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1. Licence Renewal

Notification of Licence Renewal											
Step 0	<p>You will be reminded via email or letter to renew your licence at these stages before licence expiry:</p> <ol style="list-style-type: none"> 1. 66 days before 2. 30 days before 3. 14 days before <p>The later reminders will not be sent if you had already renewed the licence.</p> <p><u>Sample email notification</u></p> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>GoBusiness Licensing - 1ST REMINDER FOR RENEWAL OF FOOD STALL LICENCE AT PREMISES LOCATION</p> <hr/> <p>Action Date : 12/10/2021 07:40:10 Action By : System Generated To : Licensee email ID</p> <p>Dear Licensee name</p> <p>We are writing to inform you that your licence will be expiring by 14 Dec 2021</p> <p>2 Please be reminded that it is an offence to operate a food establishment without a valid licence under the Environmental Public Health Act. Offenders may be fined up to \$10,000 for operating a food establishment without a valid licence. You will not be able to make payment and renew when your licence is expired and you will be required to make a new licence application.</p> </div> <p>3 If you wish to continue with the business, you are reminded to renew your licence before 14 Dec 2021. You can renew your licence by GIRO, AXS or GoBusiness the channels mentioned in this notice. Please disregard this notification if you have made the outstanding payment or you have a GIRO arrangement with the Singapore Food Agency.</p> <table border="0" style="width: 100%;"> <tr> <td>Application Number</td> <td>: R2110012345</td> </tr> <tr> <td>Application Type</td> <td>: Renewal Application</td> </tr> <tr> <td>Licensee Name</td> <td>:</td> </tr> <tr> <td>Payment Due Date</td> <td>: 14 Dec 2021</td> </tr> <tr> <td>Payable Amount (\$\$)</td> <td>: 13.00</td> </tr> </table> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>AXS Message</p> <p>Please note that payment made via AXS will take 2-3 days to process. As such, you are advised to make payment one week earlier before licence expiry payment due date to avoid the application being lapsed. You will not be able to renew your licence when your licence is expired and you will be required to make a new licence application to continue operating.</p> </div> <p>You have two options to renew your licence</p> <ul style="list-style-type: none"> • Option 1: GoBusiness • Option 2: AXS 	Application Number	: R2110012345	Application Type	: Renewal Application	Licensee Name	:	Payment Due Date	: 14 Dec 2021	Payable Amount (\$\$)	: 13.00
Application Number	: R2110012345										
Application Type	: Renewal Application										
Licensee Name	:										
Payment Due Date	: 14 Dec 2021										
Payable Amount (\$\$)	: 13.00										

Option 1 : Renew via GoBusiness**Step 1A**

Visit <https://www.gobusiness.gov.sg/licences/>

Please click on “Renew or amend licence” and click on “Find your Licence”. Do look for “Singapore Food Agency” and find the respective licence to renew and click ‘GoBusiness Licensing”

About

Most businesses need licences and permits for different business activities. With GoBusiness, you can find out which ones you need, before applying for and managing them.

On this page:

- [Apply for new licence](#)
- [Renew or amend licence](#)
- [Submit returns](#)

Renew or amend licence

As we're still in the process of moving all licences over to GoBusiness Dashboard, you may have to log in to either GoBusiness Dashboard or GoBusiness Licensing to renew/amend them.

The directory below will help you find out which platform to log in to.



Renew or amend licence

Search for your licence, to find out if you need to log in GoBusiness Licensing or GoBusiness Dashboard

[Find your Licence](#)

Singapore Food Agency

Licence Name

Log In To

Export Health Certificate

[GoBusiness Licensing](#) ↗

Food Shop Licence

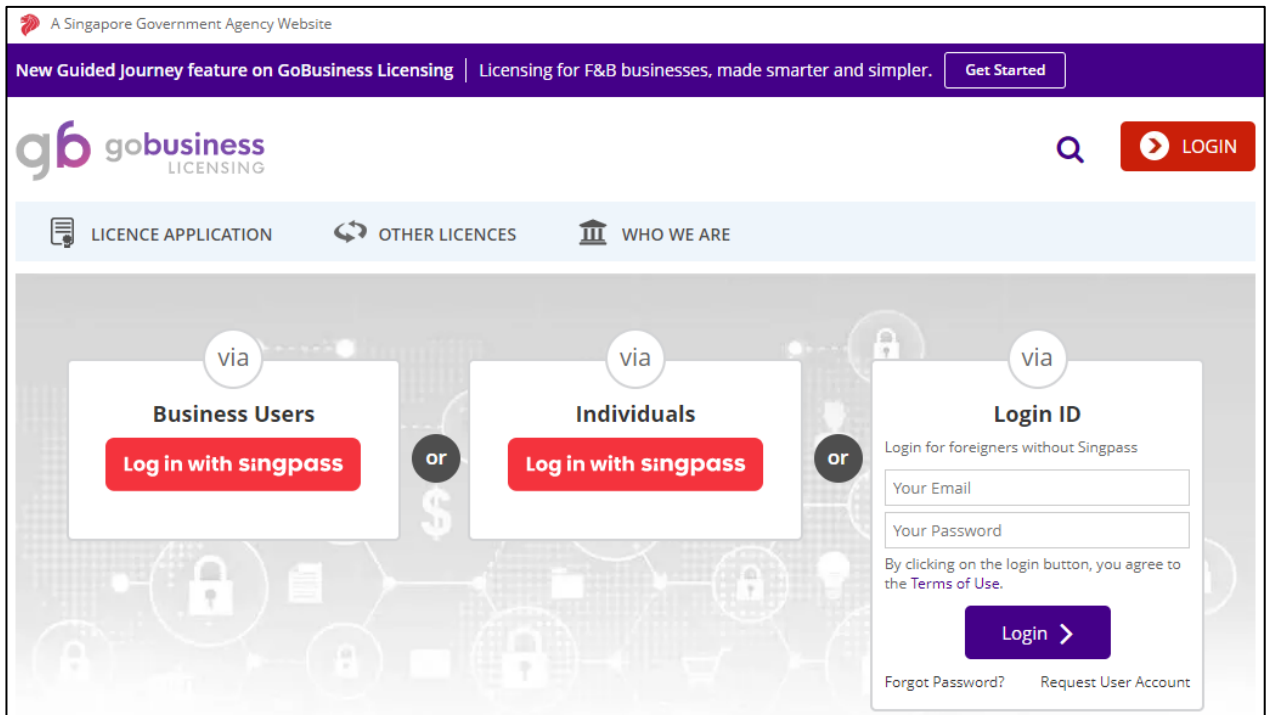
[GoBusiness Licensing](#) ↗

Food Stall Licence

[GoBusiness Licensing](#) ↗

Step 1B

You will be redirected to this page. Choose the suitable log in method depending on who the licensee is (Business, ie. Company or Individual).



A Singapore Government Agency Website

New Guided Journey feature on GoBusiness Licensing | Licensing for F&B businesses, made smarter and simpler. [Get Started](#)

gb gobusiness LICENSING [SEARCH](#) [LOGIN](#)

[LICENCE APPLICATION](#) [OTHER LICENCES](#) [WHO WE ARE](#)

via **Business Users** [Log in with singpass](#) or via **Individuals** [Log in with singpass](#) or via **Login ID**

Login for foreigners without Singpass

Your Email

Your Password

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

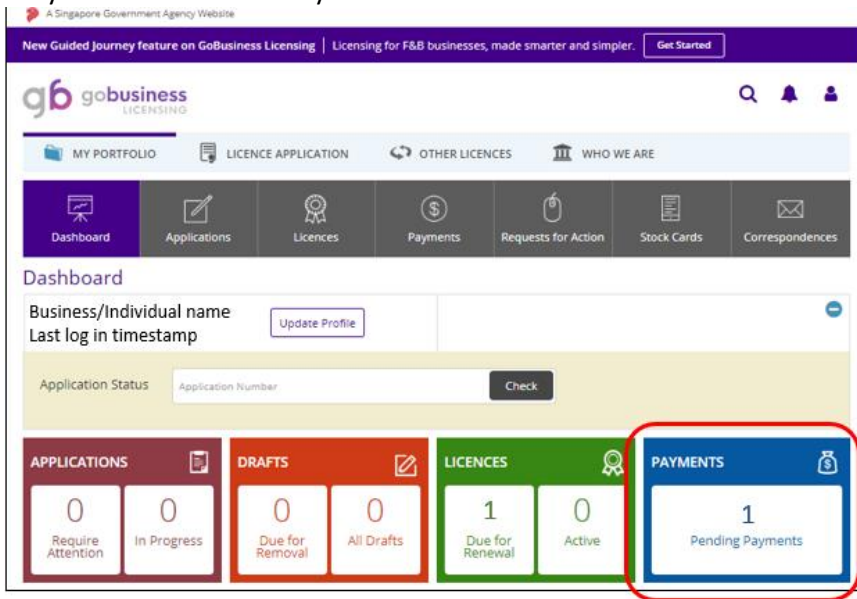
[Login >](#)

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

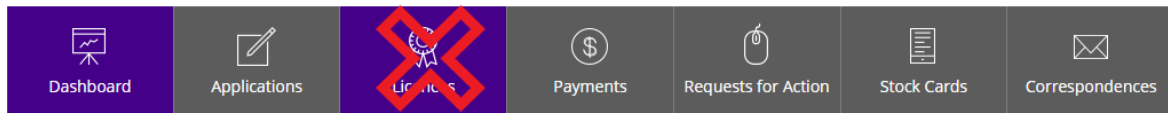
Step 1C

After logging in, you will see your dashboard.

If your licence is due for renewal, your dashboard will indicate pending payment(s). You would need to click on "Payments" tab to renew your licence.



Please do not click on Licences → Action → Renew as all retail food and supermarket licences will have renewal application submitted and it will be automatically approved via system. No manual submission of renewal application is required. Please follow the next step in page 5 to renew your licence.



Licences

Search bar: Licence Name, Licence Number [SEARCH] [Advanced Search]

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Licensee	Agency	Action
SW22525J000	Food Shop Licence	Pending	07 Apr 2023	06 Apr 2024	S3292577DName	Singapore Food Agency	Amend, Cancel, Renew, Submit FSMS
SW23B82B000	Food Shop Licence	Active	31 Mar 2023	30 Mar 2024	S3292577D	Singapore Food Agency	Amend, Cancel, Renew, Submit FSMS
SW23B82B000	Food Shop Licence	Expired	02 Mar 2023	30 Mar 2023	S3292577D	Singapore Food Agency	Amend, Cancel, Renew, Submit FSMS

if you had click on the "Renew" button as shown above, you would see below message:

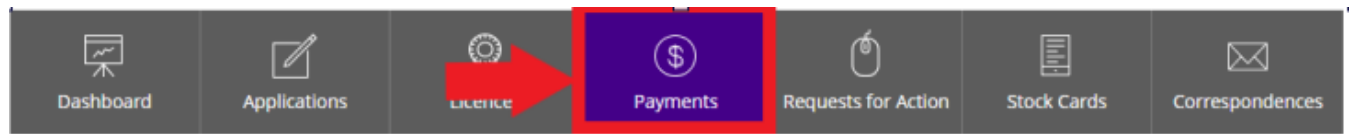
Warning!

Warning (Food Shop Licence) : You cannot renew this licence manually as it has been enrolled for auto renewal.

CLOSE

Please note that the above message does not mean your licence have been renewed automatically. It meant that your renewal application was automatically submitted by our system however you would need to make payment to renew your licence. Please follow the next step in page 5 to renew your licence.

To renew your licences, you need to click on “Payments” tab and select the relevant Payment Advice Number or Application Number and click “Make Payment”

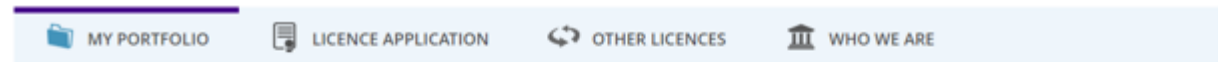


Payments

Payment Advice Number	Application Type	Application Number	Agency Name	Licence Name	Amount (SGD)	Payment Due Date	Payment Date	Payment Status
<input type="checkbox"/> PA2	RENEWAL	R2	Singapore Food Agency	Food Shop Licence	195.00	06 Apr 2023		Unpaid

Showing 1 of 1

You will be redirected to below page, please click “Continue” and follow the on-screen instruction to make payment accordingly.



Description	Fee Type	Fee	GST	Sub Total
PA: [redacted]				
SFA - Food Shop Licence				
R2: [redacted]	Licence Fee	S\$195.00	GST is not applicable.	S\$195.00
SI: [redacted]				
Pay with <input type="button" value="e-Payment"/>				
Grand Total				\$195.00

i For assistance on refund please contact the respective licensing agencies. Details can be found at [Contact Us](#) page

Upon successful payment, you will be directed to the following page. You may click “View Receipt” to check on the payment details. If you are done, you may click “Next” and you would be redirected back to L1 portal.

e-Payment

Payment is successful and the receipt is generating.

If the receipt does not appear, please click on the View Receipt button below

Option 2: Renew via AXS

Step 2A

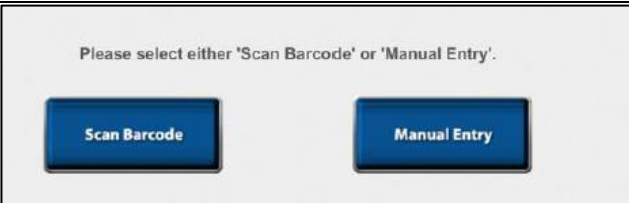
AXS kiosks

- Select Services » Government » SFA » Certificates/Licences/Other Services

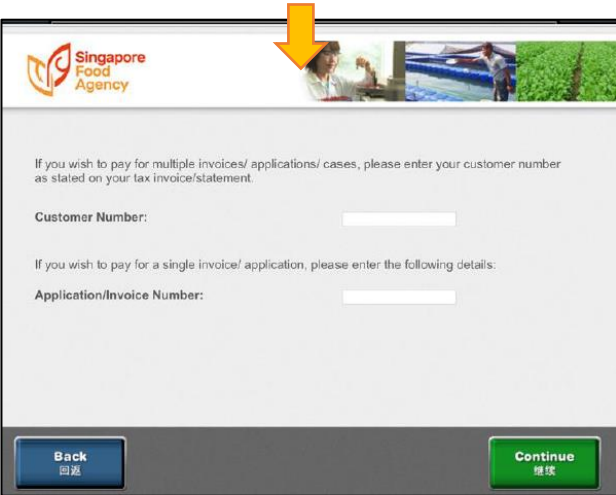
AXS e-station (website) or m-station (mobile app)

- Select eServices » Government » SFA » Certificates/Licences/Other Services

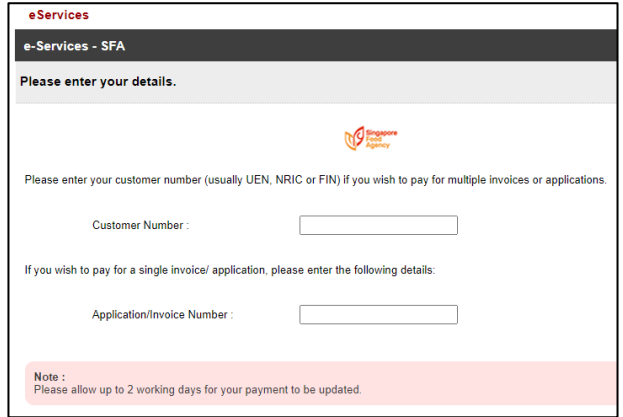
e-Station



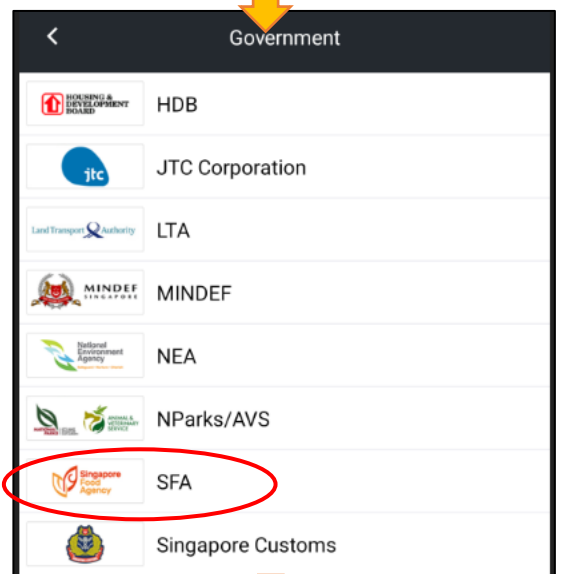
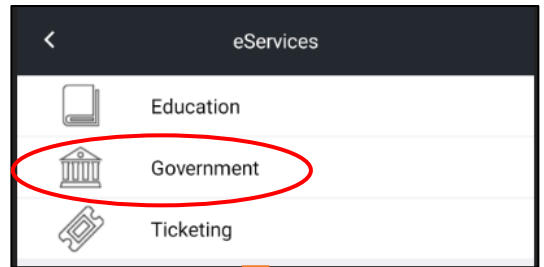
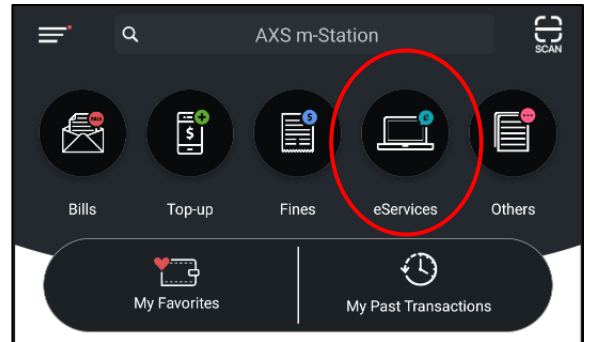
- If you select “Manual Entry”, key in NRIC or UEN under “Customer Number”



Key in your UEN, NRIC of FIN under “Customer Number”



m-Station



2. Licence Amendment

Please note the types of amendments where this function is applicable.

Licence Amendment allowed	*New* application required
<ul style="list-style-type: none"> • Change business name (ie name on display signboard) • Change contact details • Add registered food handlers • Update details of Food Hygiene Officer • Add items to menu, etc 	<ul style="list-style-type: none"> • Change licensee name from an individual to another • Change licensee name from a company to another with a different UEN • Change in UEN (eg: from sole proprietorship to company) • Change in operating location, including change in unit number (e.g. #01-01 to #01-02) as reflected on licence

Note:

- Depending on the type of the information to be changed, the changes would require SFA approval in-system.
 - Material fields: Critical application information such as product details which may be chargeable
 - Non-Material fields: Non-critical information such as emergency contact details which are not chargeable
- Changes made to user profile in GoBusiness **will not** be reflected in the associated licence(s). Please change the required information to the associated licence(s) directly.
- Multi-selection of licences to be amended can only be done for the same licence type.

Logging into GoBusiness portal

Step 1 Visit <https://www.gobusiness.gov.sg/licences/>

Please click on “Renew or amend licence” and click on “Find your Licence”. Do look for “Singapore Food Agency” and find the respective licence to amend and click ‘GoBusiness Licensing’

About

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Renew or amend licence

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Renew or amend licence

Search for your licence, to find out if you need to log in GoBusiness Licensing or GoBusiness Dashboard

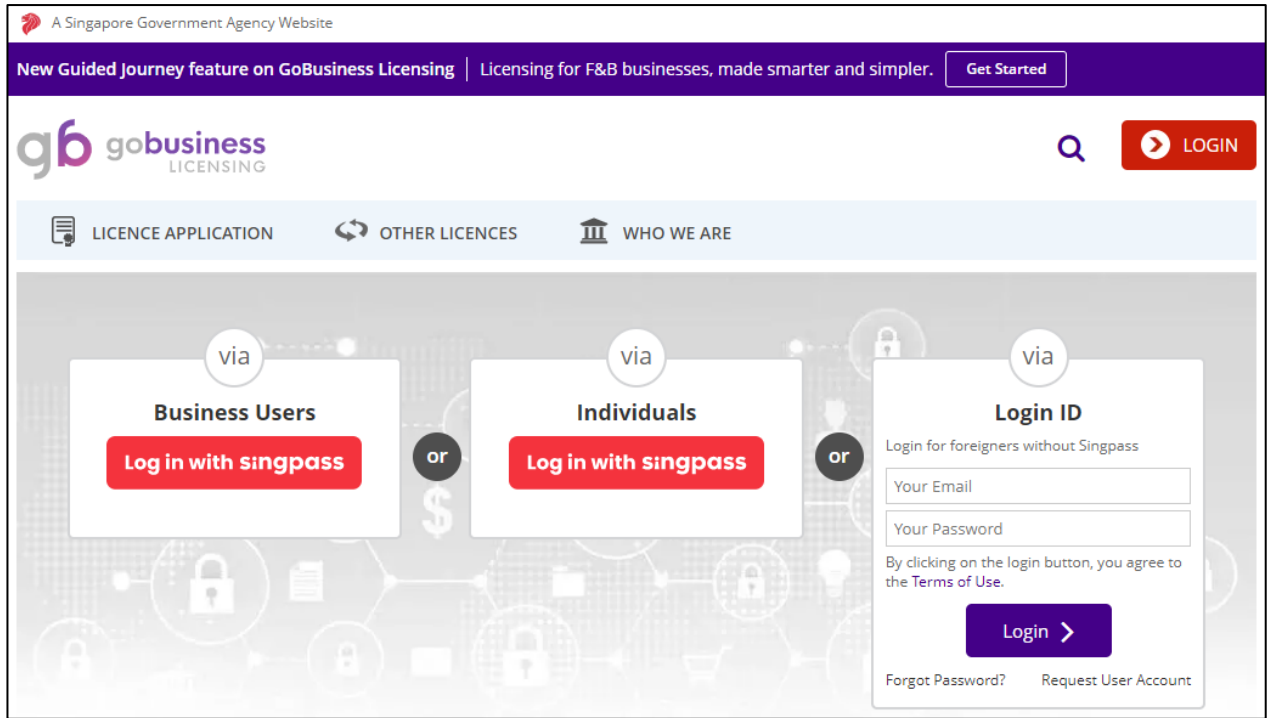
[Find your Licence](#)

Singapore Food Agency

Licence Name	Log In To
Export Health Certificate	GoBusiness Licensing ↗
Food Shop Licence	GoBusiness Licensing ↗
Food Stall Licence	GoBusiness Licensing ↗

Step 2

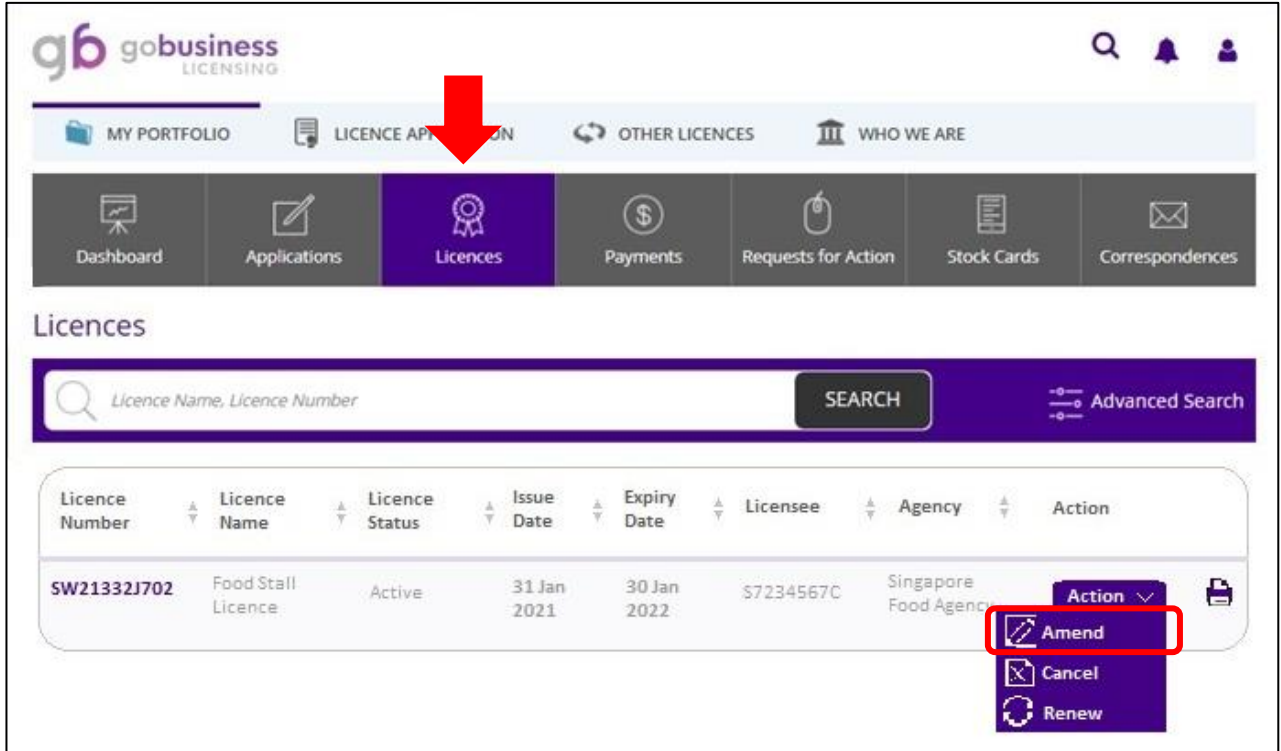
You will be redirected to this page. Choose the suitable log in method depending on who the licensee is (Business, ie. Company or Individual).



The screenshot shows the GoBusiness Licensing website. At the top, there is a purple banner with the text "New Guided Journey feature on GoBusiness Licensing | Licensing for F&B businesses, made smarter and simpler." and a "Get Started" button. Below the banner is the GoBusiness Licensing logo and a search icon. A navigation bar contains "LICENCE APPLICATION", "OTHER LICENCES", and "WHO WE ARE". The main content area features three login options: "Business Users" and "Individuals", both with "Log in with singpass" buttons, and "Login ID" for foreigners without Singpass. The "Login ID" section includes input fields for "Your Email" and "Your Password", a "Login" button, and links for "Forgot Password?" and "Request User Account".

- Step 3** After logging in, you will see your dashboard. Click on “Licences”.
Select the relevant licence. Click Action » Amend.

Please note that if your licence is due/pending renewal, you will not be able to amend your licence.



The screenshot shows the GoBusiness Licensing interface. The top navigation bar includes 'MY PORTFOLIO', 'LICENCE APPLICATION', 'OTHER LICENCES', and 'WHO WE ARE'. The main navigation bar has icons for 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Stock Cards', and 'Correspondences'. The 'Licences' section is active, showing a search bar and a table of licences. The table has columns for Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Licensee, Agency, and Action. The first licence listed is SW21332J702, Food Stall Licence, Active, issued on 31 Jan 2021, expiring on 30 Jan 2022, held by S7234567C, Singapore Food Agency. The 'Action' dropdown menu is open, showing options for 'Amend', 'Cancel', and 'Renew'. The 'Amend' option is highlighted with a red box.

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Licensee	Agency	Action
SW21332J702	Food Stall Licence	Active	31 Jan 2021	30 Jan 2022	S7234567C	Singapore Food Agency	Action Amend Cancel Renew

ONLY applicable when there are changes to business operations layout

To note You will need to submit a change in layout application in the following scenarios:

- Changing business concept from food stall to a mini restaurant
- Extending current food shop operations to include an additional unit (ie adjacent unit, upper level, etc) for preparation or dining area
- Making structural changes to the premises (eg: kitchen expansion, new exhaust system installation, new preparation area, etc)

NOTE: The scenarios above are not exhaustive. In addition, if the layout changes involve a food stall, the **main food shop operator** must submit the change in layout application.

Please follow the steps above and attach the following documents for processing

- Official letter indicating the changes (to include proposed changes and existing premises licence number)
- New proposed layout plan drawn to scale in metrics

When updating the business operating address, please add a placeholder unit number i.e., #00-00 for GoBusiness to accept the application. SFA will verify the unit number later.

The officer in charge will assess the application and contact you on the next course of action. Please **do not** start any renovation works nor sign any tenancy agreement with the landlord until SFA issues you the in-principal approval.

3. Licence Cancellation

If the business is no longer operating and the licence has not expired, please cancel your licence. If the licence has expired and the business has ceased, no further action required.

Logging into GoBusiness portal

**Step
1**

Visit <https://www.gobusiness.gov.sg/licences/>

To cancel your licence, you would need to click on “Renew or amend licence” and click on “Find your Licence”. Do look for “Singapore Food Agency” and find the respective licence and click ‘GoBusiness Licensing’

About

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Renew or amend licence

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Renew or amend licence

Search for your licence, to find out if you need to log in GoBusiness Licensing or GoBusiness Dashboard

[Find your Licence](#)

Singapore Food Agency

Licence Name

Log In To

Export Health Certificate

[GoBusiness Licensing](#) ↗

Food Shop Licence

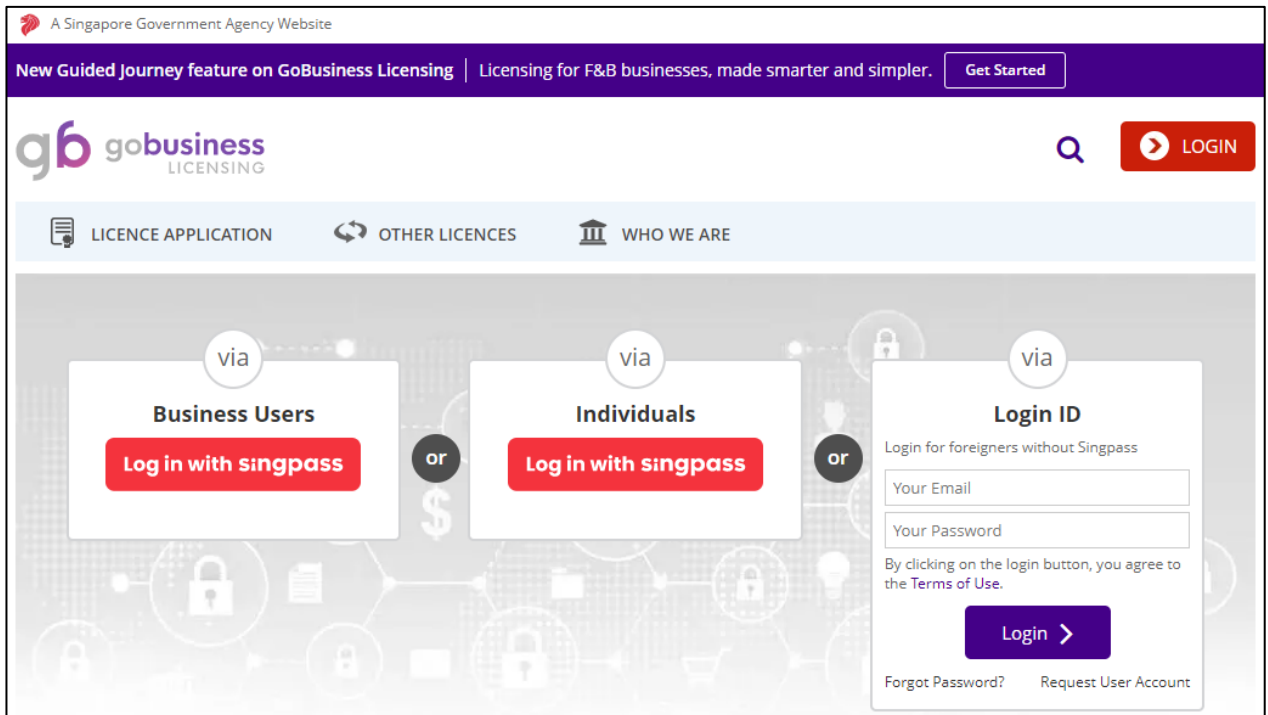
[GoBusiness Licensing](#) ↗

Food Stall Licence

[GoBusiness Licensing](#) ↗

Step 2

You will be redirected to this page. Choose the suitable log in method depending on who the licensee is (Business, ie. Company or Individual).



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gb gobusiness LICENSING

LICENCE APPLICATION | OTHER LICENCES | WHO WE ARE

via **Business Users** [Log in with singpass](#)

or

via **Individuals** [Log in with singpass](#)

or

via **Login ID**
Login for foreigners without Singpass

Your Email

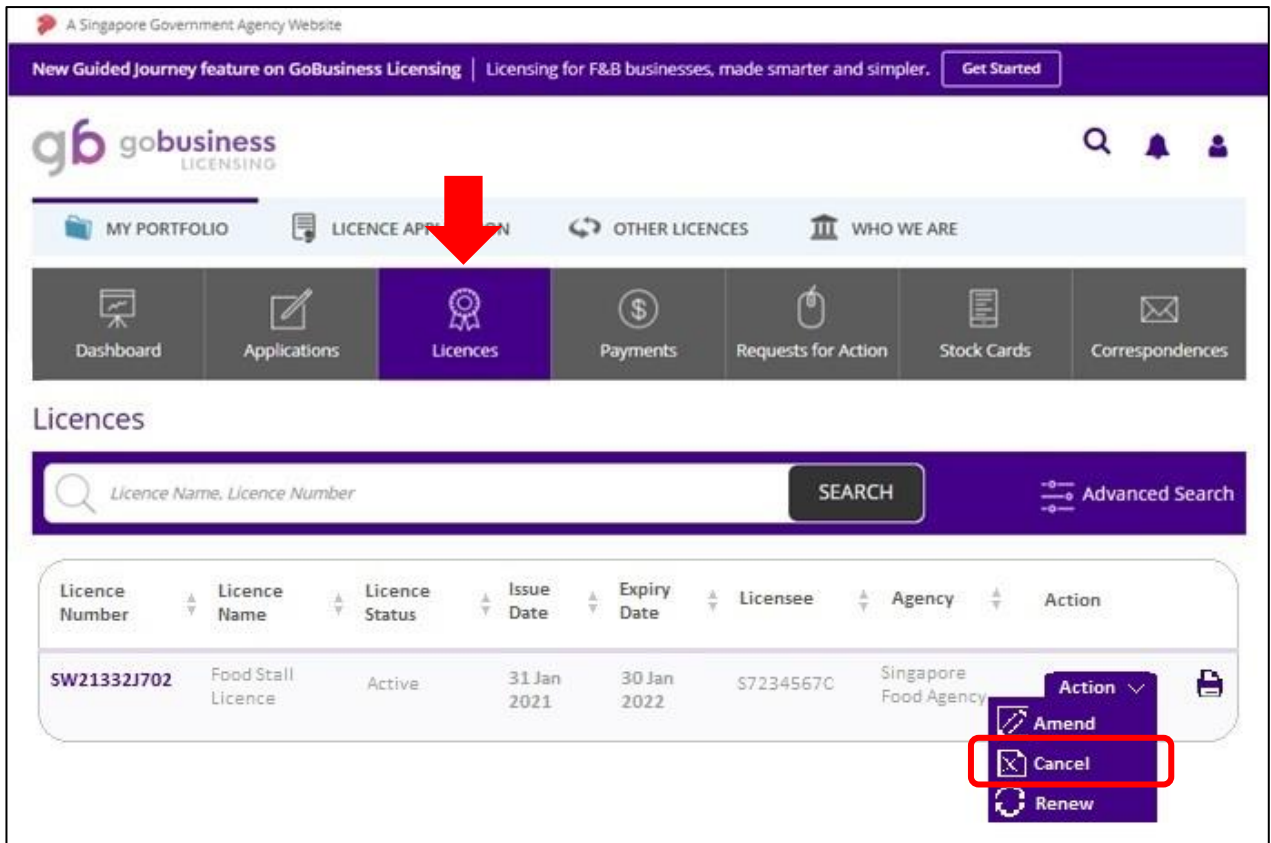
Your Password

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

[Login](#) >

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

Step 3 After logging in, you will see your dashboard. Click on “Licences”.
Select the relevant licence. Click Action » Cancel.

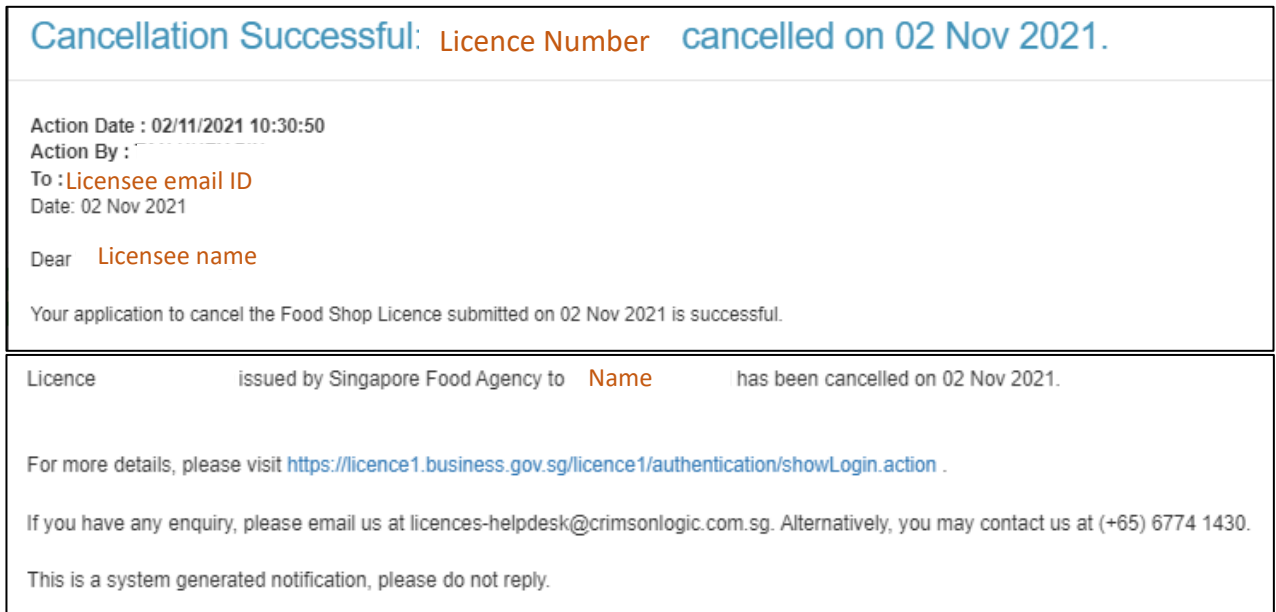


The screenshot shows the GoBusiness Licensing dashboard. A red arrow points to the 'Licences' menu item in the top navigation bar. Below the navigation bar, there is a search bar and a table of licences. The table has columns for Licence Number, Licence Name, Licence Status, Issue Date, Expiry Date, Licensee, Agency, and Action. One licence is listed: SW21332J702, Food Stall Licence, Active, 31 Jan 2021, 30 Jan 2022, S7234567C, Singapore Food Agency. The 'Action' dropdown menu is open, showing options for Amend, Cancel, and Renew. The 'Cancel' option is highlighted with a red box.

Notification of Successful Licence Cancellation

To note You will receive an email informing you that the cancellation application was successful and licence has been terminated.

Sample notification



Cancellation Successful: Licence Number cancelled on 02 Nov 2021.

Action Date : 02/11/2021 10:30:50
Action By :
To : Licensee email ID
Date: 02 Nov 2021

Dear Licensee name

Your application to cancel the Food Shop Licence submitted on 02 Nov 2021 is successful.

Licence issued by Singapore Food Agency to Name has been cancelled on 02 Nov 2021.

For more details, please visit <https://licence1.business.gov.sg/licence1/authentication/showLogin.action>.

If you have any enquiry, please email us at licences-helpdesk@crimsonlogic.com.sg. Alternatively, you may contact us at (+65) 6774 1430.

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