GoBusiness
Import Licence
Common Modules User Guide

Version: 1.0

CONTENTS

Chapter 1: About this Guide

Background

Singapore Food Agency (SFA) provides approval for various types of licences to start business and the business people can submit the licence application via GoBusiness Singapore System.

Audience

- Applicants of Import Licence

How to Read this Guide

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

- The phrase "GoBusiness" 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.
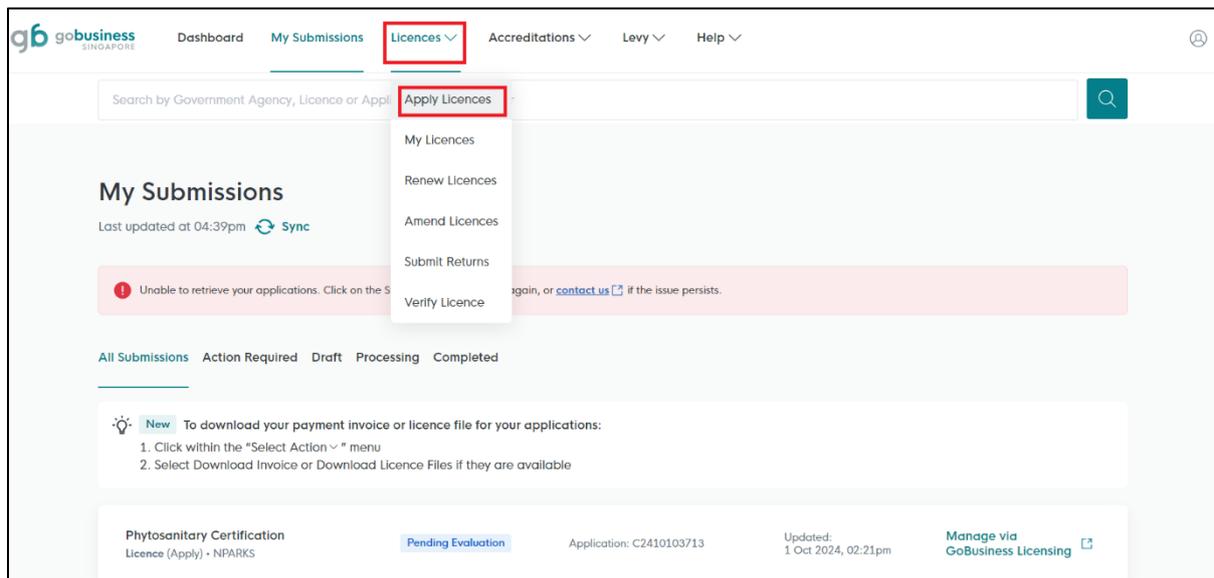
This is a warning.

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

Access GoBusiness 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 **Licences** >> **Apply Licences**.

Application screen

- Two consecutive ">>" in an instruction indicates how to access a particular screen or functionality. For example, click **Licences** >> **Apply Licences** means you first click **Licences** and then **Apply Licences**.

- 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.

Chapter 2: Logging in to GoBusiness

There are two different ways to log in to **GoBusiness**.

Login type	Transaction Type	Description
SingPass	• Personal	• Authorisation is done through SingPass. For more details on SingPass, visit **https://www.singpass.gov.sg**. • For personal transaction type, user can be a licencee himself or filer who has been authorised (offline) by the licencee to submit the application request on behalf of him/her.
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.

Business User Login

1. Go to https://dashboard.gobusiness.gov.sg/login on the Internet Browser. The Home Page will be displayed.
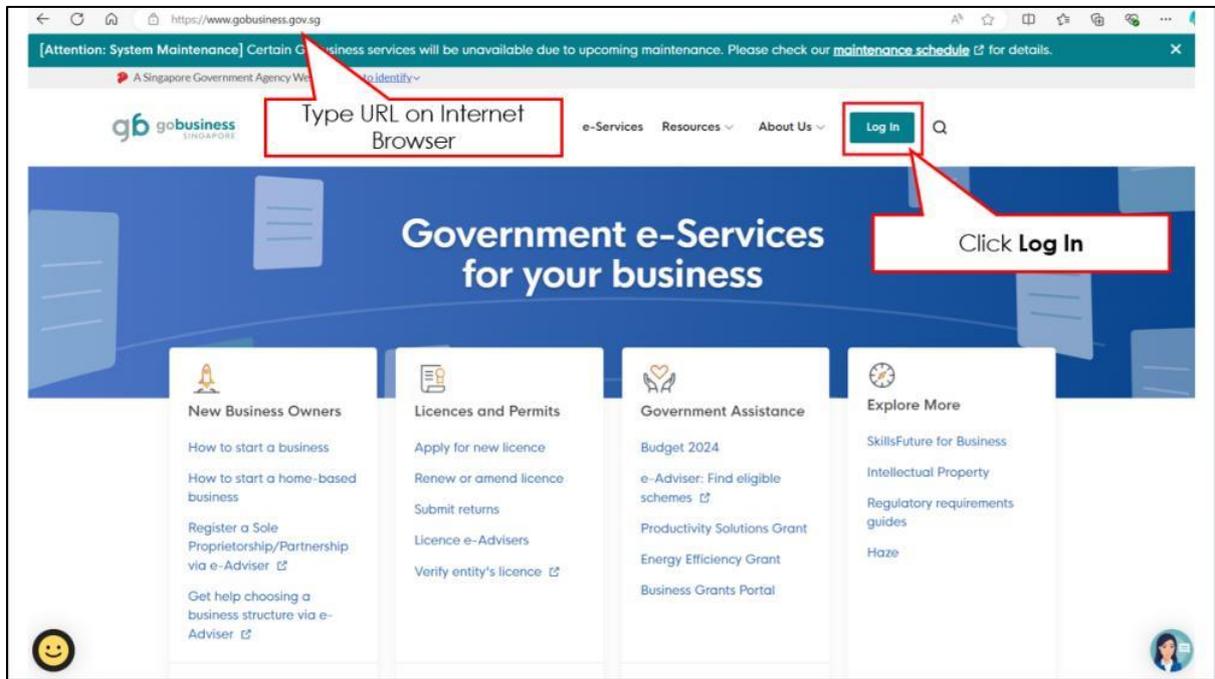
Home Page

2. Click **Log In**. The Login Page will be displayed.
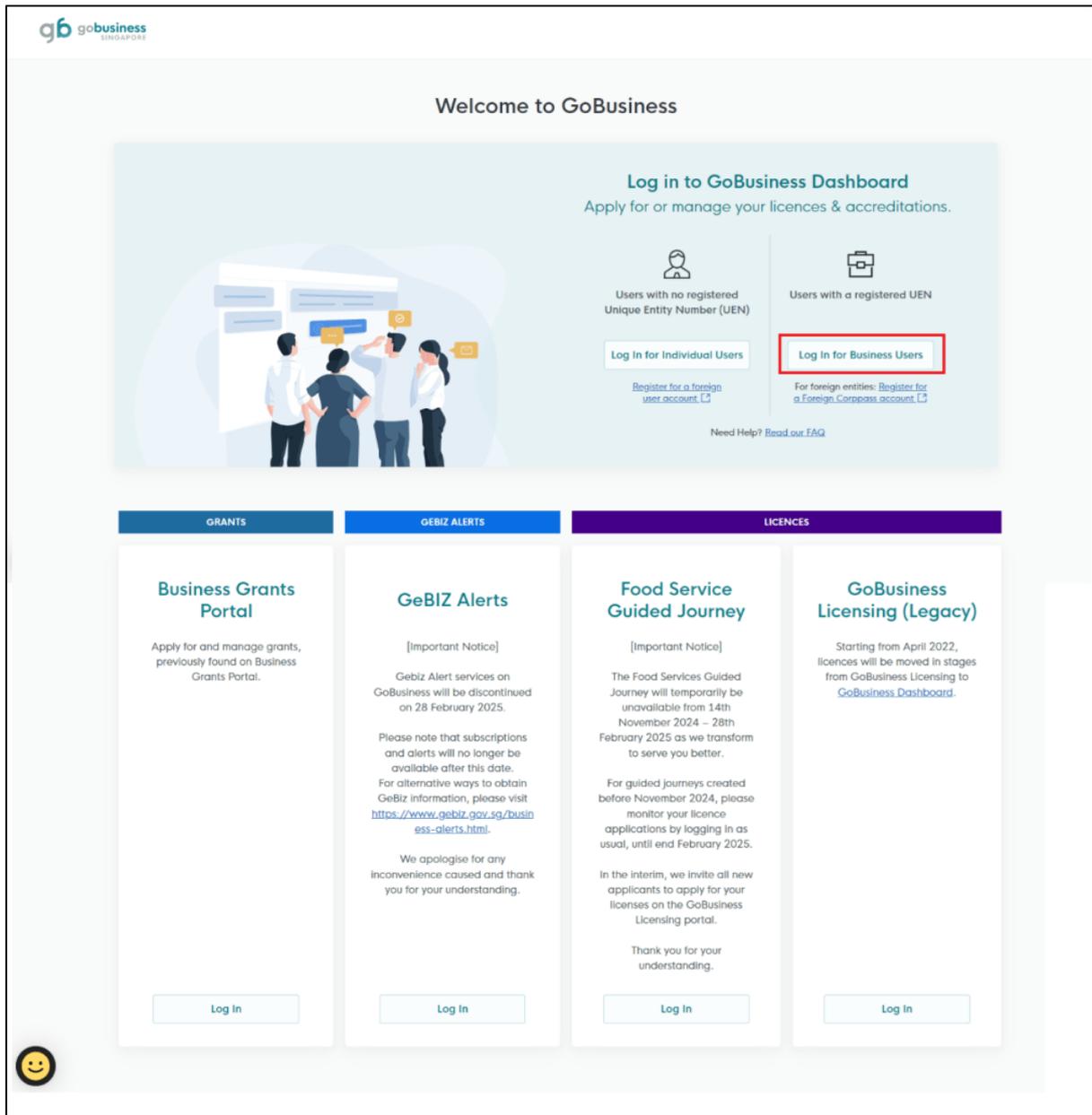
Log In For Business Users

3. Click **Log In for Business Users**.
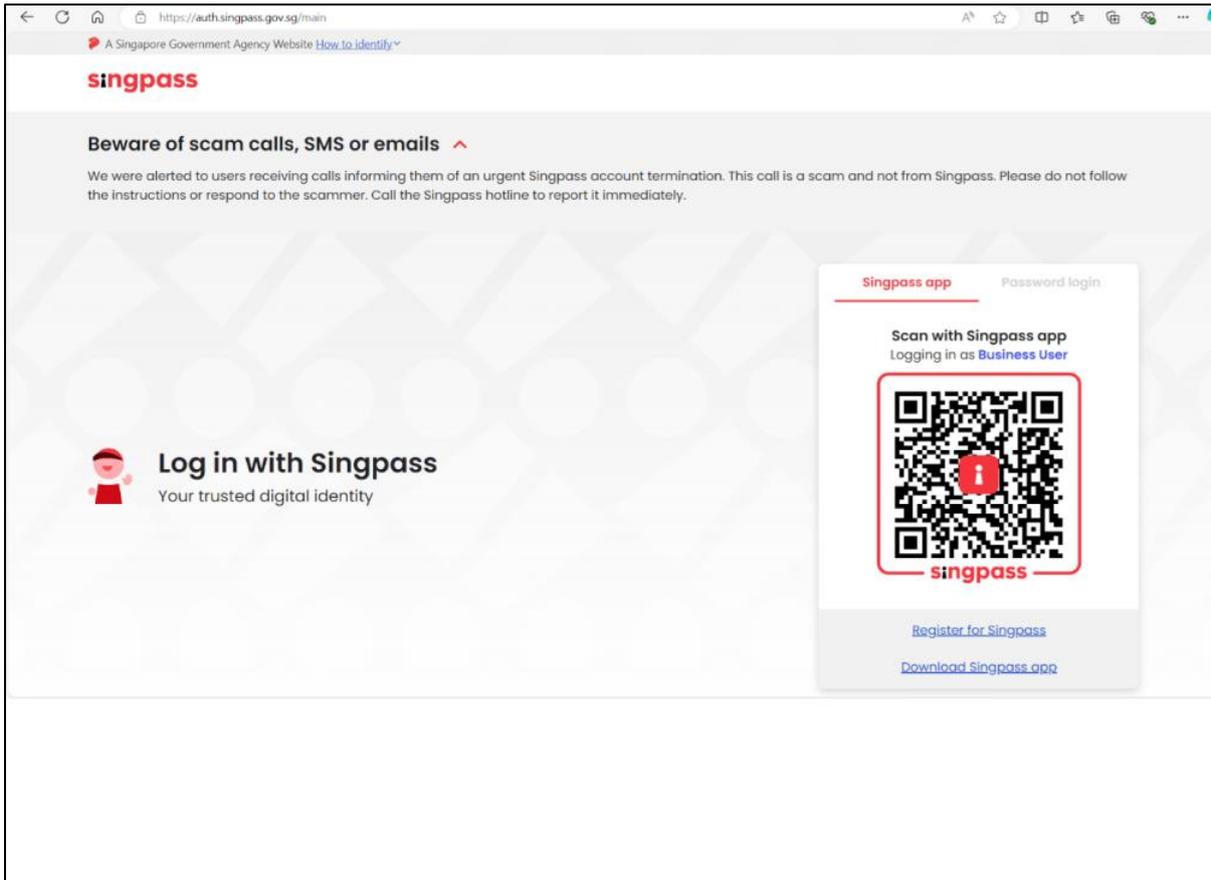
SingPass Login for Business Users

4. Use SingPass and UEN to login to the portal.

5. If the applicant is associated with multiple companies, The Corpass Screen will be displayed; however, if the applicant is associated with only one company, this screen will not appear.
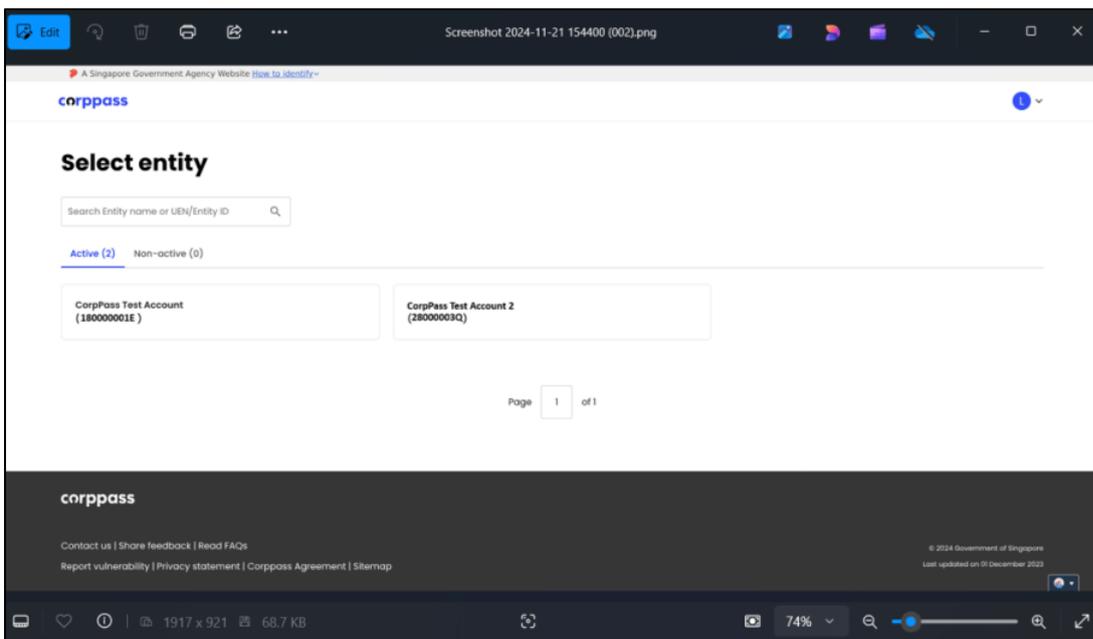
Corpass Login

Chapter 3: Payment for Approved Application

The Applicant can pay the fees for the new, amend and renew licence applications. The applicant without Giro arrangement with SFA can make payment for licence by following the below instructions.
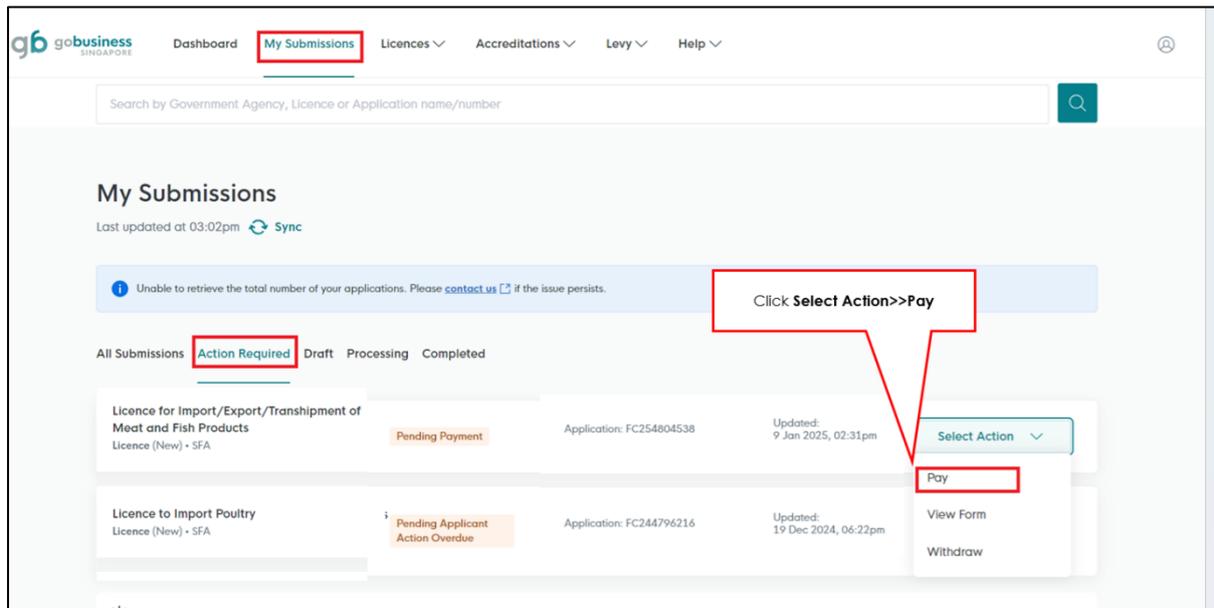
Stage 2 Payment Screen

1. Goto **My Submissions>>Actions Required**.
2. Click **Select Action>>Pay** for the licence with Pending Payment status.

Payment

3. Enter the card details and click **Make Payment**. The payment will be made successfully and the user can download the invoice.

4. Click **Back to Form** to return to form page.

Chapter 4: Download Payment Invoice

The Applicant can download the invoice for the licence fee paid in payment page.
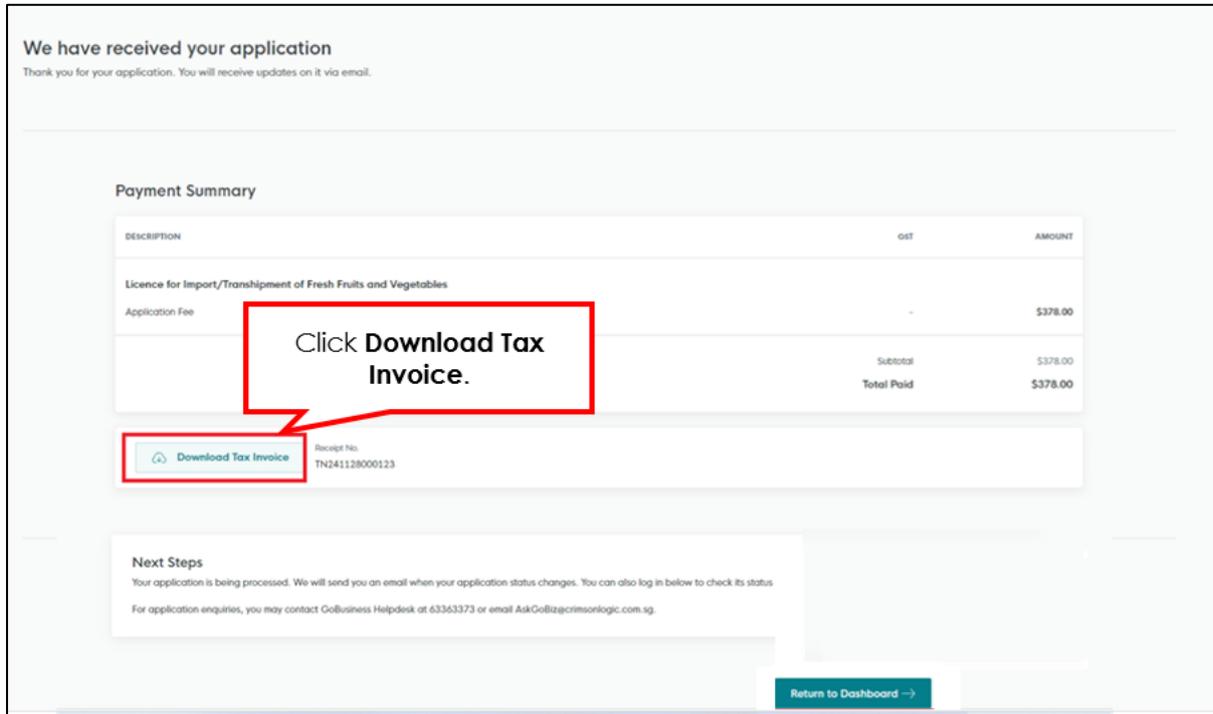
Download Invoice

1. Click **Download Invoice** button to download the invoice in pdf format.

Chapter 5: Download New/Renew Licence

The Applicant can download the new or renewed licence by following the below steps.
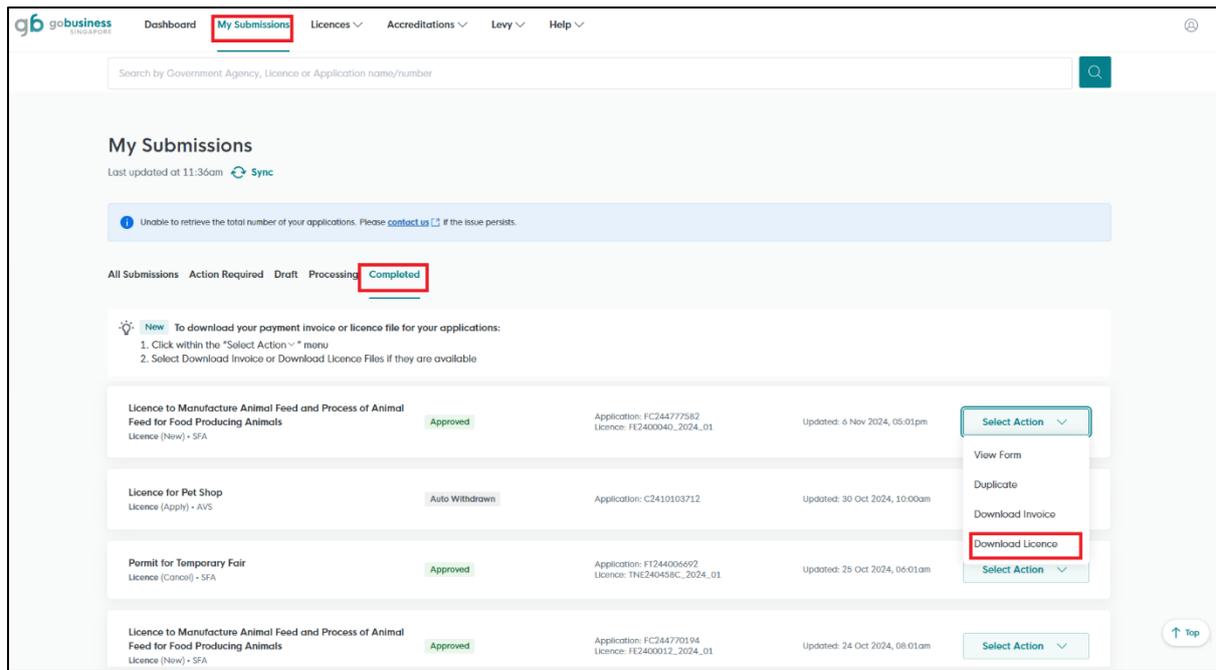
Download Licence

2. Go to **My Submissions>>Completed**.

3. Click **Select Action>>Download Licence** for the licence with Approved status. Click **Download Licence** button to download the Licence as file. Print the downloaded Licence.

You may retrieve the licence number in the following manners to apply for an import permit to import the consignment of food products using the Tradenet system:

I. Use the licence number displayed in the download licence.

II. Use the licence number containing 1st 9 characters (in red font) eg ID24K0048_2024_01 displayed in the Gobusiness dashboard

Chapter 6: Cancel Application

If the applicant needs to cancel the licence with active status, then follow the instructions below.
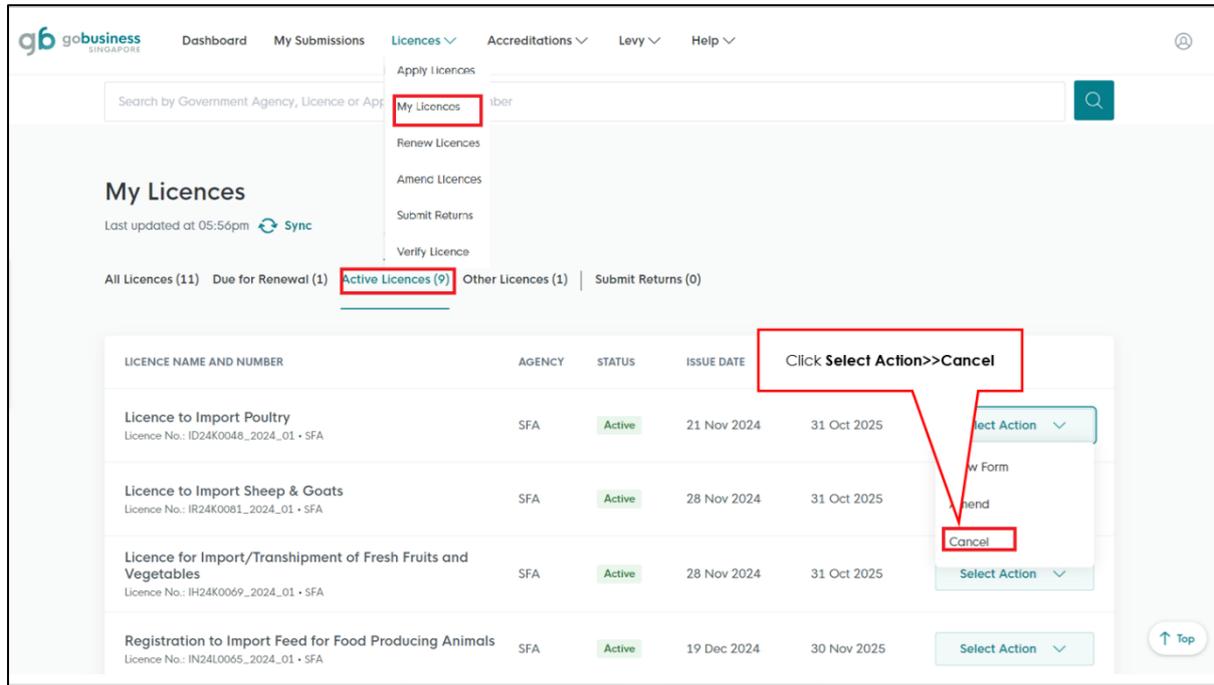
Cancel Application for Licence

To cancel the licence application in active status:

1. Goto **Licences>>My Licences**.

2. Click **Select Action>>Cancel** for the licence with active status.

General Information

You are applying to cancel Licence to Import Poultry (SFA)

All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted.

Estimated 20 minutes to complete

STEP 1
General Information
Review and fill the following details for application.

Profile
I am applying
○ As an applicant
○ On behalf of applicant

Applicant Detail
Salutation
Select

Name
Tim Tom

ID Type
NRIC

Company Name
MANAGEMENT PTE

UEN
194800054M

Entity Type
Local Company

Registered Address
Postal Code
117438   Retrieve Address

Block/House No.   Street Name
10   Pasir Panjang Road

Floor/Level (Optional)   Unit (Optional)   Building Name
10   01   Mapletree Business City

Reset Address

Click **Application Details**

Save Draft   Application Details →

Cancel Application for Licence

3. Fill the required fields.

4. Click **Save Draft** to save the application.

5. Click **Application Details** to continue.

Application Details

Application Details

6. Click **Retrieve** to get the licence details.

7. Select **Applicant Type** as Organisation. If Organisation is selected, then Owner Organisation Name will be auto populated.

    Note: Based on the UEN type, the Applicant Type will be Individual or Organisation.

Applicant's Details

Applicant's Details

8. Fill in the Applicant's Details.

Termination Request

Termination Request

9. Enter the **Effective Date of Cancellation** and Remarks if any.

Attach Supporting Document

Upload Supporting Documents

10. Select the **File Type** and upload the supporting document. Click **Add.** The document is added successfully.

Uploaded Document

11. Click **General Information** to go back to previous page.

12. Click **Save Draft** to save the application draft.

13. Click **Review Form** to proceed and continue the application.

Review Form

Review and Declare

Review Form

14. Click **Back to Edit** for editing the application.

15. Scroll down for all the sections to review the filled details and click **Declare** to submit the application.

Declare and Submit Form

Acknowledgement

An Acknowledgement for this application will be displayed.

Acknowledgement

16. The acknowledgement mail will be sent to your registered email.

17. Click Return to Dashboard to exit.

Chapter 7: Remove Draft Application

The applicant can remove the application in the draft status.
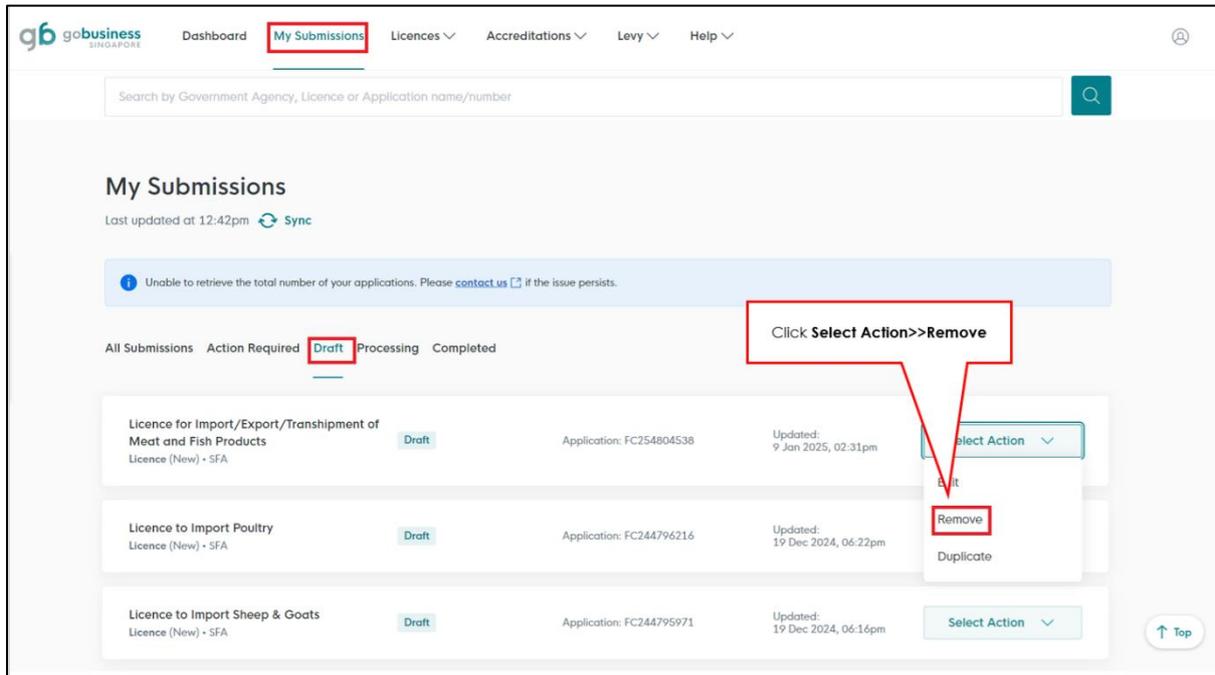
Remove Application

To remove the draft application:

1. Click **My Submissions>>Draft**.

2. Click **Select Action>>Remove**. The Application details will be displayed.
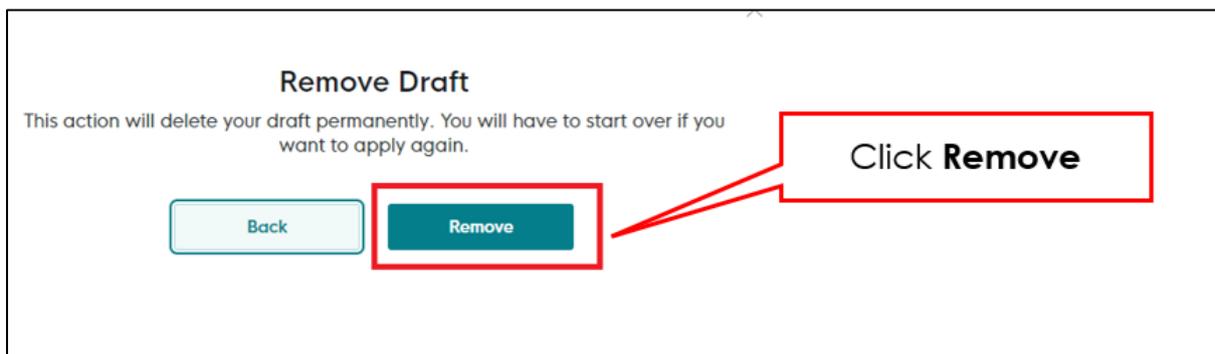
Remove Draft

3. Click **Remove** to remove the draft from My Submission page. The draft will be deleted.

4. Click **Back** to go to My Submission page.

Chapter 8: Duplicate Application

The applicant can duplicate and use the existing application.
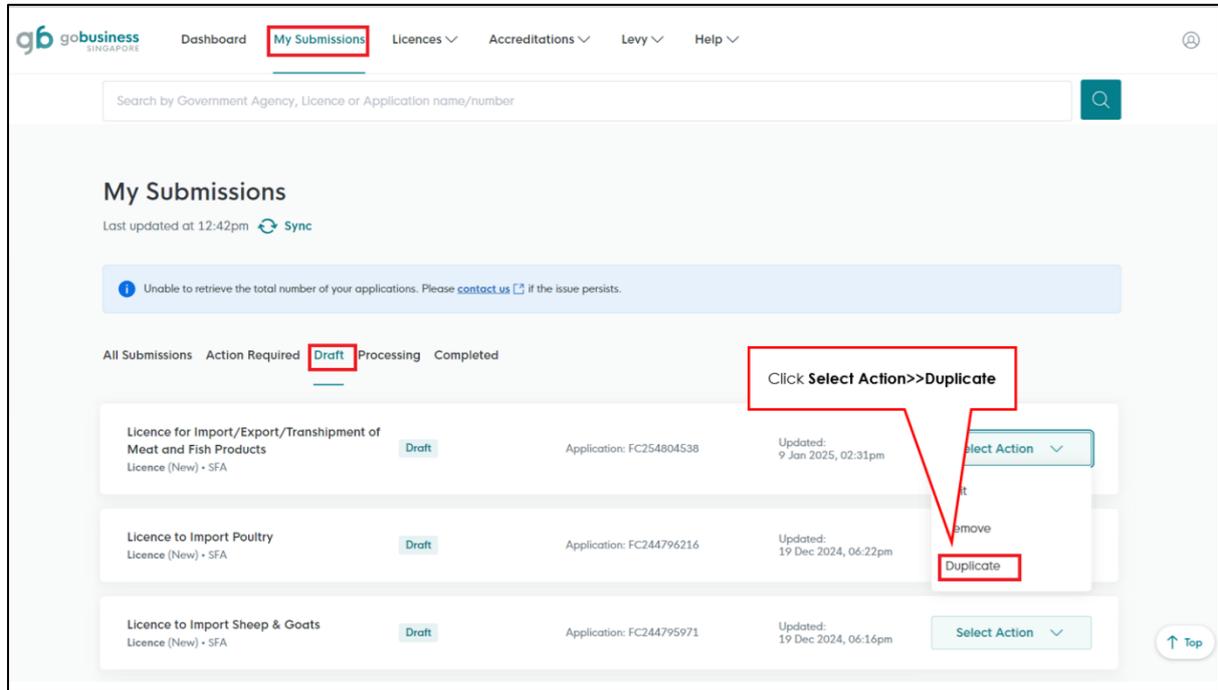
Duplicate Application

To duplicate the draft application:

1. Click **My Submissions>>Draft**.

2. Click **Select Action>>Duplicate**. . The Application details will be displayed.

You are applying for Licence for Import/Export/Transhipment of Meat and Fish Products (SFA)

All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted.

🕐 Estimated 30 minutes to complete

STEP 1
General Information
Review and fill the following details for application.

Profile

I am applying

🔘 As an applicant

⚪ On behalf of applicant

Applicant Detail

Salutation

Mdm	⊗ ⌄

Name

Tim Tom

ID Type

NRIC	⌄

Application Details

Chapter 9: View Form Application

The applicant can view the application.
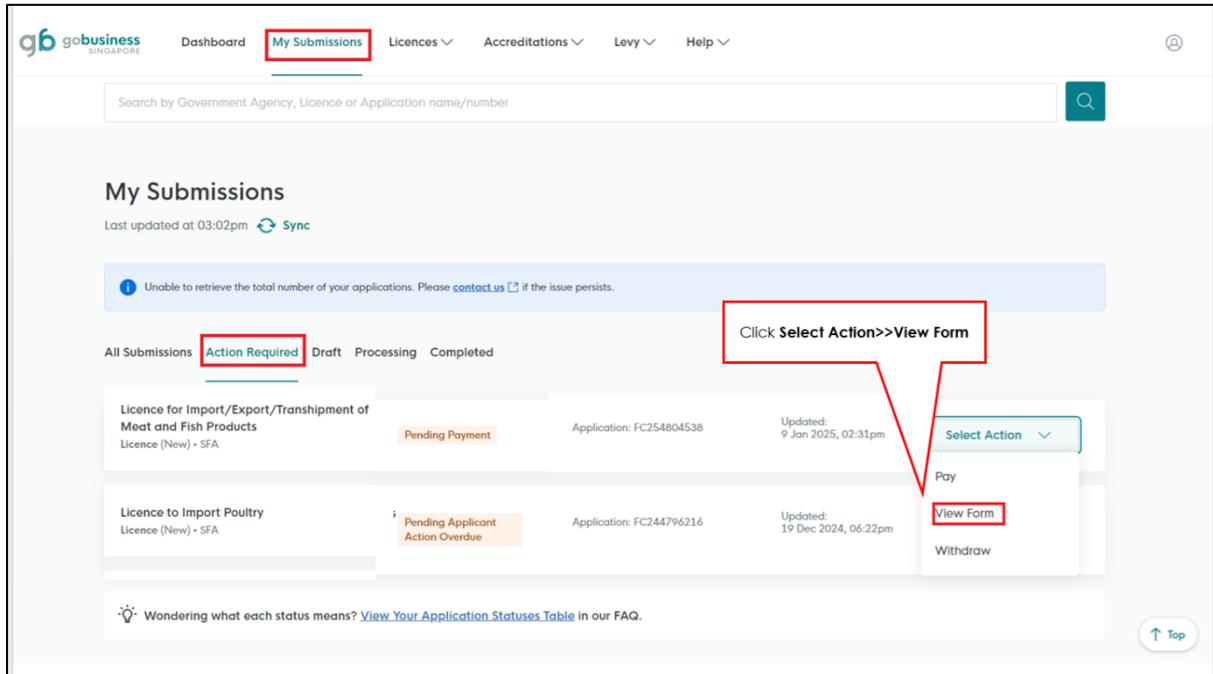
View Form

To view the submitted form:

1. Goto **My Submissions>>Actions Required**.

2. Click **Select Action>>View Form** for the licence with Pending Payment status.

Licence for Import/Export/Transhipment of Meat and Fish Products

Singapore Food Agency

Processing

Application ID
FT244007237

Application Details to cancel Licence for Import/Export/Transhipment of Meat and Fish Products (SFA)

Licence Details

Licence Number
IM24L0095_2024_01

Please click on the retrieve button before filling in the form.

Owner Organisation Details

Applicant Type
Organisation [Organisation]

Owner Organisation Name [UEN/ NRIC]
193200032W - OVERSEA-CHINESE BANKING CORPORATION LIMITED

Applicant's Details

Citizenship
AMERICAN [US]

Sex
Male [M]

Date of Birth
01/10/2000

Application Form

Scroll down to view all the sections in the form.

Chapter 10: Withdraw Application

The applicant can withdraw the application in the processing status.
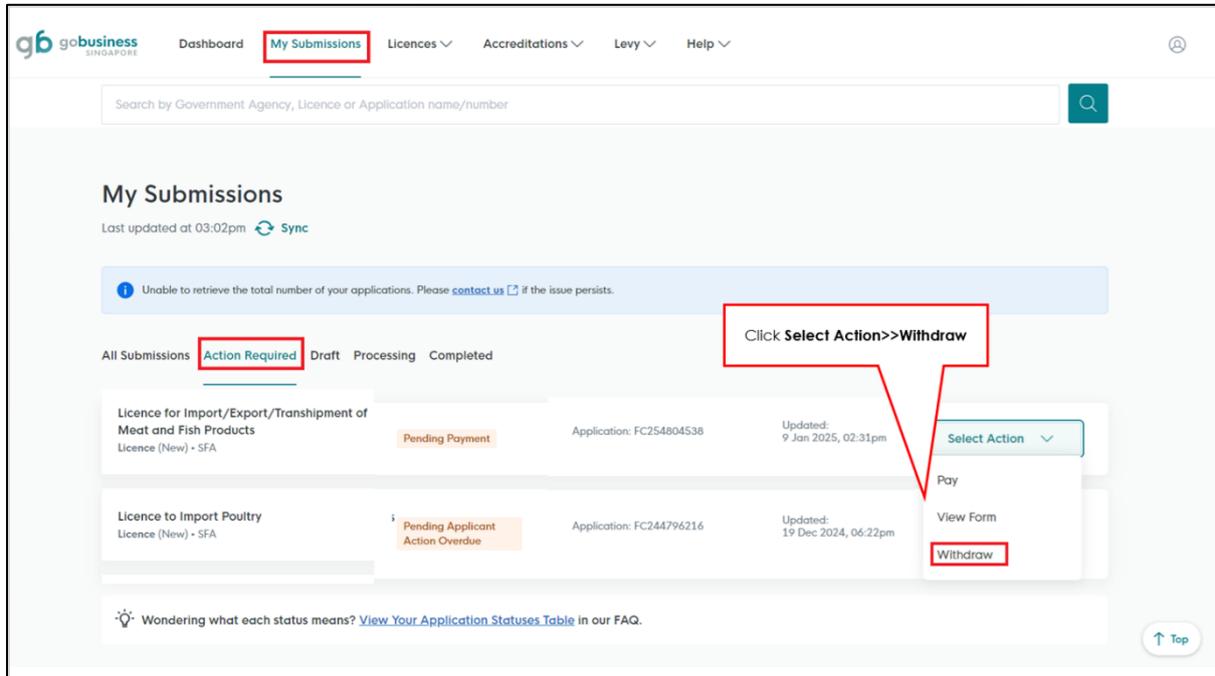
Withdraw Application

To withdraw application in processing status:

1. Goto **My Submissions>>Actions Required**.

2. Click **Select Action>>Withdraw** for the licence with Pending Payment status.
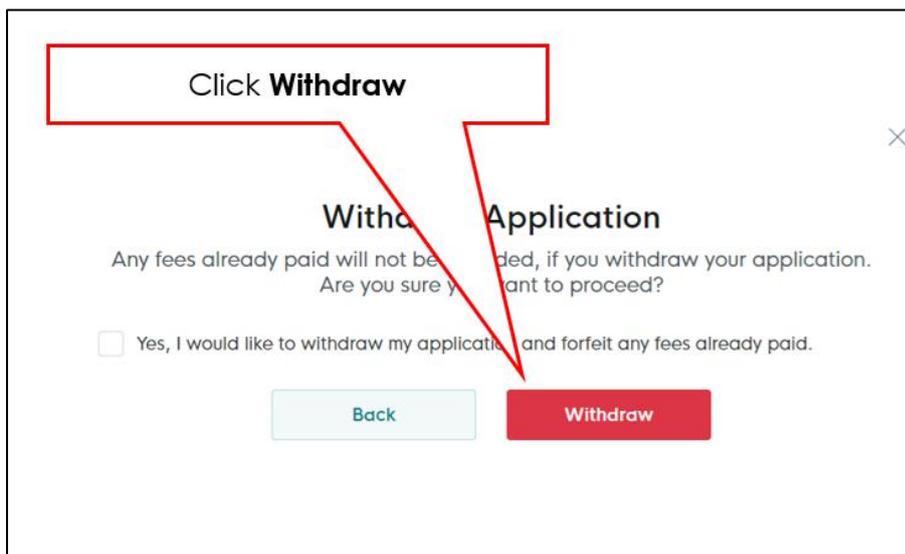
Withdraw Application Confirmation

3. Click **Withdraw** to confirm the withdrawal of licence application.

4. Click **Back** to go to My Submissions page.

Chapter 11: Edit Draft Application

The applicant can edit the application in the draft status.
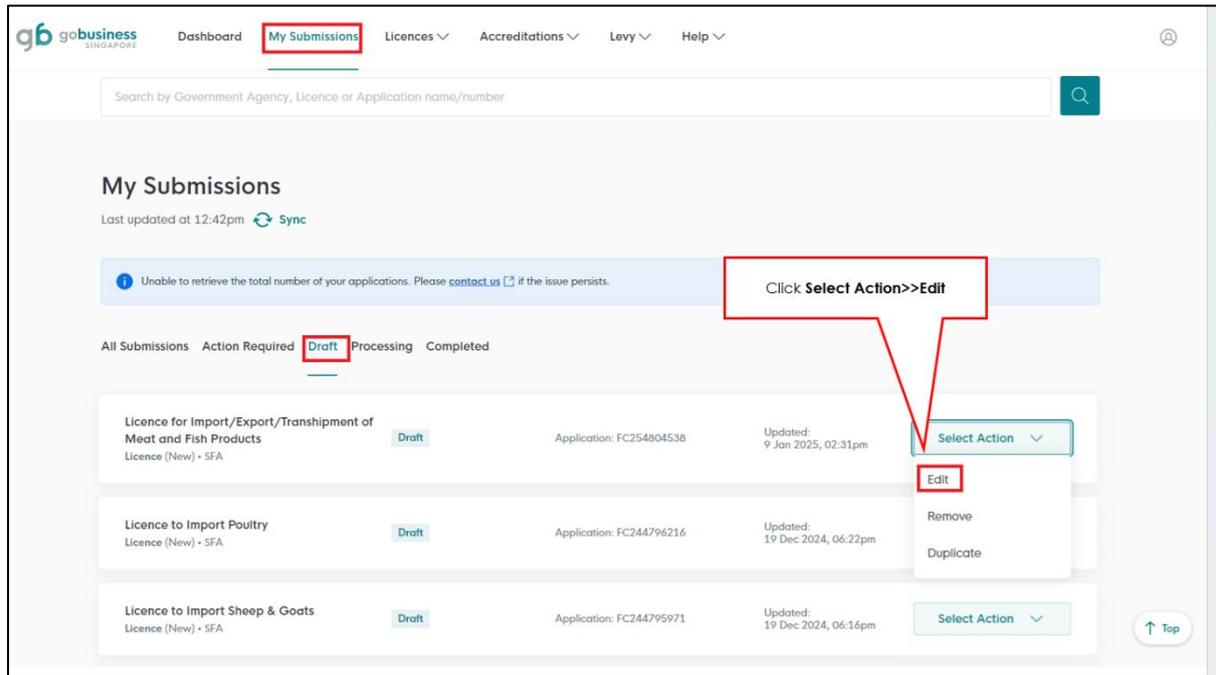
Draft Application

To edit the draft application:

1. Click **My Submissions>>Draft**.

2. Click **Select Action>>Edit**. The draft application will be displayed. To proceed with further editing refer steps from General Information to Acknowledgement for respective licence in the Import Licence New Application user guide.

You are applying for Licence for Import/Export/Transhipment of Meat and Fish Products (SFA)

All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted.

🕐 Estimated 30 minutes to complete

STEP 1
General Information
Review and fill the following details for application.

Profile

I am applying

🔘 As an applicant

⚪ On behalf of applicant

Applicant Detail

Salutation

| Mdm | ⊗ ⌄ |

Name

| Tim Tom |

ID Type

| NRIC | ⌄ |

General Information

Chapter 12: Renew Application

If the licence is due for renewal, then follow the instructions below. Once the licence is renewed, the applicant can download and view the renewed licence certificate from the Active Licence tab by clicking the download button under Select Action. l
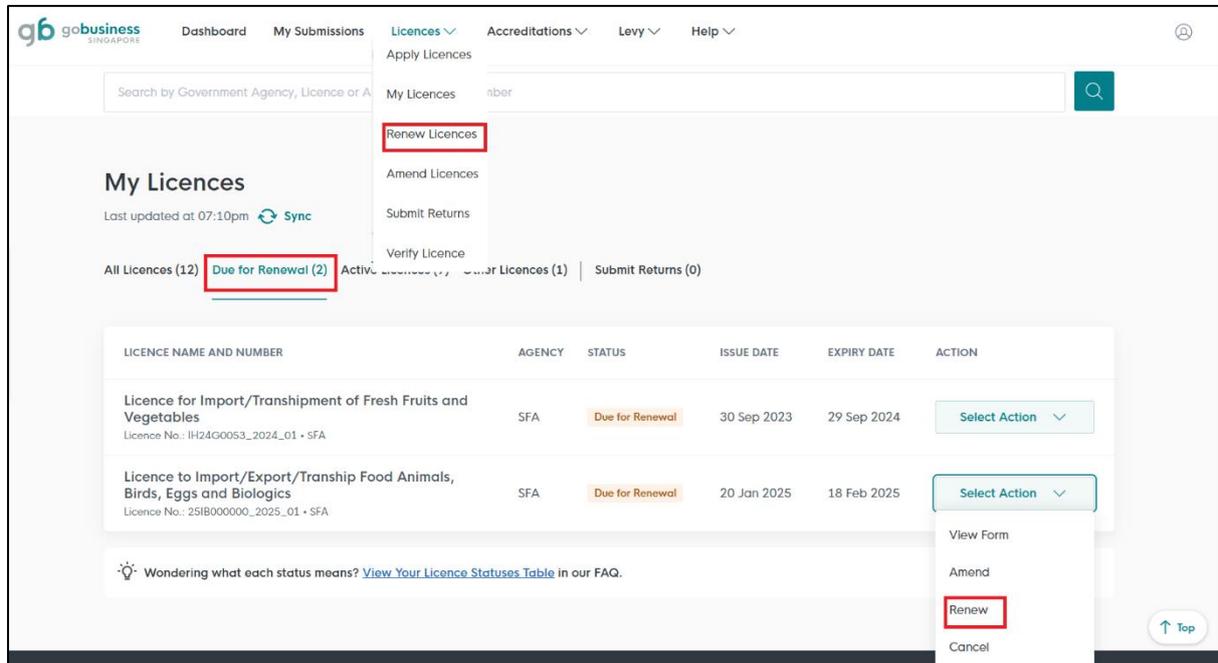
Renew Application

To renew the licence application in Due for Renewal status:

3. Goto **Licences>>Renew Licences**. The list of licences due for renewal will be displayed under the Due for Renewal tab.

4. Click **Select Action>>Renew** for the licence to be renewed.

General Information

Renew Application for Licence

5. Fill the required fields.

6. Click **Save Draft** to save the application**.**

7. Click **Application Details** to continue.

Application Details

Application Details

8. Click **Retrieve** to get the licence details.

9. Select **Applicant Type** as Organisation. The Application Details will be fetched automatically. If Organisation is selected, then Owner Organisation Name will be auto populated.

    Note: Based on the UEN type, the Applicant Type will be Individual or Organisation.

Licence Application Details

10. Scroll down to view the licence application details. Make payment to renew the licence.

Payment

Payment Mode

11. Select **Online Payment** mode for paying the fees via Gobusiness.

12. Select **Offline Payment** mode for paying the fees via Giro [only applicable if you have **existing Giro arrangement with SFA**.]

Offline Payment

13. For the offline payment via **existing Giro arrangement with SFA**, the Applicant is to click on "Get GIRO Reference Number" to retrieve your Giro reference number.

Attach Supporting Documents

Upload Supporting Documents

14. Select the File Type and upload the supporting document. Click Add. The document is added successfully. Upload the mandatory documents.

Uploaded Document

15. In the **Application Details** page below, click General Information to go back to previous page. Click **Save Draft** to save the application draft.

16. Click **Review Form** to proceed and continue the application.

Review Form

Review and Declare

Review Form

17. Click **Back to Edit** to continue editing the application.

18. Scroll down for all the sections to review the filled details and click **Declaration** to submit the application.

Declare Form

19. Check the declaration.

20. Click **Review Form** to review the form again.

21. Click **Submit** to submit the declaration and continue to acknowledgment page.

Acknowledgement

An Acknowledgement for this application will be displayed.

Acknowledgement

22. The acknowledgement mail will be sent to your registered email.

23. Click **Return to Dashboard** to exit.

Chapter 13: Amend Application

If the applicant needs to cancel the approved licence, then follow the instructions below.
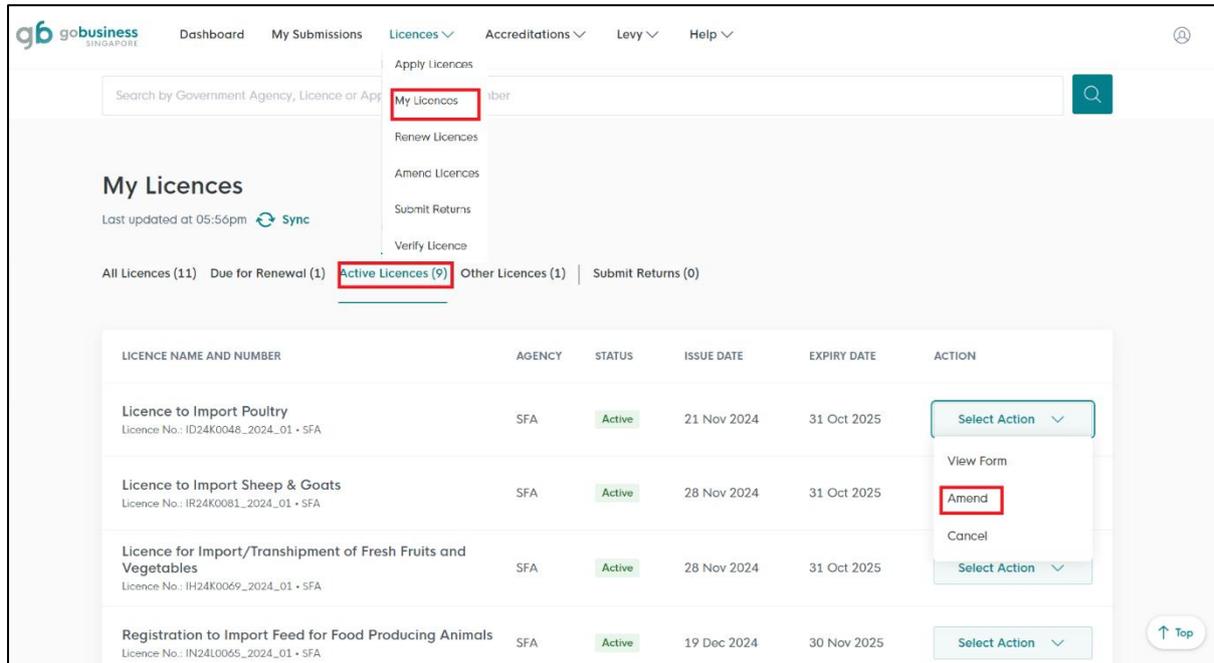
Amend Application

To cancel the licence application in active status:

1. Goto **Licences>>My Licences**. Then go to Active Licences tab.

2. Click **Select Action>>Amend** for the licence to be amended. The application will be displayed.

General Information

Amend Application for Licence

3. Fill the required fields.

4. Click **Save Draft** to save the application.

5. Click **Application Details** to continue.

Application Details

Application Details

6. Click **Retrieve** to get the licence details.

7. Select **Applicant Type** as Organisation. If Organisation is selected, then Owner Organisation Name will be auto populated.

   Note: Based on the UEN type, the Applicant Type will be Individual or Organisation.

Applicant's Details

8. Fill the Applicant's Details.

Applicant's Address and Mailing Address

9. Fill the Applicant's Address.

10. If you select Local and the Local Address Format and their respective fields will be displayed.

Applicants Address Type Local

11. If you select Foreign[FOREGN] and the Foreign Address Format and their respective fields will be displayed.

Applicants Address Type Foreign

12. Fill the Mailing Address details.

13. If you select Local and the Local Address Format and their respective fields will be displayed.

Mailing Address Type Local

14. Fill the Address fields.

15. Click **Retrieve Address** to retrieve the address details.

16. Click **Reset Address** to reset the address details.

17. If you select Foreign[FOREGN] and the Foreign Address Format and their respective fields will be displayed.

Mailing Address Type Foreign

18. Fill the Address fields.

Organisation Address and Contact Details

19. Fill the Organisation Operating Address and Organisation Contact Address Details.

If you select Local and the Local Address Format and their respective fields will be displayed.

Local Address

20. Fill the Address fields.

21. Click **Retrieve Address** to retrieve the address details.

22. Click **Reset Address** to reset the address details.

23. If you select Foreign[FOREGN] and the Foreign Address Format and their respective fields will be displayed.

Foreign Address

24. Fill the Address fields.

25. Continue filling Poultry Slaughter House Details next.

Notes & Terms and Conditions

Notes & Terms and Conditions of Licence

26. Check the box in the terms and conditions of licence section.

Product Details
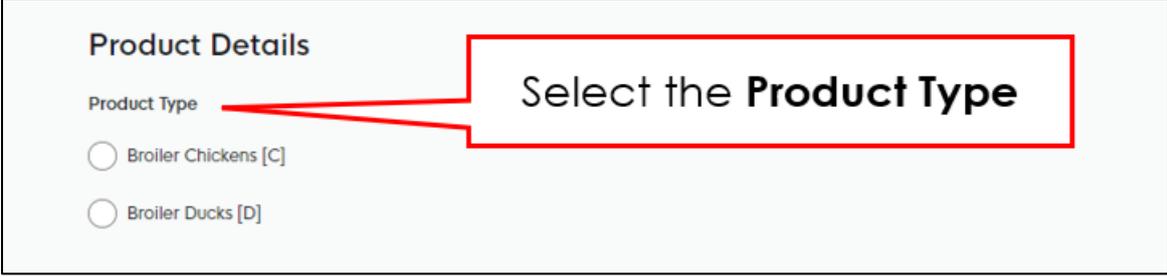
Product Details

27. Select the **Product Type** as Broiler Chickens or Broiler Ducks.

Poultry Slaughter House Address
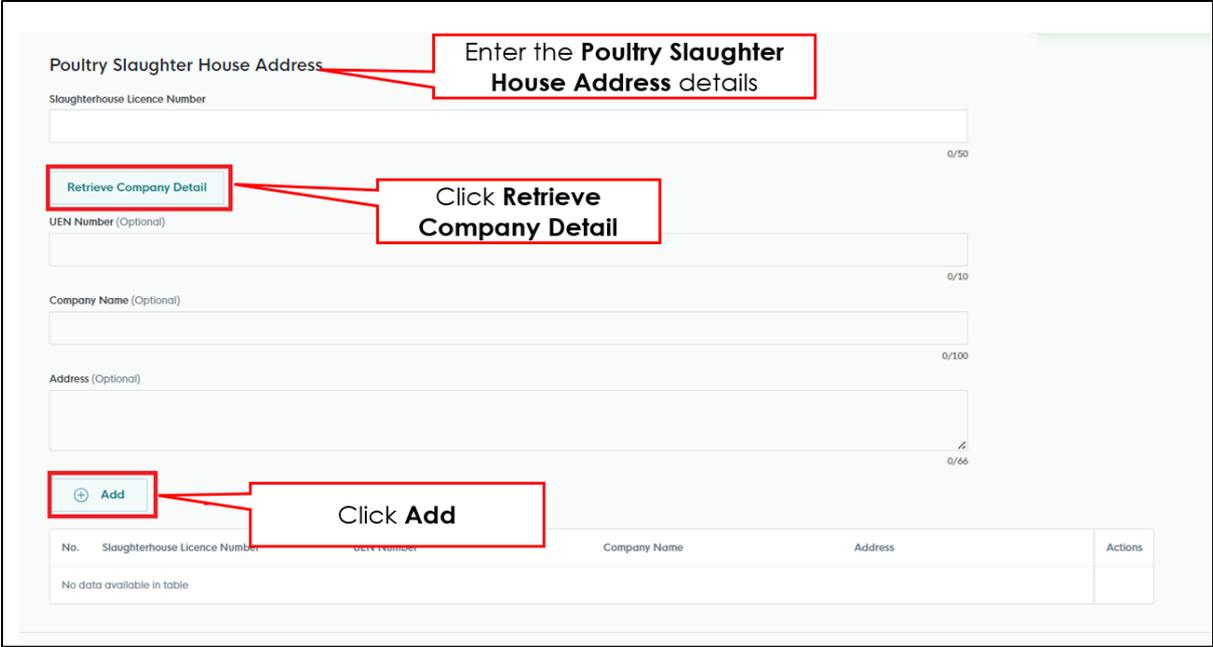
Poultry Slaughter House Address

28. Enter the Poultry Slaughter House Address.

29. Click **Retrieve Company Details** to retrieve the company details.

30. Click **Add** to add the details. The details will be added successfully.

Poultry Slaughter House Address Added

The user can add more details and edit or delete the details also.

Emergency Contact

Emergency Contact

31. Fill the Emergency Contact details. One contact is mandatory.

Emergency Contact Details Added

32. The user can add more and can edit or delete the contact details.

Review Form

Review and Declare

Review Form

33. Click **Back to Edit** to continue editing the application.

34. Scroll down for all the sections to review the amended details and click **Declaration** to submit the application.

Declare Form

35. Check the declaration.

36. Click **Review Form** to review the form again.

37. Click **Submit** to submit the declaration and continue to acknowledgment page.

Acknowledgement

An Acknowledgement for this application will be displayed.

Acknowledgement

38. The acknowledgement mail will be sent to your registered email.

39. Click **Return to Dashboard** to exit.