

## Step-by-Step Guide for New Application of Certificate of Registration and Hotel-keeper's Licence

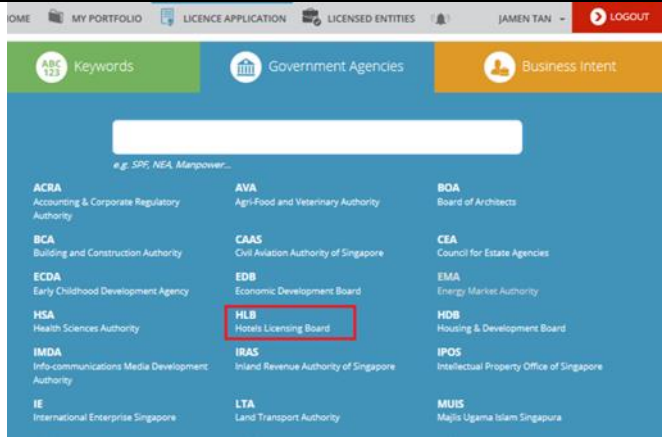
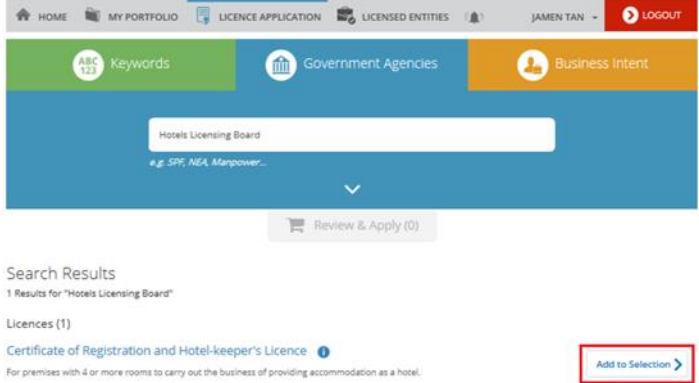
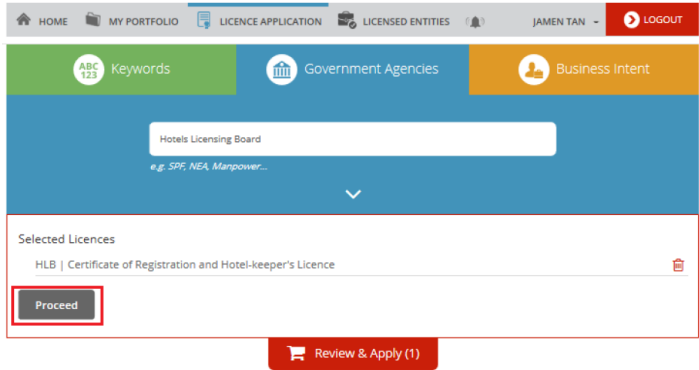
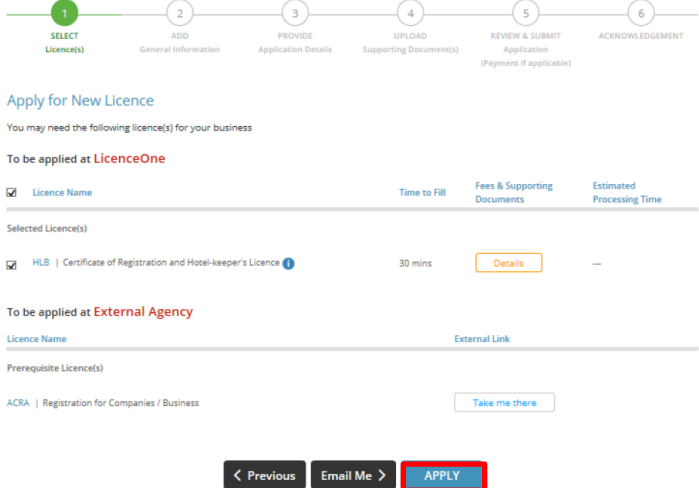
S/N	Step	Screenshot
1	Go to LicenceOne website <a href="https://licence1.business.gov.sg">https://licence1.business.gov.sg</a> and click on “Login”	
2	Log in to LicenceOne  For user with valid SingPass ID and password: <i>Login via SingPass</i>  For company who has activated CorpPass <sup>1</sup> in LicenceOne: <i>Login via CorpPass</i>  For foreigner without a SingPass ID and password: <i>Login via LicenceOne ID</i>	
2a	For user with valid SingPass ID and password: Log in to LicenceOne via SingPass	

<sup>1</sup> Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For information on the registration & set up CorpPass for your business entity, please visit [www.corppass.gov.sg](http://www.corppass.gov.sg). For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>. Once CorpPass is activated, authorised CorpPass user can only use CorpPass to access LicenceOne.

S/N	Step	Screenshot
2b	For company who has activated CorpPass in LicenceOne	
2c	For foreigner without a SingPass ID and password: Request for a login account, then log in to LicenceOne using your email and password	
3	<p>[Only applicable for those who login using SingPass or LicenceOne ID.]</p> <p>Select “Company”<sup>2</sup> and enter the company’s Unique Entity Number (UEN)<sup>3</sup>.</p>	
4	Click on “Licence Application > Apply for new licence”	
5	Click on ‘Choose licence (s) by Government Agency’	

<sup>2</sup> Company Director, Owner of Business or Authorized filer can apply for the licence on behalf of the entity

<sup>3</sup> UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies

S/N	Step	Screenshot
6	Select “HLB – Hotels Licensing Board”	 <p>The screenshot shows the 'Government Agencies' section of a website. A grid of agencies is displayed, including ACRA, BCA, ECDA, HSA, IMDA, IE, AVA, CAAS, EDB, IRAS, LTA, BOA, CEA, EMA, HDB, IPOS, and MUIS. The 'HLB Hotels Licensing Board' is highlighted with a red rectangular box.</p>
7	Click on ‘Add to Selection’	 <p>The screenshot shows the search results for 'Hotels Licensing Board'. Under the 'Licences (1)' section, the 'Certificate of Registration and Hotel-keeper's Licence' is listed. A red box highlights the 'Add to Selection' button at the bottom right of the licence entry.</p>
8	The selected licence will be listed, click on “Review & Apply”, followed by “Proceed”.	 <p>The screenshot shows the 'Selected Licences' section. It lists 'HLB   Certificate of Registration and Hotel-keeper's Licence'. A red box highlights the 'Proceed' button at the bottom left of the licence entry.</p>
9	Click on “Apply”	 <p>The screenshot shows the 'Apply for New Licence' page. It includes a progress bar at the top with steps: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW &amp; SUBMIT Application (Payment If applicable), and 6. ACKNOWLEDGEMENT. The 'To be applied at LicenceOne' section shows the selected licence 'HLB   Certificate of Registration and Hotel-keeper's Licence' with a 'Details' button. The 'To be applied at External Agency' section is empty. At the bottom, the 'APPLY' button is highlighted with a red box.</p>



S/N	Step	Screenshot
12	Click “Start” to complete the Hotel, Hotel-keeper and Hotel General information	
13	Enter Hotel Related Information	

S/N	Step	Screenshot
14	Enter Hotel-keeper's Information <sup>5</sup>	
15	Enter Hotel General Information	
16	<p>Select 'Yes' if the hotel is applying to charge transit rates.</p> <p>Steps 26 to 29 will only be applicable if the hotel is applying to charge transit rate</p>	

<sup>5</sup> If Hotel-keeper information had already been submitted in step #11, the relevant fields of information will be auto-populated here.

S/N	Step	Screenshot
17	Click “Proceed”	
18	Upload the supporting documents and Click “Next”  Note: URA Grant of Written Permission is a mandatory document for submission of licence application	

S/N	Step	Screenshot
19	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence and Click on “Submit”.</p>	
20	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “C” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) You may choose to print or close the acknowledgement page.</p>	



The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>6</sup> feature. Upon receiving all the required documents and placement of the advertisements<sup>7</sup>, the Secretariat will arrange with the applicant for a pre-opening inspection<sup>8</sup> of the hotel. The processing of the application will take an average of two weeks upon the hotel passing the pre-opening inspection.

S/N	Step	Screenshot																																										
21	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fees. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne	<p>The screenshot shows the 'Correspondences' page in the LicenceOne system. The top navigation bar includes 'MY PORTFOLIO', 'LICENCE APPLICATION', 'GUIDELINES', 'ABOUT US', 'INFO SEARCH', 'PUBLIC USER1', and 'LOGOUT'. Below this is a sub-navigation bar with 'All Items', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments', and 'Managed Returns'. The 'Correspondences' tab is active. The main content area has a search bar and a table of correspondence records. Callout 1 points to the 'MY PORTFOLIO &gt;&gt; Correspondences' link. Callout 2 points to the search bar with the text 'Search for required correspondence.' Callout 3 points to a row in the table with the text 'Click to view details.'</p> <table><thead><tr><th>Name</th><th>Application/Licence No.</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr></thead><tbody><tr><td>HL New Application Inspection Passed</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 16:04:06</td></tr><tr><td>Applications Officer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:58:53</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:47:33</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:14:32</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:01:44</td></tr></tbody></table> <p>Total 5 Records</p>	Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HL New Application Inspection Passed	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 16:04:06	Applications Officer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:58:53	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:47:33	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:14:32	Licence Application Status Update Notification (to Applicant)	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:01:44
Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date																																						
HL New Application Inspection Passed	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 16:04:06																																						
Applications Officer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:58:53																																						
HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:47:33																																						
HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:14:32																																						
Licence Application Status Update Notification (to Applicant)	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:01:44																																						
22	To make payment, click on the “Payment” tab and click to view the payment details or make payment	<p>The screenshot shows the 'Payments' page in the LicenceOne system. The top navigation bar is the same as the previous screenshot. The sub-navigation bar has 'Payments' active. The main content area has a search bar and a table of payment records. Callout 1 points to the 'MY PORTFOLIO &gt;&gt; Payments' link. Callout 2 points to the search bar with the text 'Search for required payment record.' Callout 3 points to a row in the table with the text 'Click to view payment details or to make payment.'</p> <table><thead><tr><th>Payment Advice No.</th><th>Type</th><th>Agency</th><th>Licence Name</th><th>Amount (\$GD)</th><th>Payment Due Date</th><th>Payment Date</th><th>Payment Status</th></tr></thead><tbody><tr><td>PA1510004555</td><td>New</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>\$300.00</td><td></td><td></td><td>Unpaid</td></tr></tbody></table> <p>Total 1 Records</p> <p>Make Payment</p>	Payment Advice No.	Type	Agency	Licence Name	Amount (\$GD)	Payment Due Date	Payment Date	Payment Status	PA1510004555	New	C1510010178	Certificate of Registration and Hotel-keeper's Licence	\$300.00			Unpaid																										
Payment Advice No.	Type	Agency	Licence Name	Amount (\$GD)	Payment Due Date	Payment Date	Payment Status																																					
PA1510004555	New	C1510010178	Certificate of Registration and Hotel-keeper's Licence	\$300.00			Unpaid																																					

<sup>6</sup> Please refer to the step-by-step guide on “Request for Action”

<sup>7</sup> Please note that the Board will only be able to process the application if there are no objections from the public within 14 days from the advertisement date

<sup>8</sup> A pre-opening inspection will be carried out to ascertain if the hotel is ready for operations. Checks will include, but are not limited to:

- Furniture and fittings in most rooms
- Clearly visible hotel frontage & signage
- Reception counter or area for receiving guests
- Fully installed and operating security features
- Adherence to terms and conditions stated in URA's Written Permission and conditions laid down by other Government agencies

S/N	Step	Screenshot
23	Click the “Payment Advice” to view it in pdf format	
24	Click “Make Payment”, followed by “Proceed with Payment”.  Payment can be made via PayPal Account, Debit, Credit Card <sup>9</sup>	
25	Once the payment is successful, a receipt will be generated.  To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”	

<sup>9</sup> The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>.

S/N	Step	Screenshot
26	An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2.	
27	Once the payment has been made, the hotel-keeper will receive an email on the licence collection details within 3 working days. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne	
28	<p>The licence number can be found under the Application tab.</p> <p>It will also be printed on the Certificate of Registration and Hotel-keeper’s Licence</p>	