CrimsonLogic

Solutions. Simplified.

LicenceOne
Public User Guide

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CONTENTS

Chapter 1: About this Guide

Purpose

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

Audience

- 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

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](#)
    - o [How to amend an existing Licence](#)
    - o [How to cancel an existing Licence](#)
    - o [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.

|	
	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.

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**.
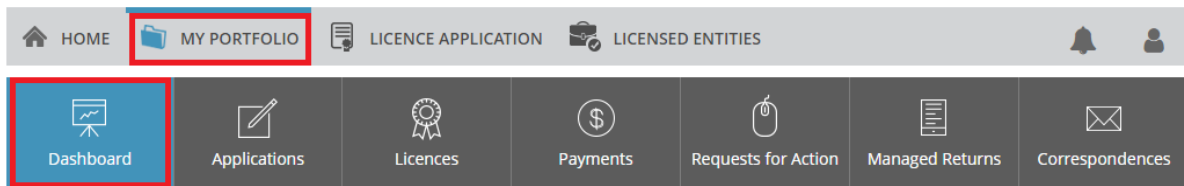
Application screen

- 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.
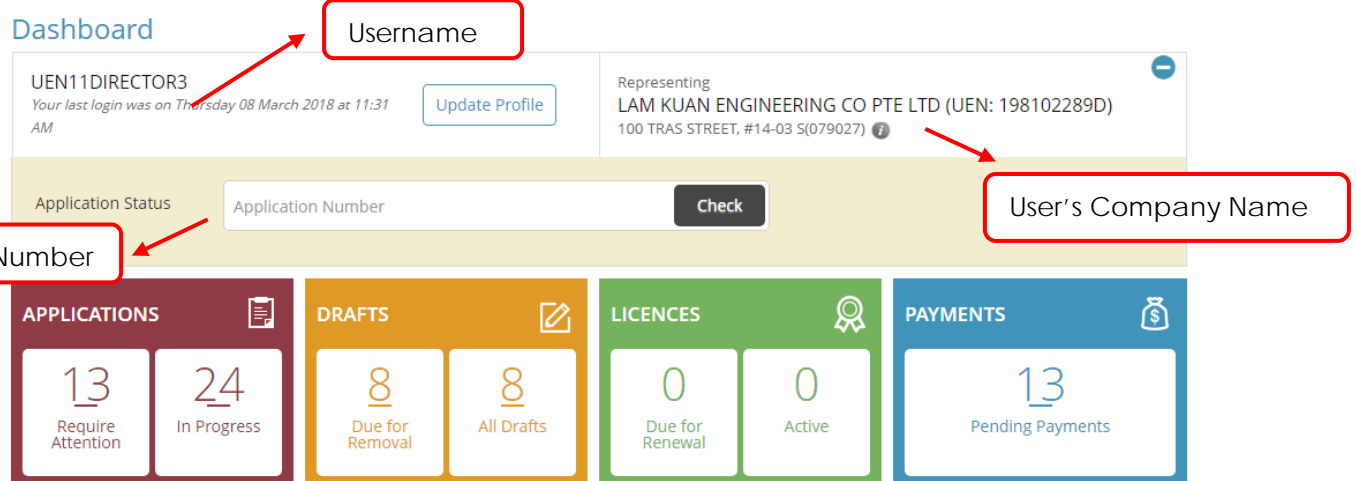
- The **APPLICATION** tab shows you how many applications you have **In Process** and applications that **Require Attention**.

- 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

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

Key features

- 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

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.
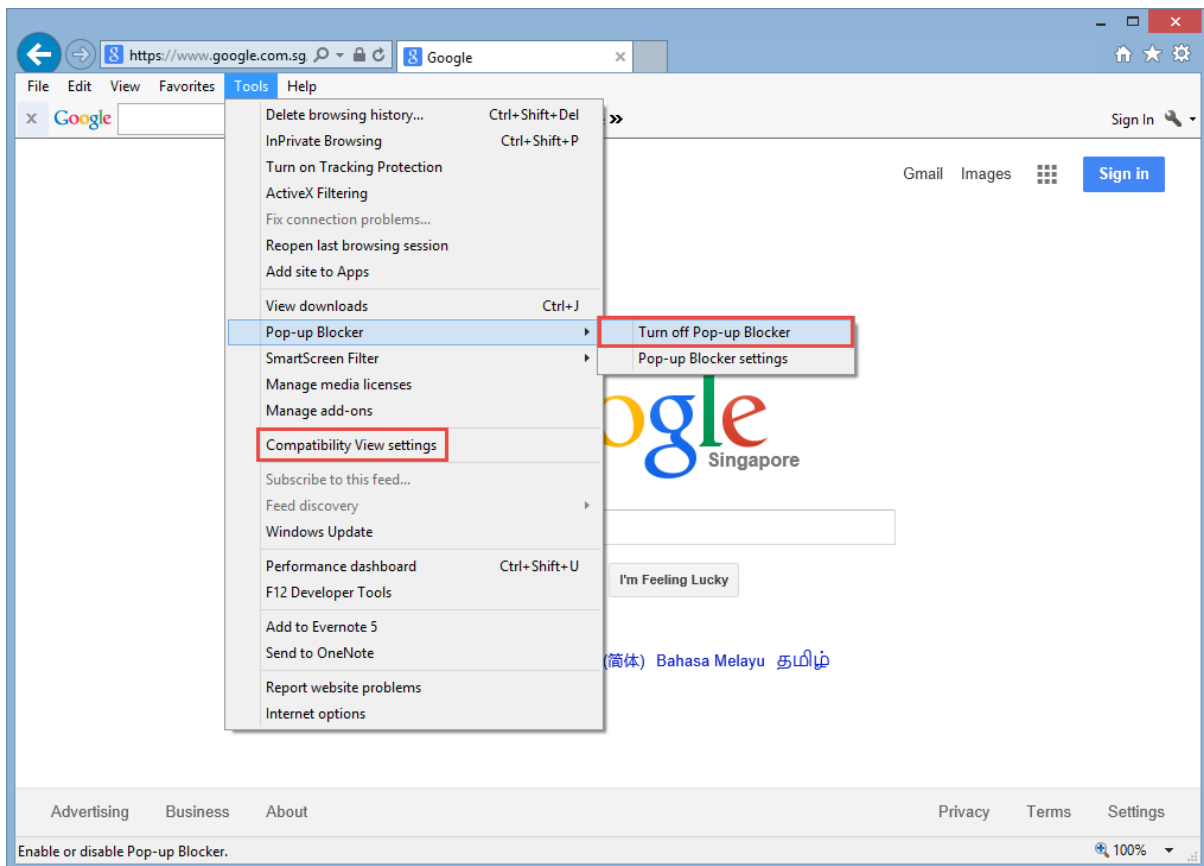
Disable Pop-up Blocker

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

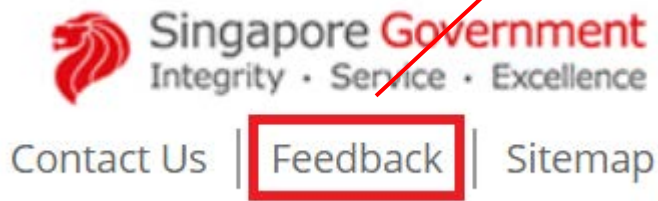This section explains about the supporting features and links in the homepage of **LicenceOne**.

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 screen (Before login)

Write to us

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 **Select File**

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

Click Feedback

Submit   **Cancel**

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.

Correspondences

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

Correspondences – View required page

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

Correspondences - Sorting the records

Records sorted column-wise in descending order

Records sorted column-wise in ascending order

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

Basic Search

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

Advanced Search

Calendar Control

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

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.

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.
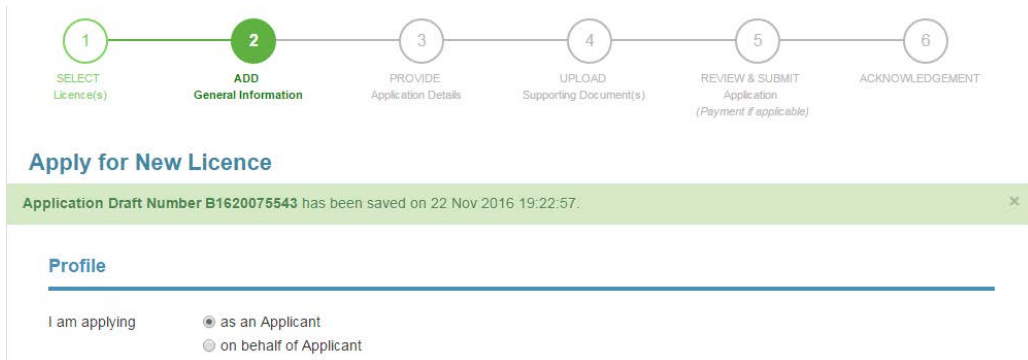
New Application – Saving Draft application

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:

---

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.

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

Declaration – Preview and Print

1. Click ![printer icon] to print application.

2. Click ![preview icon] 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.
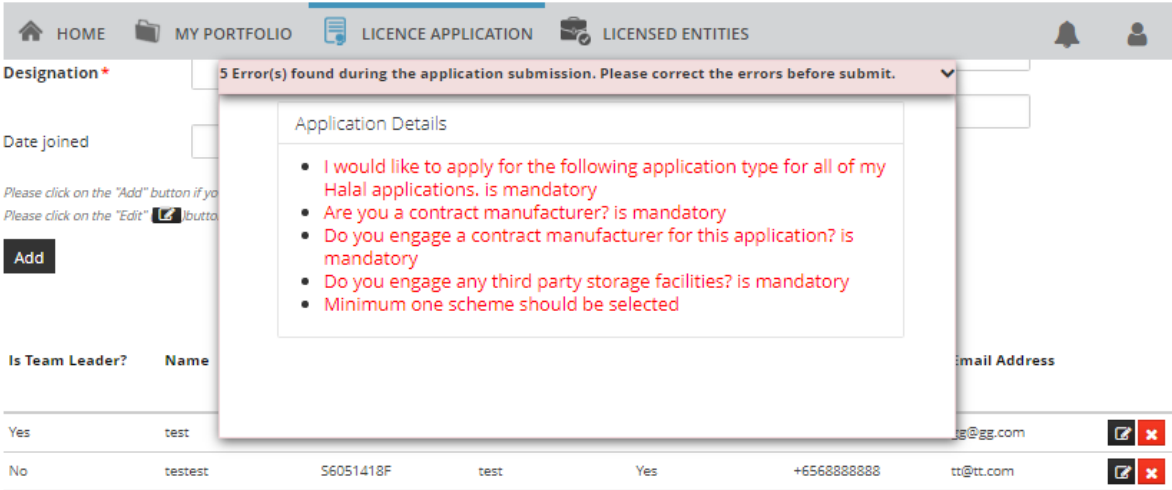
Application Submission Error Pop-up screen (Sample)

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.
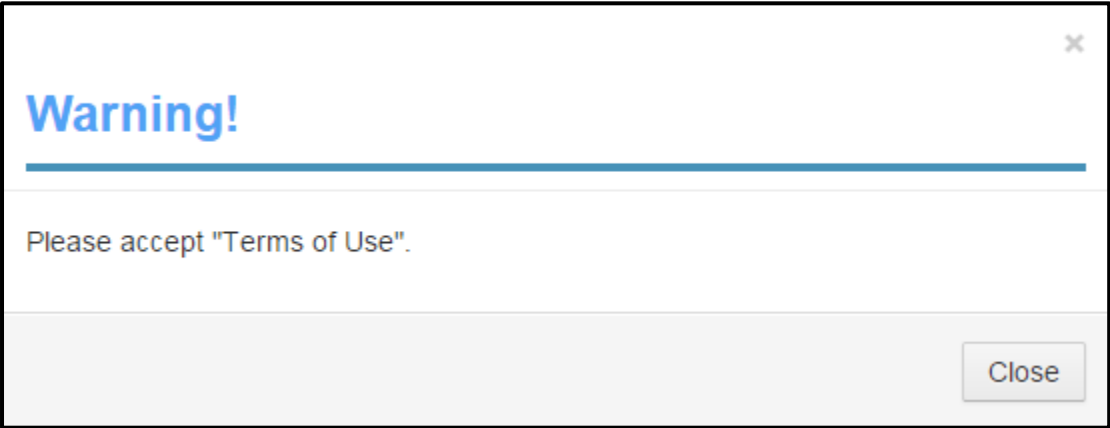
Warning Alerts

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.
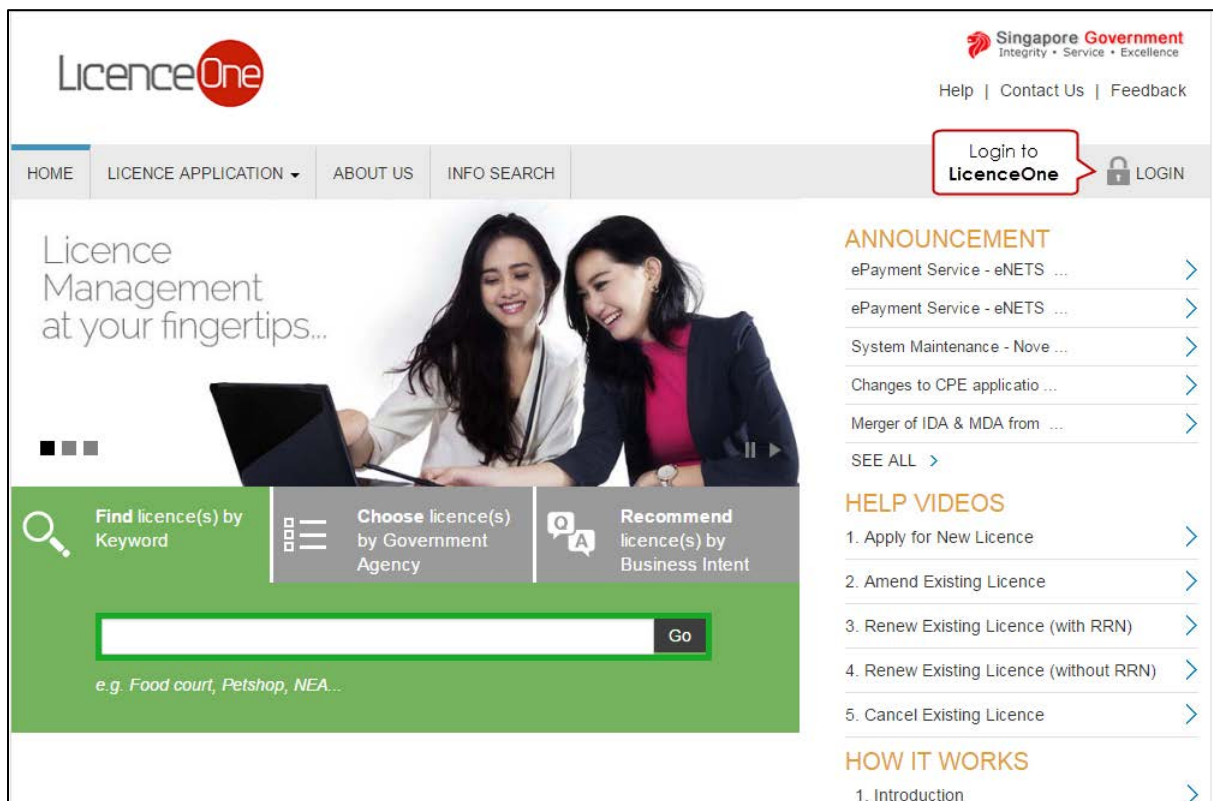
Landing Page

Login

There are three different ways to log in to **LicenceOne**.

Login type	Transaction Type	Description
SingPass LicenceOne ID	• Personal • Corporate * ** CorpPass will eventually become the only digital identity business users will need to conduct Government-to-Businesses (G2B) transactions.*	• Authorisation is done through SingPass. For more details on SingPass, visit https://www.singpass.gov.sg. • 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. • For corporate transaction type, user type can be director, business, owner or employee of the company. • An authorized filer can apply for the licence on behalf of the company. • User will be entering the UEN of the company.
CorpPass	• Corporate	• Authorisation is done through CorpPass. For more details on CorpPass, visit https://www.corppass.gov.sg. • User can be anyone authorised by the company through CorpPass. • An authorized filer can apply for the licence on behalf of the company. • User will be entering the UEN of the company and CorpPass ID of the individual user.

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 screen

3. Specify the required details.

4. Click **Proceed**.

Registration Confirmation

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

Confirmation Page

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

Logging in using CorpPass

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

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 screen

3. Specify the required details.

4. Click **Proceed**.

Registration Confirmation

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

Confirmation Page

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

7. 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

8. Enter Correspondence Email and click Proceed to Activate.

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

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)
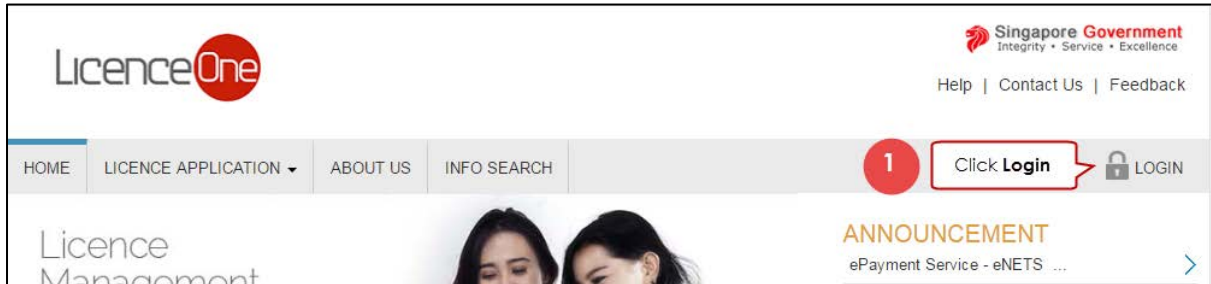
Login

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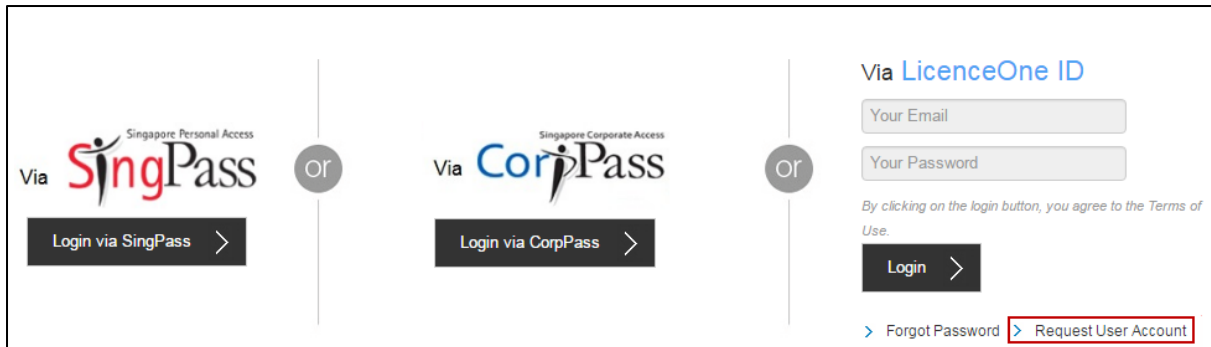
User Login

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

[Add files...]

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

[   ]
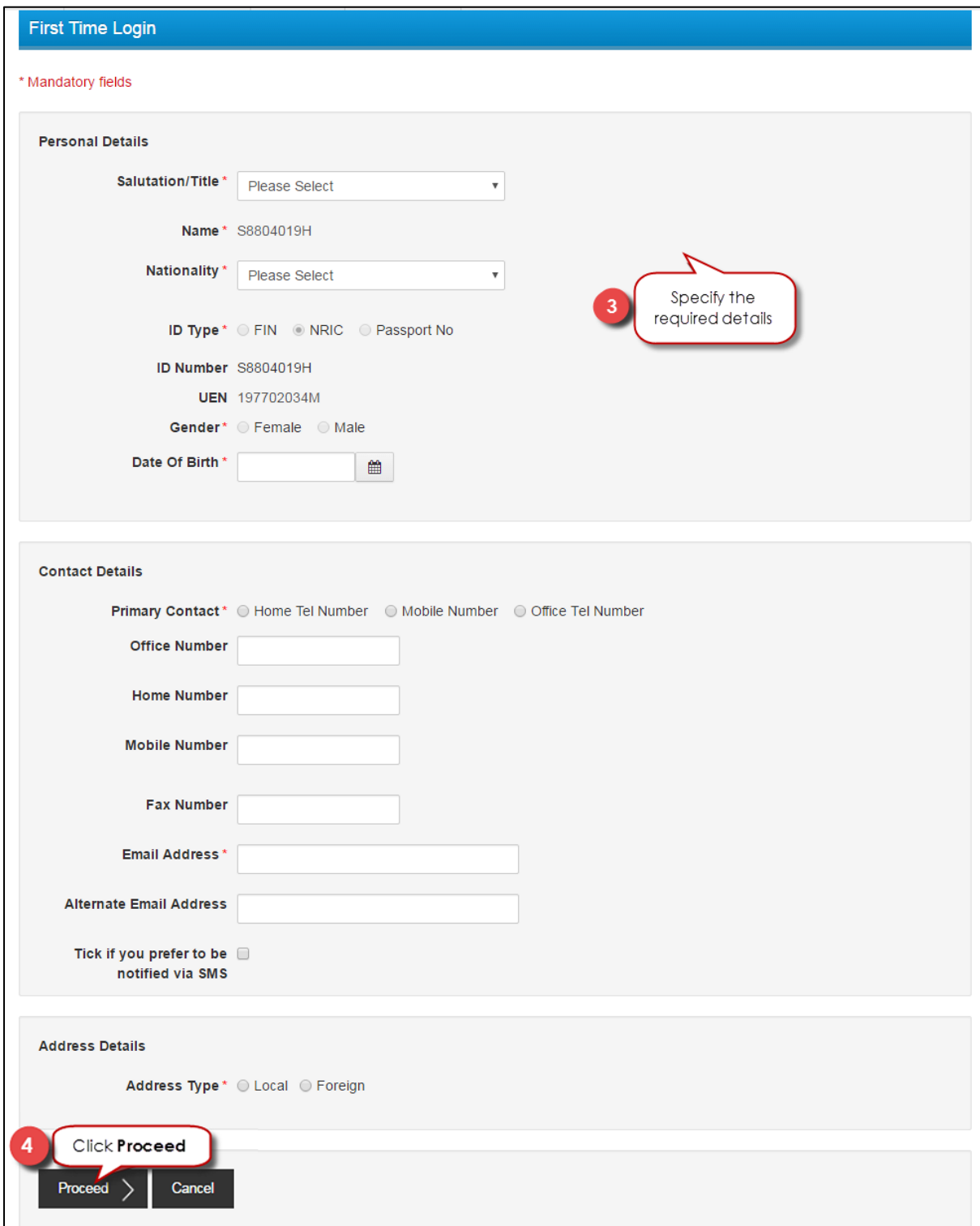
Tick if you prefer to be notified via SMS

☐

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:
>   o A minimum of 8 characters and a maximum of 24 characters.
>   o At least one upper case character (alphabet) and one numeric character (number).

4. Click **Proceed**.

Preview Screen

5.   Click **Submit**.

6.   A **Confirmation** screen will be displayed.

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.
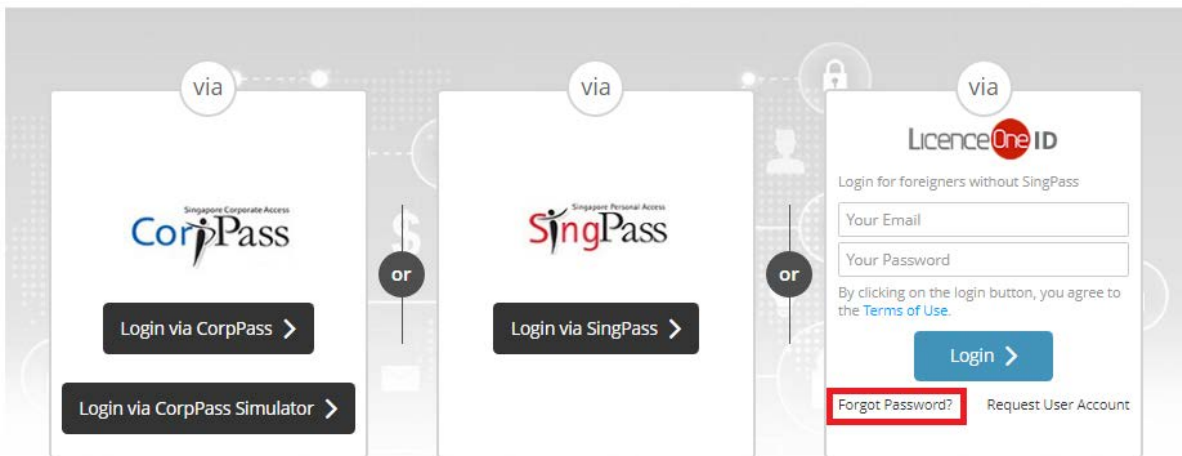
Login screen

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

Reset Account Password

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 *	Please Select ▾	
Question 2 *	Please Select ▾	
Password *		
Confirm Password *		

Click **Submit**

Submit   Clear

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

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	The user will be applying as Individual if the licence is issued under a person's name without representing any company. 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.
Company	Director, business owner or employee of the company Filer or unauthorized filer applying on behalf of the company	User should select this profile when the licence is issued under the company. An authorized filer can apply for the licence on behalf of the entity. User will enter either their User ID or UEN of the company.

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**.

Personal Details

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

Contact Details

4. Modify address details, if required.

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.

Change Password

3.   Enter the required details.

4.   Click **Submit**.

- Password must match the following requirements to ensure a strong password:
    o   A minimum of 8 characters and a maximum of 24 characters.
    o   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 <u>select your profile</u> to view the listed tabs below.
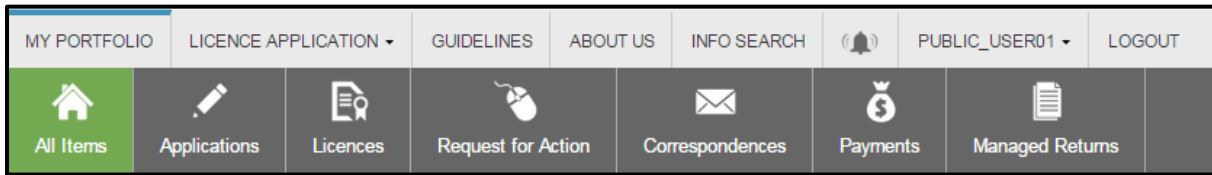
My Portfolio tabs

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

- <u>**All Items**</u>: You can view all the notifications and critical information related to the licence and its related applications.

- <u>**Applications**</u>: 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.

- <u>**Licences**</u>: You can view the licence details if available.

- <u>**Correspondences**</u>: You can view all the correspondences communicated between the agency and the applicant/licensee regarding the licence and its related applications.

- <u>**Payments**</u>: You can view all the payment details and complete pending payments for the licence.

View Notifications
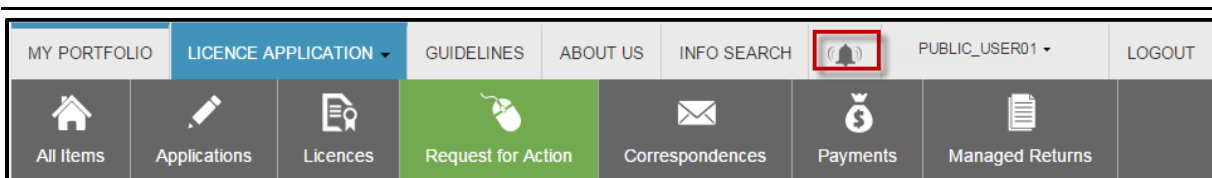
Menu

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

> - You can click and view public announcements from the **login screen**.

Notifications

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

Notification Details

3. 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.
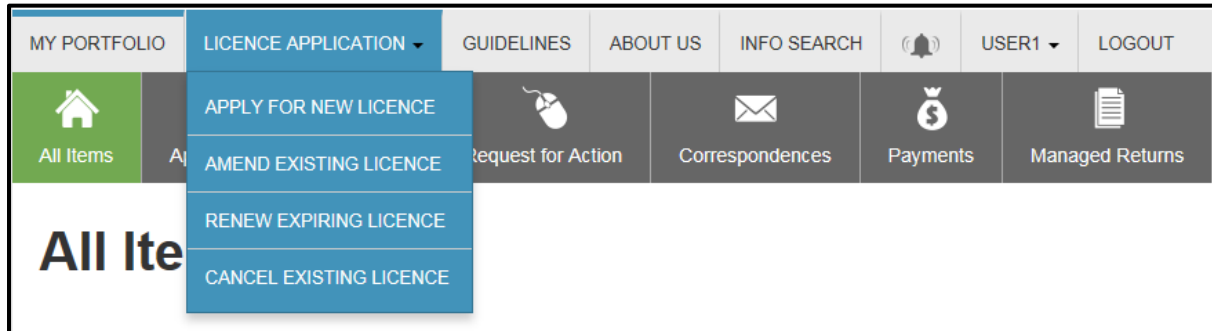
Licence Application

Licence Application process consists of the following actions:

No	Action	Description
1	**Apply**	Applicant wishes to apply for a new licence.
2	**Withdraw**	Applicant withdraws submitted application before the application is processed.
3	**Renew**	Licensee renews and updates specific licence details for active licences.
4	**Amend**	Licensee amends details of an active licence or the licensee details.
5	**Cancel**	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.
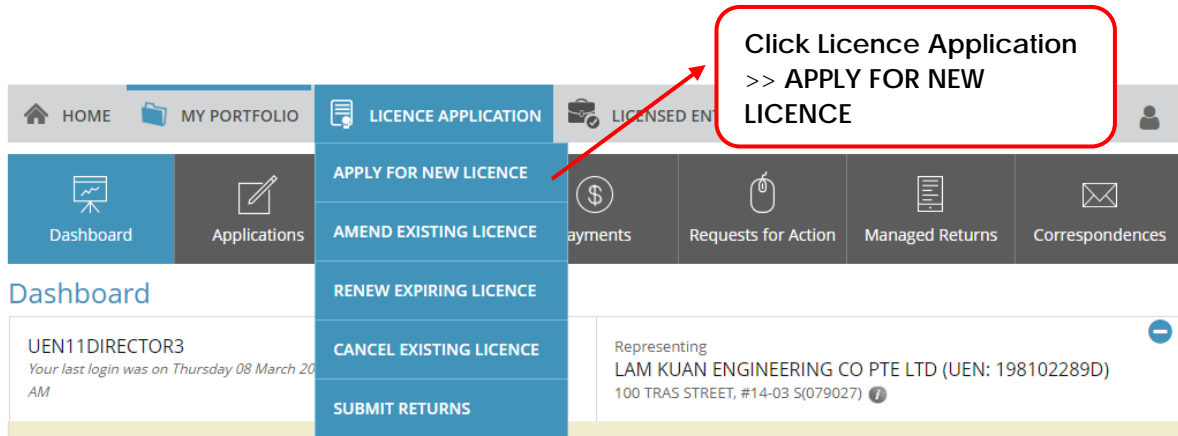
Homepage – Licence Application
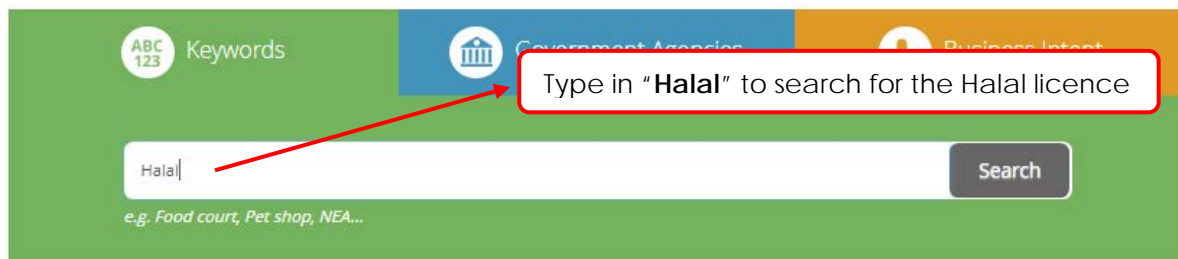
Find Licence by Keyword(s)

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.
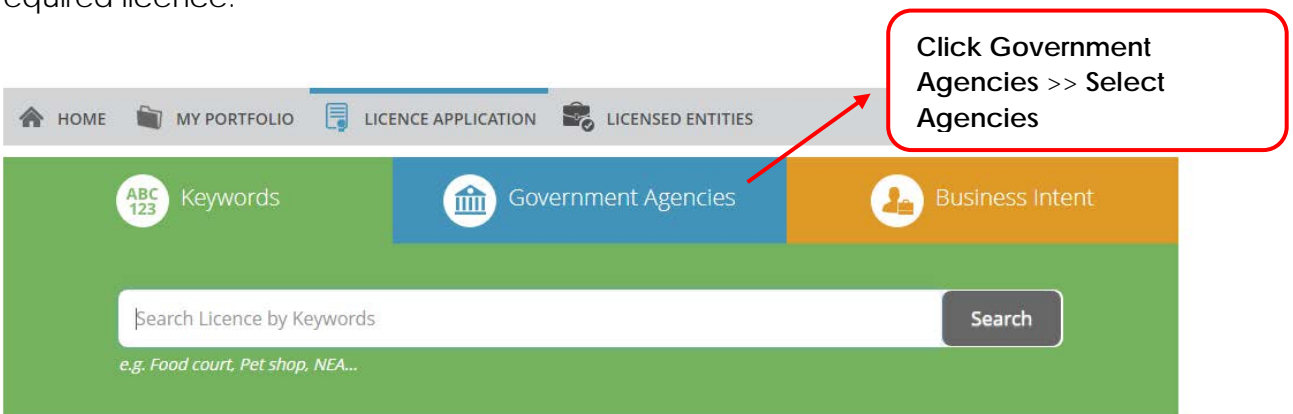
Choose Agency
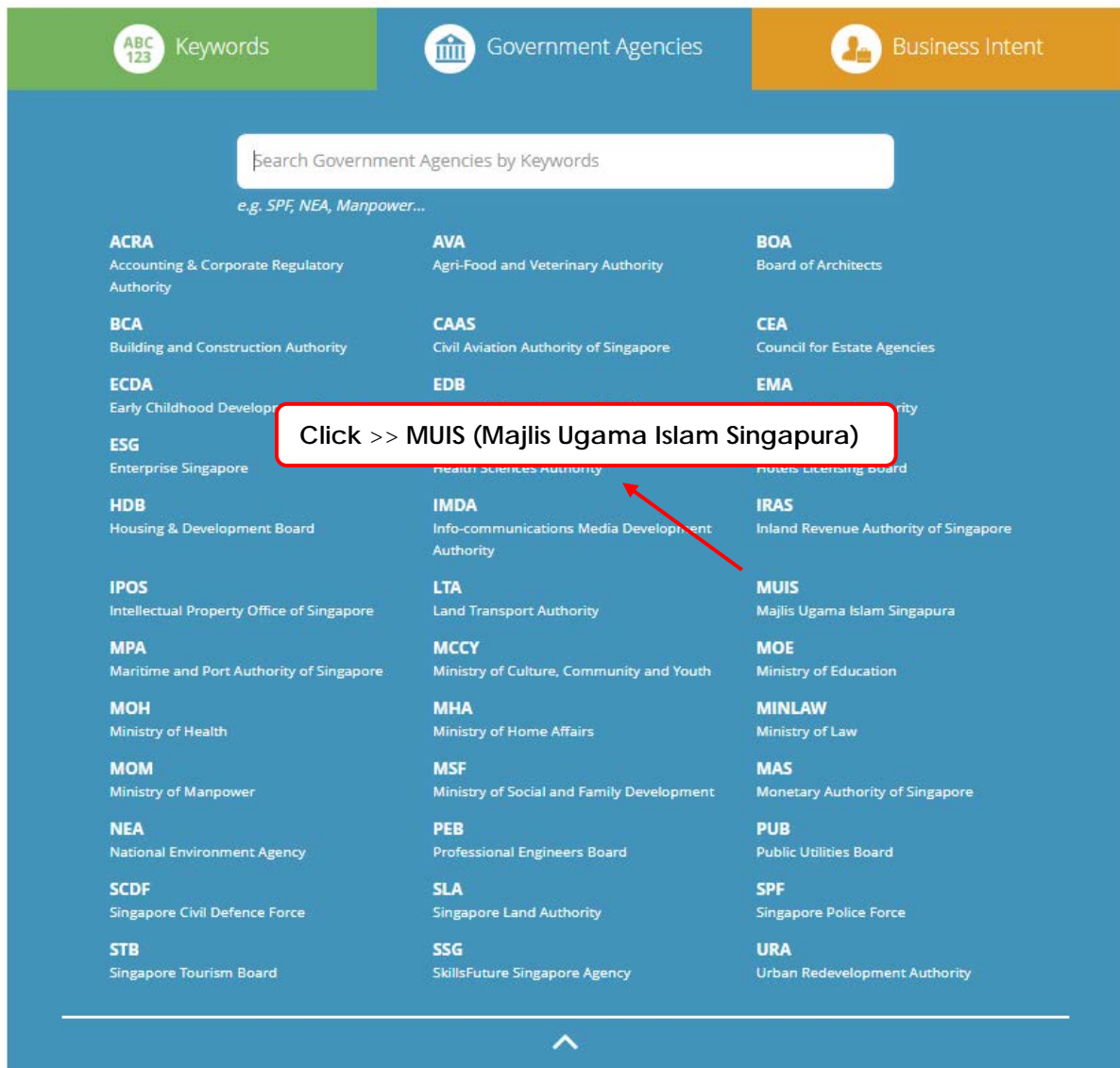
Search for Licence

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

Choose Licence

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.
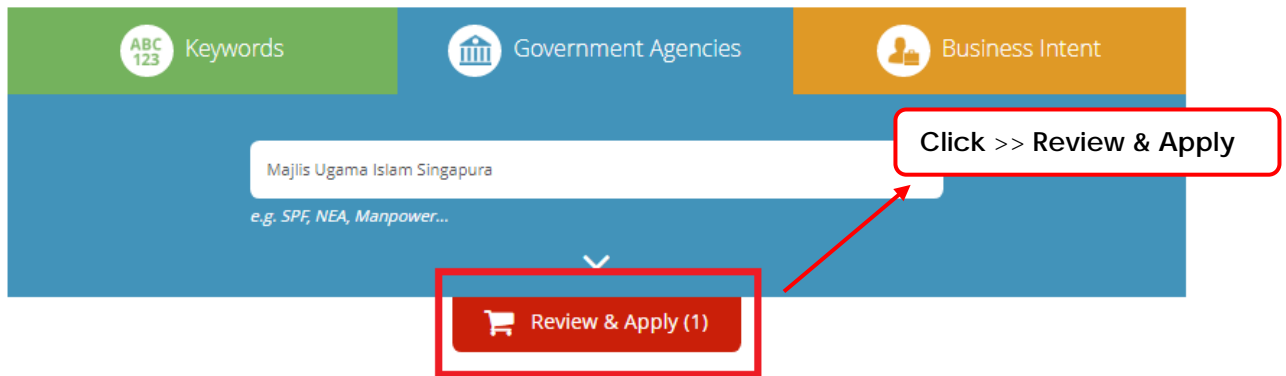
Choose Licence

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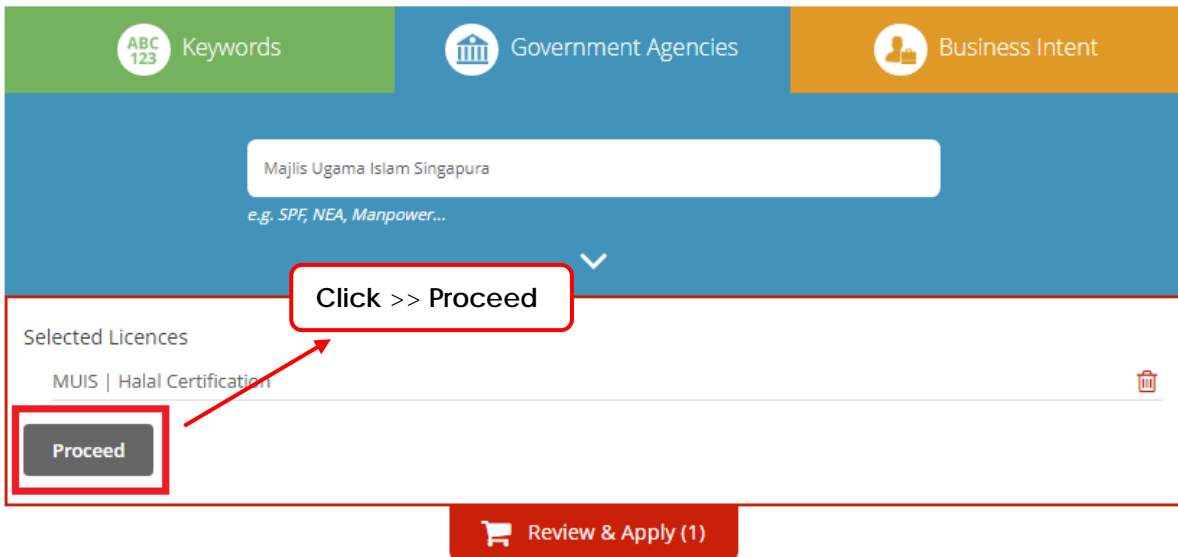
Selected Licence

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

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.*
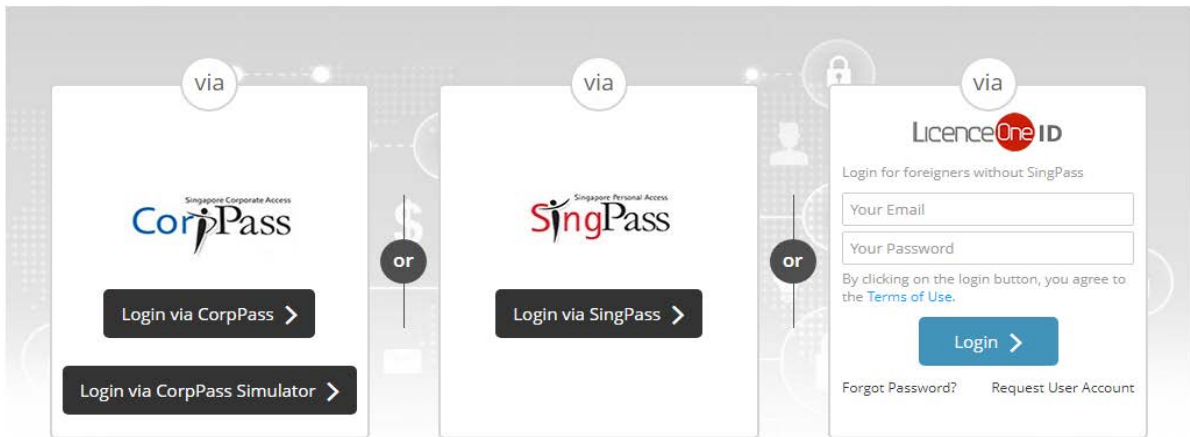
Log in

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
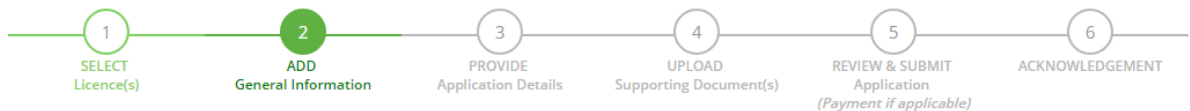
Apply for New Licence

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

Provide Application Details

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

In Licence Application form,

Premises Details

Premises Name *   LAM KUAN ENGINEERING CO

(This address will be audited by Muis officer(s))

Postal Code *   079027   [Retrieve Address]

Please enter your postal code and click "Retrieve Address"

Block/ House no *   100 ▼

Street Name *   TRAS STREET

Level

Unit Number

Building Name   100 AM

Office Number

Email Address

Website

Floor size *   Sqf ▼

Floor Size in Sqm

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 *   Please Select ▼

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.

[Add]

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.

[Add]

Level

Parent Company Details, if any

UEN	[ ] Retrieve Details	Email Address [ ]
Name of the Company	[ ]	Website [ ]
Office Number	[🇸🇬 ▾]	

Staff Details

Is Team Leader? *   ○ No ○ Yes

Name *   [   ]

NRIC/FIN/WP *   [   ]

Designation *   [   ]

Date joined   [   ] 📅

Have you attended 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

Click >> to **edit** added records

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 **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

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

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.

Attach Supporting Documents

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

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 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 MUIS - Halal Certification	Eating Establishment - Food Kiosk	$145.60	7.00% ($10.19)	
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.

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.

Click **Licence Application** >> **ADMENT EXISTING LICENCE**

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

Type in "**Halal**" to search for the Halal licence

Find Licence by Keyword(s)

Click **Government Agencies** >> **Select Agencies**

Click >> **MUIS (Majlis Ugama Islam Singapura)**

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

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

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.
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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.

Box must be ticked

Field	Value		Field	Value
Salutation*	Miss ▼			Managing Director ▼
Name*	UEN11DIRECTOR3		Office Tel Number	🇸🇬 ▼
ID Type*	● NRIC ○ FIN ○ Passport		Home Tel Number	🇸🇬 ▼
ID Number*	S0071192F		Fax Number	🇸🇬 ▼
Citizenship*	SWEDISH ▼		Mobile Number*	🇸🇬 ▼ +6598774120
Gender*	○ Male ● Female		Email	gg@gg.com
Date Of Birth*	08/03/1984 📅		Alternative Email	
Primary Contact Mode*	○ Office Tel Number ○ Home Tel Number ● Mobile Number		Tick if you prefer to receive status updates of licence application via SMS	☐

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.

1	2	3	4	5	6	7
SELECT Licence(s)	AMENDMENT Profile	ADD General Information	PROVIDE Application Details	UPLOAD Supporting Document(s)	REVIEW & SUBMIT Application *(Payment if applicable)*	ACKNOWLEDGEMENT

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	Office Number	🇸🇬 ▾ +6561234567
This should be the exact business name reflected on the premise's signboard		Email Address	test@test.com
Postal Code	428769		
Block/ House no	50	Website	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

122

124

For Address with multiple Level

Level

Change staff Details

☑ Change staff Details

Is Team Leader?*	○ No ○ Yes	**Have you attended Halal Foundation Programme (HFP)?***	○ No ○ Yes
Name*	[_____]		
		Mobile Number	🇸🇬 ▾ [_____]
NRIC/FIN/WP*	[_____]		
		Office Number*	🇸🇬 ▾ [_____]
Designation*	[_____]		
		Email Address*	[_____]
Date joined	[_____] 📅		

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	gfjgf	Yes	+6561234567	test@test.com	✏ ✖
No	Test	S9021457H	Test	Yes	+6594684884	test@test.com	✏ ✖
No	TestS4713901E	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

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

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 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.

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.

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)

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

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

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
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II. Access To the Website
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☑ 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 *	Miss ▼	Designation	Managing Director ▼
Name *	UEN11DIRECTOR3	Office Tel Number	🏴 ▼
ID Type *	● NRIC ○ FIN ○ Passport	Home Tel Number	🏴 ▼
ID Number *	S0071192F	Fax Number	🏴 ▼
Citizenship *	SWEDISH ▼	**Mobile Number** *	🏴 ▼ +6598774120
Gender *	○ Male ● Female	Email	gg@gg.com
Date Of Birth *	08/03/1984 📅	Alternative Email	
Primary Contact Mode *	○ Office Tel Number ○ Home Tel Number ● Mobile Number	Tick if you prefer to receive status updates of licence application via SMS	☐

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.
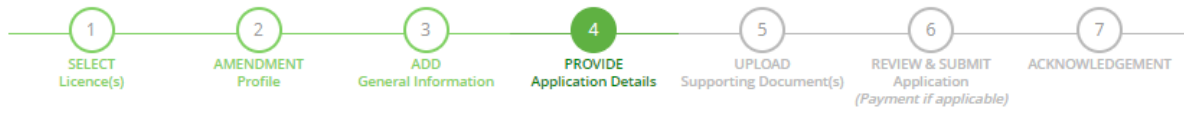
Amend Existing Licence

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)	☐ Please tick to remove the scheme
Food Preparation Areas	Catering Company	☐ Please tick to remove the scheme
Food Manufacturing Companies	Whole Plant Scheme	☐ Please tick to remove the scheme
Storage Facility	No	
Poultry Abattoir	No	

Change Premise Details

☐ Change Premise Details

Premises Name	Testing		Office Number	🇸🇬 ▾ +6561234567

This should be the exact business name reflected on the premise's signboard

Postal Code	428769		Email Address	test@test.com
Block/ House no	50		Website	www.abc.com
Street Name	EAST COAST ROAD		Floor size*	100	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

Fill in necessary information

For Address with multiple Unit Number

Unit Number   [   ]

Add   *Click 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

‹ 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

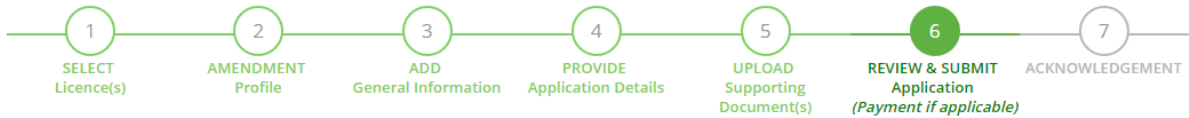| Document Name	Type	Attachment	Action
Floor plan of premises applying for Halal certification Floor plan of premises applying for Halal certification *Acceptable File Format: pdf* *Acceptable File Size: maximum : 2 MB*			Upload
Pictures of delivery vehicles Pictures of delivery vehicles. *Acceptable File Format: jpg, png, pdf* *Acceptable File Size: maximum : 5 MB*	ONLINE UPLOAD ▼		Upload
Ingredients Please click here 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 ▼		Upload
List of Product to be Certified * Please click here 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 ▼		Upload
Pictures of Product labels Pictures of Product labels *Acceptable File Format: jpg, png, pdf,xls,xlsx* *Acceptable File Size: maximum : 5 MB*	ONLINE UPLOAD ▼		Upload
Food Preparation Area Menu upload Upload Menu for Food Preparation Area. Please click here 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 ▼		Upload
Justification of Change * Please highlight the changes in brief description and upload the document *Acceptable File Format: pdf,xls,xlsx,doc,docx* *Acceptable File Size: maximum : 2 MB*	ONLINE UPLOAD ▼		Upload

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.
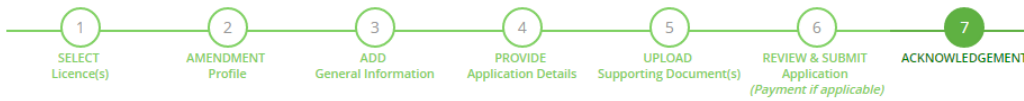
33. Click **Next**.

Declaration

Review and Declare

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

35. Click **Submit**.

Acknowledgement

An acknowledgment will be displayed.

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.

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

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

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.

Log in

Renew Profile

Renew Licence

State the **Licence Number**

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

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  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.
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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.

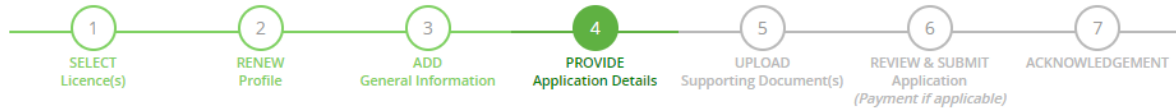|			
Salutation*	Miss	Designation	Managing Director
Name*	UEN11DIRECTOR3	Office Tel Number	
ID Type*	○ NRIC ○ FIN ○ Passport	Home Tel Number	
ID Number*	S0071192F	Fax Number	
Citizenship*	SWEDISH	Mobile Number*	+6598774120
Gender*	○ Male ● Female	Email	gg@gg.com
Date Of Birth*	08/03/1984	Alternative Email	
Primary Contact Mode*	○ Office Tel Number ○ Home Tel Number ● Mobile Number	Tick if you prefer to receive status updates of licence application via SMS	☐

Click >> **Application Details**

Next > | Save as Draft | Save as Draft & Exit

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

Application Details

```
1 ────── 2 ────── 3 ────── 4 ────── 5 ────── 6 ────── 7
SELECT     RENEW      ADD        PROVIDE     UPLOAD       REVIEW & SUBMIT   ACKNOWLEDGEMENT
Licence(s)  Profile  General Information  Application Details  Supporting Document(s)   Application
                                                                       (Payment if applicable)
```

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)	☐ Please tick to remove the scheme
Period	15-21	
Food Preparation Areas	Catering Company	☐ Please tick to remove the scheme
Food Manufacturing Companies	Whole Plant Scheme	☐ Please tick to remove the scheme
Storage Facility	No	
Poultry Abattoir	No	

Premise Details

Premises Name	Testing	Office Number	🇸🇬 ▾ +6561234567
(This address will be audited by Muis officer(s))		Email Address	test@test.com
Postal Code	428769		
Block/ House no	50	Website	www.abc.com
Street Name	EAST COAST ROAD	Floor size *	100 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 * | Please Select ▾ |

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		**Have you attended Halal Foundation Programme (HFP)?** *	○ No ○ Yes
Name *	[ ]		**Mobile Number**	[🇸🇬 ▾]
NRIC/FIN/WP *	[ ]		**Office Number** *	[🇸🇬 ▾]
Designation *	[ ]		**Email Address** *	[ ]
Date joined	[ ] 📅			

[Add]

> 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	✎ ✖

[< Previous] [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

Packing List
Upload list of products.
Acceptable File Format: pdf,xls,xlsx
Acceptable File Size: maximum : 2 MB

ONLINE UPLOAD ▼   Upload

Veterinary Public Health Certificate (for the export of frozen/processed poultry)
Upload Veterinary Public Health Certificate (for the export of frozen/processed poultry)
Acceptable File Format: pdf,xls,xlsx
Acceptable File Size: maximum : 2 MB

ONLINE UPLOAD ▼   Upload

Halal Slaughtering Certificate (for meat items only)
Upload Halal Slaughtering Certificate (for meat items only)
Acceptable File Format: pdf,xls,xlsx
Acceptable File Size: maximum : 2 MB

ONLINE UPLOAD ▼   Upload

Transport Bill of Lading
Upload Transport Bill of Lading
Acceptable File Format: pdf,xls,xlsx
Acceptable File Size: maximum : 2 MB

ONLINE UPLOAD ▼   Upload

Valid Halal Certificate (MUIS / Recognised Foreign Certifying Bodies)
Upload Valid Halal Certificate (MUIS / Recognised Foreign Certifying Bodies)
Acceptable File Format: pdf,xls,xlsx
Acceptable File Size: maximum : 2 MB

ONLINE UPLOAD ▼   Upload

Endorsement Template (Template provided by Muis as attached)
Upload Endorsement Template (Template provided by Muis as attached).Please click here to download the format of the Menu
Acceptable File Format: pdf,xls,xlsx
Acceptable File Size: maximum : 2 MB

ONLINE UPLOAD ▼   Upload

‹ 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
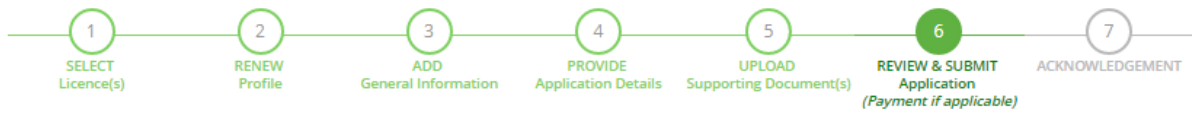
Renew Expiring Licence

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

Click >> Acknowledgement

1.   I/We hereby agree to the terms and c... d 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

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.

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		
Submission Date	29 Mar 2018 02:38:45	Payment Amount(SGD)	$924.05
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

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

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

Review Selection

General Information

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

For Address with multiple Unit Number

Unit Number

Reason for Cancellation

Reason for Cancellation*		Date of Cancellation*	

Choose when to cancel

Specify reason

[Previous] [Proceed >] [Save as Draft] [Save as Draft & Exit]

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
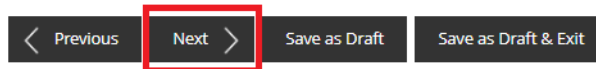
Attach the required supporting documents, if required.

Supporting Documents

9.   Click **Next**.

Declaration

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 Hala ~~~~~~~~~~~~~~~~~~~~~~
          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 >> Acknowlegement

[< Previous]   [Submit]

Review and Declare

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

11. Click **Submit**.

Acknowledgement

An acknowledgment will be displayed.

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.

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).

Applications tab

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

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.

Duplicate Application

3. 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

4. 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).

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

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

Change Submission Name

5. Enter the required name.

6. Click **Ok**. The entered submission name will be displayed.

Submission Name

View Draft Applications

You may view the Draft application to do the following:

- View Draft Application Details

    o Submit the Draft application

    o 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.

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

Licensees 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.

Licences Search Results screen

3. Click **Actions → <u>Amend</u>** to amend licence.

   Click **Actions → <u>Renew</u>** to renew licence.

   Click **Actions → <u>Cancel</u>** 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.

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 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 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

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

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

Message

Dear Adrian Johnson,
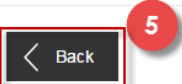
This is to inform you that your application is Approved.

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-licence-helpdesk@crimsonlogic.com~~. Alternatively, you may contact us at (+65) 6774 1430.

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

⑤ 〈 Back

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.

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 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.

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.

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.

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.

Premises Details

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

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" [icon] button to amend Unit Number, and click "Add" again after you have made your amendments.

Add

Unit Number

Parent Company Details, if any

UEN	[_____] Retrieve Details	Email Address	[_____]
Name of the Company	[_____]	Website	[_____]
Office Number	[🇸🇬 ▾]		

Self-Managed External Storage Facility (if any)

Name of the Storage	[_____]	Level	[_____]
Postal Code	[___] Retrieve Address	Unit Number	[_____]

Please enter your postal code and click "Retrieve Address"

Block/ House Number	Please Select ▾	Building Name	[_____]
Street Name	[_____]		

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 | [   ] | Retrieve Details | Name of the Company | [   ] |

Operating Address

| Postal Code | [   ] | Retrieve Address | Unit Number | [   ] |

Please enter your postal code and click "Retrieve Address"

Block/ House Number	Please Select ▼	Building Name	[ ]
Street Name	[ ]	Office Number	🇸🇬 ▼ [ ]
		Email Address	[ ]
Level	[ ]	Website	[ ]

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

Is Team Leader? *	○ No ○ Yes	Have you attended Level 1 Halal Foundation Programme (HFP)? *	○ No ○ Yes
Name *	[ ]		
NRIC/FIN/WP *	[ ]	Mobile Number	🇸🇬 ▼ [ ]
Designation *	[ ]	Office Number *	🇸🇬 ▼ [ ]
Date joined	[ ] 📅	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

Staff Details

Is Team Leader?*	○ No ○ Yes	Have you attended Level 1 Halal Foundation Programme (HFP)?*	○ No ○ Yes
Name*			
NRIC/FIN/WP*		Mobile Number	
Designation*		Office Number*	
Date joined	📅	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	S7466005C	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*		Question*	
Ticket ID*		RFA Date	
Ins ID*		Customer Reply*	
Question ID*			

2. Enter remarks in this Customer Reply field

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

Add

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

1. Click Edit button to enter customer

Ticket 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 Cutomer 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.

14. Click **Proceed** to go to Supporting Document Page.

15. In Attach Supporting Documents,

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Halal Certification

Document Name	Type	Attachment	Action
Floor plan of premises applying for Halal certification Floor plan of premises applying for Halal certification *Acceptable File Format: pdf* *Acceptable File Size: maximum : 2 MB*	ONLINE UPLOAD ▼		Upload
Ingredients * Please click here 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 ⊗	Upload
Eating Establishment Menu Upload * Upload Menu for Eating Establishment. Please click here 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 ⊗	Upload

< 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.

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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 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] **Click >> Submit**

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

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

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. FHCB 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.

3. Login to LicenceOne system.

4. Click LICENSED ENTITIES >> Majlis Ugama Islam Singapura.

5. Click on the link "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"

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: