GoBusiness Licensing Enhancement Frequently Asked Questions (FAQs)
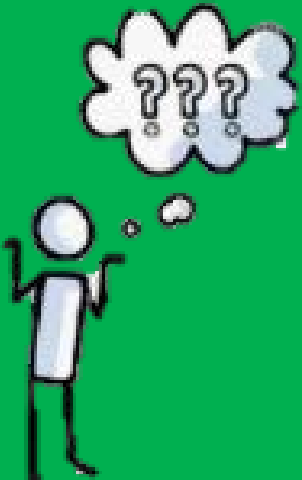
What are the new application statuses introduced?

The following is the list of the revised application status:

Application Status	Description
Submitted / Submitted with Payment	Application has successfully been submitted
Pending Agency Action	Application under Auditor's review
Pending Applicant Action	Applicant to respond to Request for Action
Pending Evaluation	Application under Approving Officer's review
In-Principle Approval	Pending stage 2 payment review
Approved but Pending Modified Payment	Pending applicant to make stage 2 payment
Approved with Payment	Certificate has been couriered out

How does the new application status implementation affect my application?

The implementation of revised application status will allow applicant to be duly updated on progress of application and it will not affect application process. Note that "Submitted / Submitted with Payment" status will be reflected 1 hour after application submission.

FAQ on Auto Submission for Renewal Application

1

What will happen if the renewal application is not submitted before system maintenance period?

Renewal application will be automatically submitted via the system for halal certificates expiring in April, May and June 2022 when the enhanced system goes live.

2

How do I ensure that my application was successfully submitted before the system maintenance period?

GoBusiness License application status will indicate "Pending Agency Action" for successful application submission.

3

How do I discontinue my halal certification if the renewal application is automatically submitted by the system?

Applicant can submit their intent to discontinue halal certification via email to Halal_AO@muis.gov.sg.

FAQ on Offline Payment Request

1 How do I submit an offline payment request?

Offline payment request can be submitted via *Licensed Entities > Majlis Ugama Islam Singapura > Make Offline Payment* after submission of online application. Alternatively, you may wish to view the video tutorial via "link".
There are 2 modes of offline available
- Interbank Transfer
- Direct Debit Authorization (DDA) / Manual GIRO

2 Can I make offline payment for multiple applications?

Applicant can make consolidated payment for multiple applications. System will compute the total payable amount for the applicant to make interbank transfer or for DDA/GIRO deduction depending on the preferred option.

3 What happens after I submit the offline payment request?

Halal Certification Finance Officer will process the submitted information to validate the payment. The application will proceed to the next stage once payment has been verified.

How do I declare Virtual Brand for my Halal-certified establishment?

Virtual Brands are brands that exist on online platform such as GrabFood, Food Panda, Deliveroo etc. As such, virtual branding is only applicable for Halal-certified establishments under Eating Establishment (EE) and Food Preparation Area (FPA) Scheme.

For existing Halal-certified establishments, you may submit amendment application under Amend Product / Menu or Ingredient List category to declare the Virtual Brand.

Establishments that are applying for halal certification may indicate their Virtual Brands on the online application form.

Virtual Brand

Virtual Brand Name

Please click on the "Add" button if you have more than one Virtual Brand Name.
Please click on the "Edit" (🖉)button to amend Virtual Brand name, and click "Add" again after you have made your amendments.

Add

Virtual Brand Name

What is the difference between the various amendment options?

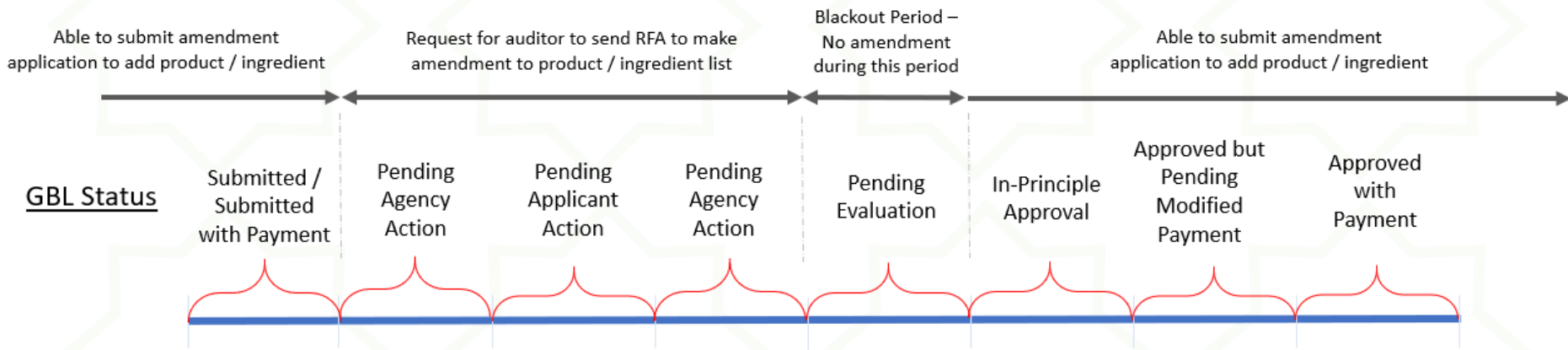| Change of Contact and Staff Details	Amend Product / Menu or Ingredient List	Add Product / Ingredient to existing record	Amend Menu / Ingredient to 2 or more outlets
• For All Schemes • Auto Approve • **Not able** to submit amendment for menu / ingredient list	• For all schemes *Except for Product / Whole Plant scheme* • List uploaded will completely overwrite existing records.	• For Product and Whole Plant schemes • Applicant can submit multiple application • Product / Ingredient item uploaded will be **added** to existing records	• For Eating Establishment and Food Preparation Area scheme • Multiple outlets can be selected under single amendment to replace existing menu / ingredient list

1

When can I submit amendment application to add products / ingredients?

Amendment application to add product / ingredient to the existing record can be submitted before Auditor arranges for site inspection and after Approving Officer has approved the application. Please refer to the illustration below:

1

Where can we download the revised ingredient list template?

The revised ingredient list template can be downloaded from the online application form as shown below:

Ingredients to Be Certified.

Upload Ingredient

Please click here to download the format of Ingredient to be Certified.

  i. Do not add columns, sub-headers or more than one sheet in the excel file.
  ii. Do not change the header and sheet name in the excel file.
  iii. Do not upload more than one excel file.
  iv. Do not duplicate menu and ingredients that are already declared or populated above.
  v. Do not leave any blank cell within the submitted list.

Please note that if you upload the excel a second time, the latest upload will replace the previous list in the table below.

2

Additional columns for Brand and Certifying Body indicated that it is only for poultry or meat based ingredients. Can I indicate the Brand and Certifying Body for other types of ingredients?

It is only mandatory for applicant to indicate the Brand and Certifying Body for poultry or meat based ingredients. Applicant may indicate Brand and Certifying Body for ingredients in other risk categories.

FAQ on Declaration of Contract Manufacturer

1 Who needs to declare Contract Manufacturer details?

Only brand owners who engage Contract Manufacturer to manufacture their products are required to declare the license or application number of the contract manufacturer

2 Why do we need to declare Contract Manufacturer details?

Declaration of Contract Manufacturer will enable system to validate if the contract manufacturer has valid halal certificate or is concurrently applying for halal certification

3 How to declare Contract Manufacturer details

Brand Owner applicant needs to input Contract Manufacturer license or application number in the field shown below

① *Select brand owner option*

- ○ Are you applying product manufacturing for yourself?
- ◉ Are you company Brand Owner?
- ○ Are you contract Manufacturer?

Declare Manufacture company *

Please input manufacturing company application number or licence number.

Retrieve Details

Manufacturer's Name

② *Input contract manufacturer's Application or License number*

FAQ on Streamline of Brand Owner Cert Expiry

What does Streamline of Brand Owner Cert Expiry entails?

1

Streamlining Brand Owner certificate expiry date with Contract Manufacturer expiry date would mean that the certificate expiry date for Brand Owner applications would follow the certificate expiry date of the declared Contract Manufacturer. This will prevent invalidity of brand owner certificate because of manufacturer halal certification status.

Does this mean that the Brand Owner will have certificate expiring on different dates if the Brand Owner engages multiple Contract Manufacturer?

2

Yes. Brand Owners' halal certificates may have different expiry dates. Auto renewal submission will assist Brand Owners to submit the renewal applications when it is due for renewal.
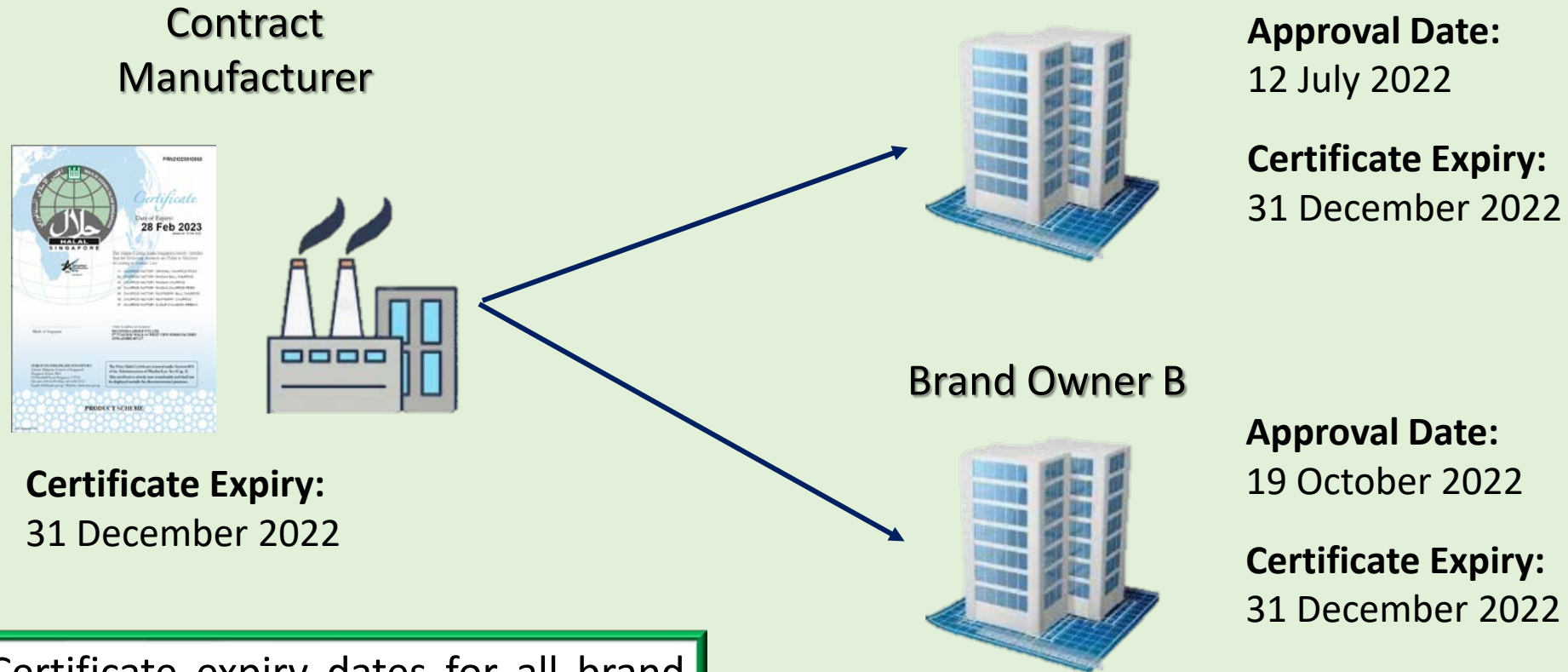
What happens if the contract manufacturer has no valid halal certificate?

3

Brand Owner's halal certificate will be invalid if the contract manufacturer does not have valid halal certificate.
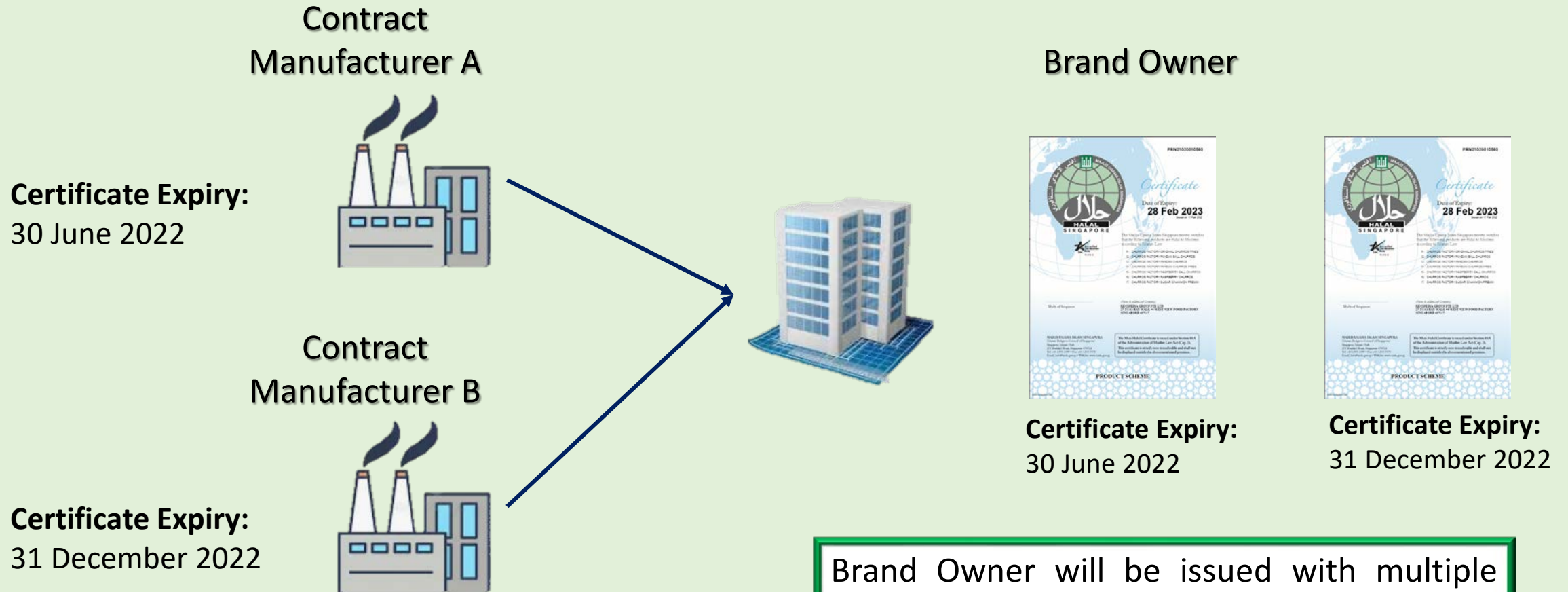
What does Streamline of Brand Owner Cert Expiry entails?

Brand Owner A

Contract
Manufacturer

Approval Date:
12 July 2022

Certificate Expiry:
31 December 2022

Certificate Expiry:
31 December 2022

Brand Owner B

Approval Date:
19 October 2022

Certificate Expiry:
31 December 2022

Certificate expiry dates for all brand owners follows the certificate expiry date of contract manufacturer

FAQ on Streamline of Brand Owner Cert Expiry

What does Streamline of Brand Owner Cert Expiry entails?

Contract
Manufacturer A

Brand Owner

Certificate Expiry:
30 June 2022

Contract
Manufacturer B

Certificate Expiry:
31 December 2022

Certificate Expiry:
30 June 2022

Certificate Expiry:
31 December 2022

Brand Owner will be issued with multiple certificates for each contract manufacturer