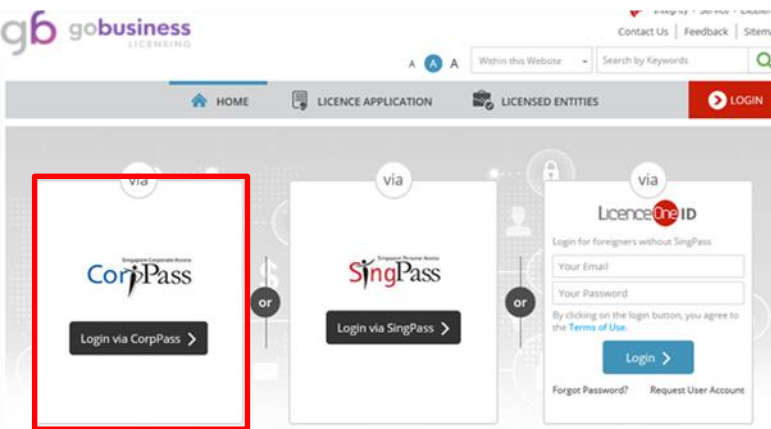
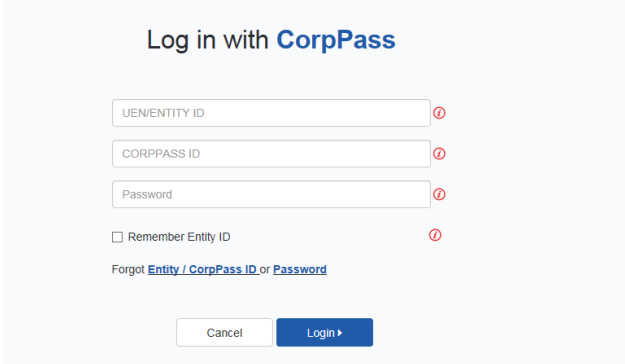
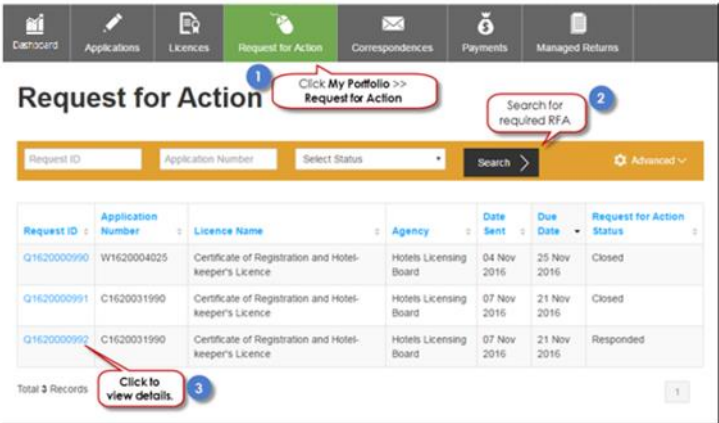
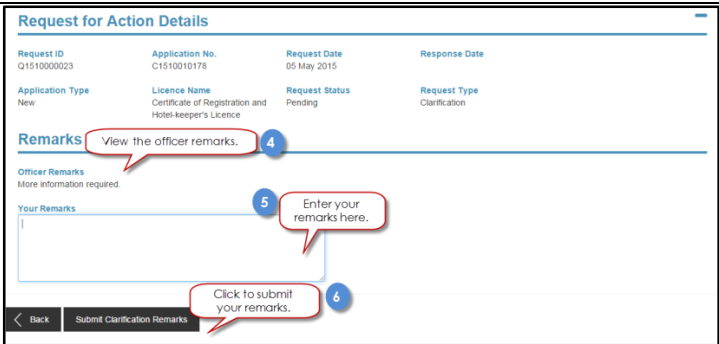
The Request for Action (RFA) feature allows the agency officer to request for additional information or supporting documents (if any) pertaining to the application. It also allows applicants to view and respond to the enquiries sent by the agency officer.

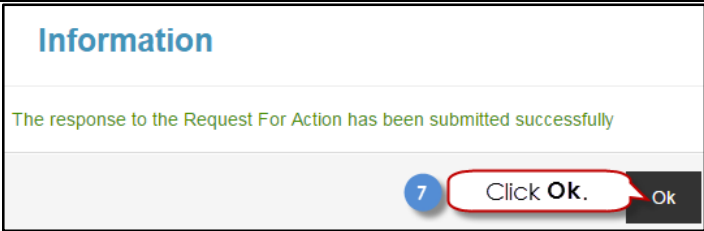
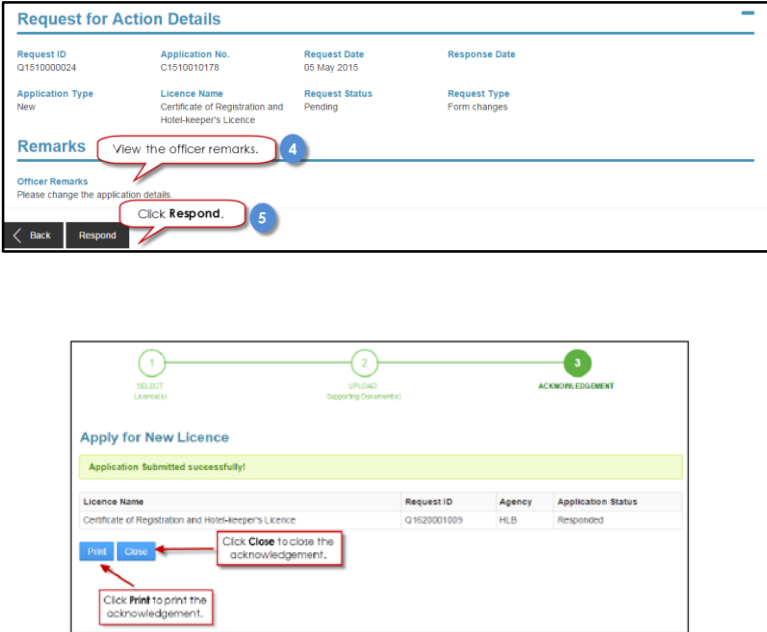
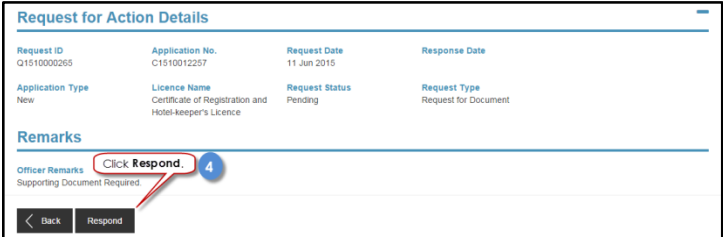
RFA includes the following:

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

You will receive an email to inform you if a RFA is pending your action. A copy of the correspondence can also be found at the “Correspondence” tab in GoBusiness Licensing.

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website <a href="https://go.business.gov.sg/licences">https://go.business.gov.sg/licences</a> and click on “Get Started”	
1a	Next, click on “Login”	

S/N	Step	Screenshot
2	Log in to GoBusiness Licensing using CorpPass	
2b	Enter the UEN/Entity No, CorpPass ID and Password and click on "Login".	
3	<p>Click on "My Portfolio &gt; Request for Action"</p> <p>Enter the Request ID and Click on "Search"</p> <p>Click on the Request ID to view the details</p>	
4a	<p><u>For Clarification:</u></p> <p>View the officer remarks and enter your response at the "Your Remarks" section. Click on "Submit Clarification Remarks" once you have entered your response</p> <p>Once the application is submitted, the system</p>	

S/N	Step	Screenshot
	<p>will provide you with an acknowledgement page</p> <p>Click on “OK” to close this page</p>	
4b	<p><u>For form changes</u></p> <p>View the officer remarks and Click on “Respond”</p> <p>The application form will launch. Applicant can proceed to make the necessary changes to the form and click on “Submit”</p> <p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “Q”</p> <p>You may choose to print or close the acknowledgement page</p>	
4c	<p><u>For Request of Document:</u></p> <p>View the officer remarks and Click on “Respond”</p> <p>The “Upload Supporting Document” section will launch. Applicant can proceed to upload the required documents</p> <p>Click on “Submit” once you have uploaded the required document</p>	

S/N	Step	Screenshot
	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “Q”.</p> <p>You may choose to print or close the acknowledgement page.</p>	 