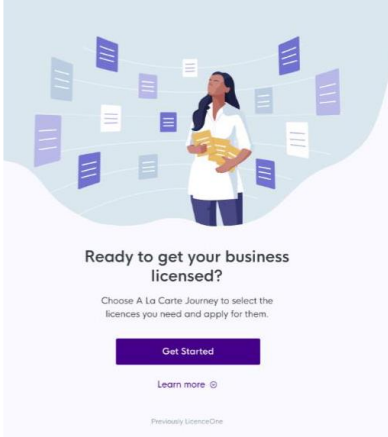



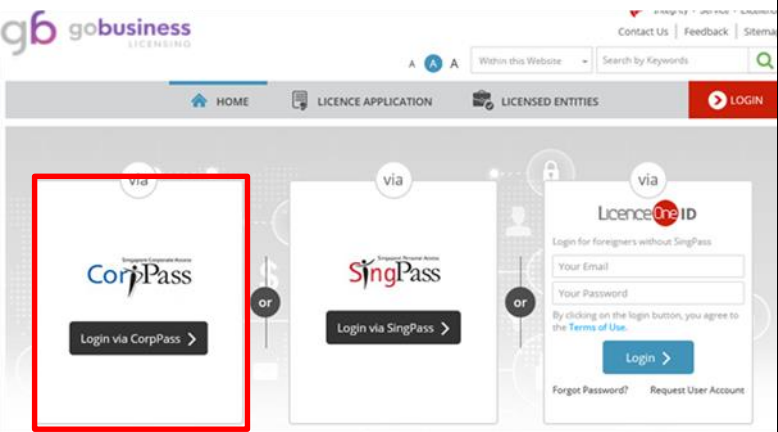
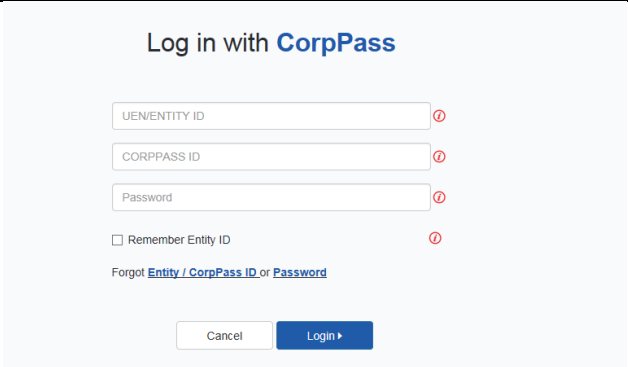
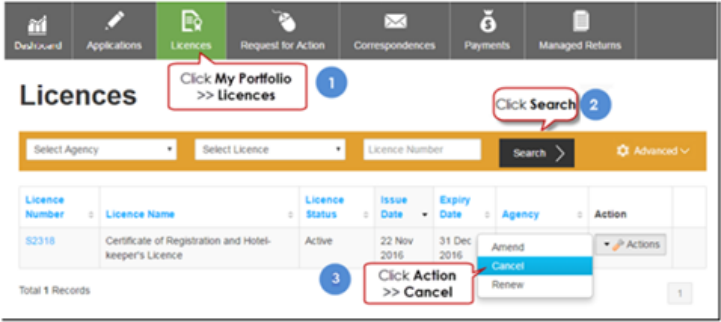
Step-by-Step Guide for Cancellation of Certificate of Registration and Hotel-keeper's Licence

Should the hotel decides to cease its hotel operation, the authorised CorpPass user¹ will need to submit a cancellation application and arrange to return the Certificate of Registration and Hotel-keeper's Licence to the Board for cancellation.

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://www.gobusiness.gov.sg/licences , and click on “Get Started” for “Ready to get your business licensed?”.	
1a	Next, click on “Login”	

¹ “Singapore Corporate Access” (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 2018, CorpPass will be the only login method for all online business transactions with the Government, including via GoBusiness Licensing. Only authorised CorpPass users of the company can use CorpPass to access GoBusiness Licensing and submit cancellation to the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the cancellation application, they must also be appointed as the authorised CorpPass user of the company.

For information on the registration & set up of CorpPass for your business entity, please visit www.corppass.gov.sg.

S/N	Step	Screenshot
2	Log in to GoBusiness Licensing using CorpPass	 <p>The screenshot shows the GoBusiness Licensing website. At the top, there's a navigation bar with 'HOME', 'LICENCE APPLICATION', 'LICENSED ENTITIES', and a 'LOGIN' button. Below this, there are three login options: 'via CorpPass', 'via SingPass', and 'via LicenceOne ID'. The 'via CorpPass' option is highlighted with a red box. The 'via SingPass' option has a 'Login via SingPass >' button. The 'via LicenceOne ID' option has a 'Login >' button and a 'Request User Account' link.</p>
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on "Login"	 <p>The screenshot shows the 'Log in with CorpPass' form. It has three input fields: 'UEN/ENTITY ID', 'CORPPASS ID', and 'Password'. Below these fields is a checkbox for 'Remember Entity ID'. At the bottom, there are 'Cancel' and 'Login >' buttons. A link for 'Forgot Entity / CorpPass ID or Password' is also present.</p>
3	<p>Click on "My Portfolio > Licence"</p> <p>Enter the Licence Number and Click on "Search"</p> <p>Click on "Action > Cancel"</p>	 <p>The screenshot shows the 'Licences' page. At the top, there's a navigation bar with 'Dashboard', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments', and 'Managed Returns'. Below this, there's a 'Licences' section with a 'Click My Portfolio >> Licences' button (highlighted with a red box and a blue circle 1). There's a search bar with 'Select Agency', 'Select Licence', and 'Licence Number' fields, and a 'Search >' button (highlighted with a red box and a blue circle 2). Below the search bar, there's a table with columns: 'Licence Number', 'Licence Name', 'Licence Status', 'Issue Date', 'Expiry Date', 'Agency', and 'Action'. The table shows one record with 'Licence Number' 52315, 'Licence Name' 'Certificate of Registration and Hotel-keeper's Licence', 'Licence Status' 'Active', 'Issue Date' '22 Nov 2016', 'Expiry Date' '31 Dec 2016', and 'Agency' 'Amend'. The 'Action' column has a dropdown menu with options 'Amend', 'Cancel', and 'Renew'. The 'Cancel' option is highlighted with a red box and a blue circle 3. At the bottom, there's a 'Total 1 Records' label.</p>
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on "Next"</p>	

S/N	Step	Screenshot
		<p>Cancel Existing Licence</p> <p>Terms of Use</p> <p>I. Agreement</p> <ol style="list-style-type: none"> 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. 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. <p>II. Access To the Website</p> <ol style="list-style-type: none"> 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. <p><input type="checkbox"/> By clicking on the checkbox, I agree to be bound by the Terms of Use.</p> <p>Filer's Particulars</p> <p>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.</p> <p>Salutation * <input type="text" value="Mrs"/> Designation <input type="text" value="OTHER"/></p> <p>Name * <input type="text" value="Adrian Johnson"/> Office Tel Number <input type="text" value="67888888"/></p> <p>ID Type * <input checked="" type="radio"/> NRIC <input type="radio"/> FIN <input type="radio"/> Passport Home Tel Number * <input type="text" value="67888888"/></p> <p>ID Number * <input type="text" value="S26533271"/> Fax Number <input type="text" value="67888888"/></p> <p>Nationality * <input type="text" value="SINGAPORE CITIZEN"/> Mobile Number <input type="text" value="97888888"/></p> <p>Gender * <input type="radio"/> Male <input checked="" type="radio"/> Female Email <input type="text" value="user26@fetestuser.com"/></p> <p>Date Of Birth * <input type="text" value="01/01/1982"/> Alternative Email <input type="text" value="user26@fetestuser1.com"/></p> <p>Primary Contact Mode * <input type="radio"/> Office Tel Number <input checked="" type="radio"/> Home Tel Number <input type="radio"/> Mobile Number</p> <p><input type="checkbox"/> Tick if you prefer to be notified via SMS <input type="checkbox"/> SMS</p> <p>Click Next.</p> <p>Next Save as Draft Save as Draft & Exit</p>
5	<p>Indicate the "Cancellation Effective Date" and "Reason for Cancellation"</p> <p>Click on "Proceed"</p>	<p>Cancel Existing Licence</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>Cancellation Details</p> <p>Cancellation Effective Date * <input type="text" value="23/11/2016"/></p> <p>Reason For Cancellation * <input type="text"/></p> <p>Specify required details.</p> <p>Click Proceed</p> <p>Proceed Save as Draft</p>

S/N	Step	Screenshot
6	Upload the supporting documents (if any) and Click “Next”	
7	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence”, and Click on “Submit”</p>	
8	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “T” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).	

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

The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”² feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
9	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	

² Please refer to the step-by-step guide on “Request for Action”