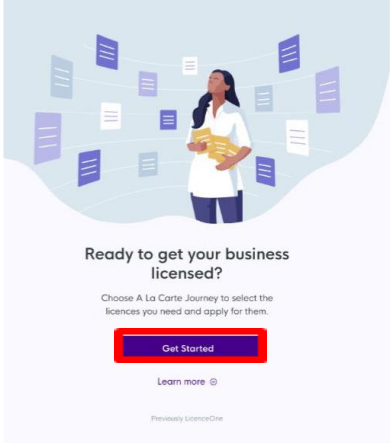
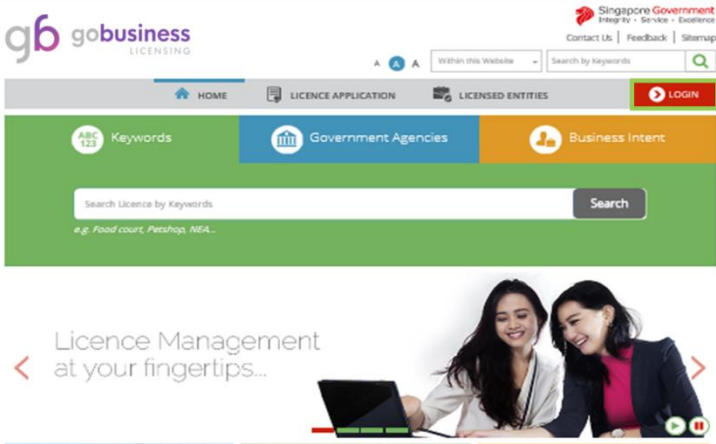
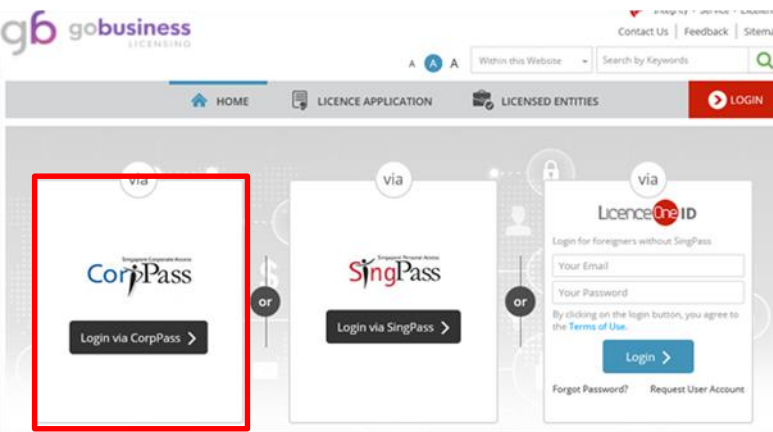
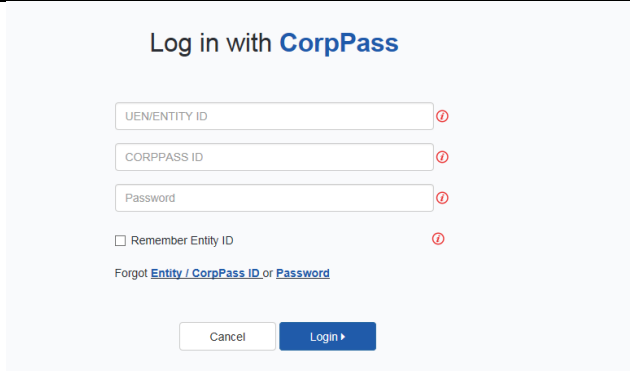
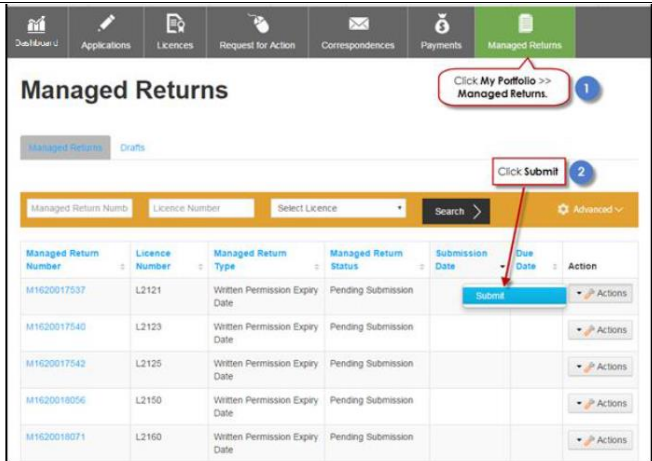
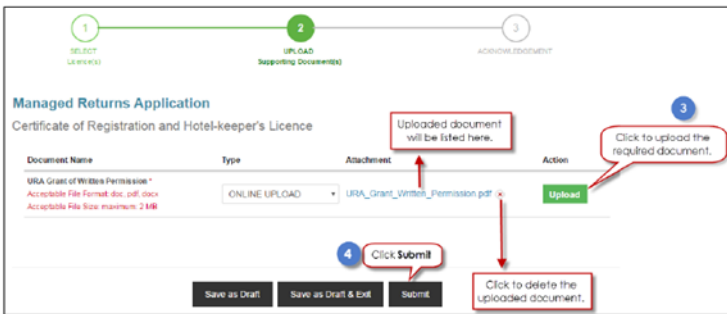
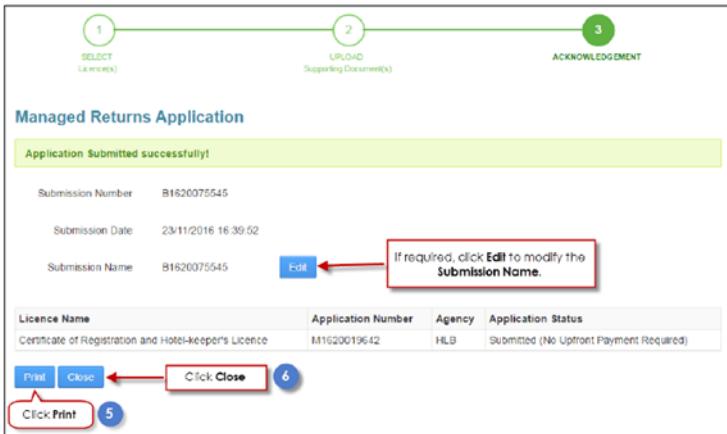


Step-by-Step Guide for Managing Managed Returns (MR) – Submission of Renewed Temporary Permission

If the hotel has been issued with a Temporary Permission (TP) by URA, HLB will require the licensee to provide the renewed TP before it expires. You will receive an email reminder 2 months prior to the expiry date of TP. A copy of the correspondence can also be found at the “Correspondence” tab.

| S/N | Step | Screenshot |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 1 | Go to GoBusiness Licensing website https://go.business.gov.sg/licences and click on “Get Started” |  |
| 1a | Next, click on “Login” |  |
| 2 | Log in to GoBusiness Licensing using CorpPass |  |

| S/N | Step | Screenshot |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 2a | Enter the UEN/Entity No, CorpPass ID and Password and click on “Login” |  |
| 3 | <p>Click on “My Portfolio > Managed Returns”</p> <p>Enter the Return ID and Click on “Search”</p> <p>Click on “Actions, followed by Submit”</p> |  |
| 4 | <p>Click on “Upload” to upload the renewed URA Grant of Written Permission</p> <p>Click on “Submit” once the document has been uploaded</p> |  |
| 5 | Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “M” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). You may choose to print or close the acknowledgement page. |  |

| S/N | Step | Screenshot | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------|------------------------|----------------------|------------------|--------|-----------|--------------------------------------|-------------|--------------------------------------------------------|-----|-------|------------------------|----------------------|---------------------|-------------|--------------------------------------------------------|-----|-------|------------------------|----------------------|------------------------------------------|-------------|--------------------------------------------------------|-----|-------|------------------------|----------------------|------------------------------------------|-------------|--------------------------------------------------------|-----|-------|------------------------|----------------------|---------------------------------------------------------------|-------------|--------------------------------------------------------|-----|-------|------------------------|----------------------|
| 6 | Once the application has been reviewed and approved, you will receive an email acknowledgement. A copy of the correspondence can also be found under the “Correspondence” tab at GoBusiness Licensing. | <p>The screenshot displays the 'Correspondences' section of the GoBusiness Licensing portal. The top navigation bar includes links for MY PORTFOLIO, LICENCE APPLICATION, GUIDELINES, ABOUT US, INFO SEARCH, PUBLIC USER, and LOGOUT. Below this, a secondary navigation bar shows tabs for All Items, Applications, Licences, Request for Action, Correspondences (highlighted), Payments, and Managed Returns. The main content area features a search bar with fields for Correspondence Name, Sent Date From, and Sent Date To, along with a Search button and an Advanced search option. A table lists several correspondence records, each with a Name, Application/Licence No., Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. A callout points to the 'Correspondences' tab in the navigation bar, another points to the search bar, and a third points to a link in the first row of the table that says 'Click to view details.'</p> <table><tr><th>Name</th><th>Application/Licence No.</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr><tr><td>HL New Application Inspection Passed</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 16:04:06</td></tr><tr><td>Applicant's Officer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:58:53</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:47:33</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:14:32</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:01:44</td></tr></table> <p>Total 5 Records</p> | Name | Application/Licence No. | Licence Name | Application Type | Delivery Channel | Agency | Sent Date | HL New Application Inspection Passed | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 16:04:06 | Applicant's Officer | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:58:53 | HL RFA - Notification to Applicant_Filer | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:47:33 | HL RFA - Notification to Applicant_Filer | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:14:32 | Licence Application Status Update Notification (to Applicant) | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:01:44 |
| Name | Application/Licence No. | Licence Name | Application Type | Delivery Channel | Agency | Sent Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HL New Application Inspection Passed | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 16:04:06 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applicant's Officer | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:58:53 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HL RFA - Notification to Applicant_Filer | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:47:33 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HL RFA - Notification to Applicant_Filer | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:14:32 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Licence Application Status Update Notification (to Applicant) | C1510010178 | Certificate of Registration and Hotel-keeper's Licence | New | Email | Hotels Licensing Board | 05 May 2015 15:01:44 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |