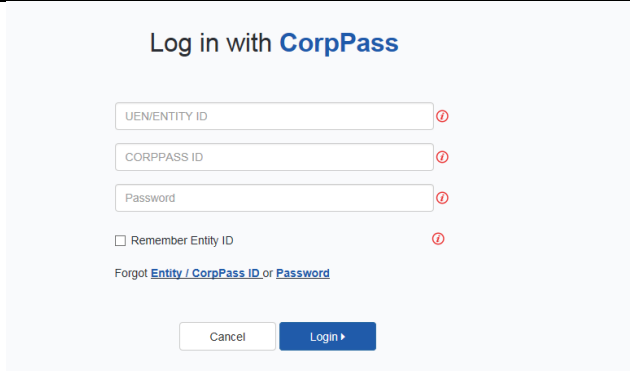
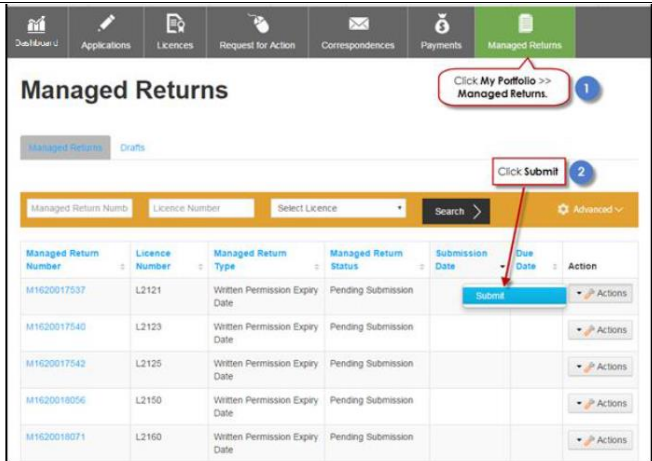
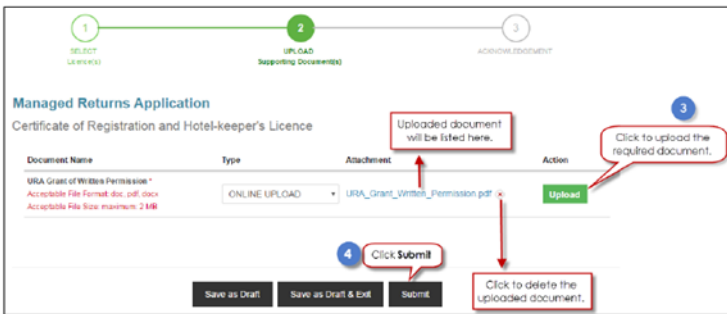
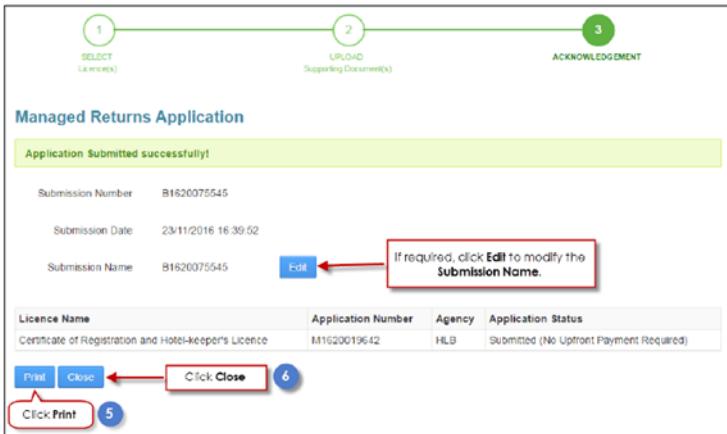


## Step-by-Step Guide for Managing Managed Returns (MR) – Submission of Renewed Temporary Permission

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 <a href="https://www.gobusiness.gov.sg/licences">https://www.gobusiness.gov.sg/licences</a> , and click on “Get Started” for “Ready to get your business licensed?”. |            |
| 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 &gt; 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. At the top, there is a navigation bar with tabs: MY PORTFOLIO, LICENCE APPLICATION, GUIDELINES, ABOUT US, INFO SEARCH, PUBLIC USER, and LOGOUT. Below this, a secondary navigation bar includes: All Items, Applications, Licences, Request for Action, Correspondences (highlighted), Payments, and Managed Returns. The main heading is 'Correspondences'. Below the heading is a search bar with fields for 'Correspondence Name', 'Sent Date From', and 'Sent Date To', followed by a 'Search' button and an 'Advanced' link. A table of correspondence records is shown below the search bar. The table has columns: Name, Application/Licence No., Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The first row is highlighted with a blue callout '3 Click to view details.' pointing to the 'Name' column. The table contains five rows of data. At the bottom, it says 'Total 5 Records' and a page number '1'.</p> <table><thead><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></thead><tbody><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></tbody></table> | 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 |                  |        |           |                                      |             |  |     |       |                        |                      |                     |             |  |     |       |                        |                      |  |             |  |     |       |                        |                      |  |             |  |     |       |                        |                      |   |             |  |     |       |                        |                      |
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