



# **Applying for GIRO Arrangements with SFA to facilitate seamless licence renewal**

Date: 4 Oct 2023

Platform: Engagement Session



## Renewal of SFA Licence

- For renewal of licence, SFA's licensing system (LicenceOne) will send three renewal notices to operators licensees via email 8, 6 and 2 weeks before licence expiry. Therefore, **please keep the email addresses registered in LicenceOne updated.**
- Operators **should make payment to renew their licence before they expire.** Operators can pay via (i) **GIRO**, (ii) **GoBusiness/LicenceOne e-payment** or; (iii) **AXS**. If no payment is made by expiry date, the licence **will expire.**
- Operators will **not** be able to renew the licence after expiry. They are required to **submit a new application.**
- Operators that continue to operate after licence expiry would have committed an offence that is subject to a fine of up to \$10,000. The operators will be required to stop operations until they have obtained a new licence from SFA.

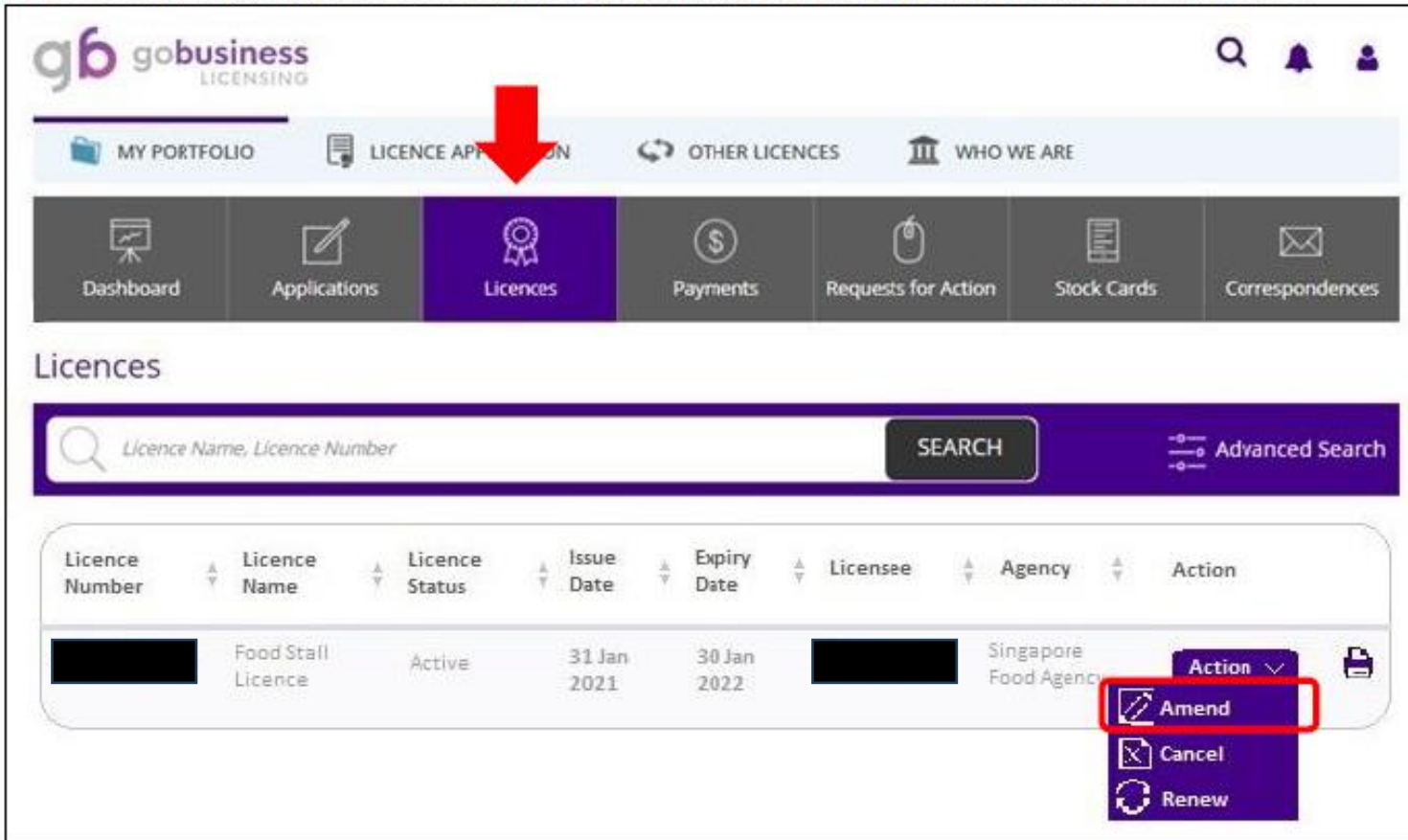
***Do you know?***  
*Around 10 licensed retail food establishments receive enforcement action for operating w/o renewing their licences every month.*

Key common cause on why licences were not renewed before expiry:  
**Oversight by licensee** – missing out on renewal dates unknowingly

# To ensure that you receive the notifications for licence renewal, please update your email address in GoBusiness/LicenceOne:

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 Licencing dashboard. The 'Licences' menu item is highlighted in purple. Below the dashboard, 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: Food Stall Licence, Active, 31 Jan 2021, 30 Jan 2022, [Redacted], Singapore Food Agency. The 'Action' dropdown menu is open, showing options: 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
[Redacted]	Food Stall Licence	Active	31 Jan 2021	30 Jan 2022	[Redacted]	Singapore Food Agency	Action ▾ Amend Cancel Renew

## Please Note

*Ensure that your new email address and hand phone numbers are updated into the Licence.*

Scan me for more details on our website:





## To help operators renew their licences and avoid inadvertently committing regulatory offences, SFA strongly encourages all licensees to apply for GIRO arrangements

- GIRO auto payment is the **most convenient way** to pay for licence fees and renew the SFA licences. It enables seamless renewal as licensees only need to ensure that their GIRO-linked bank account is active and has sufficient funds.
- It avoids the scenario of licence expiry if payment is not made by the due date as **deduction is automatic** (at around 21 days before licence expiry).
- This would be **especially useful for licensees that are managing multiple SFA licences** with different validity periods and renewal dates.
- For licences issued to individuals or sole-proprietorships, they should **clear the CPF Medisave arrears** well ahead of licence renewal.

**If you are keen to sign up for GIRO arrangements, more details can be found on our website:**



**Note:** Please use other payment modes to make payment for any ongoing transactions with SFA as it takes time (**up to 8 weeks**) for the GIRO application with the respective banks to be approved.

**For GIRO arrangement using DBS/POSB bank accounts (Not applicable for Corporate bank account)**

If you have an internet banking account with DBS/POSB, you can submit the application online directly to the bank through internet banking. Please indicate your SFA customer reference number (UEN/NRIC/FIN) under the [Bill Reference] field when applying for GIRO arrangement.

**For GIRO arrangement using all other bank accounts**

Please download the [GIRO application form](#), complete it and mail it to SFA.

**Scan me for more details**



**Please note that if you are a hawker stall operator, you do not need to sign up for GIRO with SFA. Instead, you should have GIRO with NEA which also allows you to pay your tenancy fees. NEA and SFA will handle the licence fee deduction backend. See slide 10, FAQ 8.**

## Please also be reminded to print and display your licence decals:

- Licensees are required to **display the licence decals prominently** to enable patrons to determine the licence status of the establishment
- Since Jan 2022, SFA has transited **to issuing licences digitally** to enable businesses to commence operations more expeditiously without waiting for the licence decal to be posted to them.
- Hardcoded data on the detail is also kept to just the essentials, which data refreshed periodically is accessible via the QR code on the decal. **This allows the licence to be evergreen**, without needing to be reprinted after subsequent licence renewals.

**Scan me for licence printing guide on our website:**



**Thank you**

## Frequently Asked Questions:

S/N	FAQ	Answer
1	I received a notification from SFA that my GIRO application has been approved. Why did my licence still expire?	<p>If the approval for GIRO application was issued to you during your licence's renewal period (within 66 days before the licence expiry date), you would still be required to make the renewal payment via e-payment only. GIRO deductions will not be applicable for these licences.</p> <p>This information was mentioned in the GIRO approval notification.</p>
2	How do I check if my licence renewal fee has been paid?	<p>To view your licence status and to make payment, please visit GoBusiness portal online via:  <a href="https://licence1.business.gov.sg/licence1/authentication/mainLogin.action">https://licence1.business.gov.sg/licence1/authentication/mainLogin.action</a></p>
3	I see a GIRO deduction item in my bank statement. Can I check what it was for?	<p>You may also refer to page 3 of the user guide on our website on how you can locate the payment details at GoBusiness/LicenceOne: <a href="https://www.sfa.gov.sg/docs/default-source/e-service/payment-modes/payment-faqs-and-guides.pdf">https://www.sfa.gov.sg/docs/default-source/e-service/payment-modes/payment-faqs-and-guides.pdf</a></p> <p>Please contact GoBusiness helpdesk for any technical issues via:  <a href="mailto:licences-helpdesk@crimsonlogic.com.sg">licences-helpdesk@crimsonlogic.com.sg</a> or via their contact number at 6774 1430.</p>



## Frequently Asked Questions:

S/N	FAQ	Answer
4	I would like to have an invoice for the renewal of licence	<p>SFA does not issue invoices for licence payment.</p> <p>You may log in via GoBusiness portal to view the licence and payment records online directly:  <a href="https://licence1.business.gov.sg/licence1/authentication/mainLogin.action">https://licence1.business.gov.sg/licence1/authentication/mainLogin.action</a></p> <p>You may also refer to page 3 of the user guide on our website on how you can locate the payment details at GoBusiness/LicenceOne: <a href="https://www.sfa.gov.sg/docs/default-source/e-service/payment-modes/payment-faqs-and-guides.pdf">https://www.sfa.gov.sg/docs/default-source/e-service/payment-modes/payment-faqs-and-guides.pdf</a></p> <p>Please contact GoBusiness helpdesk for any technical issues via:  <a href="mailto:licences-helpdesk@crimsonlogic.com.sg">licences-helpdesk@crimsonlogic.com.sg</a> or via their contact number at 6774 1430.</p>
5	When will GIRO deduction take place?	It will take place approximately 21 days before your licence expiry date. Please ensure that the bank account has sufficient funds.

## Frequently Asked Questions:

S/N	FAQ	Answer
6	I forgot to cancel my licence and I was on GIRO arrangements. Can I get a refund if my licence was renewed as a result even though I had ceased operations?	Please provide your case details through our feedback portal ( <a href="http://www.sfa.gov.sg/feedback">www.sfa.gov.sg/feedback</a> ). We will assess the request and assist to process the refund, if applicable.
7	I have no access to printing facilities so how do I get help to print my licence?	Citizen Connect Centres or CCCs are set up as service centres for citizens who require assistance with online Government services. CCCs offer free access to internet-enabled computing devices, with trained staff present to guide users in performing online activities. Licensees who require help to print their licence can visit a CCC.
8	How do I know if I should have GIRO with SFA or NEA?	Scan the QR code on your licence. If the Licence Type is “NEA Managed Hawker Stall”, you need not sign up for GIRO with SFA. Instead, you should have GIRO arrangements with NEA and we will facilitate the transaction on our end.