



# LicenceOne Public User Guide

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# Chapter 1: About this Guide

## Purpose

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This user guide explains how to use **LicenceOne** to apply for and manage licence(s) issued by participating licensing agencies.

## Audience

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- Applicant or Licensee applying or managing the licence.

Depending on the licence, the applicant can be any of the following:

- An individual applying for self or applying on behalf of another person.
- Represent the applying company or apply on behalf of another company.

For more information such as licence eligibility criteria, fee structure, validity period and licence specific guidelines for applying and managing a particular licence, refer to the respective agency's website.

## Learning Objectives

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This user guide explains the following:

- [Getting started with LicenceOne](#)
- [How to log in to LicenceOne](#)
- [How to select/switch your profile](#)
- [How to update your profile](#)
- [How to view announcements](#)
- [How to apply for a Licence](#)
- [How to withdraw a submitted application](#)
- [How to manage a Licence](#)
  - [How to amend an existing Licence](#)
  - [How to cancel an existing Licence](#)
  - [How to renew an expiring Licence](#)
- [How to view all notifications and tasks \(All Items\)](#)
- [How to view correspondences](#)
- [How to manage and view payment details](#)

### How to Read this Guide

Before you start using this guide, it is important to understand the documentation conventions used in it.

- The phrase "LicenceOne" and the word "system" denote the same and are hence used interchangeably.

### Tips and Warnings

Two types of callouts are used in this user guide to indicate tips and warnings.



This symbol indicates that it is a tip.

A tip provides good-to-know information that helps users to understand the functionality better.

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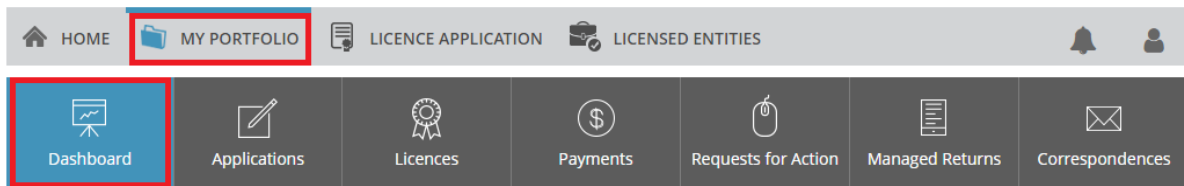
This is a warning.

A warning refers to information that may be critical to the system's functionality and might affect data or system's stability.

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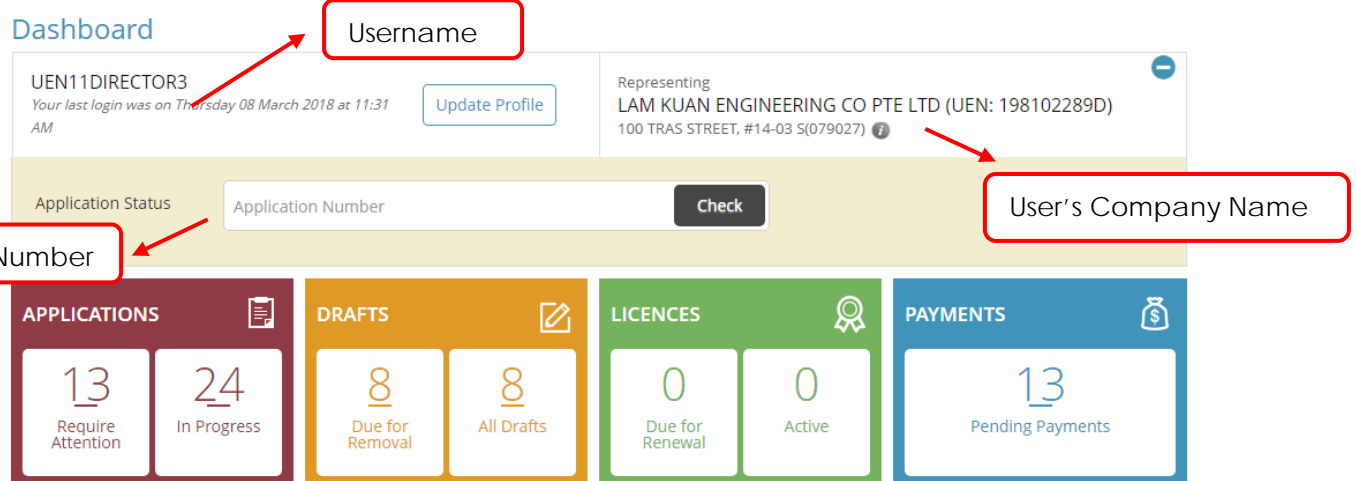
## Access LicenceOne menus and locate a particular section in this guide

- Screen names, field names or labels and field options are specified in bold font. For example, click **My Portfolio** >> **Dashboard**.



### Application screen

- Two consecutive ">>" in an instruction indicates how to access a particular screen or functionality. For example, click **My Portfolio** >> **Dashboard** means you first click **My Portfolio** and then **Dashboard**.
- Bold italic font is used to refer to a particular chapter, section heading or subheading in this user guide. For example, refer to **About this Guide** > **Learning Objectives** means "Learning Objectives" is a section or subheading under "About this Guide".
- One ">" in this document indicate how to locate the referred chapter or section in this user guide. For example, refer to **About this Guide** > **Learning Objectives** means Learning Objectives can be located under About this Guide in this guide.



- The **APPLICATION** tab shows you how many applications you have **In Process** and applications that **Require Attention**.
- The **DRAFTS** tab shows you how many **Drafts** you have and **Due for removal**.
- The **LICENCES** tab shows you how many licences are up for renewal and ones that are active.
- The **PAYMENT** tab shows you how many **outstanding** and **pending payments** you have for the licences.

# Chapter 2: Overview of LicenceOne

## Introduction

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LicenceOne provides applicants/licensees an improved licensing system to apply and manage their licence more easily and efficiently.

## Key features

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- User-friendly interface which guides users throughout the entire application process.
- Auto-saves the application as a Draft application. Users may easily retrieve this Draft and continue with the application at users' convenience.
- Allows users to manually save the document as a Draft application.
- Allows users to rename submitted applications for easy retrieval in future.
- Simplifies the process of applying and managing licence.
- Notifies users on application approval status, licence amendment and licence expiry (if applicable).
- Depending on the licensing policy of the agency, some applications may be processed by the system immediately.

# Chapter 3: Getting Started

## Hardware and Software Requirements

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Following are the requirements to use LicenceOne.

### Hardware Requirements

- Best supported display resolution is WXGA (1280 X 800)
- Broadband Connection to the Internet

### Software Requirements

- Internet Browser:

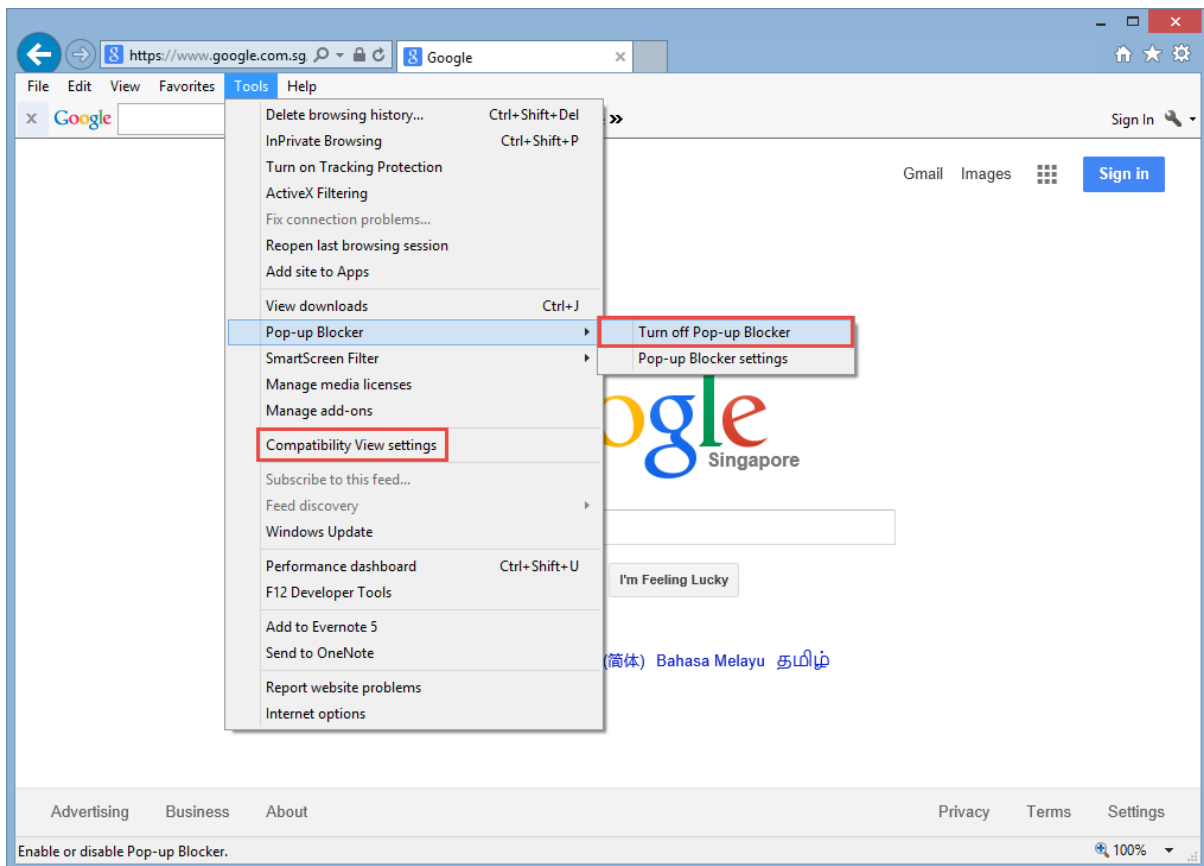
	Browser	Supported Version
	Internet Explorer	IE 9, IE10 & IE11
	Firefox	28 & 29
	Chrome	34 & 35
	Safari	7

- Adobe PDF Browser Plugins
- Java Virtual Machine
- Microsoft Word
- Microsoft Excel
- Valid and accessible e-mail address



## Turning off Pop-up Blocker

Disable the pop-up blocker in web browser to experience all the features of LicenceOne.



### Disable Pop-up Blocker

### Important Notes



- Do not click the **Back**, **Forward** or **Refresh** buttons in your web browser.
- Compatibility view settings needs to be set when using IE browser: Tools → Compatibility View Settings → deselect the first 2 checkboxes.
- Do not leave the system idle for more than **30 minutes**.
- Always log out of the system when not in use.
- Should you be prevented from carrying out any transaction in the system, try restarting your internet browser.

## Support Information

This section explains about the supporting features and links in the homepage of LicenceOne.

The screenshot shows the LicenceOne homepage with several callout boxes highlighting key features:

- Licence Application**: - Apply for New Licence, - Amend Existing Licence, - Renew Expiring Licence, - Cancel Existing Licence
- Online help / download user guide**: Points to the Help | Contact Us | Feedback link.
- Online Feedback Form**: Points to the Feedback link.
- Find our Helpdesk**: Points to the Helpdesk link.
- View Public Announcements**: Points to the ANNOUNCEMENT section.
- Login to LicenceOne**: Points to the LOGIN button.
- View Help Videos**: Points to the HELP VIDEOS section.
- Search for licence(s) by specific keyword or by agency**: Points to the search bar.

The homepage features a navigation menu with HOME, LICENCE APPLICATION, ABOUT US, and INFO SEARCH. The main content area includes a search bar, a list of announcements, help videos, and a footer with logos of partner agencies and contact information.

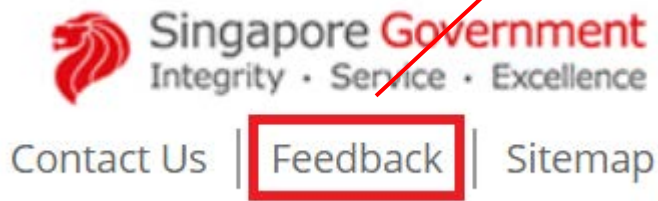
### Homepage – Support Information

## Submit an Enquiry and Feedback

You can submit enquiry and feedback through the system.

1. Go to **Login** screen.
2. Click **Feedback** link, the system displays the feedback form for you to fill up and submit.

Click Feedback



Homepage – Feedback

3. **Your Feedback** screen will be displayed.

### Your Feedback

---

#### Your Particulars

Salutation *	<input type="text" value="Please Select"/>	Name *	<input type="text"/>
Email *	<input type="text"/>	Telephone Number (Home)	<input type="text"/>
Telephone Number (Office)	<input type="text"/>	Telephone Number (Handphone)	<input type="text"/>

---

#### Enquiry / Feedback Details

Enquiry / Feedback regarding \*

Subject \*

Description \*

Note: Your input information limited with maximum 500 characters

Attachment

Note: Only these file types (doc, xls, pdf, jpeg, jpg) with sizes not exceeding 2MB will be accepted

**V 5 D E Z** 68

Captcha

Your Feedback screen (Before login)

Write to us

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Enquiry / Feedback Details

Enquiry / Feedback Regarding\* (Select what you are reporting on) ▾

Subject\*

Description\*

Note: Your input is limited to a maximum of 500 characters

Attachment Choose File

Note: Only files (not exceeding 5 MB) in MS Word, MS Excel, pdf and jpeg will be accepted

Click Feedback



Your Feedback screen (After login)

4. Fill in the feedback form (ensuring that mandatory\* fields are entered) and click **Submit**.

## Common Procedures

This section explains some of the common features such as, search for a required information, how to customise your search results, filter required information (such as particular application/correspondence).

### Viewing My Portfolio

- When you click any of the tabs under [My Portfolio](#), the system displays all the available records or items. An example is illustrated below.

Click **My Portfolio** >> **Correspondences**.

By default, all the correspondences are listed here.

Indicates the total number of records.

Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Payment Success Notification	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:51
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:19
Outstanding Payment Advice	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:16
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:55:17

Total 82 Records

1 2 3 4 5 Next Last

### Correspondences

- You may navigate to the required screen to view the items or records listed on this screen.

LicenceOne Public User Guide  
Chapter 3: Getting Started

**Correspondences**

Correspondence Name    Sent Date From    Sent Date To    Search >    Advanced >

Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Payment Success Notification	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:51
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:16
Outstanding Payment Advice	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:55:17
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:55:17

Total 82 Records

1 2 3 4 5 Next Last

Click **Last** to view the records in the last page.

Click **Next** to view records in the page next to the current page.

Click the required page to view records in it.

Current page.

Correspondences – View required page

- You can sort the listed records column-wise in ascending or descending order.

**Correspondences**

Correspondence Name    Sent Date From    Sent Date To    Search >    Advanced >

Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Payment Success Notification	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:51
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:19
Outstanding Payment Advice	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:16
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:55:17

Click the arrows to sort the records by a column in ascending or descending order.

Correspondences - Sorting the records

## Correspondences

Advanced ▾

Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Payment Success Notification	C1510011647	Certificate of Registration of School - Kindergarten			Early Childhood Development Agency	26 May 2015 17:57:51
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten			Early Childhood Development Agency	26 May 2015 17:57:19
Outstanding Payment Advice	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:57:16
Licence Application Status Update Notification (to Applicant)	C1510011647	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	26 May 2015 17:55:17

Highlighted down arrow indicates that records are sorted by this column in descending order.

Records sorted column-wise in descending order

## Correspondences

Advanced ▾

Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Licence Application Status Update Notification (to Applicant)	C1510001096	Child Care Centre Licence	New		Early Childhood Development Agency	03 Feb 2015 18:31:20
Licence Application Status Update Notification (to Applicant)	C1510001103	Certificate of Registration of School - Kindergarten	New		Early Childhood Development Agency	03 Feb 2015 19:21:29
Licence Application Status Update Notification (to Applicant)	C1510001110	Child Care Centre Licence	New	Email	Early Childhood Development Agency	03 Feb 2015 19:46:48
Licence Application Status Update Notification (to Applicant)	C1510001113	Certificate of Registration of School - Kindergarten	New	Email	Early Childhood Development Agency	03 Feb 2015 20:01:47

Highlighted up arrow indicates that records are sorted by this column in ascending order.

Records sorted column-wise in ascending order

- Filter the required record(s) based on the required criteria.
  - Search (Basic search to filter the listed records)

## Correspondences

Advanced ▾

1 Specify required criteria.

2 Click Search.

Basic Search

- Advanced Search (Additional filter criteria to narrow down the search results)




## Correspondences

The screenshot shows a search interface for 'Correspondences'. It includes several input fields: 'Correspondence Name', 'Sent Date From' (with a calendar icon), 'Sent Date To' (with a calendar icon), 'Select Agency', 'Select Licence', 'Select Application Type', 'Select Delivery Channel', and 'Application/Licence No.'. A 'Search >' button is on the left, and an 'Advanced' toggle with a gear icon is on the right. Three callouts are present: 1. 'Click to show/hide the Advanced search' pointing to the 'Advanced' toggle. 2. 'Specify required criteria.' pointing to the date fields. 3. 'Click Search.' pointing to the 'Search >' button.

Advanced Search

## Calendar Control

To specify the required date, click  icon and choose the required date.

The screenshot shows a calendar control with the following callouts: 1. 'Choose the required month.' pointing to the 'Mar' dropdown. 2. 'Choose the required year.' pointing to the '2015' dropdown. 3. 'Choose the required date.' pointing to the date '5' in the calendar grid. 4. 'Click to enter today's date.' pointing to the 'Today' button. 5. 'Click to exit calendar.' pointing to the 'Done' button.

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## Retrieve Address by Postal Code

The system has the facility to retrieve the following details on entering a postal code.

- Block/House Number
- Street Name
- Building Name (if applicable)

This feature is useful when you need to specify address for an application.

**Mailing Address**

Address Type \*  Local  Foreign

Type of Premises \* Residential

Postal Code \*  **Retrieve Address**

Please enter your postal code and click "Retrieve Address".

Block / House Number \* Please Select

Level

Unit Number

Building Name

E.g. 05-01 Key in:05

E.g. 05-01 Key in:01

### General Information – Retrieve Address by Postal Code



This feature is applicable only for Singapore postal codes.

## Save Applications as Draft

When you are filling up an application form, you may save the application as Draft and submit it later at your convenience.

As an example, saving a new application as Draft is illustrated below.

**Mailing Address**

Address Type \*  Local  Foreign

Street Name \*

Type of Premises \* Residential

Level

Postal Code \*  **Retrieve Address**

Please enter your postal code and click "Retrieve Address".

Unit Number

Block / House Number Please Select

Building Name

E.g. 05-01 Key in:05

E.g. 05-01 Key in:01

Click **Next** to proceed

Click to **save** as draft

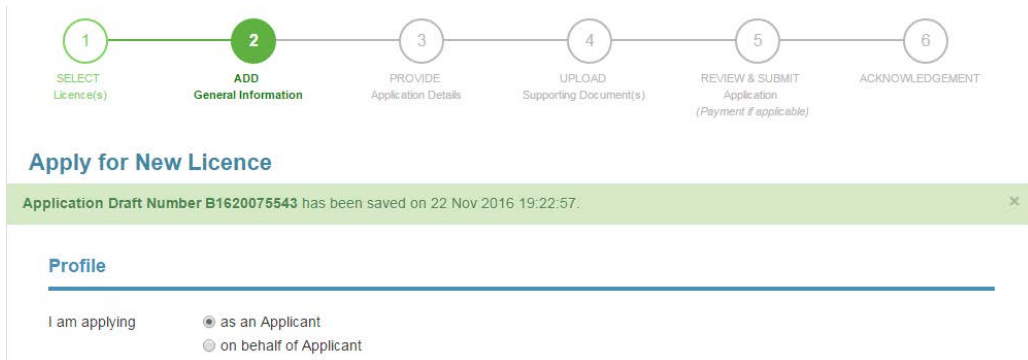
Click to **save** as draft and exit screen


Next > Save as Draft Save as Draft & Exit

### New Application – Saving Draft application


1. Click **Next** to proceed further. Note: System automatically saves application as Draft when **Next** is clicked.
2. Click **Save** to save a Draft.

- When an application is saved, the draft number will be displayed on screen:



 The screenshot shows a progress bar with six steps: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW & SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. Below the progress bar, a green notification banner displays the message: "Application Draft Number B1620075543 has been saved on 22 Nov 2016 19:22:57." Below the banner, there is a "Profile" section with the text "I am applying" and two radio buttons: "as an Applicant" (which is selected) and "on behalf of Applicant".

3. Click **Save & Exit** to save as Draft and exit the screen.

- 
- It is recommended to save the entered details to prevent any data loss due to power failure or other unforeseen circumstances.
  - Take down the Draft number for reference. You can search for the Draft using this Draft number.

- You may retrieve the Draft applications from the respective **Drafts** sub tab.

The below illustration explains how to retrieve a Draft application.

**Retrieving Draft application:**

1. Click My Portfolio >> Applications.

1 Click **My Portfolio** >> **Applications**.

2 Click **Drafts**.

3 Click to view draft details.

	Draft Number	Draft Name	Licence Name	Creation Date
<input type="checkbox"/>	<a href="#">B1510021824</a>	B1510021824	Certificate of Registration of School	20 May 2015 18:07:10
<input type="checkbox"/>	<a href="#">B1510021823</a>	B1510021823	Tobacco Retail Licence	20 May 2015 17:57:34
<input type="checkbox"/>	<a href="#">B1510021821</a>	B1510021821	Tobacco Retail Licence	20 May 2015 17:02:25
<input type="checkbox"/>	<a href="#">B1510021818</a>	B1510021818	Certificate of Registration of School - Kindergarten	20 May 2015 16:46:00
<input type="checkbox"/>	<a href="#">B1510021815</a>	B1510021815	Tobacco Retail Licence	20 May 2015 16:27:07
<input type="checkbox"/>	<a href="#">B1510021799</a>	B1510021799	Employment Agency Licence	20 May 2015 15:29:17
<input type="checkbox"/>	<a href="#">B1510021797</a>	B1510021797	Tobacco Retail Licence	20 May 2015 15:27:48
<input type="checkbox"/>	<a href="#">B1510021796</a>	B1510021796	Employment Agency Licence	20 May 2015 15:27:00
<input type="checkbox"/>	<a href="#">B1510021795</a>	B1510021795	Employment Agency Licence	20 May 2015 15:26:09
<input type="checkbox"/>	<a href="#">B1510021793</a>	B1510021793	Tobacco Retail Licence	20 May 2015 15:24:45

Total 79 Records

Action ▾

1 2 3 4 5 Next Last

### Draft – Retrieve Draft Application

2. Click **Drafts** sub tab.
3. Click [Draft Number](#) to view Draft details.



- You may manually delete the Drafts. Drafts will be auto-deleted after remaining in the Drafts folder for 90 days.

## Preview and Print

**Apply for New Licence**



**Information Review**

---

**Applicant's Particulars**

Salutation	Mrs	Designation	Managing Director
Name	Adrian Johnson	Office Tel Number	67888888
ID Type	NRIC	Home Tel Number	67888888
ID Number	S2653327I	Fax Number	67888888


### Declaration - Preview and Print

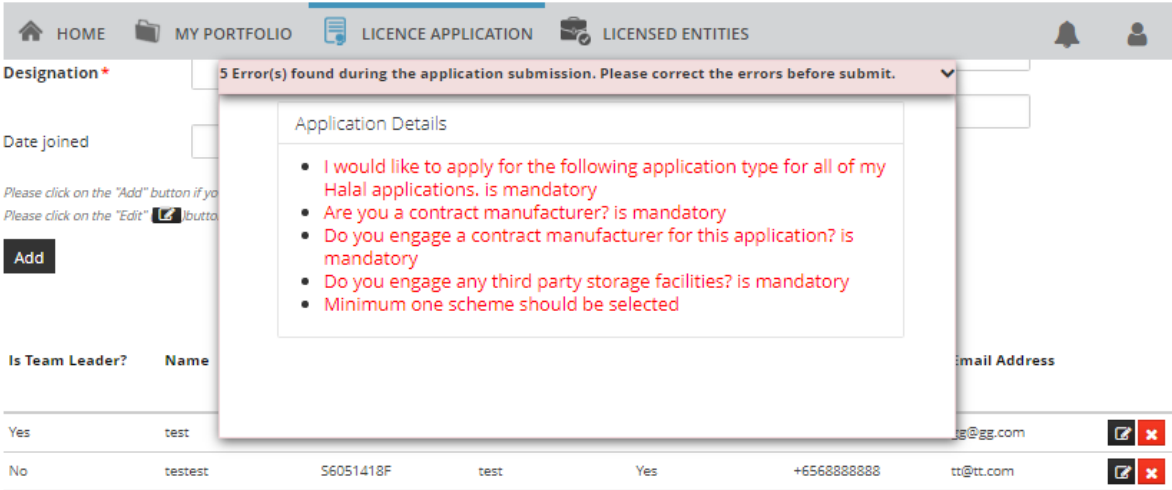
1. Click  to print application.
2. Click  to preview application.

## Errors Found

### To view errors found during submission:

If mandatory field are not entered / invalid fields are entered, or documents are not submitted during the application process, an error message box will be displayed on the top of the screen before submission.

1. Click  on the top right of the message and the errors will be displayed under their respective sections.

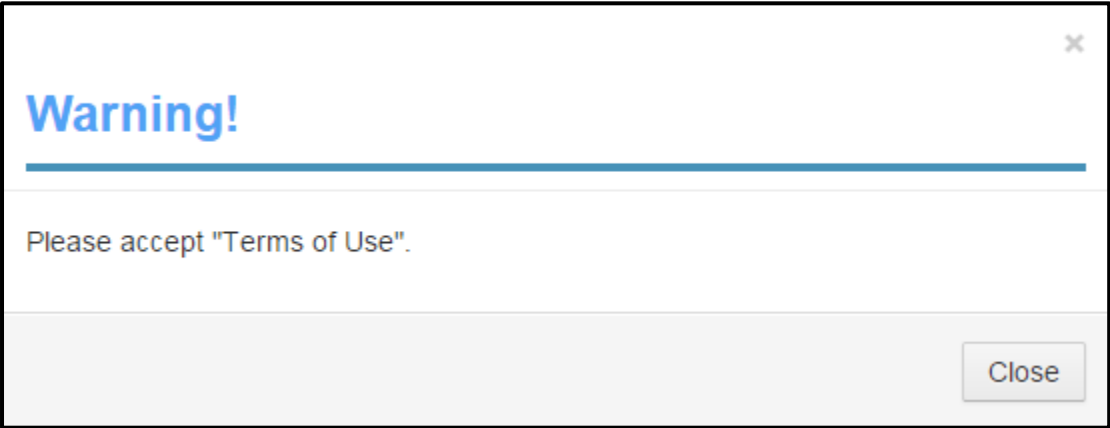


**Application Submission Error Pop-up screen (Sample)**

- 2. Click on the **Error(s)** to redirect to respective screen to make the necessary changes before submitting the application.

**To view warning alerts**

- 1. The system displays warning alerts to user.



**Warning Alerts**

- 2. Click **Close** to close the warning pop-up window.

# Chapter 4: Login

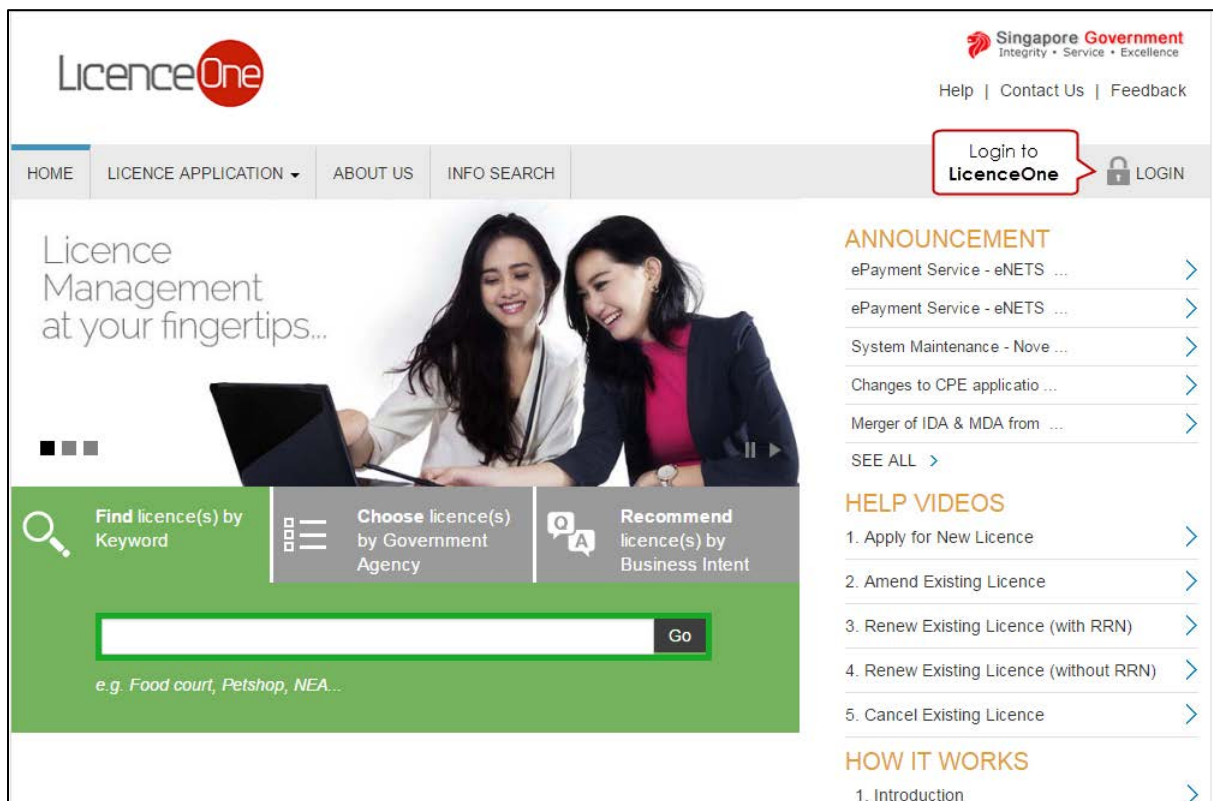
## Logging in to LicenceOne

1. Go to <https://licences1.business.gov.sg> on the Internet Browser.



Log on to LicenceOne

2. The LicenceOne homepage will be displayed.



Landing Page



### Login

There are three different ways to log in to LicenceOne.

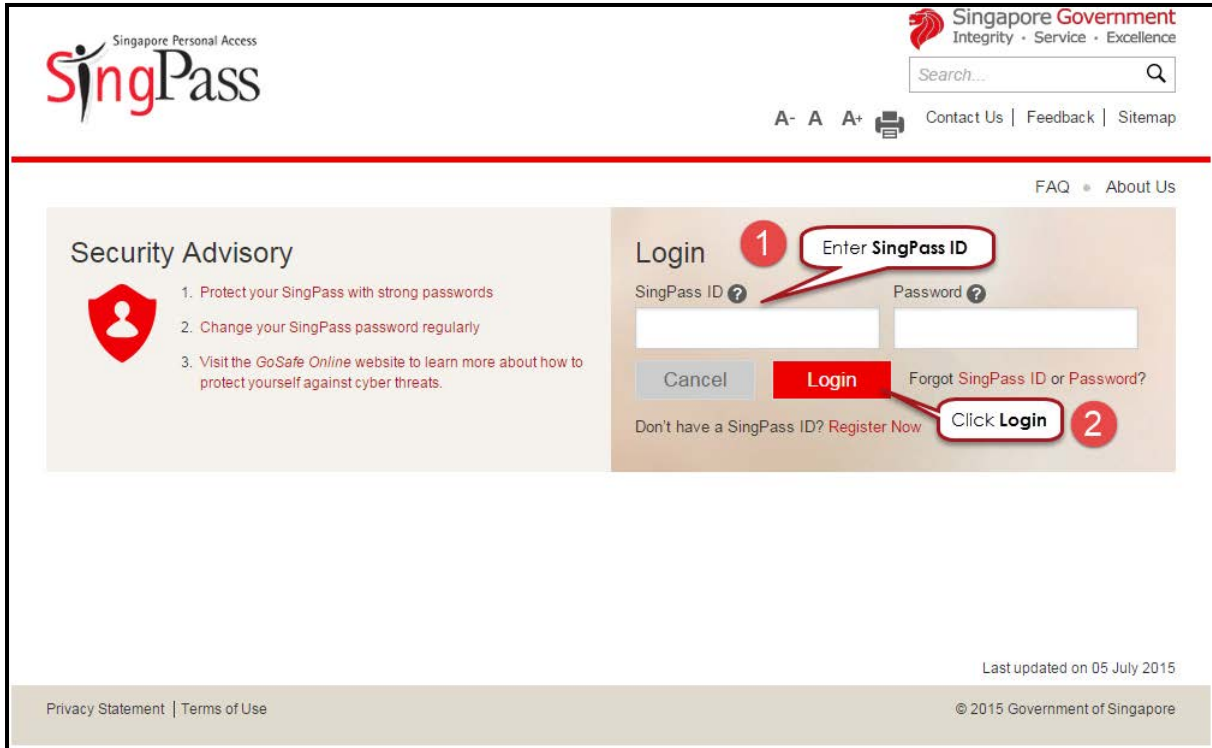
Login type	Transaction Type	Description
<a href="#">SingPass</a> <a href="#">LicenceOne ID</a>	<ul style="list-style-type: none"> <li>Personal</li> <li>Corporate *</li> </ul> <p><i>* CorpPass will eventually become the only digital identity business users will need to conduct Government-to-Businesses (G2B) transactions.</i></p>	<ul style="list-style-type: none"> <li>Authorisation is done through SingPass. For more details on SingPass, visit <a href="https://www.singpass.gov.sg">https://www.singpass.gov.sg</a>.</li> <li>For personal transaction type, user can be a licensee himself or filer who has been authorised (offline) by the licensee to submit the application request on behalf of him/her.</li> <li>For corporate transaction type, user type can be director, business, owner or employee of the company.</li> <li>An authorized filer can apply for the licence on behalf of the company.</li> <li>User will be entering the UEN of the company.</li> </ul>
<a href="#">CorpPass</a>	<ul style="list-style-type: none"> <li>Corporate</li> </ul>	<ul style="list-style-type: none"> <li>Authorisation is done through CorpPass. For more details on CorpPass, visit <a href="https://www.corppass.gov.sg">https://www.corppass.gov.sg</a>.</li> <li>User can be anyone authorised by the company through CorpPass.</li> <li>An authorized filer can apply for the licence on behalf of the company.</li> <li>User will be entering the UEN of the company and CorpPass ID of the individual user.</li> </ul>



## Logging in using SingPass



When you click  from [Login Screen](#), the **SingPass Login** screen will be displayed.



### SingPass Login

1. Enter **SingPass ID** and **Password**.
2. Click **Login**.

You may be required to perform one-time setup/account update and 2-step verification as part of the login.

If you are logging in to LicenceOne for the first time, the **First Time Login** screen will be displayed. Otherwise, [Select your Profile](#) screen will be displayed.

**First Time Login**

\* Mandatory fields

**Personal Details**

Salutation/Title \*

Name \*

Nationality \*

ID Type \*  FIN  NRIC

ID Number S2401186J

Gender \*  Female  Male

Date Of Birth \*

**Contact Details**

Primary Contact \*  Home Tel Number  Mobile Number  Office Tel Number

Office Number

Home Number

Mobile Number

Fax Number

Email Address \*

Alternate Email Address

Tick if you prefer to be notified via SMS

**Address Details**

Address Type \*  Local  Foreign

Click **Proceed** to submit the registration form

3 Specify the required details

4

First Time Login screen

- 3. Specify the required details.
- 4. Click **Proceed**.

### Registration Confirmation

Please confirm your registration details.

**Personal Details**

Salutation	Miss
Name	Low
Nationality	SINGAPORE CITIZEN
ID Type	NRIC
ID Number	S2401186J
Gender	Female
Date Of Birth	10/11/1965

**Contact Details**

Primary Contact	Mobile Number
Office Number	
Home Number	
Mobile Number	98562332
Fax Number	
Email Address	mail@mail.com
Alternate Email Address	
Prefer to be notified via SMS	No

**Address Details**

Address Type	LOCAL
Address	31,SCIENCE PARK ROAD,CRIMSON, THE,117611

Click **Submit** 5

< Previous Submit

#### Registration Confirmation

5. Verify your details and click **Submit**.

## Confirmation Page

Your LicenceOne account has been registered successfully on 14 Nov 2016 14:17:24.  
You will receive a confirmation email shortly.

Go Back To Home


#### Confirmation Page



Upon successful registration, the **First Time Login** screen will not be displayed for subsequent logins.

## Logging in using CorpPass



When you click  from [Login Screen](#), the **CorpPass Login** screen will be displayed.

Singapore Corporate Access  
**CorpPass**  
SRTS

Singapore Government  
Integrity · Service · Excellence  
A A FAQ | Feedback | Sitemap

**CorpPass Scheduled Maintenance**  
CorpPass will be undergoing scheduled maintenance from 12am to 8am on 06 Nov 2016, and will not be available during this period. We apologise for any inconvenience caused. Thank you for your patience and understanding.

### Log in with CorpPass

287702034M ⓘ

ALICETAN ⓘ

..... ⓘ

Remember Entity ID ⓘ

Forgot [Entity / CorpPass ID](#) or [Password](#)

Cancel Login ▶

**1**  
Enter UEN,  
CorpPass ID and  
Password

**2**  
Click Login

### CorpPass Login

1. Enter **UEN, CorpPass ID and Password**.
2. Click **Log in**.

You may be required to perform one-time setup/account update and 2-step verification as part of the login.

If you are logging in to LicenceOne for the first time, the **First Time Login** screen will be displayed. Otherwise, [Select your Profile](#) screen will be displayed.

### First Time Login

\* Mandatory fields

#### Personal Details

Salutation/Title \*

Name \* S8804019H

Nationality \*

ID Type \*  FIN  NRIC  Passport No

ID Number S8804019H

UEN 197702034M

Gender \*  Female  Male

Date Of Birth \*

#### Contact Details

Primary Contact \*  Home Tel Number  Mobile Number  Office Tel Number

Office Number

Home Number

Mobile Number

Fax Number

Email Address \*

Alternate Email Address

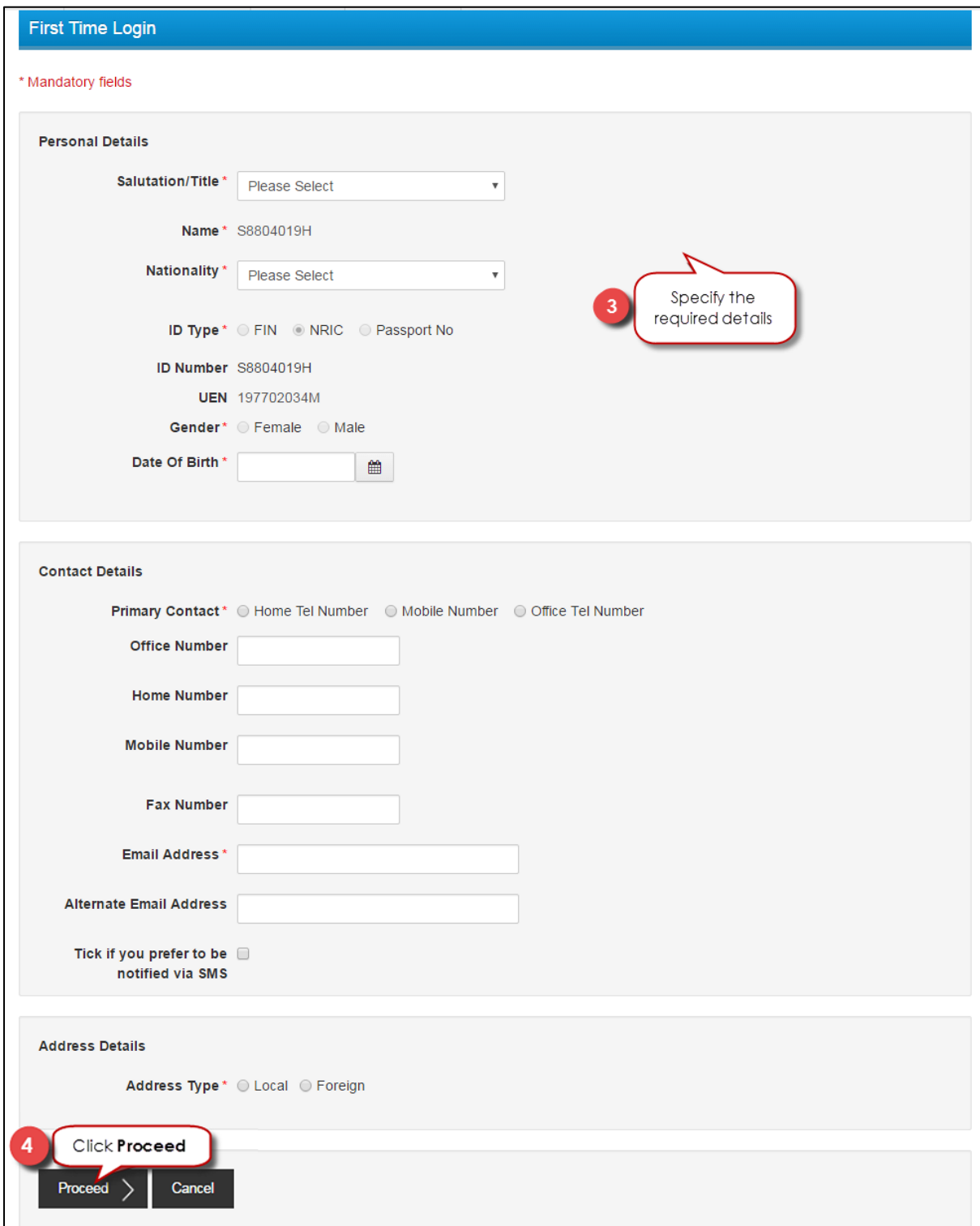
Tick if you prefer to be notified via SMS

#### Address Details

Address Type \*  Local  Foreign

4 Click Proceed

Proceed > Cancel



First Time Login screen

3. Specify the required details.
4. Click **Proceed**.

### Registration Confirmation

Please confirm your registration details.

**Personal Details**

Salutation	Miss
Name	Low
Nationality	SINGAPORE CITIZEN
ID Type	NRIC
ID Number	S2401186J
UEN	197702034M
Gender	Female
Date Of Birth	10/11/1965

**Contact Details**

Primary Contact	Mobile Number
Office Number	
Home Number	
Mobile Number	98562332
Fax Number	
Email Address	mail@mail.com
Alternate Email Address	
Prefer to be notified via SMS	No

**Address Details**

Address Type	LOCAL
Address	31,SCIENCE PARK ROAD,CRIMSON, THE,117611

Click **Submit** 5

[← Previous](#) [Submit](#)

### Registration Confirmation

6. Verify your details and click **Submit**.

## Confirmation Page

Your LicenceOne account has been registered successfully on 14 Nov 2016 14:17:24.  
You will receive a confirmation email shortly.

[Go Back To Home](#)

### Confirmation Page



Upon successful registration, the **First Time Login** screen will not be displayed for subsequent logins.

- If your entity have past corporate transactions in LicenceOne and have not activated the usage of CorpPass in LicenceOne, you will be redirected to One-time Activation screen.

### One-time Activation of CorpPass in LicenceOne

You have logged in using CorpPass for this entity.

**UEN** : 197702034M

**Name of Company/Business** : SANWA PLASTIC INDUSTRY PTE. LTD.

**Company Type** : ACRA - COMPANY - PRIVATE COMPANY LIMITED BY SHARES

**Company Status** : LIVE COMPANY

**Registered Office Address** : 28, WOODLANDS LOOP, 738308

**Correspondence Email** :

Note: Confirmation on CorpPass Activation will be sent to this email address.

Licence
Application

Application Number	Application Type	Applicant	Licence Name	Application Status	Submission Date	Submitted By
C1510000979	New	Brett Carter	PUB - Written Approval for the Discharge of Trade Effluent Into the Public Sewer	Pending Agency Action	1 Feb 2015	
C1510000980	New	Brett Carter	PUB - Written Approval for the Discharge of Trade Effluent Into the Public Sewer	Draft	1 Feb 2015	
C1510000981	New	Brett Carter	PUB - Written Approval for the Discharge of Trade Effluent Into the Public Sewer	Pending Agency Action	1 Feb 2015	
C1510000982	New	Brett Carter	PUB - Written Approval for the Discharge of Trade Effluent Into the Public Sewer	Pending Agency Action	1 Feb 2015	
C1510002165	New	Cornelius Graves	MINLAW - Pawnbroker's Licence	Completed	24 Feb 2015	

Showing 1 to 5 of 5,783 entries

[First](#)
[Previous](#)
1
[2](#)
[3](#)
[4](#)
[5](#)
[...](#)
[1157](#)
[Next](#)
[Last](#)

Please click "**Proceed to Activate**" to use CorpPass in LicenceOne. Please click "**Not Now**" if you do not wish to activate CorpPass yet and you will be directed to logout.

Please refer to our online [Help](#) on how to perform CorpPass Activation in LicenceOne.

Proceed to Activate
Not Now

**One-time Activation**

- Enter Correspondence Email and click Proceed to Activate.

### One-time Activation of CorpPass in LicenceOne - Confirmation

Once CorpPass is activated, both SingPass and LicenceOne ID are no longer available for corporate transactions.

Proceed to Activate
Cancel

**Confirmation**



Once CorpPass is activated for your UEN, both SingPass and LicenceOne ID will no longer be available for corporate transactions.

## Logging using LicenceOne ID

Via **LicenceOne ID**

By clicking on the login button, you agree to the Terms of Use.

**Login** >

[> Forgot Password](#)   [> Request User Account](#)

### Logging without SingPass

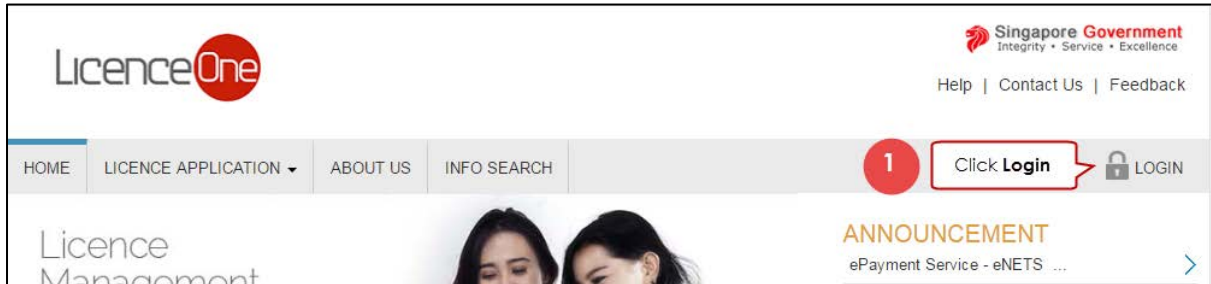


- If you are a foreigner without SingPass, register to create and activate your user account first. For more information, refer to [Request User Account for Foreigners without SingPass](#).
- If you have forgotten your password, refer to [Forgot Password/Reset Password](#).

- **Log in** using your login details.

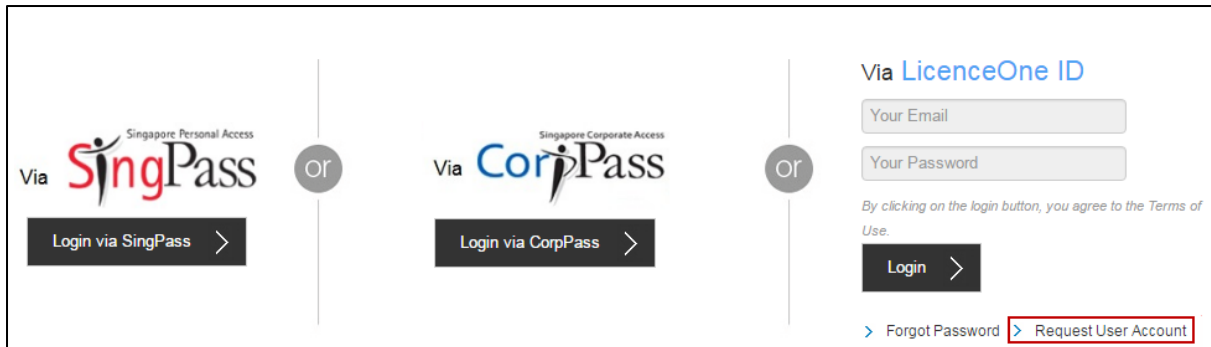


## Request User Account for Foreigners without SingPass (LicenceOne ID)



### Login

1. Click **Login**. The User login screen will be displayed.



### User Login

2. Click Request User Account. The Registration for Foreigner without SingPass screen will be displayed.

**Registration for Foreigner without SingPass**

\* Mandatory fields

**Personal Details**

**Email Address \***

**Salutation \***  
Please Select

**Name \***

**Nationality \***  
Please Select

**ID Type \***  
 FIN  Passport No

**Passport Issuing Country**  
Please Select

**ID Number \***

**Gender \***  
 Female  Male

**Date Of Birth \***

**Supporting Document**

Please upload a scanned copy of your Photo identification proof with your particulars  
Acceptable File Format: "DOC", "XLSX", "PDF"

**Contact Details**

**Primary Contact \***  
 Home Tel Number  Mobile Number  Office Tel Number

**Office Number**

**Home Number**

**Mobile Number**

**Fax Number**

**Alternate Email Address**

**Tick if you prefer to be notified via SMS**

The screenshot shows a registration form with two main sections: "Address Details" and "Security Questions".

**Address Details:** Includes "Address Type" with radio buttons for "Local" and "Foreign".

**Security Questions:** Contains two questions, each with a dropdown menu (currently showing "Please Select") and a text input field. Below these are fields for "Password", "Confirm Password", and a CAPTCHA labeled "Please Enter Text" with the characters "H U f c".

**Callout 3:** A red speech bubble with the number "3" and the text "Specify the required details" points to the Security Questions section.

**Callout 4:** A red speech bubble with the number "4" and the text "Click **Proceed** to submit the registration form." points to the "Proceed" button at the bottom left.

At the bottom, there are two buttons: "Proceed" with a right-pointing arrow and "Cancel".

#### Registration for Foreigner without SingPass

### 3. Specify the required details.



- Security questions and the respective answers provided here will be used for authentication when you need to reset your password.
- Password must match the following requirements to ensure a strong password:
  - A minimum of 8 characters and a maximum of 24 characters.
  - At least one upper case character (alphabet) and one numeric character (number).

### 4. Click **Proceed**.

**Registration Confirmation**

Please confirm your registration details.

**Personal Details**

Email Address	mail@mail.com
Salutation	Mdm
Name	asd
Nationality	ALBANIAN
ID Type	Passport No
Passport Issuing Country	Albania
ID Number	S6875305H
Gender	Female
Date Of Birth	17/10/2016
Supporting Document	

**Contact Details**

Primary Contact	Mobile Number
Office Number	
Home Number	
Mobile Number	98569856
Fax Number	
Alternate Email Address	
Prefer to be notified via SMS	No

**Address Details**

Address Type	LOCAL
Address	31,SCIENCE PARK ROAD,CRIMSON, THE,117611

For security, Password and Security Questions are not displayed in preview page.

5

Click **Submit**

< Previous Submit

Preview Screen

- 5. Click **Submit**.
- 6. A **Confirmation** screen will be displayed.

**Confirmation Page**

Your LicenceOne account has been registered successfully on 19 Oct 2016 14:59:46.  
You will receive a confirmation email shortly.

Go Back To Home

Confirmation Page



- Once the account is created successfully, user will receive email that contains a URL link to login to the system.
- User will be able to login to **LicenceOne** using the **User ID** and **password** accordingly.

## Forgot Password/Reset Password (only for LicenceOne ID)

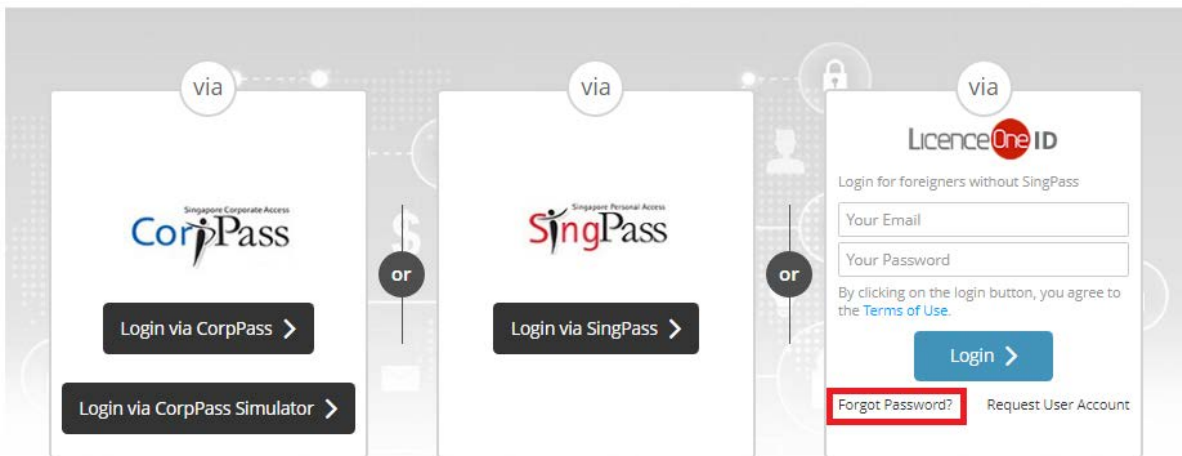
This functionality allows you to reset your password. You are encouraged to change your password periodically.



- If SingPass users have forgotten their password, then they must reset their password at SingPass. Please refer to <https://www.singpass.gov.sg> for more details.
- If CorpPass users have forgotten their password, then they must reset their password at CorpPass. Please refer to <https://www.corppass.gov.sg> for more details.

## Resetting password

1. In the homepage, click **Login for Foreigners without SingPass**. The **User login** screen will be displayed.



Login screen

2. Click **Forgot Password**. The **Reset Account Password** screen will be displayed.

**Reset Account Password**

**Email Address \***

**Name \***

**ID Type \***

FIN  Passport No

**ID Number \***

Click **Submit**

**Submit** **Cancel**

Reset Account Password

**Reset Account Password**

**Question 1**

What is the name of the company of your first job?

**Answer \***

**Question 2**

What was the name of your elementary / primary school?

**Answer \***

**Submit** **Cancel**

3. Enter the mandatory details and click **Submit**. A **Confirmation Page** will be displayed. You will receive an email with a link and instructions to reset password.

## Confirmation Page

Password reset link sent to mail@mail.com

[Go Back To Home](#)

## Set Account Password

Please set security Questions

Question 1 \*

Question 2 \*

Password \*

Confirm Password \*

[Click Submit](#)

### Set Account Password

4. Enter security questions and set new password.
5. Click **Submit**.
6. User will be able to login to the system using the **new password**.



If you have not received any email to reset the password, do the following:

- Ensure that you check the email which you have provided during the account registration.
- Check if the email has been delivered to your **Junk** or **Spam folder**.
- Log a case through [Online Feedback Form](#), and select **General** feedback for assistance.

# Chapter 5: Profile

## Select your Profile

Upon successful [login to LicenceOne](#), the **Select your Profile** screen will be displayed. You can also click on **Switch Profile** from top menu from any logged in screen.



### Top Menu

Your last login as a member was on 26/10/2016 at 09:28 AM (Singapore)

Name	ID Number	Gender	Nationality	Date Of Birth
Adrian Johnson	S26533271	Female	SINGAPORE CITIZEN	01/01/1982

## Select Your Profile

Individual (I am an applicant not representing any company or applying on behalf of any other people)  
 Company (I am an applicant representing a company or applying on behalf of a company)

**For more information on using CorpPass, please click [here](#).**

Please enter UEN Account  
 [Forgot your UEN](#)

*Please ensure that you have your Unique Entity Number (UEN) ready. If you do not have one, please apply one with ACRA. Please visit [http://www.acra.gov.sg](#) for more information.*

Annotations: 3 Select the require profile (points to 'Forgot your UEN'), 4 Click Next to proceed (points to 'Next' button).

### Select your Profile



- If logged in user have multiple user profiles (i.e. both individual and company), he/she can switch his/her profile.
- All transactions and views in the system will be shown according to the selected Profile type after the switch.



Below table describe the list of **Profile types** and their description.

Profile type	Applicable user types	Description
Individual	Applicant Filer	<p>The user will be applying as Individual if the licence is issued under a person's name without representing any company.</p> <p>The user can be a licensee himself/herself or a filer who has been authorised by the licensee to submit the application request on behalf of him/her.</p>
Company	<p>Director, business owner or employee of the company</p> <p>Filer or unauthorized filer applying on behalf of the company</p>	<p>User should select this profile when the licence is issued under the company.</p> <p>An authorized filer can apply for the licence on behalf of the entity.</p> <p>User will enter either their User ID or UEN of the company.</p>

### **What is UEN?**

UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies.

All companies that operate in Singapore can interact with government agencies using their UEN.

Visit <http://www.uen.gov.sg> for more details.

## Update User profile

User Profile has the following sections:

- Personal Details
- Contact Details
- Address Details
- To update user profile:

1. Click logged in **user's name** from **Menu >> Update User**.

Update User Profile

\* Mandatory fields

Note: Changes made in User Profile **will not be reflected** in existing drafts / applications / licences

1 Click **User's Name >>**  
**Update user profile**

2 If required, modify the personal details.

**Personal Details**

**Salutation/Title \***  
Mrs

**Name \***  
Adrian Johnson

**Nationality \***  
SINGAPORE CITIZEN

**ID Type**  
NRIC

**ID Number \***  
S26533271

**Passport Issuing Country**

**Gender \***  
 Female  Male

### Personal Details

2. Modify personal details, if required.
3. Modify contact details, if required.

**Contact Details**

**Primary Contact \***  
 Home Tel Number  Mobile Number  Office Tel Number

**Office Number**

**Home Number \***

**Mobile Number**

**Fax Number**

**Email Address**  
user28@ffetestuser.com

**Alternate Email Address**

**Tick if you prefer to be notified via SMS**

**3** If required, modify **Contact Details.**

**Contact Details**

4. Modify address details, if required.

**Address Details**

**Address Type \***  
 Local  Foreign

**Postal Code \***

**Block/House No. \***

**Street Name \***

**Level No.**

**Unit No.**

**Building Name**

**4** If required, modify **Address Details.**

**Address Details**

5. Modify security questions, if required.



Security questions and the respective answers provided here will be used for authentication when you need to reset your password.

Security Questions

6. Click **Update** to save the changes.

### Change Password (only for foreigners without SingPass)

1. Click logged in user's name from Menu >> Update User Profile.

Update User Profile

User Profile- Change Password

2. Click Change Password.

The screenshot shows a 'Change Password' form with three input fields: 'Old Password \*', 'Password \*', and 'Confirm Password \*'. A red circle with the number '3' is placed over the 'Password \*' field, with a callout bubble containing the text 'Enter the required details.'. A red circle with the number '4' is placed over the 'Submit' button, with a callout bubble containing the text 'Click Submit.'. A dark grey box with white text provides password requirements: 'Minimum 8 to maximum 24 characters, with at least 1 character in upper case and 1 in numeric.'. Below the form are three buttons: 'Submit' (green), 'Clear' (black), and 'Cancel' (black).

### Change Password

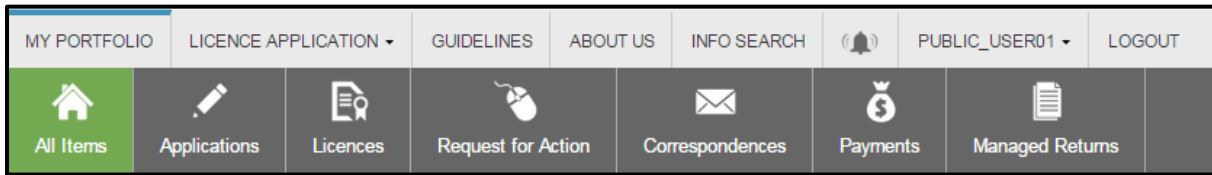
3. Enter the required details.
4. Click **Submit**.



- Password must match the following requirements to ensure a strong password:
  - A minimum of 8 characters and a maximum of 24 characters.
  - At least one upper case character (alphabet) and one numeric character (number).

## Chapter 6: My Portfolio

Once you've logged in to LicenceOne, you will be prompted to [select your profile](#) to view the listed tabs below.

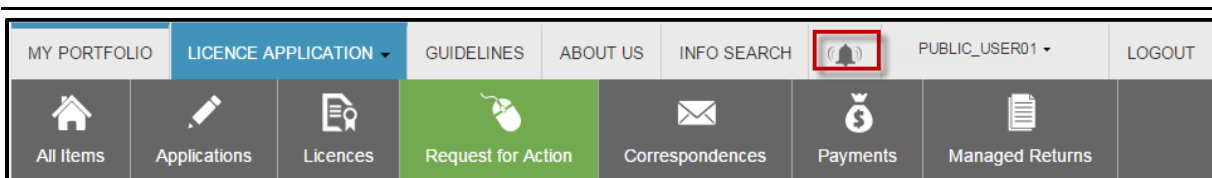


### My Portfolio tabs

Click any of these tabs to go to the respective screens to perform the required licensing activity.

- [All Items](#): You can view all the notifications and critical information related to the licence and its related applications.
- [Applications](#): You can view the list of submitted applications and applications saved as Draft applications. If required, you may withdraw a submitted application which is not yet approved. You may also view and submit an application in Draft status.
- [Licences](#): You can view the licence details if available.
- [Correspondences](#): You can view all the correspondences communicated between the agency and the applicant/licensee regarding the licence and its related applications.
- [Payments](#): You can view all the payment details and complete pending payments for the licence.

## View Notifications



### Menu

1. Click  to view notifications specific to the logged in user.



- You can click and view public announcements from the [login screen](#).

Notifications				
Title				
Publish Date(From)		Publish Date(To)		Search >
S/No	Title	Announcement Type	Agency	Publish Date
1	Announcement 1	AGENCY NEWS	Ministry of Law	17 Feb 2015

#### Notifications

- Click the **Title** to view the notification details.

### PUB Licence Notification

**Publish Date:** 17 Feb 2015

This is a sample .

Click **Back** to view the list of **Notifications**.

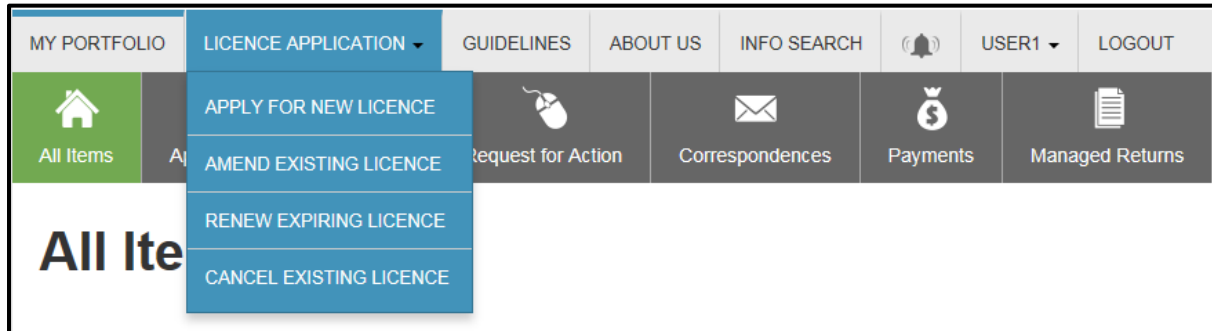
Back

#### Notification Details

- Click **Back** to view list of notifications.

# Chapter 7: Licence Application

Licence Application menu allows you to [apply for licence](#) and [manage licence](#) as required.



Licence Application

Licence Application process consists of the following actions:

No	Action	Description
1	<a href="#">Apply</a>	Applicant wishes to apply for a new licence.
2	<a href="#">Withdraw</a>	Applicant withdraws submitted application before the application is processed.
3	<a href="#">Renew</a>	Licensee renews and updates specific licence details for active licences.
4	<a href="#">Amend</a>	Licensee amends details of an active licence or the licensee details.
5	<a href="#">Cancel</a>	Licensee cancels the licence if it is no longer in need.

## Prerequisites for applying for a Licence

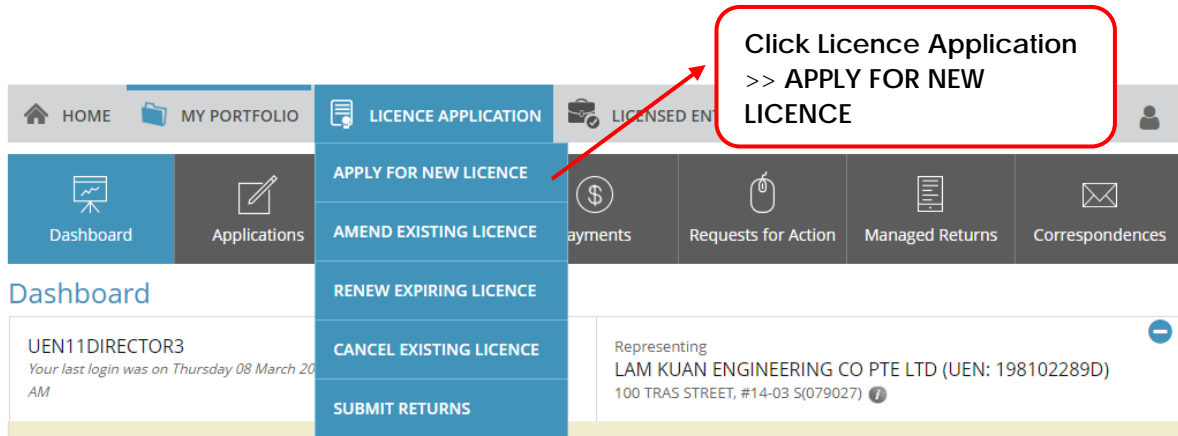
- Before applying for a licence, please refer to the respective agency's website to know more about the licence details such as eligibility criteria, licence validity period and licence or agency specific guidelines.
- [Login to LicenceOne](#) – You must have your SingPass or CorpPass to log in to LicenceOne. If you are a foreigner without SingPass or CorpPass, register with LicenceOne to create a user account first.



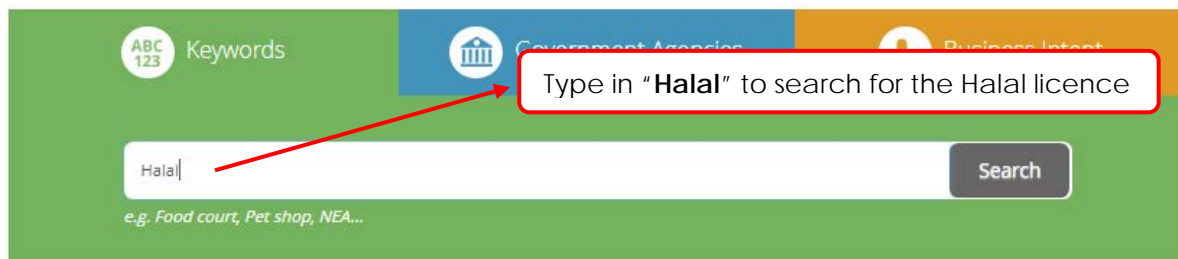
## Apply for New Licence

While the general procedure to apply for any licence is the same, the details to be entered in the licence application form, varies with licence.

1. Click Licence Application >> Apply for New Licence to apply for a new licence.



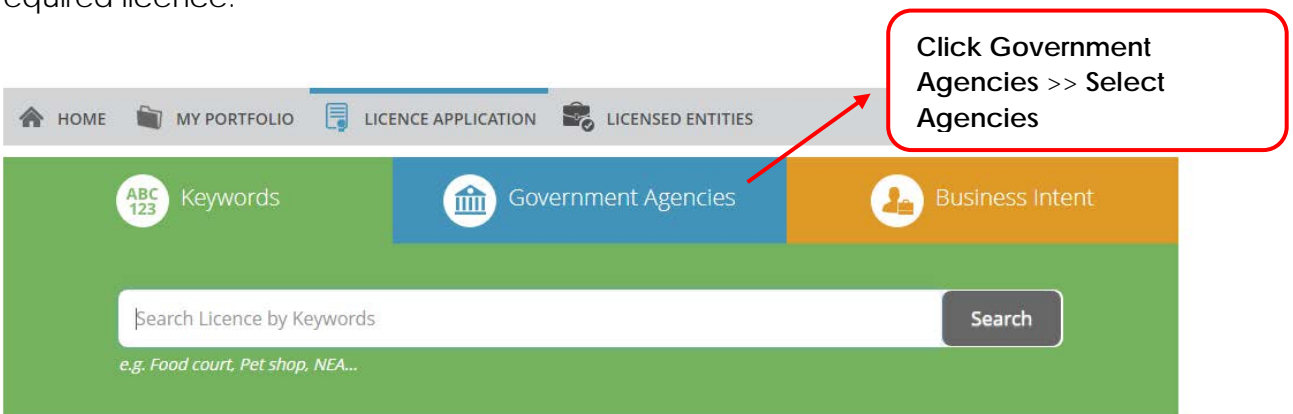
Homepage – Licence Application



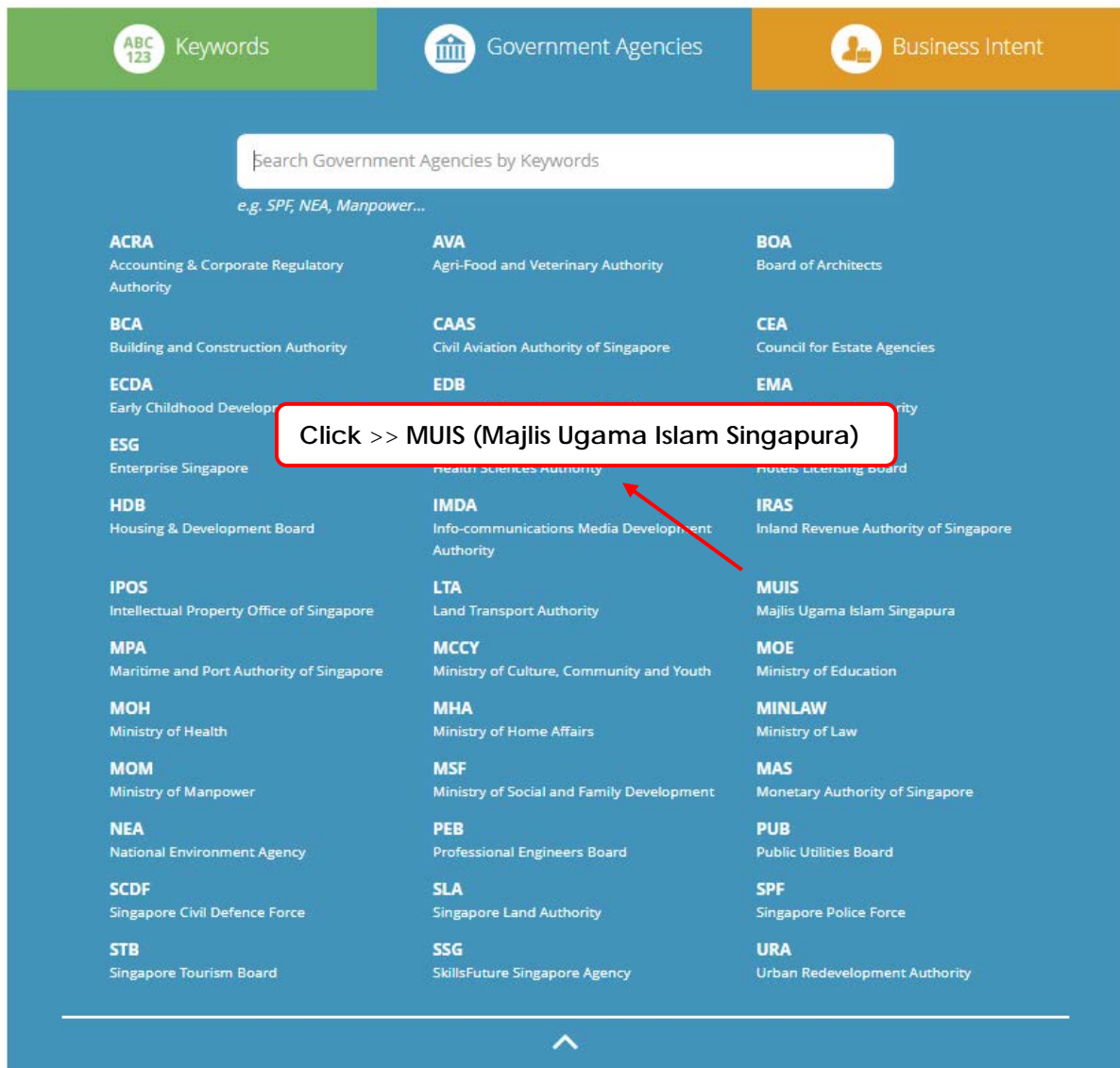
Find Licence by Keyword(s)

2. Click **Government Agencies** tab to view the list of licensing agencies. **Choose Agency** screen will be displayed.

Alternatively, enter the keyword of the licence or the agency name, and choose the required licence.



## Choose Agency



### Search for Licence

3. Click **MUIS** to proceed in applying the licence.

## Choose Licence

ABC 123 Keywords Government Agencies Business Intent

Majlis Ugama Islam Singapura  
e.g. SPF, NEA, Manpower...

Review & Apply (0)

### Search Results

3 Results for "Majlis Ugama Islam Singapura "

Licences (3)

#### Asatizah Recognition Scheme i

For religious teacher/asatizah conducting religious classes or Quranic classes.

#### Halal Certification i

This application allows you to make a new Halal certification application for your business.

#### Islamic Education Centres And Providers Registration i

Anyone or any entity who wishes to conduct an Islamic education centre or be an Islamic education provider.

Click >> Add to Selection

Add to Selection >

Add to Selection >

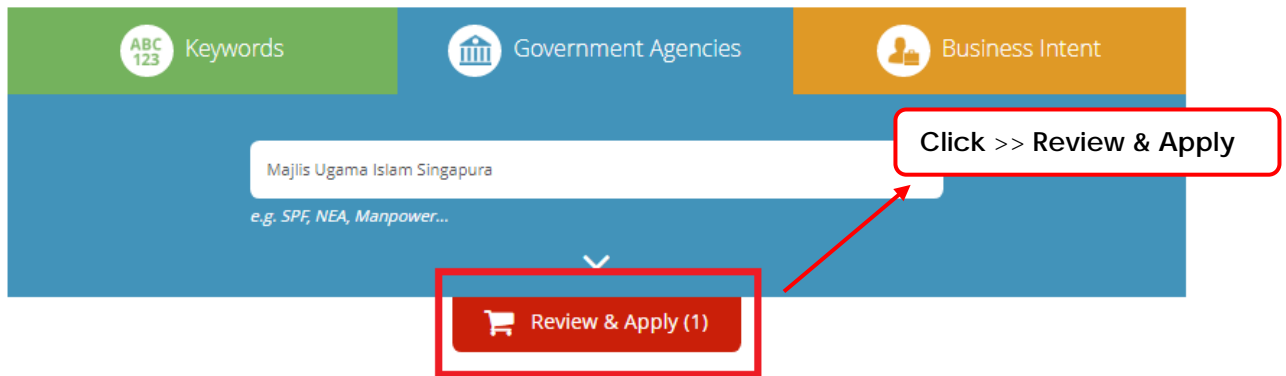
Add to Selection >

### Choose licence

4. List of licences from the agency will be listed. **Click Add to Selection** to apply.



- To apply for licences from other agencies, click **Choose agency** or repeat steps 3 to 4. Alternatively, you may click **Choose agency** after step 4 in the same screen.
- While the general procedure to apply for any licence is the same, the details to be entered in the Licence Application form varies with the licences and agencies.



### Search Results

3 Results for "Majlis Ugama Islam Singapura "

#### Licences (3)

##### Asatizah Recognition Scheme ⓘ

For religious teacher/asatizah conducting religious classes or Quranic classes.

Add to Selection >

##### Halal Certification ⓘ

This application allows you to make a new Halal certification application for your business.

Selected

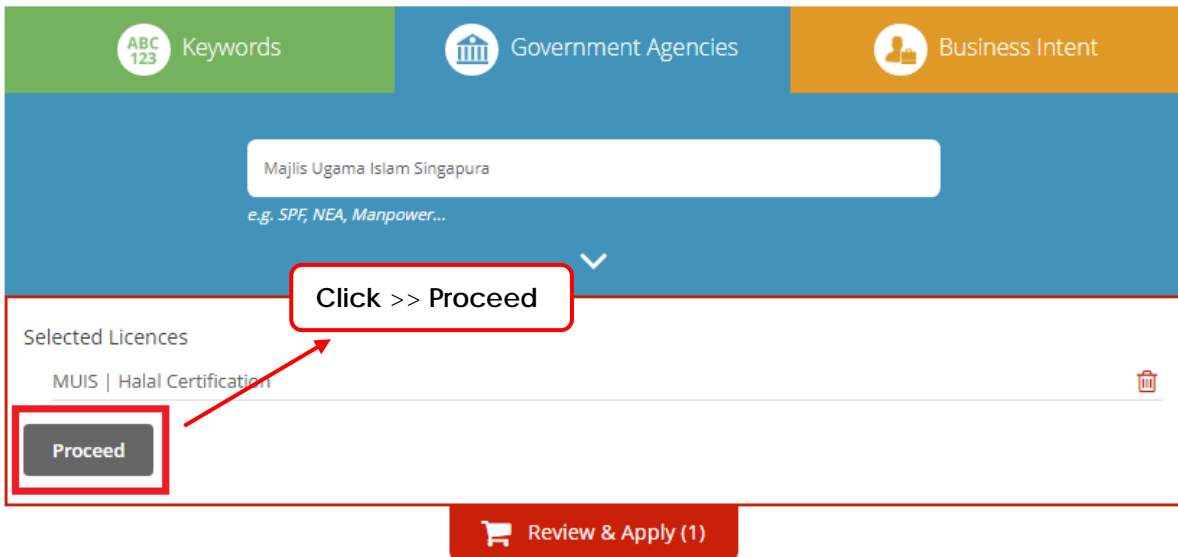
##### Islamic Education Centres And Providers Registration ⓘ

Anyone or any entity who wishes to conduct an Islamic education centre or be an Islamic education provider.

Add to Selection >

### Choose Licence

5. Click **Review & Apply** to proceed in applying for the licence.



## Search Results

3 Results for "Majlis Ugama Islam Singapura "

Licences (3)

### Asatizah Recognition Scheme ⓘ

For religious teacher/asatizah conducting religious classes or Quranic classes.

Add to Selection >

### Halal Certification ⓘ

This application allows you to make a new Halal certification application for your business.

Selected

### Islamic Education Centres And Providers Registration ⓘ

Anyone or any entity who wishes to conduct an Islamic education centre or be an Islamic education provider.

Add to Selection >

## Selected Licence

6. Click **Proceed** above the **Review & Apply** section to proceed to the Application Form.

**1 SELECT Licence(s)**    **2 ADD** General Information    **3 PROVIDE** Application Details    **4 UPLOAD** Supporting Document(s)    **5 REVIEW & SUBMIT** Application (Payment if applicable)    **6 ACKNOWLEDGEMENT**

**Days for licence to Process**

### Apply for New Licence

You may need the following licence(s) for you

**To be applied at LicenceOne**

Licence Name	Time to Fill	Fees & Supporting Documents	Estimated Processing Time
Selected Licence(s)			
<input checked="" type="checkbox"/> MUIS   Halal Certification ⓘ	20 mins	<a href="#">Details</a>	40 to 60 days
Related Licence(s)			
<input type="checkbox"/> NEA   Food Shop Licence ⓘ	20 mins	<a href="#">Details</a>	5 working days
<input type="checkbox"/> NEA   Food Stall Licence ⓘ	20 mins	<a href="#">Details</a>	5 working days

**To be applied at External Agency**

Licence Name	External Link
Related Licence(s)	
AVA   Licence to Operate a Coldstore ⓘ	<a href="#">Take me there</a>
AVA   Licence to Operate Slaughter-house ⓘ	<a href="#">Take me there</a>
AVA   Licence to Operate a Food Processing Establishment ⓘ	<a href="#">Take me there</a>

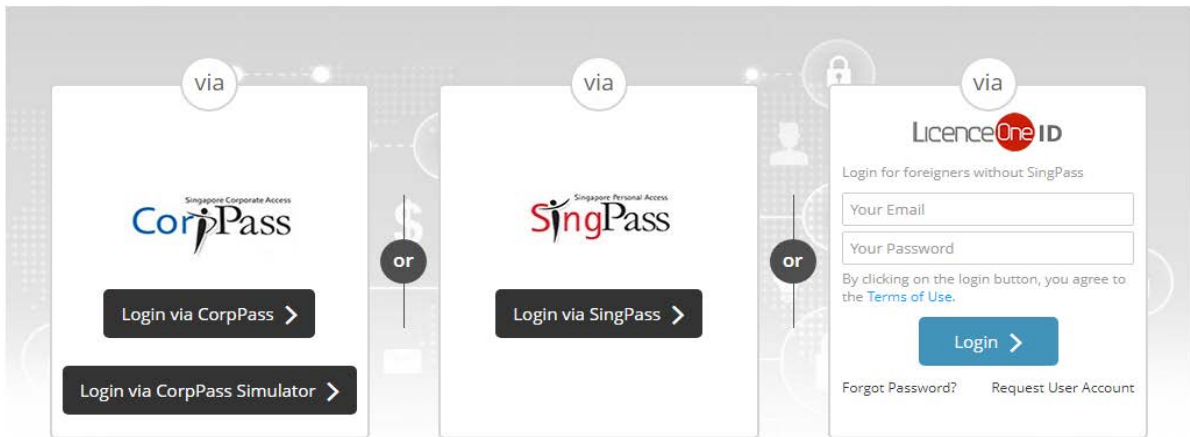
**Click to proceed in application form**

[< Previous](#)    [Email Me >](#)    [APPLY](#)

### Review Selection

7. Review selection details and click **Apply**.

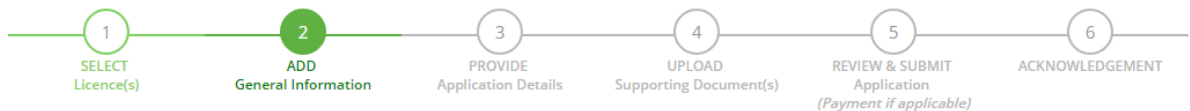
*Note: If you are not logged in to LicenceOne, you will be prompted to [log in to LicenceOne](#) and [Select Your Profile](#) to proceed further with the application.*



## Log in

Depending on the licence, if you are applying for the licence as a **Company**, the **Profile** section will indicate that you are applying as an **Applicant/Licensee** in the **General Information** screen by default.

## General Information



## Apply for New Licence

### Terms of Use

#### I. Agreement

1. Access this services 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.
2. 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.
3. 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.
4. 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.

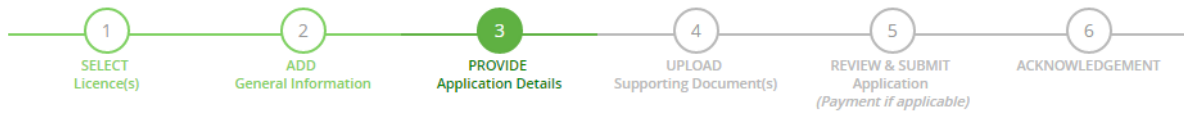
#### II. Access To the Website

1. 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.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

Next > Save as Draft Save as Draft & Exit

## Application Details



### Apply for New Licence

Halal Certification

Select either Express or Normal

#### Application Type

I would like to apply for the following application type for all of my Halal applications.

- Express (Application will be attended within 7 working days from payment of application fees)
- Normal (Application will be attended within 14 working days from payment of application fees)

#### Halal Certification Scheme

I would like to apply for...  
(you may select more than 1 scheme)

At least select one Scheme

Eating Establishment	Please Select
Food Preparation Areas	Please Select
Food Manufacturing Companies	Please Select

Storage Facility  Yes  No

Poultry Abattoir  Yes  No

Endorsement  Yes  No

Declare number of Endorsement Label

### Provide Application Details

- The screen will be redirected to **Application Details** Page. **At least one scheme** to be **selected**.



## In Licence Application form,

### Premises Details

---

<b>Premises Name *</b>	<input type="text" value="LAM KUAN ENGINEERING CO"/>	Office Number	<input type="text" value="100"/>
<small>(This address will be audited by Muis officer(s))</small>		Email Address	<input type="text"/>
<b>Postal Code *</b>	<input type="text" value="079027"/> <input type="button" value="Retrieve Address"/>	Website	<input type="text"/>
<small>Please enter your postal code and click "Retrieve Address"</small>		<b>Floor size *</b>	<input type="text"/> <input type="text" value="Sqf"/>
<b>Block/ House no *</b>	<input type="text" value="100"/>	Floor Size in Sqm	
<b>Street Name *</b>	<input type="text" value="TRAS STREET"/>		
Level	<input type="text"/>		
Unit Number	<input type="text"/>		
Building Name	<input type="text" value="100 AM"/>		

**Do you want to opt in for Annual Auto Renewal (Paid through Giro)? \***  Yes  No


Please click [here](#) to download the GIRO form and submit the ORIGINAL form to Muis, 23 Mayo Street, Singapore 208323

**Licence Period \***

Subjected to Muis' approval

For Address with multiple Unit Number

Unit Number


Please click on the "Add" button if you have more than one unit Number.  
Please click on the "Edit"  button to amend Unit Number, and click "Add" again after you have made your amendments.

#### Unit Number

---

For Address with multiple Level

Level

Please click on the "Add" button if you have more than one level.  
Please click on the "Edit"  button to amend Level, and click "Add" again after you have made your amendments.

#### Level


---

Parent Company Details, if any

UEN	<input type="text"/>	<input type="button" value="Retrieve Details"/>	Email Address	<input type="text"/>
Name of the Company	<input type="text"/>		Website	<input type="text"/>
Office Number	<input type="text"/>			

Staff Details

<b>Is Team Leader?*</b>	<input type="radio"/> No <input type="radio"/> Yes	<b>Have you attended Halal Foundation Programme (HFP)?*</b>	<input type="radio"/> No <input type="radio"/> Yes
<b>Name*</b>	<input type="text"/>	Mobile Number	<input type="text"/>
<b>NRIC/FIN/WP*</b>	<input type="text"/>	<b>Office Number*</b>	<input type="text"/>
<b>Designation*</b>	<input type="text"/>	<b>Email Address*</b>	<input type="text"/>
Date joined	<input type="text"/>		

Please click on the "Add" button if you have entered Staff Details fields.  
Please click on the "Edit"  button to amend Staff Details, and click "Add" again after you have made your amendments.

LicenceOne Public User Guide  
Chapter 7: Licence Application

Is Team Leader?	Name	NRIC/FIN/WP	Designation	Have you attended Halal Foundation Programme (HFP)?	Office Number	Email Address	
Yes	Test	S7072975Z	Agent	No	+6594687884	test@test.com	 
No	Test	S7034118B	Senior Manager	Yes	+6594687488	test@test.com	 

Click >> to edit added records

Click >> to delete added records

Other Declaration - Publicity & Marketing

I declare that there are no misleading names for all the products, menus or ingredients manufactured by my company.

[< Previous](#) [Proceed >](#) [Save as Draft](#) [Save as Draft & Exit](#)

Application Details (Sample)

- 9. Specify the required details.
- 10. Click **Add** to add record(s) to list.

Click  to edit added record.

Click  to delete added record.

- 11. Click **Proceed** to go to Supporting Document Page.
- 12. Click **Proceed** to go to Supporting Document Page.

Click >> **Proceed** to go to Supporting Document Page

## Attach Supporting Documents



### Apply for New Licence

#### Halal Certification

Document Name	Type	Attachment	Action
<b>Floor plan of premises applying for Halal certification</b> Floor plan of premises applying for Halal certification Acceptable File Format: pdf Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD	test.pdf	<b>Upload</b>
<b>Pictures of delivery vehicles</b> Pictures of delivery vehicles. Acceptable File Format: jpg, png, pdf Acceptable File Size: maximum: 5 MB	ONLINE UPLOAD		<b>Upload</b>
<b>Ingredients *</b> Please click <a href="#">here</a> to download the format of the Ingredients 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum: 2 MB	ONLINE UP		<b>Upload</b>
<b>Eating Establishment Menu Upload *</b> Upload Menu for Eating Establishment. Please click <a href="#">here</a> to download the format of the Menu 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		<b>Upload</b>
<b>Food Preparation Area Menu upload *</b> Upload Menu for Food Preparation Area. Please click <a href="#">here</a> to download the format of the Menu 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		<b>Upload</b>

< Previous
Next >
Save as Draft
Save as Draft & Exit

Click >> to Upload Documents

Documents attached

Click here to download format

### Upload Supporting Documents

13. Browse and select document to upload. Click **Upload** to upload the document. Click to delete the uploaded document, if required.
14. Click **Next**.

## Declaration

Click to preview before printing

### Information Review

Click to print the application

Applicant's Particulars			
Salutation	Miss	Designation	Managing Director
Name	UEN11DIRECTOR3	Office Tel Number	
ID Type	NRIC	Home Tel Number	
ID Number	S0071192F	Fax Number	
Citizenship	SWEDISH	Mobile Number	+6598774120

### Declaration

Declaration box must be tick

#### General Declaration

- I declare that all the information given in this application form is true and correct.  
I am aware that legal action may be taken against me if I had knowingly provided false information.  
I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

#### Halal Certification

- I/We hereby agree to the terms and conditions governing the AMLA and Halal Certification Conditions and I / We have agreed to abide and be bound by them and any subsequent amendments, alterations and additions made by me/us .  
All the above information supplied by me/us and supporting documents, to the best of my knowledge and belief are true and that I have not wilfully suppressed any materials facts which is requested for in this application. Any false declaration/ breach of the Halal Certification conditions will be subjected to my/our application being cancelled /rejected and /or enforcement actions taken.

< Previous Submit

### Review and Declare

Click submit to proceed to Payment

15. Tick the checkbox to agree to the declaration(s).

16. Click **Submit**.

## Payment

Depending on the licence, you may be directed to make payment.



If payment is not required during the application submission, skip steps 21 – 22.

### Make Payment

Description	Fee Type	Fee	GST	Sub Total
PA1811027710	Eating Establishment - Food Kiosk	\$145.60	7.00% (\$10.19)	
MUIS - Halal Certification				
C1820004498	Normal Application fee	\$159.00	7.00% (\$11.13)	\$325.92
Grand Total				\$325.92

PROCEED WITH PAYMENT

### e-Payment

17. Verify licence and amount. Click **Proceed with payment**.

The e-Payment process is handled via PayPal GateWay.

Upon successful e-payment, The **Successful Payment** screen will be displayed.

#### PayPal Gateway Simulation Page

Please pick an action to test

Success ▾

Submit

### e-Payment

Once your payment is successful, the receipt will be displayed. Click **Submit** to go to **Acknowledgement Page**.

## Acknowledgement

An Acknowledgement for this application will be displayed.



### Apply for New Licence

Submitted successfully: 1 application(s)  
You will be notified of the approval of your application via SMS/Email.

---

Majlis Ugama Islam Singapura  
Halal Certification

Application Number	C1820004498	Payment Advice Number	PA1811027710
Application Status	Submitted with Payment	Payment Status	STAGE1 : PAID STAGE2 : N.A
Submission Number	B1820008058	Payment Amount(SGD)	\$325.92
Submission Date	27 Mar 2018 08:13:27	Estimated Processing Time	40 to 60 days
Submission Name	B1820008058		

View your [Applications and Status](#)

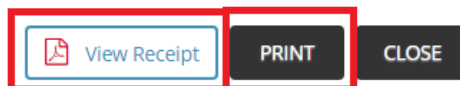
#### NOTE

Application has been submitted successfully. You will be notified of the approval of your application by email under the Application Status Column.

Please note that the "Submission Name" is for your personal reference only.

You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

Click to print acknowledgement application



Click to view receipt in pdf format

### Acknowledgement

18. Click **Print** to print the Acknowledgement screen.

19. Click **Close** to exit.



- Click **Edit** to modify the Submission Name, if required.
- If payment is not required during the application submission, **Payment Status** will be reflected as **Stage 1: N.A.**
- If payment is required after approval, **Payment Status** will be reflected as **Stage 2: Pending Payment.**
- Application Status will be displayed as **Approved** for licences which are auto approved.

## Amend Existing Licence (Change of Contact and Staff Details)

The details that can be amended or modified for a licence, varies with agencies and their licensing conditions.



There are details which can be modified only by modifying your profile details. For more information on how to update your profile, refer to **Getting Started > Navigating Licence One > [Update User Profile](#)** in this user guide.

### Prerequisites

- Licence to be amended must be an active licence.
- Depending on the licence, you may attach supporting documents along with the amendment application.

### To amend an existing licence:

1. Click **Licence Application >> Amend Existing Licence**. Choose Agency screen will be displayed.

The screenshot shows the LicenceOne user interface. At the top, there are navigation tabs: HOME, MY PORTFOLIO, LICENCE APPLICATION, and LICENSED ENTITIES. Below these are several menu items: Dashboard, Applications, AMEND EXISTING LICENCE (highlighted with a red box), Payments, Requests for Action, Managed Returns, and Correspondences. A red arrow points from a text box to the 'AMEND EXISTING LICENCE' option. The text box contains the instruction: "Click Licence Application >> ADMENT EXISTING LICENCE". Below the navigation, there is a 'Dashboard' section with user information (UEN11DIRECTOR3) and agency information (LAM KUAN ENGINEERING CO PTE LTD). At the bottom, there are four main sections: APPLICATIONS (13 Require Attention, 25 In Progress), DRAFTS (10 Due for Removal, 10 All Drafts), LICENCES (0 Due for Renewal, 0 Active), and PAYMENTS (13 Pending Payments).

### Licence Application



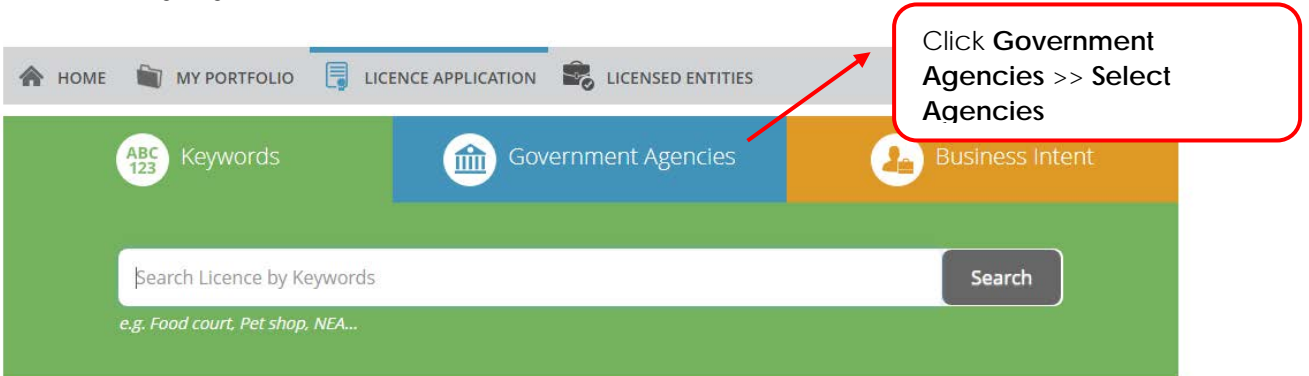
Alternatively, you may also log in to the system, choose the required profile to amend the licence and then proceed with step 1.



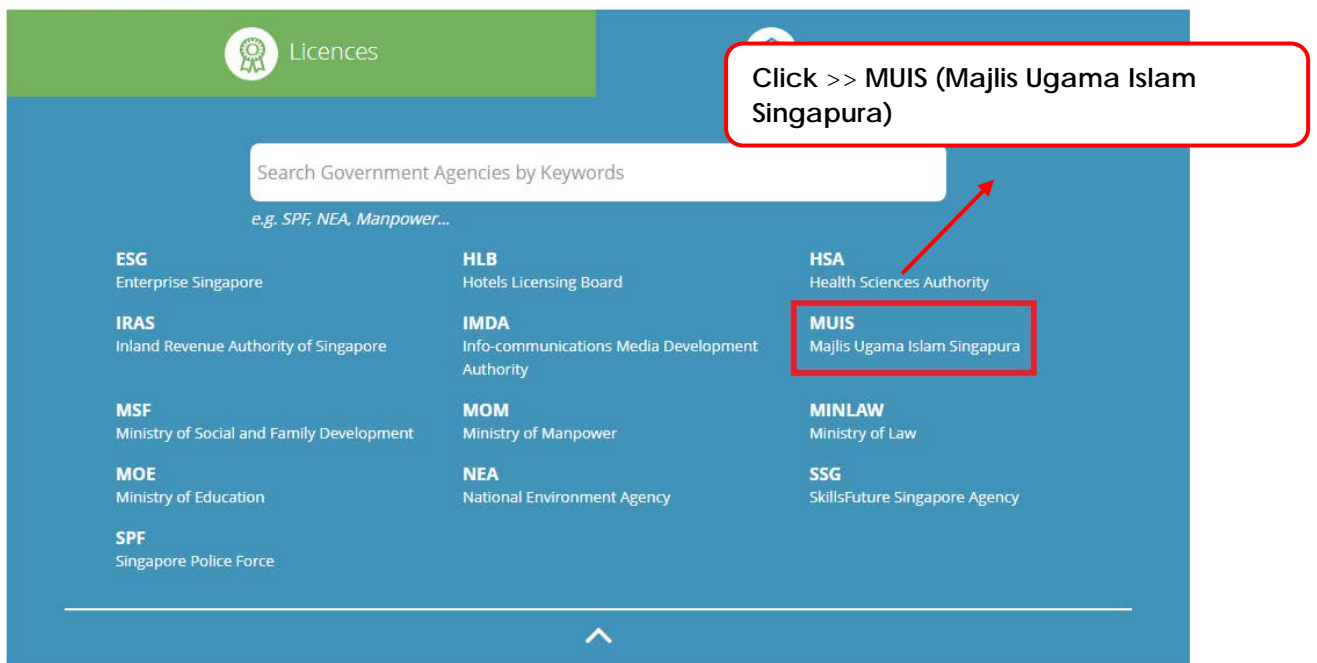
## Choose Agency



### Find Licence by Keyword(s)



### Amend Licence



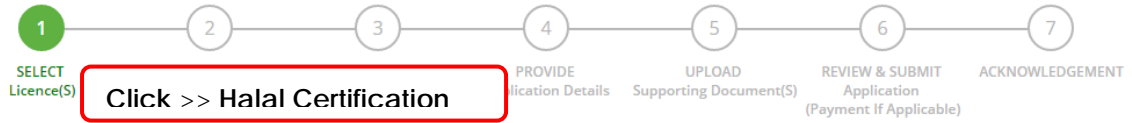
### Choose Agency

2. Choose the agency of the licence to be amended. For example, if you are modifying an MUIS licence, click **MUIS – Majlis Ugama Islam Singapura**.



The below procedure is a general guideline to amend a licence, while the actual steps to amend a licence may vary depending on the agency and the licence's condition.

## Choose Licence



Majlis Ugama Islam Singapura

Halal Certification

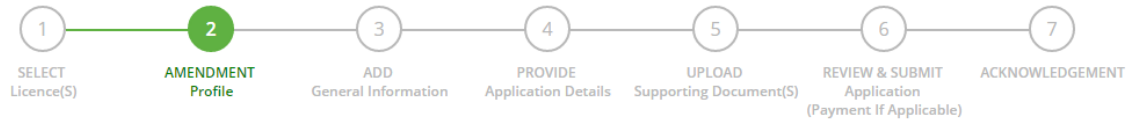
### Choose Licence

3. Select the licence to be amended.

## Choose Amendment Type

Depending on the licence to be amended, you may be prompted to choose the details which you wish to amend in this amendment application before step 5.

### Amend Licence



Majlis Ugama Islam Singapura

Halal Certification

Indicate Licence Number

Click to view Details

Type of Amendment

Fees & Supporting Documents (if required)

Change of Contact and Staff Details ⓘ  
This allows you to make amendments to Halal certification application

Details

UEN\*  
198102289D

Licence Number\*

Click to view Details of premises Details

Change of Premises and Scheme Details ⓘ  
This allows you to make amendments to Halal certification application

Details

BACK

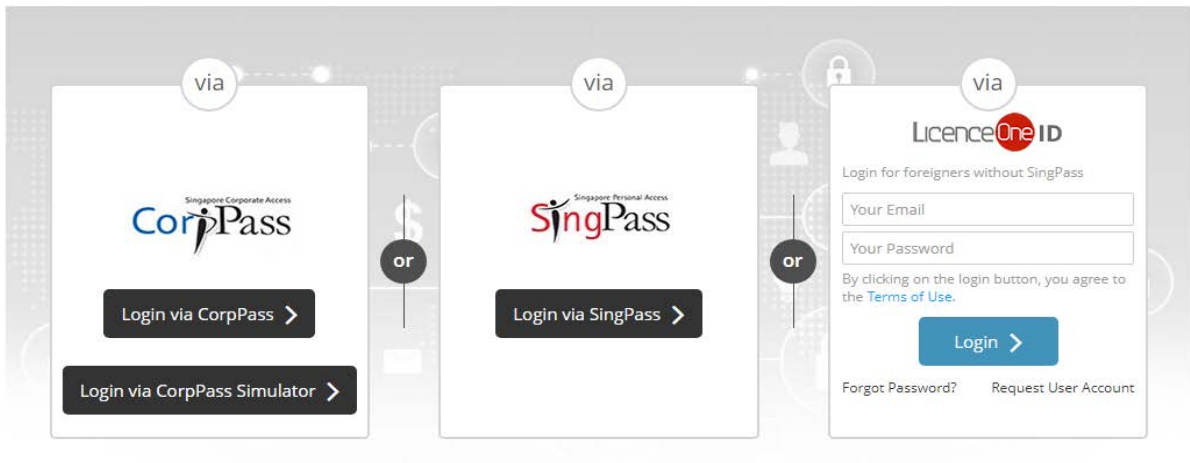
NEXT

Click >> Amendment Page

### Amend Licence

4. Click licence and proceed to type of amendment page.

Note: If you are not logged in to LicenceOne, you will be prompted to [log in to LicenceOne](#) and [Select Your Profile](#) to proceed further with the application.



## Log In

## Review Selection

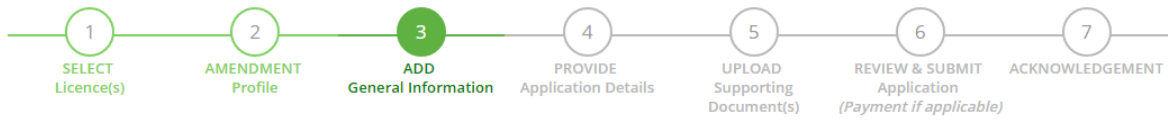
### Review Selection

5. Enter required details if necessary.
6. Click **Search**. The **General Information** screen will be displayed.



The information to be entered may vary depends on the licence selected for amendment.

## General Information



### Amend Existing Licence

#### Terms of Use

##### I. Agreement

1. Access this services 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.
2. 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.
3. 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.
4. 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.

##### II. Access To the Website

1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee

By clicking on the checkbox, I agree to be bound by the Terms of Use.

#### Filer's Particulars

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.

Salutation *	<input type="text" value="Miss"/>	<input type="text" value="Managing Director"/>
Name *	<input type="text" value="UEN11DIRECTOR3"/>	Office Tel Number <input type="text"/>
ID Type *	<input checked="" type="radio"/> NRIC <input type="radio"/> FIN <input type="radio"/> Passport	Home Tel Number <input type="text"/>
ID Number *	<input type="text" value="S0071192F"/>	Fax Number <input type="text"/>
Citizenship *	<input type="text" value="SWEDISH"/>	Mobile Number * <input type="text" value="+6598774120"/>
Gender *	<input type="radio"/> Male <input checked="" type="radio"/> Female	Email <input type="text" value="gg@gg.com"/>
Date Of Birth *	<input type="text" value="08/03/1984"/>	Alternative Email <input type="text"/>
Primary Contact Mode *	<input type="radio"/> Office Tel Number <input type="radio"/> Home Tel Number <input checked="" type="radio"/> Mobile Number	Tick if you prefer to receive status updates of licence application via SMS <input type="checkbox"/>

Click >> Application details Page

Next > Save as Draft Save as Draft & Exit

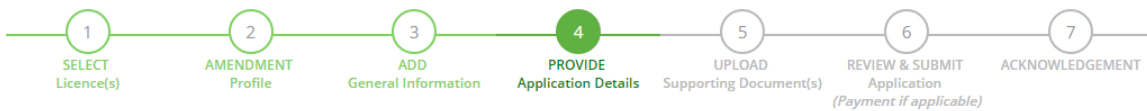
## General Information

7. **Tick** the checkbox to agree to terms and conditions.
8. Click **Next** to proceed to Application Details Page.

## Application Details

### Provide Application Details

9. The screen will be redirected to **Application Details** Page.



### Amend Existing Licence

#### Halal Certification

#### Licence Profile

---

FIN/NRIC		Licence Start date	15/11/2017
Licence Number	Halal Licence	Licence Expiry Date	15/11/2018

#### Customer Code

---

Customer Code	C20171
---------------	--------

#### Scheme Details

---

Eating Establishment	Food Kiosk (Petrol Stations)	Storage Facility	No
Food Preparation Areas	Catering Company	Poultry Abattoir	No
Food Manufacturing Companies	Whole Plant Scheme		

### Change Contact Details

Change Contact Details

Premises Name	Testing <small>This should be the exact business name reflected on the premise's signboard</small>	Office Number	<input type="text" value="+6561234567"/>
Postal Code	428769	Email Address	<input type="text" value="test@test.com"/>
Block/ House no	50	Website	<input type="text" value="www.abc.com"/>
Street Name	EAST COAST ROAD	Floor size	100 sqm
Level	02	Floor Size in Sqm	1
Unit Number	144		
Building Name	ROXY SQUARE		

For Address with multiple Unit Number

#### Unit Number

For Address with multiple Level

#### Level

### Change staff Details

Change staff Details

<b>Is Team Leader?*</b>	<input type="radio"/> No <input type="radio"/> Yes	<b>Have you attended Halal Foundation Programme (HFP)?*</b>	<input type="radio"/> No <input type="radio"/> Yes
<b>Name*</b>	<input type="text"/>	Mobile Number	<input type="text" value="+6561234567"/>
<b>NRIC/FIN/WP*</b>	<input type="text"/>	<b>Office Number*</b>	<input type="text" value="+6561234567"/>
<b>Designation*</b>	<input type="text"/>	<b>Email Address*</b>	<input type="text"/>
Date joined	<input type="text"/>		

**Add**

One team leader

Minimum 3 staffs

Is Team Leader?	Name	NRIC/FIN/WP	Designation	Have you attended Halal Foundation Programme (HFP)?	Office Number	Email Address	
Yes	dsgfdg	G1234567X	gfgf	Yes	+6561234567	test@test.com	
No	Test	S9021457H	Test	Yes	+6594684884	test@test.com	
No	Test54713901E	S4713901E	Test	Yes	+6594687884	test@test.com	

[< Previous](#) **[Proceed >](#)** [Save as Draft](#) [Save as Draft & Exit](#)

Click >> Supporting Documents

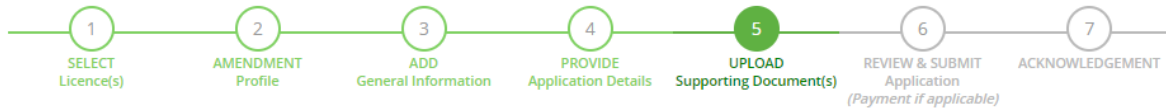
### Application Details

10. Modify the required details.
11. A must to have at least a team leader
12. Minimum three staffs is required.
13. Click **Proceed**. The **Upload Supporting Document** screen will be displayed.

## Attach Supporting Documents

Attach the required supporting documents, if required.

### Upload Supporting Documents




### Amend Existing Licence

#### Halal Certification

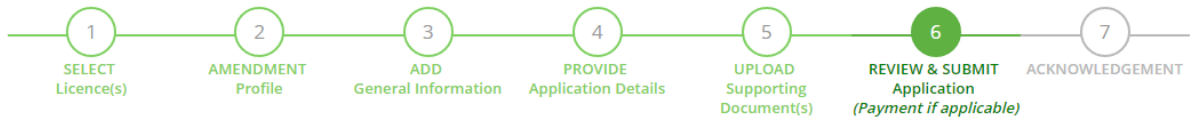
Document Name	Type	Attachment	Action
<b>Justification of Change *</b> Please highlight the changes in brief description and upload the document <small>Acceptable File Format: pdf,xls,xlsx,doc,docx Acceptable File Size: maximum : 2 MB</small>	ONLINE UPLOAD ▾		<b>Upload</b>

< Previous **Next >** Save as Draft Save as Draft & Exit

14. Browse and select document to upload. Click **Upload** to upload the document. Click  to delete the uploaded document, if required.
15. Click **Next**.



## Declaration



### Amend Existing Licence

#### Information Review

Click >> print  
Declaration Form



Click >> preview printing

ID Number	S0071192F	Fax Number	
Citizenship	SWEDISH	Mobile Number	+6598774120
Gender	Female	Email	gg@gg.com
Date Of Birth	08/03/1984	Alternative Email	
Primary Contact Mode	Mobile Number	Tick if you prefer to receive status updates of licence application via SMS	No

#### Declaration

##### General Declaration

- I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

##### Halal Certification

- I/We hereby agree to the terms and conditions governing the AMLA and Halal Certification Conditions and I / We have agreed to abide and be bound by them and any subsequent amendments, alterations and additions made by me/us . All the above information supplied by me/us and supporting documents, to the best of my knowledge and belief are true and that I have not wilfully suppressed any materials facts which is requested for in this application. Any false declaration/ breach of the Halal Certification conditions will be subjected to my/our application being cancelled /rejected and /or enforcement actions taken.

< Previous Submit

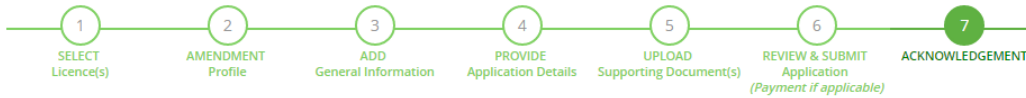
#### Review and Declare

16. Tick the checkbox to agree to the declaration(s).


17. Click **Submit**.

## Acknowledgement

An acknowledgment will be displayed.



### Amend Existing Licence

 **Submitted successfully: 1 application(s)**  
You will be notified of the approval of your application via SMS/Email.

Majlis Ugama Islam Singapura  
Halal Certification

Application Number	U1820002068	Application Status	Approved
Submission Number	B1820008101	Payment Status	STAGE1 : N.A STAGE2 : N.A
Submission Date	28/03/2018 11:57:56		
Submission Name	B1820008101		

[View your Applications and Status](#)

#### NOTE

Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.

"Name" is for your personal reference only.

and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

Click >> Print  
Acknowledgement form

Click >> Exit

PRINT

CLOSE

### Acknowledgement

Click **Edit** to modify the **Submission Name**, if required.

18. Click **Print** to print the Acknowledgement screen.

19. Click **Close** to exit.



- If payment is not required during the application submission, **Payment Status** will be reflected as **Stage 1: N.A.**
- If payment is required after approval, **Payment Status** will be reflected as **Stage 2: Pending Payment.**
- Application Status will be displayed as **Approved** for licences which are auto approved.

## Amend Existing Licence (Change of Premises and Scheme Details)

The details that can be amended or modified for a licence, varies with agencies and their licensing conditions.



There are details which can be modified only by modifying your profile details. For more information on how to update your profile, refer to **Getting Started > Navigating Licence One > [Update User Profile](#)** in this user guide.

### Prerequisites

- Licence to be amended must be an active licence.
- Depending on the licence, you may attach supporting documents along with the amendment application.

### To amend an existing licence:

20. Click **Licence Application >> Amend Existing Licence**. Choose Agency screen will be displayed.

Click **Licence Application >> AMEND EXISTING LICENCE**

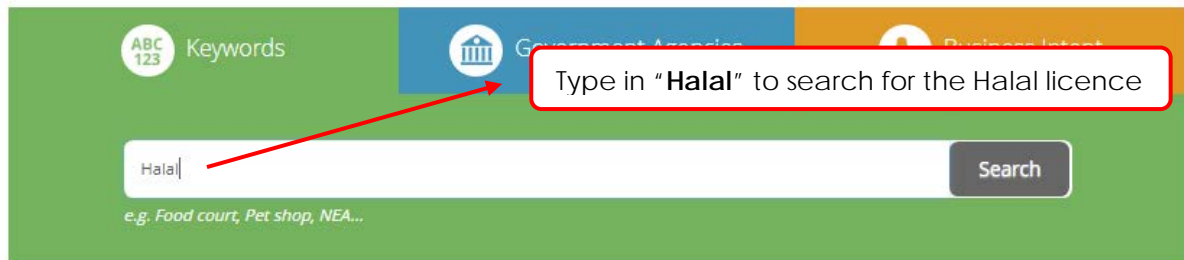
Category	Item	Count
APPLICATIONS	Require Attention	13
	In Progress	25
DRAFTS	Due for Removal	10
	All Drafts	10
LICENCES	Due for Renewal	0
	Active	0
PAYMENTS	Pending Payments	13

### Licence Application



Alternatively, you may also log in to the system, choose the required profile to amend the licence and then proceed with step 1.

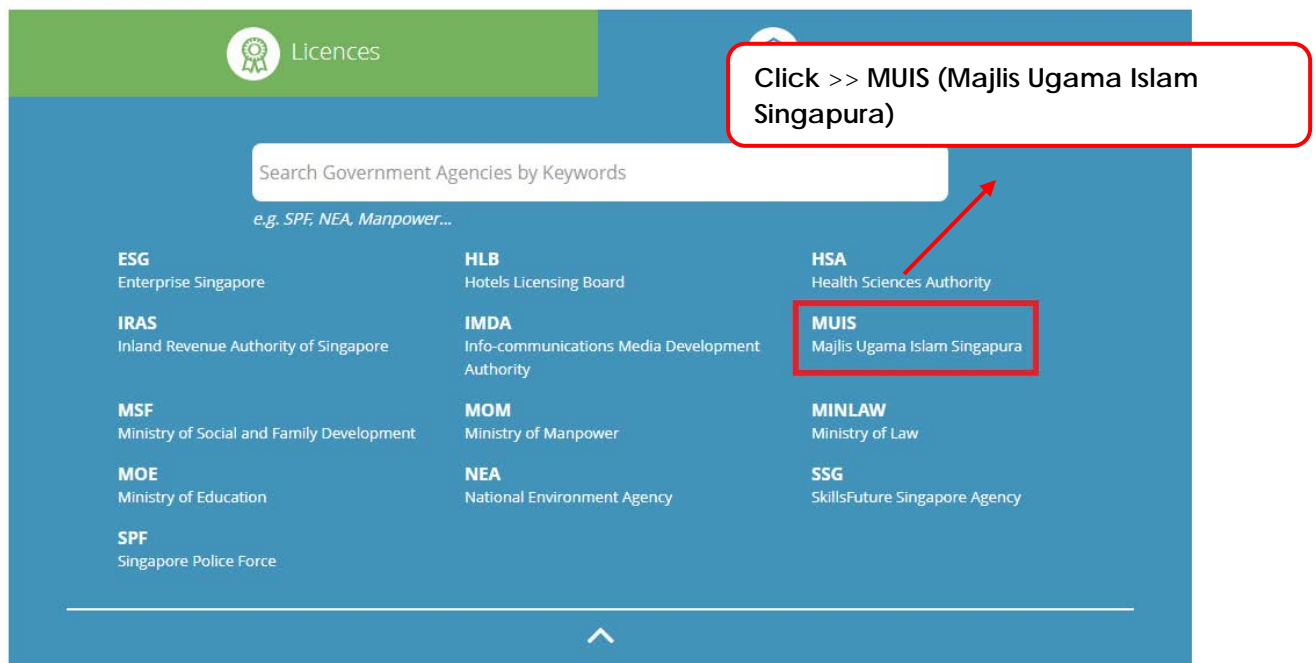
## Choose Agency



### Find Licence by Keyword(s)



### Amend Licence



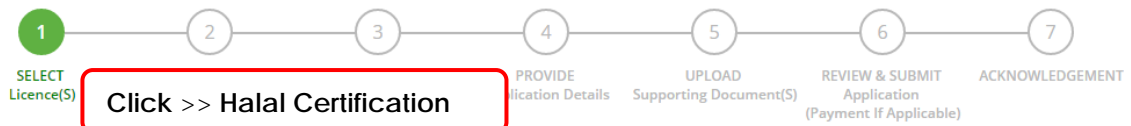
### Choose Agency

21. Choose the agency of the licence to be amended. For example, if you are modifying an MUIS licence, click **MUIS – Majlis Ugama Islam Singapura**.



The below procedure is a general guideline to amend a licence, while the actual steps to amend a licence may vary depending on the agency and the licence's condition.

## Choose Licence



Majlis Ugama Islam Singapura

Halal Certification

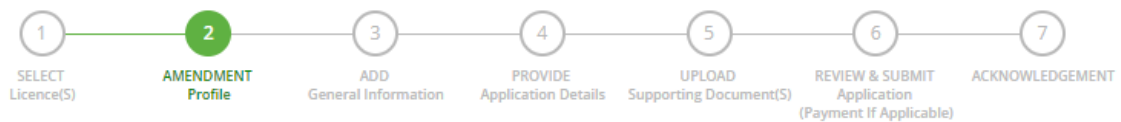
### Choose Licence

22. Select the licence to be amended.

## Choose Amendment Type

Depending on the licence to be amended, you may be prompted to choose the details which you wish to amend in this amendment application before step 5.

### Amend Licence



Majlis Ugama Islam Singapura

Halal Certification

Type of Amendment Fees & Supporting Documents

- Change of Contact and Staff Details ⓘ  
This allows you to make amendments to Halal certification application. Details
- Change of Premises ⓘ  
This allows you to make amendments to Halal certification application. Details

Indicate Licence Number

Click to view Details

Click to view Details of premises Details

UEN \* 18000001W Licence Number \* C1820076477

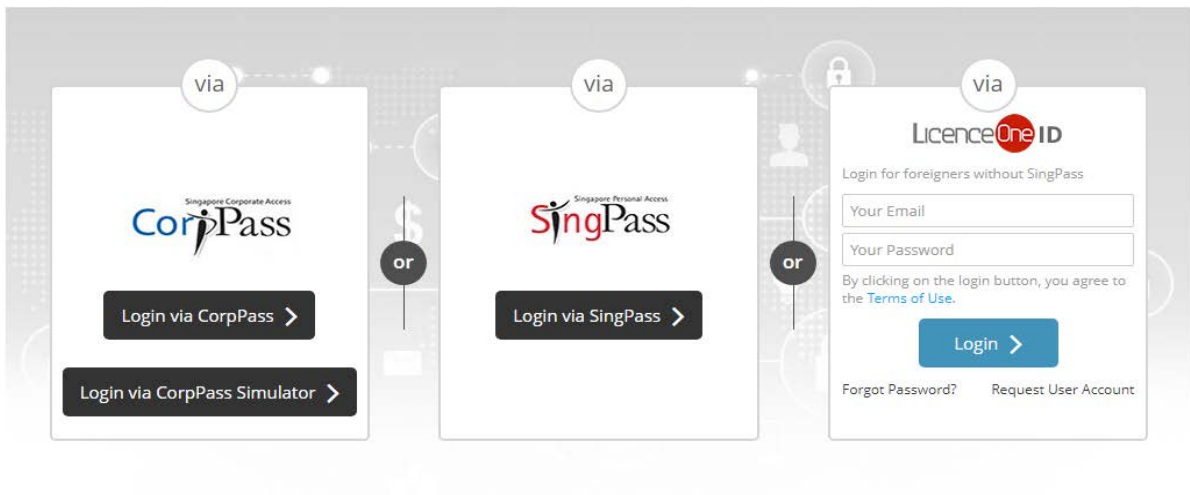
BACK NEXT

Click >> Amendment Page

### Amend Licence

23. Click licence and proceed to type of amendment page.

Note: If you are not logged in to LicenceOne, you will be prompted to [log in to LicenceOne](#) and [Select Your Profile](#) to proceed further with the application.



Log In

## Review Selection

Review Selection

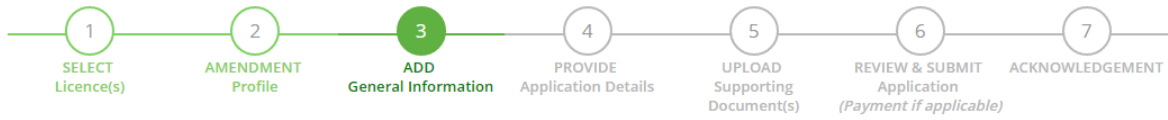
24. Enter required details if necessary.

25. Click **Search**. The **General Information** screen will be displayed.



The information to be entered may vary depends on the licence selected for amendment.

## General Information



### Amend Existing Licence

#### Terms of Use

##### I. Agreement

1. 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.
2. 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.
3. 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.
4. 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.

##### II. Access To the Website

1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee

By clicking on the checkbox, I agree to be bound by the Terms of Use.

Box must be ticked

### Filer's Particulars

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.

Salutation *	<input type="text" value="Miss"/>	Designation	<input type="text" value="Managing Director"/>
Name *	<input type="text" value="UEN11DIRECTOR3"/>	Office Tel Number	<input type="text"/>
ID Type *	<input checked="" type="radio"/> NRIC <input type="radio"/> FIN <input type="radio"/> Passport	Home Tel Number	<input type="text"/>
ID Number *	<input type="text" value="S0071192F"/>	Fax Number	<input type="text"/>
Citizenship *	<input type="text" value="SWEDISH"/>	Mobile Number *	<input type="text" value="+6598774120"/>
Gender *	<input type="radio"/> Male <input checked="" type="radio"/> Female	Email	<input type="text" value="gg@gg.com"/>
Date Of Birth *	<input type="text" value="08/03/1984"/>	Alternative Email	<input type="text"/>
Primary Contact Mode *	<input type="radio"/> Office Tel Number <input type="radio"/> Home Tel Number <input checked="" type="radio"/> Mobile Number	Tick if you prefer to receive status updates of licence application via SMS	<input type="checkbox"/>

Click >> Application details Page

Next >

Save as Draft

Save as Draft & Exit

### General Information

26. Tick the checkbox to agree to terms and conditions.
27. Click **Next** to proceed to Application Details Page.

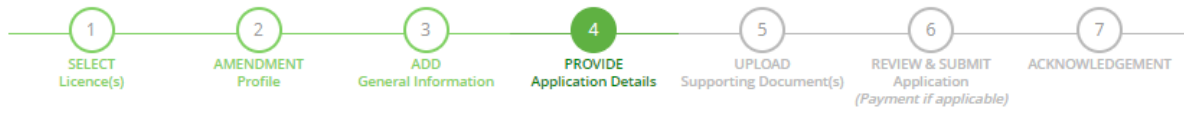
## Application Details

Provide Application Details

28. The screen will be redirected to **Application Details** Page.



LicenceOne Public User Guide  
Chapter 7: Licence Application



**Amend Existing Licence**

Halal Certification

Licence Profile

---

UEN	200723647D	Licence Start date	15/11/2017
Licence Number	Halal Licence	Licence Expiry Date	15/11/2018

Customer Code

---

Customer Code	C20171
---------------	--------

Scheme Details

---

Scheme Details

Eating Establishment	Food Kiosk (Petrol Stations)	<input type="checkbox"/> Please tick to remove the scheme
Food Preparation Areas	Catering Company	<input type="checkbox"/> Please tick to remove the scheme
Food Manufacturing Companies	Whole Plant Scheme	<input type="checkbox"/> Please tick to remove the scheme
Storage Facility	No	
Poultry Abattoir	No	

## Change Premise Details

### Change Premise Details

Premises Name	<input type="text" value="Testing"/>	Office Number	<input type="text" value="+6561234567"/>
<small>This should be the exact business name reflected on the premise's signboard</small>		Email Address	<input type="text" value="test@test.com"/>
Postal Code	<input type="text" value="428769"/>	Website	<input type="text" value="www.abc.com"/>
Block/ House no	<input type="text" value="50"/>	Floor size *	<input type="text" value="100"/> <input type="text" value="Sqf"/>
Street Name	<input type="text" value="EAST COAST ROAD"/>	Floor Size in Sqm *	<input type="text" value="9"/>
Level	<input type="text" value="02"/>		
Unit Number	<input type="text" value="144"/>		
Building Name	<input type="text" value="ROXY SQUARE"/>		

Do you want to opt in for Annual Auto Renewal (Paid through Giro)? \*  Yes  No

Please click [here](#) to download the GIRO form and submit the ORIGINAL form to Muis, 23 Mayo Street, Singapore 208323

For Address with multiple Unit Number

Unit Number

Add

Click Add

Fill in necessary information


Unit Number

124

For Address with multiple Level

Level

Please click on the "Add" button if you have more than one level.

Please click on the "Edit"  button to amend Level, and click "Add" again after you have made your amendments.

Add

Level

< Previous

Proceed >

Save as Draft

Save as Draft & Exit

## Application Details

29. Modify the required details.

30. Click **Proceed**. The **Upload Supporting Document** screen will be displayed.

## Attach Supporting Documents

Attach the required supporting documents, if required.


### Upload Supporting Documents

#### Halal Certification

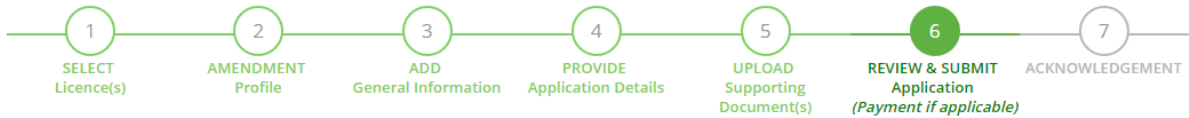
Document Name	Type	Attachment	Action
<b>Floor plan of premises applying for Halal certification</b> Floor plan of premises applying for Halal certification <i>Acceptable File Format: pdf</i> <i>Acceptable File Size: maximum : 2 MB</i>			<a href="#">Upload</a>
<b>Pictures of delivery vehicles</b> Pictures of delivery vehicles. <i>Acceptable File Format: jpg, png, pdf</i> <i>Acceptable File Size: maximum : 5 MB</i>		ONLINE UPLOAD ▾	<a href="#">Upload</a>
<b>Ingredients</b> Please click <a href="#">here</a> to download the format of the Ingredients <b>i. Do not add columns, sub-headers or more than one sheet in the excel file</b> <b>ii. Do not change the header and sheet name in the excel file</b> <b>iii. Do not upload more than one excel file</b> <i>Acceptable File Format: xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>		ONLINE UPLOAD ▾	<a href="#">Upload</a>
<b>List of Product to be Certified *</b> Please click <a href="#">here</a> to download the format of Product to be Certified <b>i. Do not add columns, sub-headers or more than one sheet in the excel file</b> <b>ii. Do not change the header and sheet name in the excel file</b> <b>iii. Do not upload more than one excel file</b> <i>Acceptable File Format: xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>		ONLINE UPLOAD ▾	<a href="#">Upload</a>
<b>Pictures of Product labels</b> Pictures of Product labels <i>Acceptable File Format: jpg, png, pdf,xls,xlsx</i> <i>Acceptable File Size: maximum : 5 MB</i>		ONLINE UPLOAD ▾	<a href="#">Upload</a>
<b>Food Preparation Area Menu upload</b> Upload Menu for Food Preparation Area. Please click <a href="#">here</a> to download the format of the Menu <b>i. Do not add columns, sub-headers or more than one sheet in the excel file</b> <b>ii. Do not change the header and sheet name in the excel file</b> <b>iii. Do not upload more than one excel file</b> <i>Acceptable File Format: xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>		ONLINE UPLOAD ▾	<a href="#">Upload</a>
<b>Justification of Change *</b> Please highlight the changes in brief description and upload the document <i>Acceptable File Format: pdf,xls,xlsx,doc,docx</i> <i>Acceptable File Size: maximum : 2 MB</i>		ONLINE UPLOAD ▾	<a href="#">Upload</a>

Click **here** to download format

[< Previous](#) [Next >](#) [Save as Draft](#) [Save as Draft & Exit](#)

31. Browse and select document to upload. Click **Upload** to upload the document. Click  to delete the uploaded document, if required.
32. Please note that for Menu , Product and Ingredients supporting should follow exactly same download format. If you upload different format then halal system would not able to process the application.
33. Click **Next**.

## Declaration



### Amend Existing Licence

Information Review

ID Number	S0071192F	Fax Number	
Citizenship	SWEDISH	Mobile Number	+6598774120
Gender	Female	Email	gg@gg.com
Date Of Birth	08/03/1984	Alternative Email	
Primary Contact Mode	Mobile Number	Tick if you prefer to receive status updates of licence application via SMS	No

**Click >> print Declaration Form**

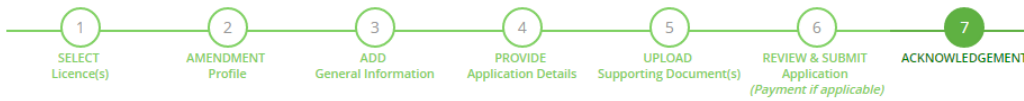
**Click >> preview printing**

### Review and Declare

34. **Tick** the checkbox to agree to the declaration(s).
35. Click **Submit**.

## Acknowledgement

An acknowledgment will be displayed.



### Amend Existing Licence

Submitted successfully: 1 application(s)  
You will be notified of the approval of your application via SMS/Email.

Majlis Ugama Islam Singapura  
Halal Certification

Application Number	U1820002068	Application Status	Approved
Submission Number	B1820008101	Payment Status	STAGE1 : N.A STAGE2 : N.A
Submission Date	28/03/2018 11:57:56		
Submission Name	B1820008101		

[View your Applications and Status](#)

#### NOTE

Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.

(Name) is for your personal reference only.

and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

Click >> Print  
Acknowledgement form

Click >> Exit

PRINT

CLOSE

### Acknowledgement

Click **Edit** to modify the **Submission Name**, if required.

36. Click **Print** to print the Acknowledgement screen.

37. Click **Close** to exit.



- If payment is not required during the application submission, **Payment Status** will be reflected as **Stage 1: N.A.**
- If payment is required after approval, **Payment Status** will be reflected as **Stage 2: Pending Payment.**
- Application Status will be displayed as **Approved** for licences which are auto approved.

## Renew Expiring Licence

Depending on the agency's licensing policy, a licence may expire after its validity period. For such licences, a renewal notification may be sent to the licensee before their expiry date, if applicable.

There are two types of renewal:

- Licence that does not require RRN for renewal ([Non-RRN Renewal](#)).
- Licence that requires a Request for Renewal Number for renewal ([RRN Renewal](#))
  - The Request for Renewal Number will be provided by the agency in the notification.

Licensee may submit the renewal application along with the required payment to the respective agency for approval.

### Non-RRN Renewal

*To renew an expiring licence (Non-RRN):*

1. Click **Licence Application >> Renew Expiring Licence**. RRN screen will be displayed.

The screenshot shows the LicenceOne application interface. At the top, there is a navigation bar with 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below this is a sidebar menu with 'Dashboard' and 'Applications'. The 'Applications' menu is expanded, showing options: 'APPLY FOR NEW LICENCE', 'AMEND EXISTING LICENCE', 'RENEW EXPIRING LICENCE' (highlighted with a red box), 'CANCEL EXISTING LICENCE', and 'SUBMIT RETURNS'. A red callout box points to the 'RENEW EXPIRING LICENCE' option with the text 'Click >> Licence Application >> Renew Expiring Licence'. Below the sidebar, the main content area shows a 'Dashboard' for user 'UEN11DIRECTOR3' with a last login on Thursday 08 March 2020 at 11:00 AM. To the right, it shows the user is representing 'LAM KUAN ENGINEERING CO PTE LTD (UEN: 198102289D)' at '100 TRAS STREET, #14-03 S(079027)'. Below this is an 'Application Status' section with a search bar for 'Application Number' and a 'Check' button. At the bottom, there are four summary cards: 'APPLICATIONS' (14 Require Attention, 27 In Progress), 'DRAFTS' (10 Due for Removal, 10 All Drafts), 'LICENCES' (0 Due for Renewal, 0 Active), and 'PAYMENTS' (14 Pending Payments).

### Licence Application



Alternatively, you may also log in to the system, choose the required profile to renew the licence and then proceed with step 1.

### Licence without RRN

2. Click **I don't have RRN**. **Choose Agency** screen will be displayed.

## Choose Agency

### Renew Licence



### Choose Agency

3. Choose the agency of the licence to be renewed. For example, if you are renewing an IE licence, click **MUIS- Majlis Ugama Islam Singapura**.



The steps involved in renewing a licence may vary depending on the agency and the licence condition.

## Choose Licence

### Renew Licence

Majlis Ugama Islam Singapura  
e.g. SPF, NEA, Manpower...

**MUIS**  
Majlis Ugama Islam Singapura

- 1 SELECT Licence(S)
- 2 RENEW Profile
- 3 ADD General Information
- 4 PROVIDE Application Details
- 5 UPLOAD Supporting Document(S)
- 6 REVIEW & SUBMIT Application (Payment If Applicable)
- 7 ACKNOWLEDGEMENT

Majlis Ugama Islam Singapura

Halal Certification ⓘ  
This application allows you to make a renewal Halal certification application for your business.

Click >> Halal Certification

External Website

### Choose Licence

4. Select Halal Certification licence to be renewed.
5. Click **Next**.

Note: If you are not logged in to LicenceOne, you will be prompted to [log in to LicenceOne](#) and [Select Your Profile](#) to proceed further with the application.

via

via

via

CorpPass  
Singapore Corporate Access

SingPass  
Singapore Personal Access

LicenceOne ID  
Login for foreigners without SingPass

Your Email

Your Password

By clicking on the login button, you agree to the [Terms of Use](#).

Forgot Password? Request User Account

Login via CorpPass >

Login via CorpPass Simulator >

Login via SingPass >

Login >

### Log in



## Renew Profile

### Renew Licence

The diagram shows a 7-step process: 1. SELECT Licence(S), 2. RENEW Profile, 3. ADD General Information, 4. PROVIDE Application Details, 5. UPLOAD Supporting Document(S), 6. REVIEW & SUBMIT Application, 7. ACKNOWLEDGEMENT. The current step is 2, 'RENEW Profile'. Below the flow, the user is identified as 'Majlis Ugama Islam Singapura' for 'Halal Certification'. The 'Application Type' is 'Halal Certification'. A red box highlights the 'Licence Number' field in the form, with a red arrow pointing to it from a callout box that says 'State the Licence Number'. The 'UEN' field contains '198102289D'. Below the form are 'BACK' and 'NEXT' buttons, with a red arrow pointing from the 'NEXT' button to a callout box that says 'Click >> General Information'.

### Review Selection

6. Enter the licence number.
7. Click **Next**. Please continue to the [General Information](#) screen to proceed with the renewal.

## General Information

### Renew Expiring Licence

#### Terms of Use

**I. Agreement**

1. Access this services 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.
2. 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.
3. 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.
4. 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.

**II. Access To the Website**

1. 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.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

Filer's Particulars

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.

<b>Salutation *</b>	<input type="text" value="Miss"/>	<b>Designation</b>	<input type="text" value="Managing Director"/>
<b>Name *</b>	<input type="text" value="UEN11DIRECTOR3"/>	<b>Office Tel Number</b>	<input type="text" value=""/>
<b>ID Type *</b>	<input checked="" type="radio"/> NRIC <input type="radio"/> FIN <input type="radio"/> Passport	<b>Home Tel Number</b>	<input type="text" value=""/>
<b>ID Number *</b>	<input type="text" value="S0071192F"/>	<b>Fax Number</b>	<input type="text" value=""/>
<b>Citizenship *</b>	<input type="text" value="SWEDISH"/>	<b>Mobile Number *</b>	<input type="text" value="+6598774120"/>
<b>Gender *</b>	<input type="radio"/> Male <input checked="" type="radio"/> Female	<b>Email</b>	<input type="text" value="gg@gg.com"/>
<b>Date Of Birth *</b>	<input type="text" value="08/03/1984"/> <input type="button" value="📅"/>	<b>Alternative Email</b>	<input type="text" value=""/>
<b>Primary Contact Mode *</b>	<input type="radio"/> Office Tel Number <input type="radio"/> Home Tel Number <input checked="" type="radio"/> Mobile Number	<b>Tick if you prefer to receive status updates of licence application via SMS</b>	<input type="checkbox"/>

Click >> Application Details

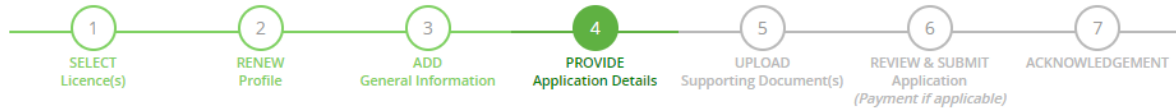
Next >

Save as Draft

Save as Draft & Exit

1. Enter the general information.
2. Click **Next**.

## Application Details



### Renew Expiring Licence

Halal Certification

#### Licence Profile

FIN/NRIC		Licence Start date	15/11/2017
Licence Number	Halal Licence	Licence Expiry Date	15/11/2018

#### Customer Code

Customer Code C20171

#### Scheme Details

Eating Establishment	Short Term Stall (Bazaar/Road Shows)	<input type="checkbox"/> Please tick to remove the scheme
Period	15-21	
Food Preparation Areas	Catering Company	<input type="checkbox"/> Please tick to remove the scheme
Food Manufacturing Companies	Whole Plant Scheme	<input type="checkbox"/> Please tick to remove the scheme
Storage Facility	No	
Poultry Abattoir	No	

### Premise Details

---

Premises Name	Testing <small>(This address will be audited by Muis officer(s))</small>	Office Number	<input type="text" value="+6561234567"/>
Postal Code	428769	Email Address	<input type="text" value="test@test.com"/>
Block/ House no	50	Website	<input type="text" value="www.abc.com"/>
Street Name	EAST COAST ROAD	Floor size*	<input type="text" value="100"/> <input type="text" value="Sqf"/>
Level	02	Floor Size in Sqm*	9
Unit Number	144		
Building Name	ROXY SQUARE		

Do you want to opt in for Annual Auto Renewal (Paid through Giro)? \*  Yes  No

Please click [here](#) to download the GIRO form and submit the ORIGINAL form to Muis, 23 Mayo Street, Singapore 208323

Licence Period \*  Subjected to Muis' approval

For Address with multiple Unit Number

Unit Number


**Add**

#### Unit Number

124  

For Address with multiple Level

Level

Please click on the "Add" button if you have more than one level.  
Please click on the "Edit"  button to amend Level, and click "Add" again after you have made your amendments.

**Add**

#### Level

---

### Change staff Details

**Is Team Leader?\***  No  Yes

**Name\***

**NRIC/FIN/WP\***

**Designation\***

Date joined

**Add**

**Have you attended Halal Foundation Programme (HFP)?\***  No  Yes

Mobile Number

**Office Number\***

**Email Address\***

**One team leader is compulsory. Minimum 3 staff to be added**

Is Team Leader?	Name	NRIC/FIN/WP	Designation	Have you attended Halal Foundation Programme (HFP)?	Office Number	Email Address	
Yes	fdg	S4713901E	fdg	Yes	+6594687884	test@test.com	
No	Test	S8432713A	Test	Yes	+6594687884	test@test.com	
No	Test	S0408131E	Test	Yes	+6594687884	test@test.com	

**Proceed** **Save as Draft** **Save as Draft & Exit**

3. One leader to be added
4. Minimum 3 staffs to be added before proceeding to next page.
5. Click **Proceed**. Please continue to the [Supporting Documents](#) screen to proceed with the renewal.

## Attach Supporting Documents



### Renew Expiring Licence

#### Halal Certification

Document must be in pdf format

Click >> upload documents

Document Name	Type	Attachment	Action
<b>Floor plan of premises applying for Halal certification</b> Floor plan of premises applying for halal certification Acceptable File Format: pdf Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD	Test1 Pdf.pdf	<b>Upload</b>
<b>Pictures of delivery vehicles</b> Pictures of delivery vehicles. Acceptable File Format: jpg, png, pdf Acceptable File Size: maximum : 5 MB	ONLINE UPLOAD		<b>Upload</b>
<b>Ingredients</b> Please click <a href="#">here</a> to download the format of the Ingredients 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD		<b>Upload</b>
<b>List of Product to be Certified *</b> Please click <a href="#">here</a> to download the format of Product 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD		<b>Upload</b>
<b>Pictures of Product labels</b> Pictures of Product labels Acceptable File Format: jpg, png, pdf,xls,xlsx Acceptable File Size: maximum : 5 MB	ONLINE UPLOAD		<b>Upload</b>
<b>Eating Establishment Menu Upload</b> Upload Menu for Eating Establishment. Please click <a href="#">here</a> to download the format of the Menu 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD		<b>Upload</b>
<b>Food Preparation Area Menu upload</b> Upload Menu for Food Preparation Area. Please click <a href="#">here</a> to download the format of the Menu 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD		<b>Upload</b>

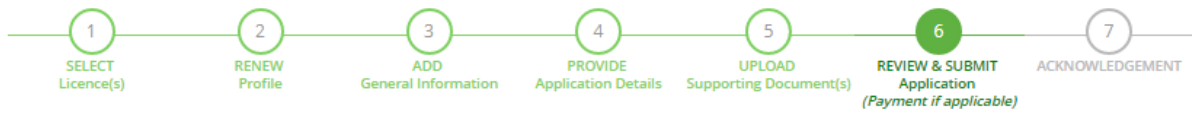
## LicenceOne Public User Guide Chapter 7: Licence Application

<b>Packing List</b> Upload list of products. <i>Acceptable File Format: pdf,xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>	ONLINE UPLOAD ▾	<b>Upload</b>
<b>Veterinary Public Health Certificate (for the export of frozen/processed poultry)</b> Upload Veterinary Public Health Certificate (for the export of frozen/processed poultry) <i>Acceptable File Format: pdf,xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>	ONLINE UPLOAD ▾	<b>Upload</b>
<b>Halal Slaughtering Certificate (for meat items only)</b> Upload Halal Slaughtering Certificate (for meat items only) <i>Acceptable File Format: pdf,xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>	ONLINE UPLOAD ▾	<b>Upload</b>
<b>Transport Bill of Lading</b> Upload Transport Bill of Lading <i>Acceptable File Format: pdf,xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>	ONLINE UPLOAD ▾	<b>Upload</b>
<b>Valid Halal Certificate (MUIS / Recognised Foreign Certifying Bodies)</b> Upload Valid Halal Certificate (MUIS / Recognised Foreign Certifying Bodies) <i>Acceptable File Format: pdf,xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>	ONLINE UPLOAD ▾	<b>Upload</b>
<b>Endorsement Template (Template provided by Muis as attached)</b> Upload Endorsement Template (Template provided by Muis as attached).Please click <a href="#">here</a> to download the format of the Menu <i>Acceptable File Format: pdf,xls,xlsx</i> <i>Acceptable File Size: maximum : 2 MB</i>	ONLINE UPLOAD ▾	<b>Upload</b>

[< Previous](#) **Next >** [Save as Draft](#) [Save as Draft & Exit](#)

1. Click **Upload** to upload the supporting documents required.
2. Click **Next**. Please continue to the [Review and Submit](#) screen to proceed with the renewal.

## Review and Submit



### Renew Expiring Licence

#### Information Review

Filer's Particulars			
Salutation	Miss	Designation	Managing Director
Name	UEN11DIRECTOR3	Office Tel Number	
ID Type	NRIC	Home Tel Number	
ID Number	S0071192F	Fax Number	
Citizenship	SWEDISH	Mobile Number	+6598774120

#### Declaration

##### General Declaration

1. I declare that all the information given in this application form is true and correct.   
I am aware that legal action may be taken against me if I had knowingly provided false information.  
I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

##### Halal Certification

1. I/We hereby agree to the terms and conditions of the Halal Certification. I/We have agreed to abide and be bound by them and any subsequent amendments, alterations and additions made by me/us.   
All the above information supplied by me/us and supporting documents, to the best of my knowledge and belief are true and that I have not wilfully suppressed any material facts which is requested for in this application. Any false declaration/ breach of the Halal Certification conditions will be subjected to my/our application being cancelled /rejected and /or enforcement actions taken.

Click >> Acknowledgement

< Previous Submit

1. Boxes must be **ticked** before proceeding to next page.
2. Click **Submit**. Please continue to the [Make Payment](#) screen to proceed with the renewal.



LicenceOne Public User Guide  
Chapter 7: Licence Application



Renew Expiring Licence

Make Payment

Description	Fee Type	Fee	GST	Sub Total
PA1811027726	Whole Plant - Area not exceeding 200 sqm	\$318.00	7.00% (\$22.26)	
MUIS - Halal Certification	Food Preparation Area - Catering Company Area not exceeding 186 sqm	\$400.00	7.00% (\$28.00)	
R1820001078	Eating Establishment - Food Kiosk	\$145.60	7.00% (\$10.19)	\$924.05
Grand Total				\$924.05

PROCEED WITH PAYMENT

Acknowledgement



Renew Expiring Licence

✓

Submitted successfully: 1 application(s)

You will be notified of the approval of your application via SMS/Email.

-

---

Majlis Ugama Islam Singapura

Halal Certification

Application Number	R1820001078	Payment Advice Number	PA1811027726
Application Status	Submitted with Payment	Payment Status	STAGE1 : PAID STAGE2 : N.A
Submission Number	B1820008152	Payment Amount(SGD)	\$924.05
Submission Date	29 Mar 2018 02:38:45		
Submission Name	B1820008152		

[View your Applications and Status](#)

NOTE

Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.

Please note that the "Submission Name" is for your personal reference only.

You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

[View Receipt](#)
PRINT
CLOSE

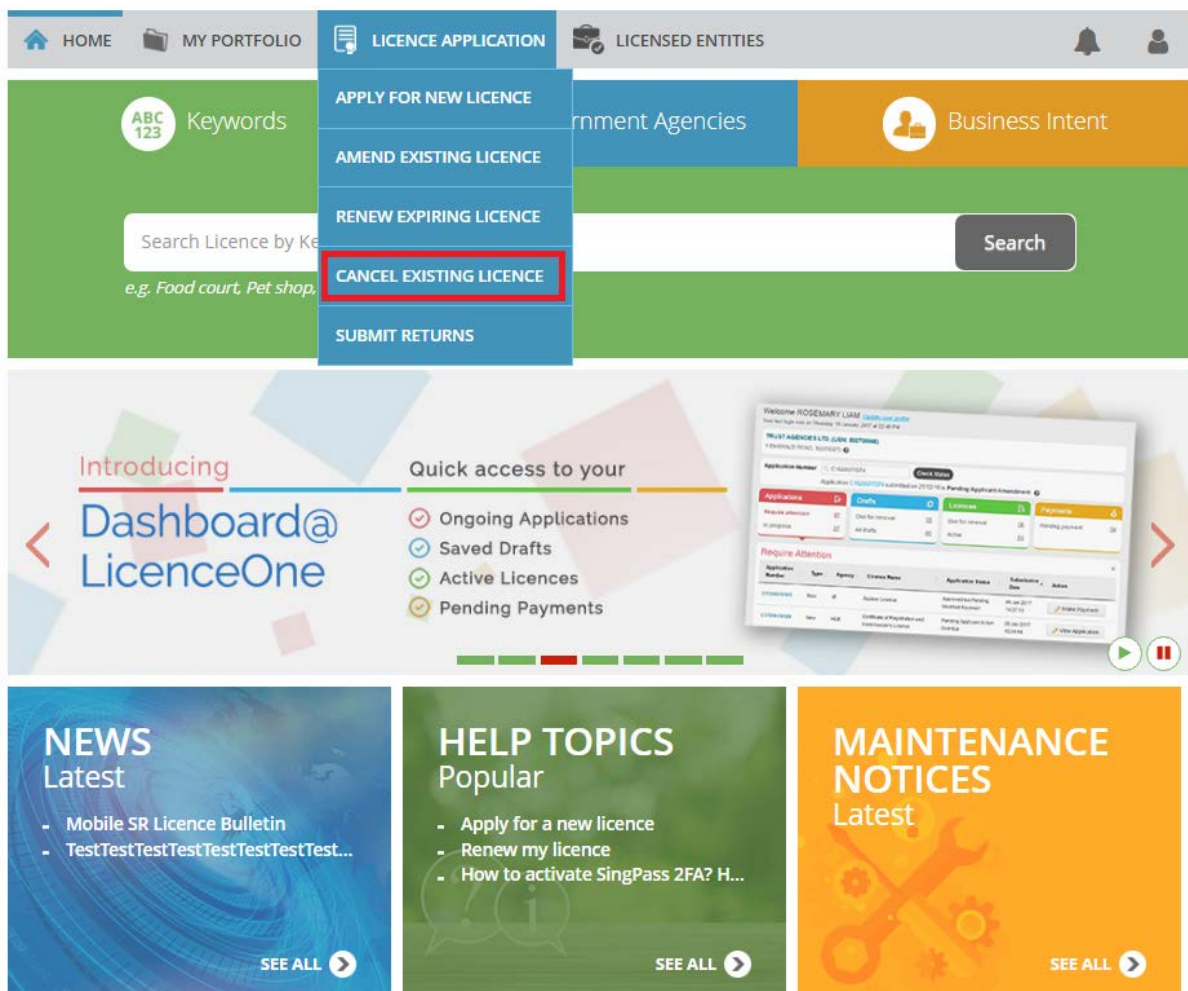
## Cancel Existing Licence

When your licence is no longer needed, you can request to cancel licence. Once you've submitted the cancellation application, it will be processed and approved/rejected by the respective agency.

The details to be filled in the cancellation application vary depending on the agency's licensing policy.

**To cancel an existing licence:**

1. Click **Licence Application** >> **Cancel Existing Licence**. Choose Agency screen will be displayed.



### Licence Application



Alternatively, you may also log in to the system, choose the required profile to cancel the licence and then proceed with step 1.

### Choose Agency

## Cancel Licence



### Choose Agency

2. Choose the agency of the licence to be cancelled. For example, if you are cancelling an NEA licence, click **IE – International Enterprise Singapore**.



The below procedure is a general guideline to cancel a licence, while the actual steps to cancel a licence may vary depending on the agency and the licence's condition.

## Choose Licence

### Cancel Licence

Licences Government Agencies

Majlis Ugama Islam Singapura  
*e.g. SPF, NEA, Manpower...*

**MUIS**  
Majlis Ugama Islam Singapura

1 SELECT Licence(S) 2 CANCEL Profile 3 ADD General Information 4 PROVIDE Application Details 5 UPLOAD Supporting Document(S) 6 REVIEW & SUBMIT Application (Payment If Applicable) 7 ACKNOWLEDGEMENT

### Majlis Ugama Islam Singapura

Click >> Halal Certification

#### Asatizah Recognition Scheme ⓘ

Cancellation For religious teacher/asatizah conducting religious classes or Quranic classes.

#### Halal Certification ⓘ

This application allows you to make a new Halal certification application for your business.

#### Islamic Education Centres And Providers Registration ⓘ

For cancellation for IECP (Main or Branch)

External Website

### Choose Licence

3. Click the licence to be cancelled.
4. Click **Next**.

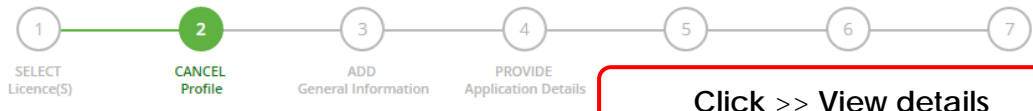
Note: If you are not logged in to LicenceOne, you will be prompted to [log in to LicenceOne](#) and [Select Your Profile](#) to proceed further with the application.



Log in

## Review Selection

### Cancel Licence



Licence Number to be keyed in

The form section is titled 'Fees & Supporting Documents (if required)'. It has two tabs: 'Application Type' and 'Fees & Supporting Documents (if required)'. Under 'Application Type', there is a radio button for 'Halal Certification'. A red box labeled 'Licence Number to be keyed in' has an arrow pointing to the 'Licence Number' input field. A 'Details' button is highlighted with a red box. A red box labeled 'Click >> Next to proceed to General Information' has an arrow pointing to the 'NEXT' button.

Two dark grey buttons: 'BACK' and 'NEXT'. The 'NEXT' button is highlighted with a red box. A red arrow points from the 'NEXT' button to the 'Click >> Next to proceed to General Information' text box.

Review Selection

## General Information

### Filer's Particulars

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.

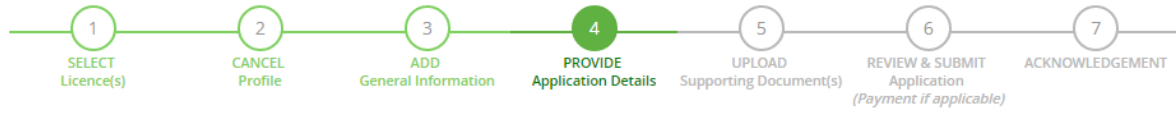
<b>Salutation*</b>	<input type="text" value="Miss"/>	<b>Designation</b>	<input type="text" value="Managing Director"/>
<b>Name*</b>	<input type="text" value="UEN11DIRECTOR3"/>	<b>Office Tel Number</b>	<input type="text"/>
<b>ID Type*</b>	<input checked="" type="radio"/> NRIC <input type="radio"/> FIN <input type="radio"/> Passport	<b>Home Tel Number</b>	<input type="text"/>
<b>ID Number*</b>	<input type="text" value="S0071192F"/>	<b>Fax Number</b>	<input type="text"/>
<b>Citizenship*</b>	<input type="text" value="SWEDISH"/>	<b>Mobile Number*</b>	<input type="text" value="+6598774120"/>
<b>Gender*</b>	<input type="radio"/> Male <input checked="" type="radio"/> Female	<b>Email</b>	<input type="text" value="gg@gg.com"/>
<b>Date Of Birth*</b>	<input type="text" value="08/03/1984"/> <input type="button" value="📅"/>	<b>Alternative Email</b>	<input type="text"/>
<b>Primary Contact Mode*</b>	<input type="radio"/> Office Tel Number <input type="radio"/> Home Tel Number <input checked="" type="radio"/> Mobile Number	<input type="checkbox"/> Tick if you prefer to receive status updates of licence application via	

Click >> Next to proceed to Application Details

### General Information

5. Specify the required details.
6. Click Next. The **Application Details** screen will be displayed.

## Application Details



### Cancel Existing Licence

Halal Certification

#### Licence Profile

FIN/NRIC	Licence Start date	15/11/2017	
Licence Number	Halal Licence	Licence Expiry Date	15/11/2018

#### Customer Code

Customer Code C20171

#### Scheme Details

Eating Establishment	Food Kiosk (Petrol Stations)	Storage Facility	No
Food Preparation Areas	Catering Company	Poultry Abattoir	No
Food Manufacturing Companies	Whole Plant Scheme		

#### Premise Details

Premises Name	Testing	Level	02
<i>(This name will appear on Halal Certificate)</i>			
Postal Code	428769	Unit Number	144
Block/ House no	50	Building Name	ROXY SQUARE
Street Name	EAST COAST ROAD		

*For Address with multiple Unit Number*

#### Unit Number

#### Reason for Cancellation

Reason for Cancellation \*

Date of Cancellation \*



< Previous Proceed > Save as Draft Save as Draft & Exit

Choose when to cancel

Specify reason

Click >> Supporting Documents

#### Application Details – Cancellation Information

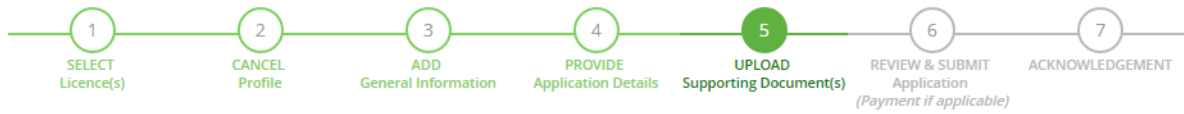
7. Specify the required details.
8. Click **Proceed**.

The **Supporting Documents** screen will be displayed.



## Attach Supporting Documents

Attach the required supporting documents, if required.

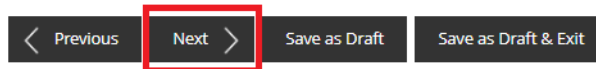


### Cancel Existing Licence

Click >> Review and Submit

Halal Certification

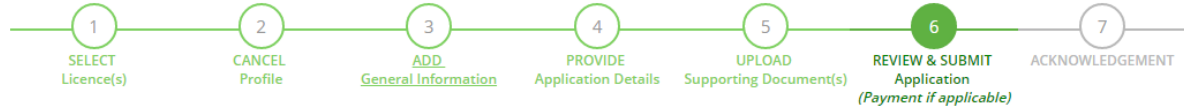
No supporting document required for online application submission. Agencies may contact applicant if any supporting documents are needed subsequently



## Supporting Documents

9. Click **Next**.

## Declaration



### Cancel Existing Licence

Information Review



Filer's Particulars			
Salutation	Miss	Designation	Managing Director
Name	UEN11DIRECTOR3	Office Tel Number	
ID Type	NRIC	Home Tel Number	
ID Number	S0071192F	Fax Number	
Citizenship	SWEDISH	Mobile Number	+6598774120

## Declaration

---

### General Declaration

1. I declare that all the information given in this application form is true and correct.   
I am aware that legal action may be taken against me if I had knowingly provided false information.  
I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

### Halal Certification

1. I/We hereby agree to the terms and conditions governing the AMLA and Halal Certification conditions and I/We shall abide and be bound by them and any subsequent amendments, alterations and additions made by me/us.   
All the above information supplied by me/us and supporting documents, to the best of my knowledge and belief are true and that I have not wilfully suppressed any materials facts which is requested for in this application. Any false declaration/ breach of the Halal Certification conditions will be subjected to my/our application being cancelled /rejected and/or enforcement actions taken.

Click >> Acknowledgement

< Previous Submit

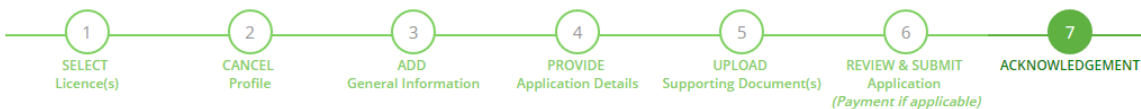
### Review and Declare

10. **Tick** the checkbox to agree to the declaration(s).


11. Click **Submit**.

## Acknowledgement

An acknowledgment will be displayed.



### Cancel Existing Licence

 **Submitted successfully: 1 application(s)**  
You will be notified of the approval of your application via SMS/Email.

Majlis Ugama Islam Singapura  
Halal Certification

Application Number	T1820000477	Application Status	Submitted (No Upfront Payment Required)
Submission Number	B1820008119	Payment Status	STAGE1 : N.A STAGE2 : N.A
Submission Date	28/03/2018 17:27:06		
Submission Name	B1820008119		

View y  
**NOTE**  
Applic  
under  
Please note that the "Submission Name" is for your personal reference only.  
You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

Click >> Print Acknowledgement Form

Click >> Exit

PRINT CLOSE

### Acknowledgement

Click **Edit** to modify the **Submission Name**, if required.

12. Click **Print** to print the Acknowledgement screen.
13. Click **Close** to exit.



- If payment is not required during the application submission, **Payment Status** will be reflected as **Stage 1: N.A.**
- If payment is required after approval, **Payment Status** will be reflected as **Stage 2: Pending Payment.**

# Chapter 8: All Items

## Overview of All Items

After logged on to LicenceOne, you will be prompted to select your user profile. Once you have selected your user profile, you will be directed to **All Items** tab.

**All Items** tab lists notifications and statuses related to your applications and licences.

Some of the information listed here are:

- The outcome of the submitted applications such as approval or rejection of an application.
- Licence renewal and expiry.
- Pending payments and successful payments.



- It is highly recommended that you check the **Correspondences** tab to know the status of your submitted applications and your licences.
- You may also make payment for a payment pending notification listed in the **All Items** tab.

## View All Items

1. Click My Portfolio >> All Items.

Date	Information Type	Agency	Details	Action
31 Oct 2016 17:51:39	Application	International Enterprise Singapore	Your application has been approved.(T1620005644)	<a href="#">View</a>
31 Oct 2016 10:48:57	Application	International Enterprise Singapore	Your application has been approved.(C1620031504)	<a href="#">View</a>
31 Oct 2016 10:48:34	Payment	International Enterprise Singapore	Your payment is successful.(PA1610495719)	<a href="#">View</a>
28 Oct 2016 09:12:59	Application	National Environment Agency	Your application has been approved.(C1510010180)	<a href="#">View</a>
27 Oct 2016 11:24:02	Payment	International Enterprise Singapore	Your payment is successful.(PA1610495599)	<a href="#">View</a>

### All Items tab

2. Search for item.
3. Click **View** to view action item.

# Chapter 9: Applications

## Overview of Applications

---

Applicants can view the details of their submitted applications and the applications saved as Draft.

By default, you can view all the applications with the most recent application listed on top.

All the submitted applications will be listed in the **Applications** sub tab while all the Draft applications are listed under the **Drafts** sub tab.

You may do the following from this tab:

- [View Submitted Applications](#)
- [View Draft Applications](#)



Log in to LicenceOne and select your profile before proceeding further. For more information on log in details, refer to **Getting Started** > [Logging in to LicenceOne](#).

---

## View Submitted Applications

You may view the submitted application to do the following:

- [View Application Details](#)
- [Duplicate Submitted Applications](#)
- [Withdraw submitted application](#)
- [View Submission Details and Change Submission Name](#)



By default all the applications will be listed. To filter and view the required application refer to, **Getting Started** > [Common Procedures](#).

---

## View Application Details

1. Click My Portfolio >> Applications.
2. Click **Applications** sub tab. (Note: Applications sub tab is selected by default).

Click My Portfolio >> Applications.

Click to view applications details.

By default, Applications tab will be displayed. If not, click Applications.

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
T1620005614	Rubber Licence	Approved	B1620068895	31 Oct 2016 17:51:39	Actions
R1620005614	General Waste Collector Licence	Pending Agency Action	B1620068879	31 Oct 2016 15:01:55	Actions
C1620031504	Rubber Licence	Approved	B1620068791	31 Oct 2016 10:48:35	Actions
U1620012627	General Waste Collector Licence	Pending Agency Action	B1620068474	28 Oct 2016 09:46:41	Actions
C1620031356	Rice Licence	Pending Agency Action	B1620068414	27 Oct 2016 11:24:03	Actions
C1510010180	General Waste Collector Licence	Approved	B1510016350	05 May 2015 15:25:47	Actions

Total 6 Records

**Applications tab**

- 3. Click **Application Number** to view application details. **Application Details** screen will be displayed.

### Application Details

<b>Application Number</b> C1620028536	<b>Application Type</b> New	<b>Application Status</b> Approved	<b>Applicant</b> Adrian Johnson
<b>Licence Name</b> Home Office Scheme (URA)	<b>Submission Date</b> 04 Oct 2016	<b>Business Operating Address</b>	<b>Filer</b> Adrian Johnson
<b>Company</b>	<b>Agency</b> Urban Redevelopment Authority	<b>Created Date</b> 04 Oct 2016	<b>Submission Name</b> B1620061869

**Comments for Applicant**

[Back](#) [Duplicate](#) [Withdraw](#) [View Application Form](#)

History **Submitted Documents** Payments Correspondences Request for Action

Date	Event Type	Event Description
04 Oct 2016 17:55:31	Application	Application is approved.
04 Oct 2016 17:55:31	Application	Application is submitted.

#### Application Details

The general application details are displayed along with other related information. The related information are grouped into the following tabs:

- **History** - Click to view the application history.
- **Submitted Documents** – Click to view the documents submitted for this application.
- **Payments** – Click to view the payment details for this application. You may click the payment advice number to view the payment details or complete the pending payment.
- **Correspondences** – Click to view the correspondences communicated for this application.



There will be no information displayed in the **Request for Action** tab for any application.

#### Duplicate Submitted Applications

This feature is useful when you need to resubmit your application with few changes in an application form.

1. Click My Portfolio >> Applications.
2. Click **Applications** sub tab. (Note: Applications sub tab is selected by default).



Only **New** application type (regardless of application status) can be duplicated.

Click **My Portfolio** >> **Applications**.

By default, **Applications** tab will be displayed. If not, click **Applications**.

Click **Actions** >> **Duplicate**

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
T1620005644	Rubber Licence	Approved	B1620068895	31 Oct 2016 17:51:39	Actions
R1620005362	General Waste Collector Licence	Pending Agency Action	B1620068879		Actions
C1620031504	Rubber Licence	Approved	B1620068791		Actions
U1620012627	General Waste Collector Licence	Pending Agency Action	B1620068474		Actions
C1620031356	Rice Licence	Pending Agency Action	B1620068414	27 Oct 2016 11:24:03	Actions
C1510010180	General Waste Collector Licence	Approved	B1510016350	05 May 2015 15:25:47	Actions

### Duplicate Application

- Click **Actions** >> **Duplicate**.



Alternatively, click the **Application Number** to view Application Details screen. In Application Details screen, click **Duplicate**.

A success message confirms the application duplication.

Application was successfully duplicated with draft number [B1620069031](#)

### Success Message

- The duplicated application is saved as a **Draft application**. Click the Draft number from the success message to edit the details and submit for approval.



- You may also edit the Draft application from the **Drafts** sub tab in **Applications** tab and submit for approval.
- Refer to **Applications** > **Overview of Applications** > [View Draft Applications](#) in this user guide for more information on submitting Draft applications.



## View Submission Details and Changing Submission Name

By default, the **Submission Number** and the **Submission Name** are the same when you submit an application. You may change the submission name for easy retrieval in future.



Changing the **Submission Name** of an application does not change its **Submission Number**.

1. Click My Portfolio >> Applications.
2. Click **Applications** sub tab. (Note: Applications sub tab is selected by default).

Click My Portfolio >> Applications

By default, **Applications** tab is selected. If not, click **Applications**.

Click **Submission Name**.

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
W1620003951	Rice Licence	Approved	B1620069070	01 Nov 2016 10:51:07	
T1620005644	Rubber Licence	Approved	B1620068875	31 Oct 2016 17:51:39	Actions
R1620005362	General Waste Collector Licence	Pending Agency Action	B1620068875	31 Oct 2016 15:01:55	Actions
C1620031504	Rubber Licence	Approved	B1620068791	31 Oct 2016 10:48:35	Actions
U1620012627	General Waste Collector Licence	Pending Agency Action	B1620068474	28 Oct 2016 09:46:41	Actions
C1620031356	Rice Licence	Withdrawn	B1620068414	27 Oct 2016 11:24:03	Actions
C1510010180	General Waste Collector Licence	Approved	B1510016350	05 May 2015 15:25:47	Actions

Total 7 Records

### Applications Sub tab

3. Click **Submission Name**. The **Submission Details** screen will be displayed. You may view the submission details or change the submission name if required.

**Submission Details**

Submission No.	Submission Name	Submission Date
B1620068474	B1620068474	28 Oct 2016

[Back](#) [Change Submission Name](#)

Click to change the submission name. 4

Application Number	Licence Name	Application Type	Agency	Application Status
U1620012627	General Waste Collector Licence	Amend	National Environment Agency	Pending Agency Action

Showing 1 to 1 of 1 entries

**Submission Details**

- 4. Click **Change Submission Name** to change the name.

**Change Submission Name**

Current Submission Name B1620068474

Submission Name \*

Enter the required name 5

6 Click **Ok**

**Ok** **Cancel**

**Change Submission Name**

- 5. Enter the required name.
- 6. Click **Ok**. The entered submission name will be displayed.

### Submission Details

<b>Submission No.</b> B1620068474	<b>Submission Name</b> General Waste Licence	<b>Submission Date</b> 28 Oct 2016
--------------------------------------	---	---------------------------------------

[← Back](#) [Change Submission Name](#)

Applications

Application Number	Licence Name	Application Type	Agency	Application Status
U1620012627	General Waste Collector Licence	Amend	National Environment Agency	Pending Agency Action

Showing 1 to 1 of 1 entries

#### Submission Name

## View Draft Applications

You may view the Draft application to do the following:

- View Draft Application Details
  - Submit the Draft application
  - Delete the Draft application



- By default, all the Draft applications will be listed in the **Drafts** sub tab. To filter and view the required Draft application refer to, **Getting Started** > [Common Procedures](#).
- While auto-saving or manual saving an application with multiple licences, each licence has an individual Draft record in the **Drafts** sub tab. By default, they share the same **Draft Number** and **Draft Name**.

## View Draft Application Details

1. Click My Portfolio >> Applications.
2. Click **Drafts** sub tab.

The screenshot shows the 'Drafts' sub-tab in the LicenceOne application. The top navigation bar includes 'MY PORTFOLIO', 'LICENCE APPLICATION', 'ABOUT US', 'INFO SEARCH', and 'ADRIAN JOHNSON'. Below this is a menu with 'All Items', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments', and 'Managed Returns'. The 'Drafts' sub-tab is active. A search bar contains 'Draft Number' and 'Select Licence'. A table lists draft applications with columns for Draft Number, Type, Licence Name, Creation Date, and Action. A callout box highlights the 'Draft Number' B1620069149 with the instruction 'Click to view draft details'. Another callout box highlights the 'Drafts' sub-tab with the instruction 'Click Drafts.'. A third callout box highlights the 'Open' action in the 'Action' column with the instruction 'Click My Portfolio >> Applications.'.

### Drafts Sub tab

3. Click **Draft Number** to open the draft and continue with application.



- Click **Actions** → **Open** to open draft.
- Click **Actions** → **Duplicate** to duplicate draft.
- Click **Actions** → **Delete** to delete draft.
- To delete multiple Draft applications from the **Drafts** sub tab, tick the checkbox corresponding to the Drafts to be deleted and click **Action** >> **Delete** below the search results.

Refer to [Licence Application](#) for more information on submitting an application.

# Chapter 10: Licences

Licenses can search, view and manage their licences using this module.

## Search for Licence

The user can search for the licence from the **My Portfolio** screen.

**To search for licence:**

1. Go to **My Portfolio** >> **Licences**. By default, the **Licences** screen with search results will be displayed.

Licences screen – Search Results

The user can filter the search by filling in the search criteria.

Licences screen – Search Criteria

2. Enter the search criteria and click **Search**. Matching search results will be displayed.



- Refer to [Common Procedures](#) for details on using the Advanced search.
- Licensee can only view licence(s) issued to him/her. This validation is based on matching Company UEN, Applicant ID Type and Applicant ID Number of the issued licence.

The screenshot displays the 'Licences' section of the LicenceOne application. At the top, there is a navigation bar with options like 'MY PORTFOLIO', 'LICENCE APPLICATION', 'ABOUT US', 'INFO SEARCH', and 'ADRIAN JOHNSON'. Below this is a secondary navigation bar with icons for 'All Items', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments', and 'Managed Returns'. The main content area is titled 'Licences' and features a search bar with dropdowns for 'Select Agency' and 'Select Licence', a text input for 'Licence Number', and a 'Search' button. Below the search bar is a table with columns: Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Agency, and Action. Two records are shown: one for 'Change of Use Approval' and another for 'General Waste Collector Licence'. The 'Actions' column for the second record is expanded, showing 'Amend', 'Cancel', and 'Renew' options. A red circle with the number '3' and a callout box labeled 'View respective Action(s)' points to the 'Actions' column. The bottom of the table shows 'Total 2 Records' and a page number '1'.

Licences Search Results screen

- 3. Click **Actions** → [Amend](#) to amend licence.  
Click **Actions** → [Renew](#) to renew licence.  
Click **Actions** → [Cancel](#) to cancel licence.



- Depending on the licence conditions, the respective action(s) will be available.

## View Licence Details

To view licence details:

1. Search for required licences (Refer to Applications >> [Search for Licence](#)). Matching search results will be displayed.

Click My Portfolio >> Licences

1

Select Agency Select Licence Licence Number Search > Advanced

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action
P201016-24A1-Z000	Change of Use Approval	Active	13 Nov 2016		Urban Redevelopment Authority	Actions
1510010180	General Waste Collector	Active	28 Oct 2016	31 Dec 2016	National Environment Agency	Actions

2

Click Licence Number

View licence document

Total 2 Records

Please [click here](#) for the list of licences you can view via LicenceOne.

### Licences screen – Search Results



- Click to print licence document if required.

2. Click **Licence Number** hyperlink. The **Licence Details** screen will be displayed.

**Licence Details**

<b>Licence Number</b> 1620031504	<b>Licensee</b> S26533271 / Adrian Johnson	<b>Status</b> Active
<b>Licence Name</b> Rubber Licence	<b>Issue Date</b> 31 Oct 2016	<b>Business Operating Address</b> -
<b>Agency</b> International Enterprise Singapore	<b>Expiry Date</b> -	<b>Company</b> 52963095L

**Remarks**  
-

Click **Back** (3)

**Back** **Action** (4)

Amend  
Cancel

**Licence Documents**

**Document Name**

No data available in table

Showing 0 to 0 of 0 entries

Licence Details screen

3. Click **Back** to return to previous screen.
4. Click **Action** to view list of action(s) applicable for this licence.

#### View Licence Documents

1. Click **Documents** tab from **Licence Details** screen to view the licence application details.

**Licence Details**

<b>Licence Number</b> A123456789	<b>Licensee</b> S26533271 / Adrian Johnson	<b>Status</b> Active
<b>Licence Name</b> Written Approval for the Discharge of Trade Effluent Into the Public Sewer	<b>Issue Date</b> 02 Jun 2016	<b>Business Operating Address</b> -
<b>Agency</b> Public Utilities Board	<b>Expiry Date</b> -	<b>Company</b> 199103796W / SINGAPORE INTERNATIONAL FOUNDATION

**Remarks**  
-

**Back** **Action** ▾

**Licence Documents**

**Document Name**

doc2.pdf

doc1.pdf

Licence Details screen – Documents





# Chapter 11: Correspondences

## Overview of Correspondences

---

Correspondence refers to the communication between applicants/licensees and agency.

For various licence related processes (e.g. approval of licence or application, payment received etc.), applicant/licensee needs to be informed about the statuses or details by the agency in order to do follow-up action. The correspondences may be in the form of letter, email or SMS notification.

The correspondence tab lists all the communication transactions between the applicant or licensee and the agency. Most recent correspondence will be listed on top.

You can do the following in this tab:

- View all the correspondences and their respective details.
- View the application or licence details related to a correspondence.

## Viewing Correspondences

---

1. Click My Portfolio >> Correspondences.

**Correspondences**

Correspondence Name  Sent Date From  Sent Date To

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
<a href="#">Withdrawal Success (Auto Approval)</a>	C16200031356	Rice Licence	New	Email	International Enterprise Singapore	01 Nov 2016 10:51:11
<a href="#">Licence Application Status Update Notification (to Applicant)</a>	T1620005644	Rubber Licence	Cancel	Email	International Enterprise Singapore	31 Oct 2016 17:51:44
<a href="#">Licence Application Status Update Notification (to Applicant)</a>	R1620005362	General Waste Collector Licence	Renew	Email	National Environment Agency	31 Oct 2016 15:02:21
<a href="#">Licence Application Status Update Notification (to Applicant)</a>	R1620005362	General Waste Collector Licence	Renew	Email	National Environment Agency	31 Oct 2016 15:02:00
<a href="#">Licence Application Status Update Notification (to Applicant)</a>	C1620031504	Rubber Licence	New	Email	International Enterprise Singapore	31 Oct 2016 10:48:59
<a href="#">Licence Application Status Update Notification (to Applicant)</a>	C1620031504	Rubber Licence	New	Email	International Enterprise Singapore	31 Oct 2016 10:48:40
<a href="#">Payment Success Notification</a>	C1620031504	Rubber Licence	New	Email	International Enterprise Singapore	31 Oct 2016 10:48:36

**Correspondences**

2. Search for correspondence.
3. Click **Correspondence Name** to view the correspondence.



- You may view the correspondence for an application or a licence from the respective application details screen.

4. The **Correspondence Details** screen will be displayed.

### Correspondence Details

<b>Application Number</b> T1620005644	<b>Licence Name</b> Rubber Licence	<b>Status</b> Success
<b>Correspondence Name</b> Licence Application Status Update Notification (to Applicant)	<b>Delivery Channel</b> Email	<b>Sent Date</b> 31 Oct 2016 17:51:44

### Message

Dear Adrian Johnson,

This is to inform you that your application is Approved.

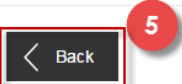
Please find your application details as follows:

**Application Number** : T1620005644  
**Application Type** : CANCEL  
**Applicant** : Adrian Johnson  
: THE JEWEL CHEST  
: 52963095L  
**Licence Name** : Rubber Licence  
**Agency** : International Enterprise Singapore  
**New Status** : Approved

For more details, please visit <http://oit.frontier.gov.sg>.

If you have any enquiry, please email us at [OIT-licences\\_helpdesk@crimsonlogic.com](mailto:OIT-licences_helpdesk@crimsonlogic.com). Alternatively, you may contact us at (+65) 6774 1430.

**This is a system generated notification, please do not reply.**



### Correspondence Details

5. Click **Back** to return to the previous screen.

# Chapter 12: Payments

## Overview of Payments

You can search and manage payment advices in this module. Payment advices refer to payments issued related to Licence Applications, renewal fees etc. You can search for 'paid' or 'unpaid' payment advice using this module. For unpaid payment advice, you can initiate the e-Payment process using **Make Payment**.

By default, the most recent payment detail or notification will be listed on top.

No.	Actions	Description
1	Paid	Payment is settled for the payment advice.
2	Unpaid	Payment is not settled for the payment advice.

Managing Payments include the following:

- View payment details
- Make payment for pending payment advice(s)

## View Payment Details

1. Click My Portfolio >> Payments.

The screenshot shows the 'Payments' module interface. At the top, there is a navigation bar with 'MY PORTFOLIO' selected. Below it is a secondary navigation bar with icons for 'All Items', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments' (highlighted in green), and 'Managed Returns'. A callout '1' points to the 'Payments' icon with the text 'Click My Portfolio >> Payment'. Below the navigation is a search bar with fields for 'Payment Advice Number', 'Select Licence', and 'Select Application Type', followed by a 'Search' button and an 'Advanced' dropdown. A callout '2' points to the 'Search' button with the text 'Search payment advice.'. Below the search bar is a table with columns: 'Payment Advice Number', 'Application Type', 'Application Number', 'Agency', 'Licence Name', 'Amount (SGD)', 'Payment Due Date', 'Payment Date', and 'Payment Status'. Two rows of data are visible. A callout '3' points to the first row with the text 'View Payment Advice details.'. Below the table, there is a 'Total 2 Records' indicator and a 'Make Payment' button. A callout points to the 'Make Payment' button with the text 'Select Unpaid Payment Advice(s) and click Make Payment to make online payment.'

## Payments

2. Search for payment advice.
3. Click **Payment Advice No.** to view the payment advice details.



- Alternatively, tick the checkbox corresponding to the pending payment(s) and click **Make Payment** to make payment(s).
- You may also make the payment or view the payment details for an application or licence from the respective [Application Details](#) screen.

The **Payment Details** screen will be displayed.

**Payment Details**

<b>Payment Advice Number</b> PA1610495851	<b>Payment Status</b> Unpaid	<b>Payment Due Date</b>	<b>Payable Amount(SGD)</b> \$600.00
<b>Application Number</b> C1620031659	<b>Application Type</b> New	<b>Applicant/Licensee Name</b> Adrian Johnson	
<b>Licence Name</b> Rubber Licence	<b>Amount(SGD)</b> \$0.00	<b>Payment Date</b>	<b>Payment Method</b>

Back    Make Payment

Click the required tab to view the details. 4

Item Details    Payment History

SNo.	Description	Amount(SGD)	Quantity	Total
1	Rubber Licence - Dealer	\$600.00	1	\$600.00

### Payment Details screen

4. Click the required tab to view the details.
- If payment is pending, the system will allow you to make payment as shown below.

The screenshot shows the 'Payment Details' page in the LicenceOne system. The page header includes navigation options like 'MY PORTFOLIO', 'LICENCE APPLICATION', 'ABOUT US', 'INFO SEARCH', and user information 'ADRIAN JOHNSON'. The main navigation bar has icons for 'All Items', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments' (highlighted in green), and 'Managed Returns'. The 'Payment Details' section displays the following information:

<b>Payment Advice Number</b> PA1610495851	<b>Payment Status</b> Unpaid	<b>Payment Due Date</b>	<b>Payable Amount(SGD)</b> \$600.00
<b>Application Number</b> C1620031659	<b>Application Type</b> New	<b>Applicant/Licensee Name</b> Adrian Johnson	
<b>Licence Name</b> Rubber Licence	<b>Amount(SGD)</b>	<b>Payment Date</b>	<b>Payment Method</b>

Below the details, there are two buttons: 'Back' and 'Make Payment'. A red callout bubble with the number '5' points to the 'Make Payment' button, with the text 'Click to make payment'.

The 'Payment History' section is active, showing a table with the following data:

SNo.	Description	Amount(SGD)	Quantity	Total
1	Rubber Licence - Dealer	\$600.00	1	\$600.00

Payment Details – Make Payment

5. Click **Make Payment**. Please refer to [Payment](#) for more details.

# Chapter 13: Request for Action

## Overview of Request for Action

Request for action is triggered by the agency officer from **FE intranet** or **agency backend** to applicant. It is a channel of communication between the agency officer and the applicant.

## View Request for Action Details

1. Click My Portfolio >> Request for Action.

Click **My portfolio** >> **Request for Action**

Search for the required RFA

Request ID	Application	Licence Name	Agency	Date Sent	Due Date	Request for Action Status
		Halal Certification	Majlis Ugama Islam Singapura	27 Sep 2018	03 Oct 2018	Responded
Q182000660	C1820076477	Halal Certification	Majlis Ugama Islam Singapura	20 Sep 2018	27 Sep 2018	Pending
Q182000617	C1820073663	Halal Certification	Majlis Ugama Islam Singapura	17 Sep 2018	18 Sep 2018	Responded
Q182000455	C1820067333	Bus Driver's Vocational Licence (BDVL) / Bus Attendant Vocational Licence (BAVL)	Land Transport Authority	04 Sep 2018	11 Sep 2018	Responded

Showing 4 of 4

2. Search for Request for Action.
3. Click **Request ID** to view the Request for Action.



- You may view the RFA for an application or a licence from the respective application details screen.

4. The **Request for Action Details** screen will be displayed.
5. Please ignore the RFA document as shown in the Documents attached section.
6. Click **Respond**. It will bring you to the general information page.



## Apply for New Licence

### Terms of Use

#### I. Agreement

1. 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.
2. 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.
3. 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.
4. 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.

#### II. Access To the Website

1. 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.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

7. The General Information would display, Click **Next**.

8. The screen will be redirected to **Application Details** Page.

9. In **Licence Application form**, please don't amend any data in the form.



## Apply for New Licence

### Halal Certification

#### Application Type

I would like to apply for the following application type for all of my Halal applications:

- Express (Application will be attended within 7 working days from payment of application fees)
- Normal (Application will be attended within 14 working days from payment of application fees)

Premises Details


<b>Premises Name *</b>	<input type="text" value="LAM KUAN ENGINEERING CO I"/>	<b>Office Number</b>	<input type="text"/>
<i>(This name will appear on Halal Certificate)</i>		<b>Email Address</b>	<input type="text"/>
<b>Postal Code *</b>	<input type="text" value="079027"/> <b>Retrieve Address</b>	<b>Website</b>	<input type="text"/>
<i>Please enter your postal code and click "Retrieve Address"</i>		<b>Floor size *</b>	<input type="text"/> Sqf <input type="text"/>
<b>Block/ House no</b>	<input type="text" value="100"/>	<b>Floor Size in Sqm</b>	
<b>Street Name *</b>	<input type="text" value="TRAS STREET"/>		
<b>Level</b>	<input type="text" value="14"/>		
<b>Unit Number</b>	<input type="text" value="03"/>		
<b>Building Name</b>	<input type="text"/>		

**Do you want to opt in for Annual Auto Renewal (Paid through Giro)? \***  Yes  No

If Yes, Please Click [here](#) to download the GIRO form

*For Address with multiple Unit Number*

**Unit Number**

*Please click on the "Add" button if you have more than one unit Number.  
Please click on the "Edit"  button to amend Unit Number, and click "Add" again after you have made your amendments.*

**Add**

**Unit Number**

LicenceOne Public User Guide  
Chapter 13: Request for Action

Parent Company Details, if any


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UEN	<input type="text"/>	<b>Retrieve Details</b>	Email Address	<input type="text"/>
Name of the Company	<input type="text"/>		Website	<input type="text"/>
Office Number	<input type="text"/>			

Self-Managed External Storage Facility (if any)

---

Name of the Storage	<input type="text"/>	Level	<input type="text"/>	
Postal Code	<input type="text"/>	<b>Retrieve Address</b>	Unit Number	<input type="text"/>
<i>Please enter your postal code and click "Retrieve Address"</i>				
Block/ House Number	<input type="text"/>	Building Name	<input type="text"/>	
Street Name	<input type="text"/>			

*Please click on the "Add" button if you have entered Self-Managed External Storage Facility (if any) fields.  
Please click on the "Edit"  button to amend Self-Managed External Storage Facility (if any), and click "Add" again after you have made your amendments.*


**Add**

**Name of the Storage**

---

### Non-Halal Subsidiary (if any)

UEN	<input type="text"/>	<b>Retrieve Details</b>	Name of the Company	<input type="text"/>	
Operating Address					
Postal Code	<input type="text"/>	<b>Retrieve Address</b>	Unit Number	<input type="text"/>	
<i>Please enter your postal code and click "Retrieve Address"</i>					
Block/ House Number	<input type="text" value="Please Select"/>		Building Name	<input type="text"/>	
Street Name				Office Number	<input type="text"/>
Level	<input type="text"/>		Email Address	<input type="text"/>	
			Website	<input type="text"/>	


*Please click on the "Add" button if you have entered Non-Halal Subsidiary (if any) fields.  
Please click on the "Edit"  button to amend Non-Halal Subsidiary (if any), and click "Add" again after you have made your amendments.*

**Add**

UEN	Name of the Company	Office Number	Email Address
-----	---------------------	---------------	---------------

### Staff Details

<b>Is Team Leader?*</b>	<input type="radio"/> No <input type="radio"/> Yes	<b>Have you attended Level 1 Halal Foundation Programme (HFP)?*</b>	<input type="radio"/> No <input type="radio"/> Yes
<b>Name *</b>	<input type="text"/>	<b>Mobile Number</b>	<input type="text"/>
<b>NRIC/FIN/WP *</b>	<input type="text"/>	<b>Office Number*</b>	<input type="text"/>
<b>Designation *</b>	<input type="text"/>	<b>Email Address *</b>	<input type="text"/>
<b>Date joined</b>	<input type="text"/>		

*Please click on the "Add" button if you have entered Staff Details fields.  
Please click on the "Edit"  button to amend Staff Details, and click "Add" again after you have made your amendments.*

**Add**

Staff Details

Is Team Leader?\*  No  Yes

Name\*

NRIC/FIN/WP\*

Designation\*

Date joined

Have you attended Level 1 Halal Foundation Programme (HFP)?\*  No  Yes

Mobile Number

Office Number\*

Email Address\*

Please click on the "Add" button if you have entered Staff Details fields.  
Please click on the "Edit" button to amend Staff Details, and click "Add" again after you have made your amendments.

Add

Is Team Leader?	Name	NRIC/FIN/WP	Designation	Have you attended Level 1 Halal Foundation Programme (HFP)?	Office Number	Email Address	
Yes	kothan	57466005C	Manager	Yes	+6568877664	kothandaram@crinsonlogic.com	
No	azrina				+6561234567	sample@gmail.com	
No	ismail				+6561234567	sample1@gmail.com	

This section display all the RFA History details

Request For Action - History

Request For Action - History

Ticket ID	Ins ID	Question ID	Question	RFA Date	Customer Reply
61638	84301	5	Please declare chicken seasoning in the ingredient list.	27/09/2019	Done
61638	84301	13	Please provide the Halal cert for Chicken Franks.	27/09/2019	Done

Request For Action

RFA Id\*

Ticket ID\*

Ins ID\*

Question ID\*

Question\*

RFA Date

Customer Reply\*

3. Click Add button to confirm customer reply. Repeat for other RFA items.

2. Enter remarks in this Customer Reply field

1. Click Edit button to enter customer

Add

Note : Please click button to edit the RFA details and then click on the Add button to save the reply.

Ticket ID	Ins ID	Question ID	Question	RFA Date	Customer Reply
61638	84301	5	Please declare chicken seasoning in the ingredient list.	27/09/2019	
61638	84301	13	Please provide the Halal cert for Chicken Franks.	27/09/2019	

10. To enter the Customer Reply field .Click on the “Edit” button
11. The values are pre-populated to the form field, all the fields are disbled and only only Customer Reply is editable.
12. Enter the Customer Reply.
13. Click on “Add” button.

**Request For Action**

RFA Id\*

Ticket ID\*

Ins ID\*


Question ID\*



Question\*

RFA Date

Customer Reply\*

**Add**

*Note : Please click on the  button and enter the Customer reply field and then click on the Add button to save the reply.*

Ticket ID	Ins ID	Question ID	Question	RFA Date	Customer Reply	
61638	84301	5	Please declare chicken seasoning in the ingredient list.	27/09/2019	Done	
61638	84301	13	Please provide the Halal cert for Chicken Franks.	27/09/2019	done	



**Click >> Proceed** to go to Supporting Document Page

14. Click **Proceed** to go to Supporting Document Page.
15. In Attach Supporting Documents,

Document Name	Type	Attachment	Action
<b>Floor plan of premises applying for Halal certification</b> Floor plan of premises applying for Halal certification Acceptable File Format: pdf Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD		<b>Upload</b>
<b>Ingredients *</b> Please click <a href="#">here</a> to download the format of the Ingredients 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD	Import_Items - Copy2.xls	<b>Upload</b>
<b>Eating Establishment Menu Upload *</b> Upload Menu for Eating Establishment. Please click <a href="#">here</a> to download the format of the Menu 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 Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD	Copy of Import_Products.xls	<b>Upload</b>

< Previous    Next >

16. Click **Upload** to upload the supporting documents required. For RFA Supporting document is no more required to upload.
17. Click **Next**.
18. The **Information review** screen will be displayed.



## Apply for New Licence

### Information Review

Applicant's Particulars			
Salutation	Mr	Designation	Managing Director
Name	VASUDEVAN KOTHANDARAM	Office Tel Number	
ID Type	NRIC	Home Tel Number	
ID Number	S7466005C	Fax Number	

### Declaration

#### General Declaration

1. I declare that all the information given in this application form is true and correct.   
I am aware that legal action may be taken against me if I had knowingly provided false information.  
I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

#### Halal Certification

1. I/We hereby agree to the terms and conditions governing the AMLA and Halal Certification Conditions and I / We have agreed to abide and be bound by them and any subsequent amendments, alterations and additions made by me/us .   
All the above information supplied by me/us and supporting documents, to the best of my knowledge and belief are true and that I have not wilfully suppressed any material facts which is requested for in this application. Any false declaration/ breach of the Halal Certification conditions will be subjected to my/our application being cancelled /rejected and /or enforcement actions taken.



19. Click the checkbox and **submit**.

20. The **Acknowledgement** screen will be displayed.



The screenshot displays the LicenceOne web application interface. At the top right, the Singapore Government logo is visible with the tagline "Integrity · Service · Excellence". Below it are links for "Contact Us", "Feedback", and "Sitemap". A search bar is present with the text "Search by Keywords" and a magnifying glass icon. The main navigation bar includes "HOME", "MY PORTFOLIO", "LICENCE APPLICATION", and "LICENSED ENTITIES". A secondary navigation bar features icons and labels for "Dashboard", "Applications", "Licences", "Payments", "Requests for Action", "Managed Returns", and "Correspondences". Below this is a process flow diagram with six steps: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW & SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. The "Applications" section is highlighted in blue. Below the process flow, the heading "Apply for New Licence" is followed by a green success message: "Application Submitted successfully!". A table below the message shows the application details:

Licence Name	Request ID	Agency	Application Status
Halal Certification	Q1820000660	MUIS	Responded

At the bottom of the message box, there are two buttons: "PRINT" and "CLOSE".

# Chapter 14: Enquiry on Foreign Halal Certifying Bodies

## Overview of Foreign Halal Certifying Bodies

FBCB is the foreign companies having halal certification registered under Muis agency. FBCB search results will display to public only those having Halal certification issued by Muis agency.

## View Enquiry on Foreign Halal Certifying Bodies

1. Click LICENSED ENTITIES >> Majlis Ugama Islam Singapura.
2. If the Applicant does not login to LicenceOne, "Enquiry on Foreign Halal Certifying Bodies (Proceed to Login now )" link will be prompted.

HOME LICENCE APPLICATION LICENSED ENTITIES LOGIN

This page provides you with the facility to search through the list of licensed entities from participating Singapore Government Agencies based on pre-determined search parameters.

- + HOTELS LICENSING BOARD
- + INLAND REVENUE AUTHORITY OF SINGAPORE
- MAJLIS UGAMA ISLAM SINGAPURA
  - > Asatizah Recognition Scheme Islamic & Quranic teachers
  - > Islamic Education Centre And Provider directory
  - > Halal Certification Directory
  - > Enquiry on Foreign Halal Certifying Bodies (Proceed to Login now )

Applicant will be prompted to "Login now" if applicant does not login to LicenceOne

3. Login to LicenceOne system.
4. Click LICENSED ENTITIES >> Majlis Ugama Islam Singapura.
5. Click on the link "Enquiry on Foreign Halal Certifying Bodies"

LicenceOne Public User Guide  
 Chapter 14: Enquiry on Foreign Halal Certifying Bodies

This page provides you with the facility to search through the list of licensed entities from participating Singapore Government Agencies based on pre-determined search parameters.

- + HOTELS LICENSING BOARD
- + INLAND REVENUE AUTHORITY OF SINGAPORE
- MAJLIS UGAMA ISLAM SINGAPURA

- > [Asatizah Recognition Scheme Islamic & Quranic teachers directory](#)
- > [Islamic Education Centre And Provider directory](#)
- > [Halal Certification Directory](#)
- > [Enquiry on Foreign Halal Certifying Bodies](#)

6. Select the country, for example "Australia" and click on the Search button. System would display the list of FHCB related to the country "Australia"

Majlis Ugama Islam Singapura

Enquiry on Foreign Halal Certifying Bodies

Name of Authority  Country

Search Results for Foreign Halal Certifying Bodies

Country	Authority	Address	Contact Person	Designation	Telephone	Fax	Email	Category
Australia	ANIC Halal Authority	PO BOX No. 145, Lakemba, NSW 2195, Australia	Dr. Mohammad Anas	General Manager	+61 2 9646 2726	+61 1 300 765 964	halalauthority@anic.org.au	Meat, Poultry & Processed Foods
Australia	Australian Halal Authority & Advisers	135 Sydney Road, Coburg 3058, Victoria, Australia	Mr. Muhammad Esfandiar	Executive Chairman	+61 3 9386 0786	+61 3 9384 6939	mohfandi@hotmail.com	Meat / Poultry & Processed Foods

7. Applicant can do wildcard search by entering the FHCB example "ANIC" in the Name of Authority field and select Country as "Australia". The result would display as follows:

Majlis Ugama Islam Singapura  
 Enquiry on Foreign Halal Certifying Bodies

Name of Authority: ANIC  
 Country: Australia  
 Search

Search Results for Foreign Halal Certifying Bodies

Country	Authority	Address	Contact Person	Designation	Telephone	Fax	Email	Category
Australia	ANIC Halal Authority	PO BOX No. 145, Lakemba, NSW 2195, Australia	Dr Mohammad Anas	General Manager	+61 2 9646 2726	+61 1 300 765 964	halalauthority@anic.org.au	Meat, Poultry & Processed Foods

Show 10 entries