

GoBusiness Export Licence Common Modules User Guide

Version: 1.0

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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 Export 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.

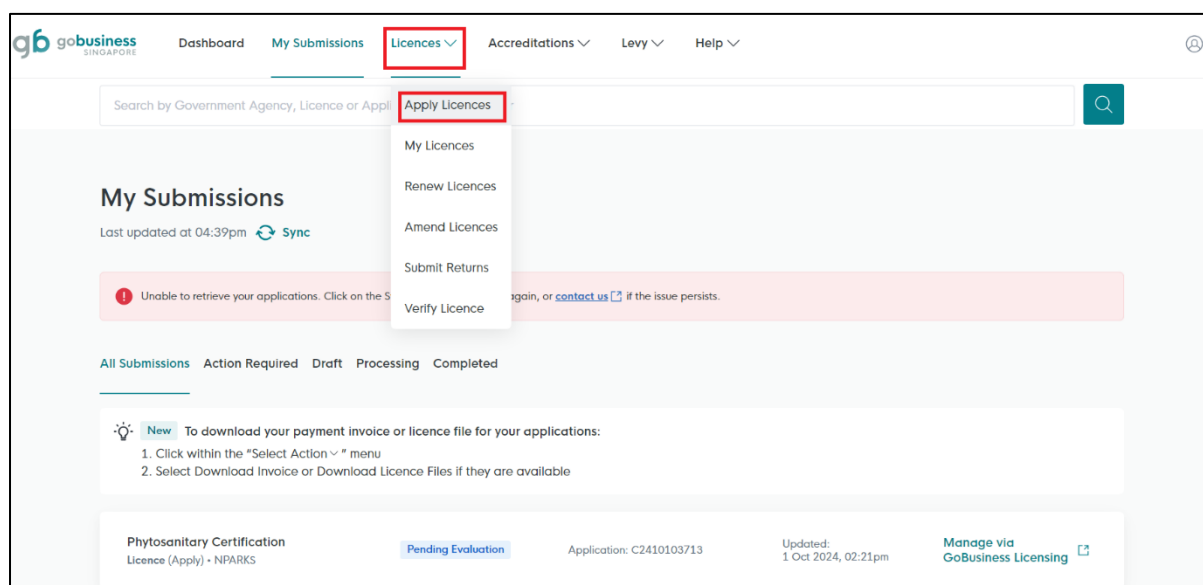


This is a warning.

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.

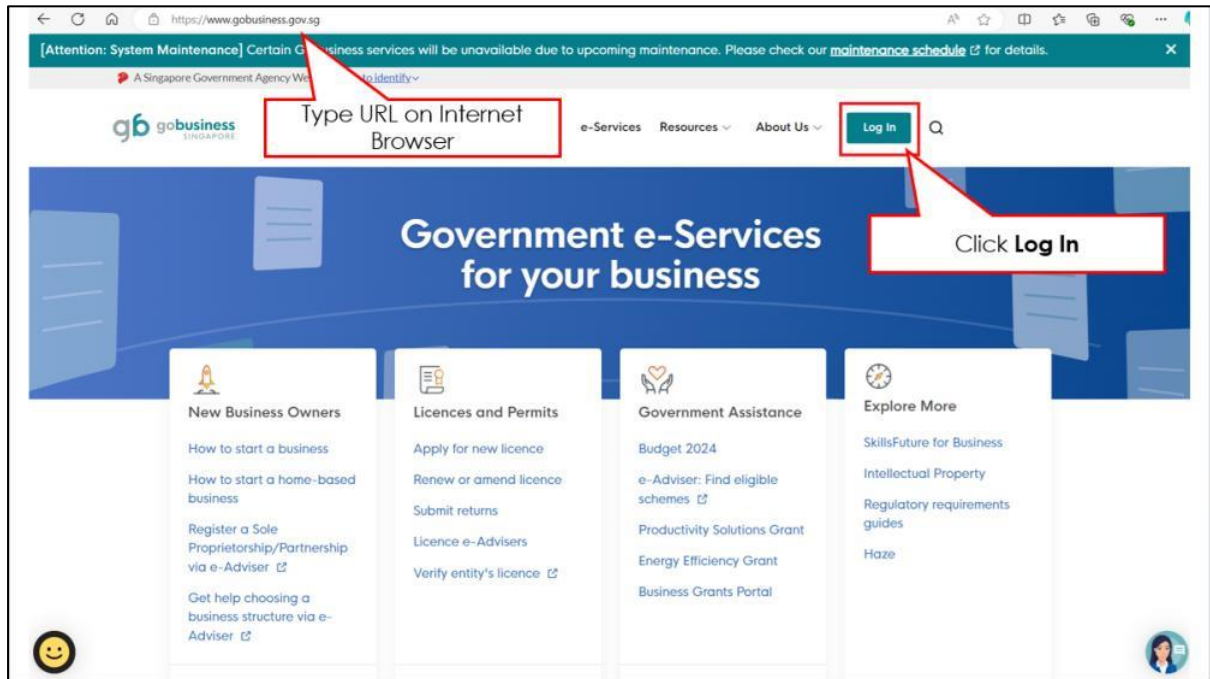
Chapter 2: Logging in to GoBusiness

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 licensee himself or filer who has been authorised (offline) by the licensee 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.

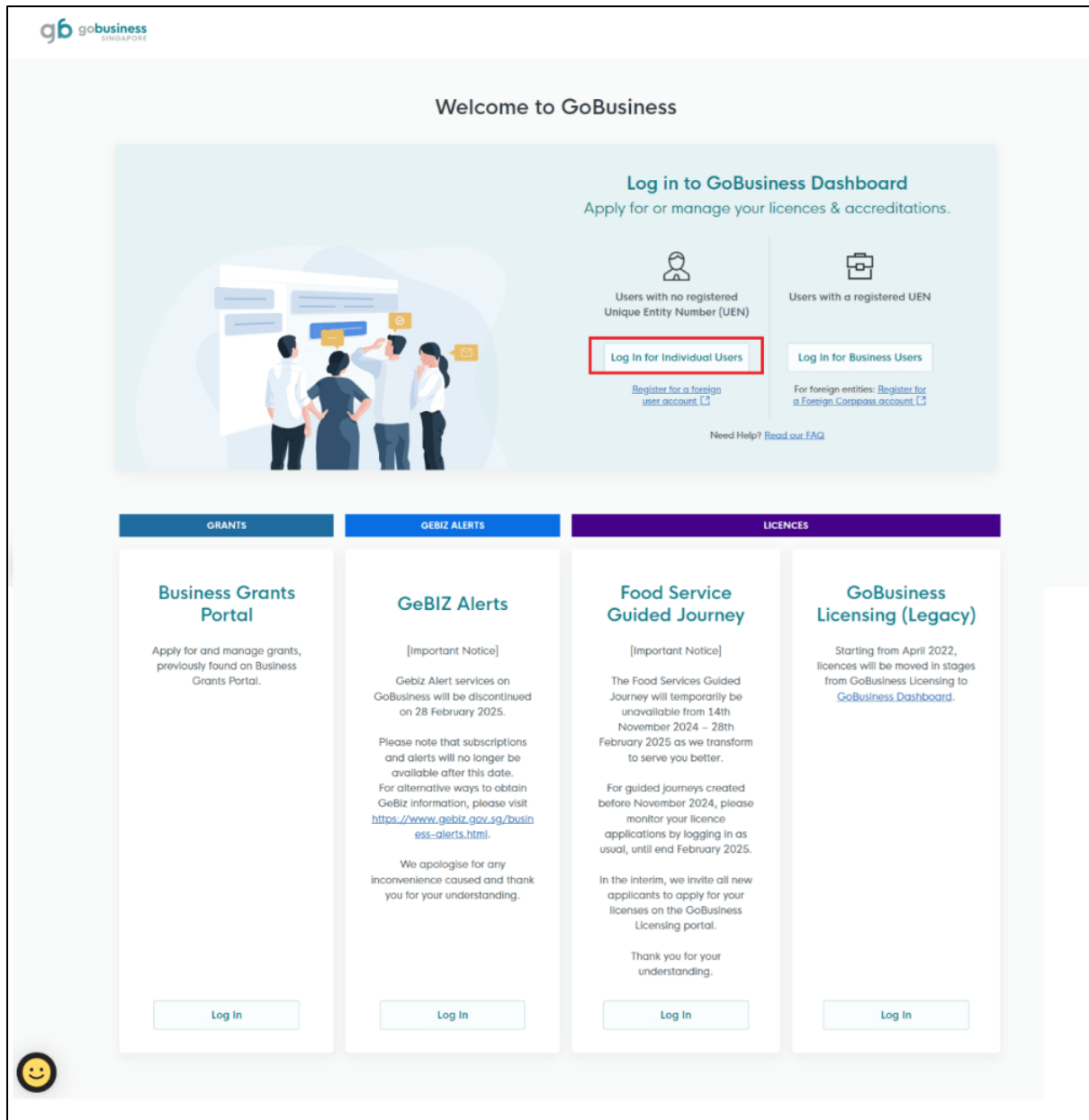
Individual User Login

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



Home Page

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

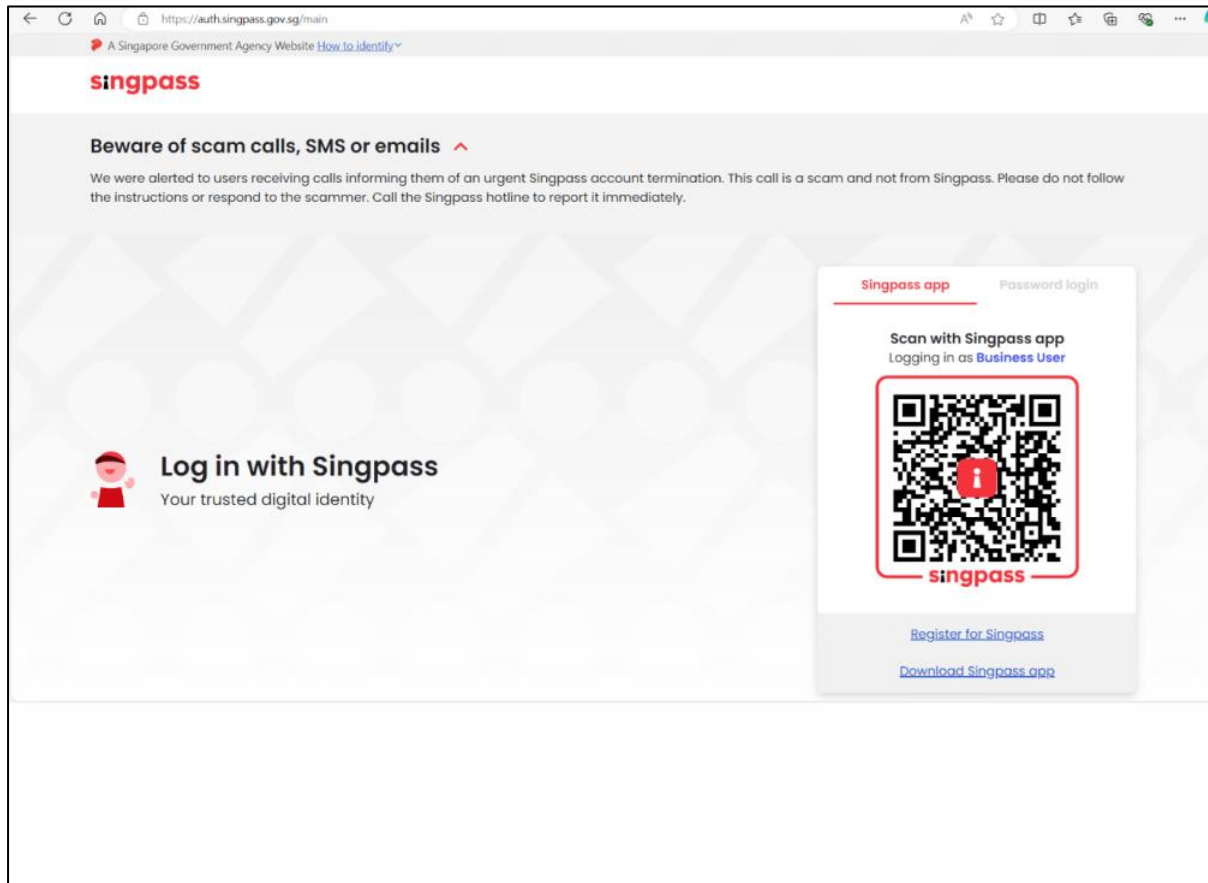


Log In For Individual Users

3. Click **Log In** for Individual Users.

GoBusiness Common Modules User Guide

Chapter 2: Logging in to GoBusiness

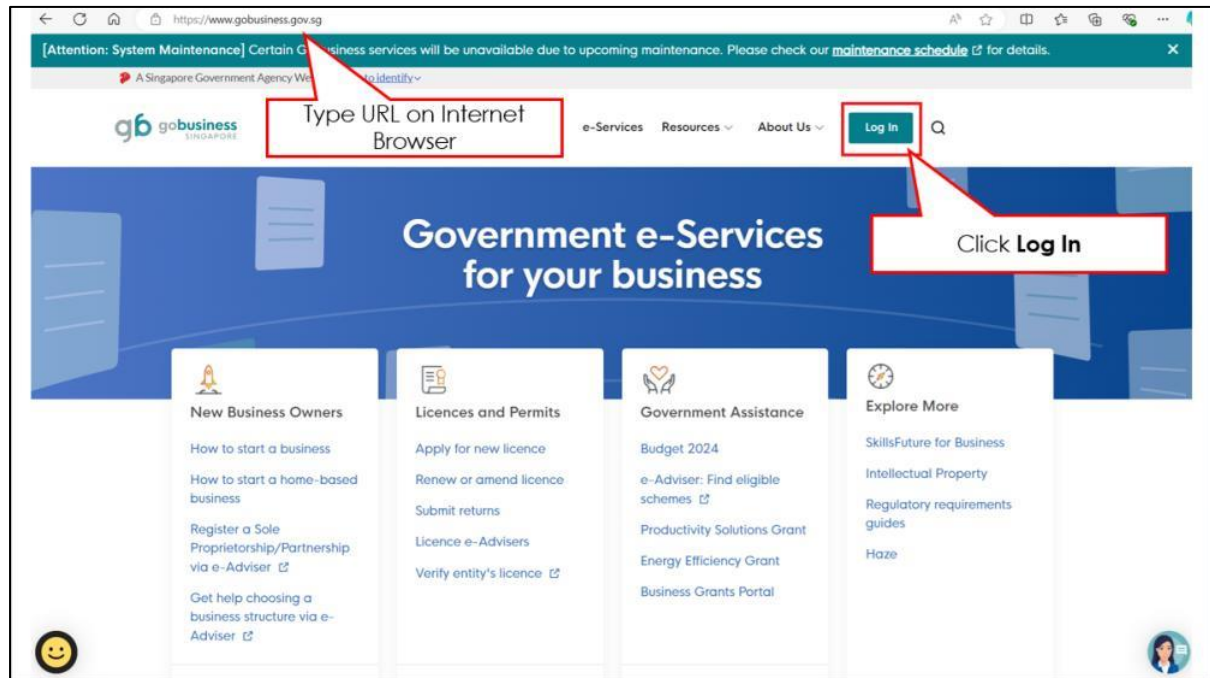


SingPass Login for Individual Users

4. Use SingPass to login to the portal.

Business User Login

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

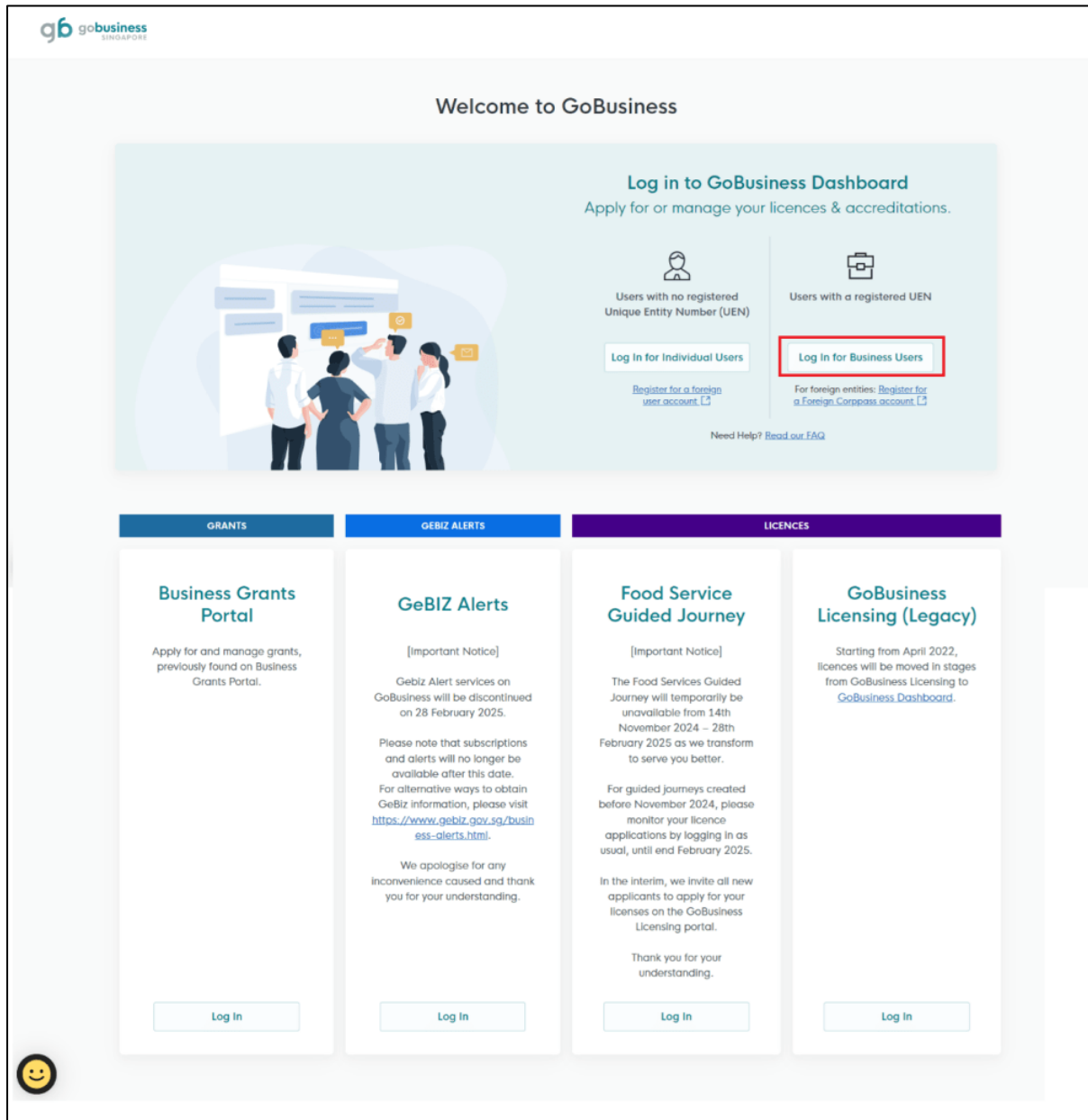


Home Page

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

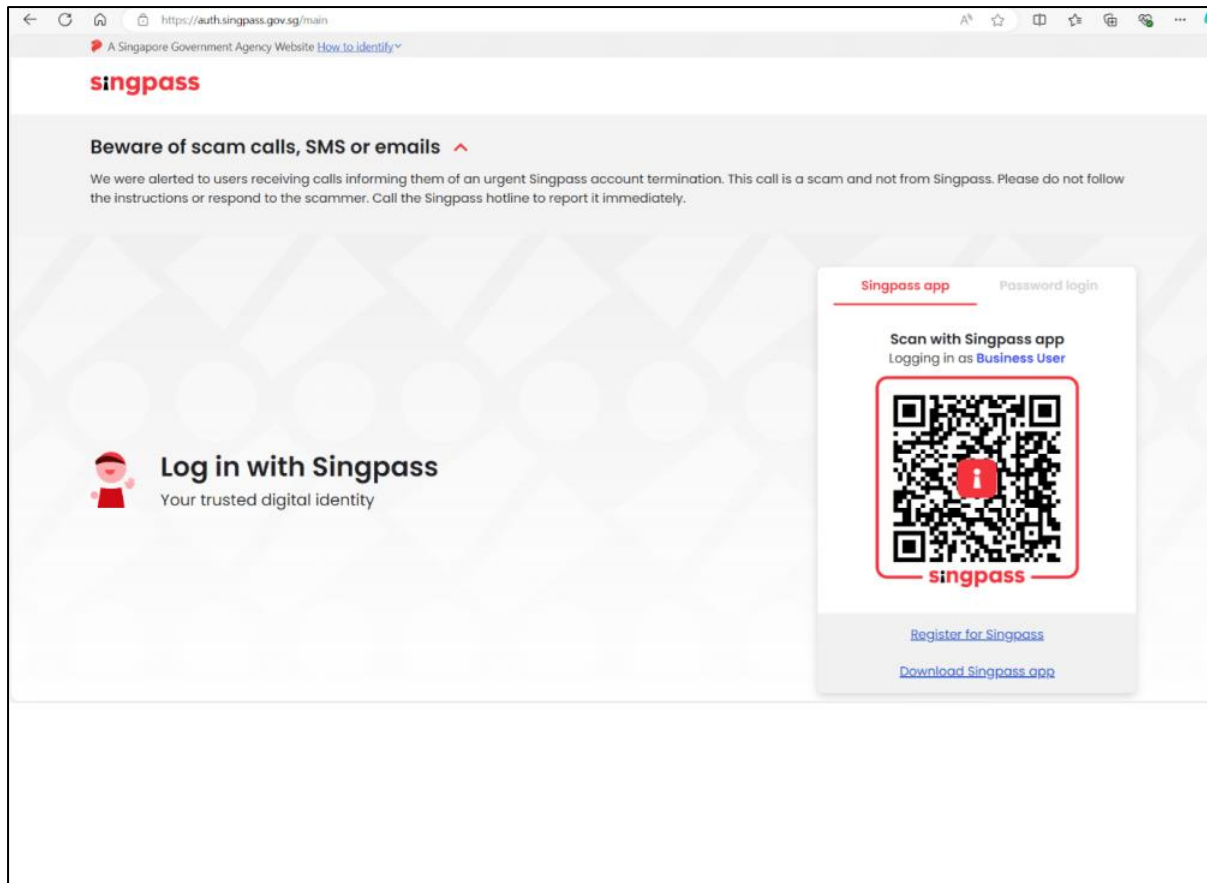
GoBusiness Common Modules User Guide

Chapter 2: Logging in to GoBusiness



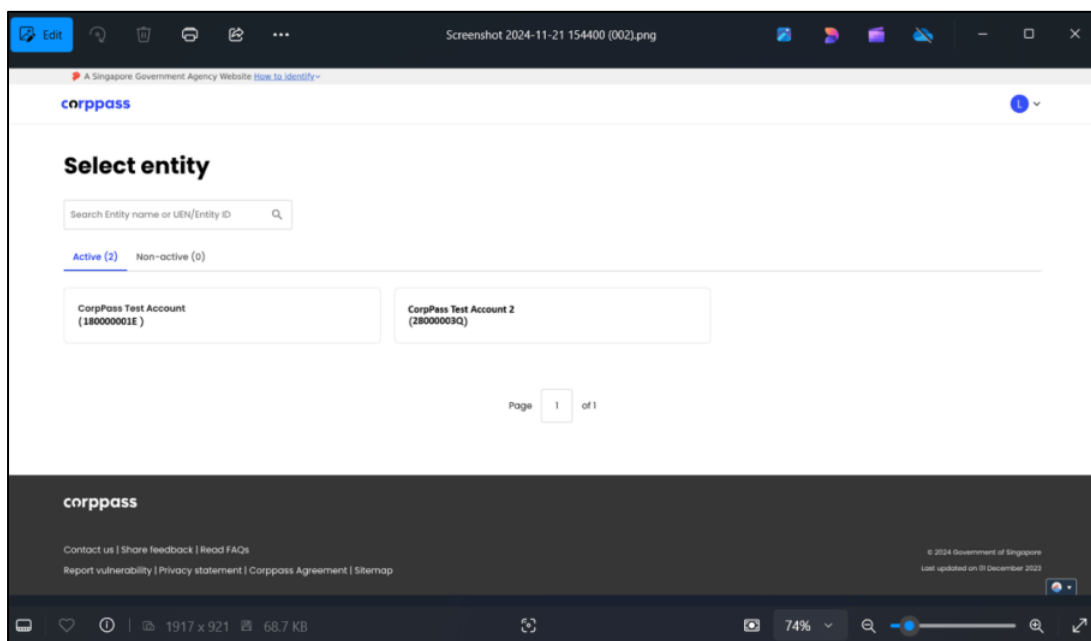
Log In For Business Users

- Click **Log In** for Business Users.



SingPass Login for Business Users

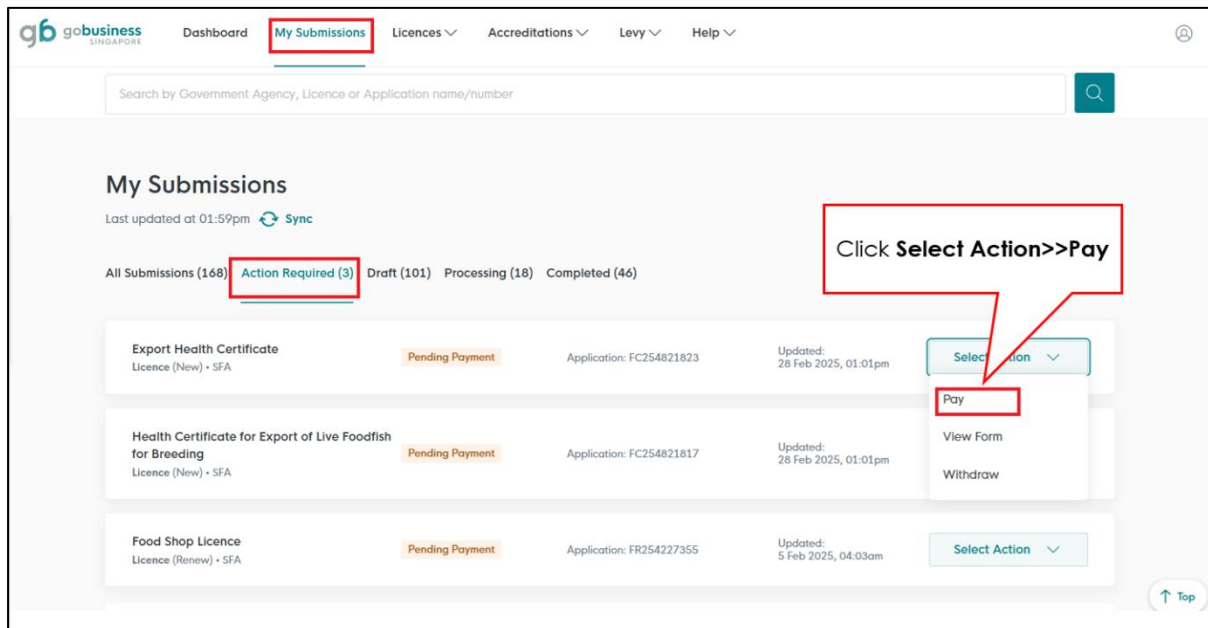
4. Use SingPass and UEN to login to the portal.
5. If the applicant is associated with multiple companies, The Corpass Screen will be displayed; however, if the applicant is associated with only one company, this screen will not appear.



Corpass Login

Chapter 3: Payment for Approved Application

The applicants can make payment for New and Amend applications. The applicant without Giro arrangement with SFA can make payment for the applications 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
Please review your fees and make payment.

DESCRIPTION	GST	AMOUNT
Export Health Certificate		
Application Fee	\$10.94	\$121.53
	Subtotal	\$121.53
	9% GST	\$10.94
	Amount Payable incl. of GST	\$132.47

Payment method
Please choose a payment method.

Enter the Card Details

We Accept
VISA

Add Card Details
VISA 4242 05 / 27 Save with Stripe

What is a CVC?
☐ Save as my new default card

Click Make Payment

Make Payment →

Payment

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

Chapter 4: Download Payment Invoice

The Applicant can download the invoice for the licence fee paid in payment page.
Note that this is only applicable for payment made online.

The screenshot displays a web interface for an application. At the top, it says "We have received your application" with a thank you message. Below this is a "Payment Summary" section containing a table with columns for Description, GST, and Amount. The table lists a "Free Sale Certificate (Food) Application Fee" with a subtotal of \$31.39, 9% GST of \$2.83, and a total paid of \$34.22. A red box highlights the "Download Tax Invoice" button, with a callout saying "Click Download Tax Invoice". Below the payment summary is a "Next Steps" section with instructions and contact information. A red box highlights the "Return to Dashboard" button, with a callout saying "Click Return to Dashboard".

We have received your application
Thank you for your application. You will receive updates on it via email.

Payment Summary

DESCRIPTION	GST	AMOUNT
Free Sale Certificate (Food) Application Fee	\$2.83	\$31.39
Subtotal		\$31.39
9% GST		\$2.83
Total Paid incl. of GST		\$34.22

Click Download Tax Invoice

[Download Tax Invoice](#) Receipt No: TN250228000012

Next Steps
Your application is being processed. We will send you an email when your application status changes. You can also log in below to check its status.
For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@crimsonlogic.com.sg.

Click Return to Dashboard

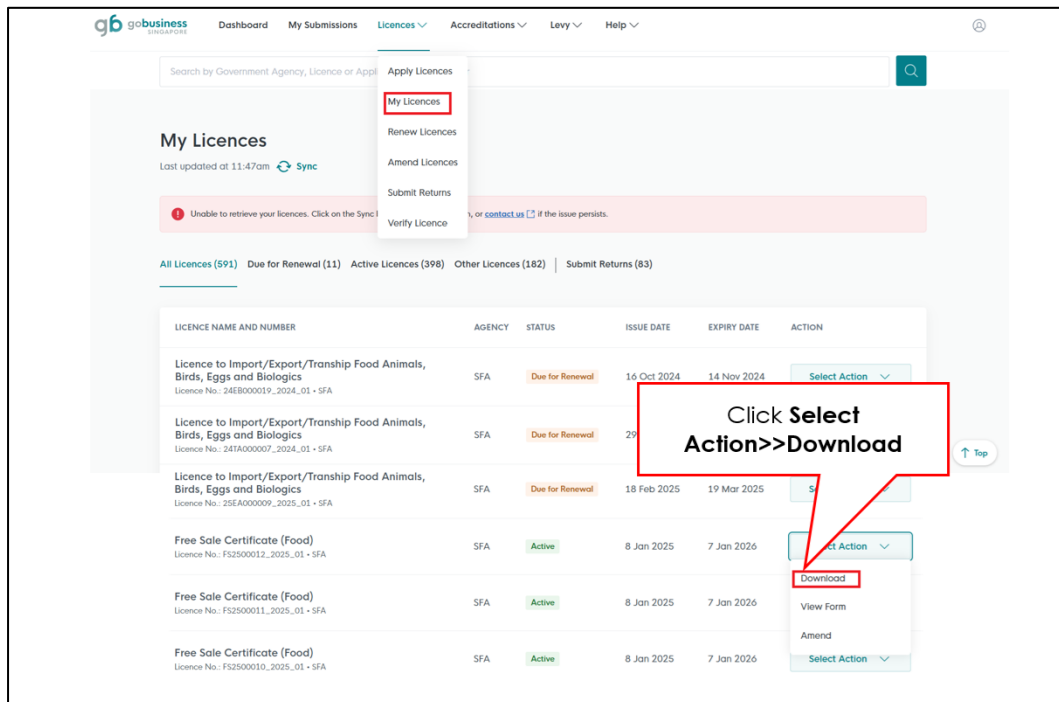
[Return to Dashboard →](#)

Download Invoice

1. Click **Download Invoice** button to download the invoice in pdf format.
2. Click **Return to Dashboard** button to go to dashboard.

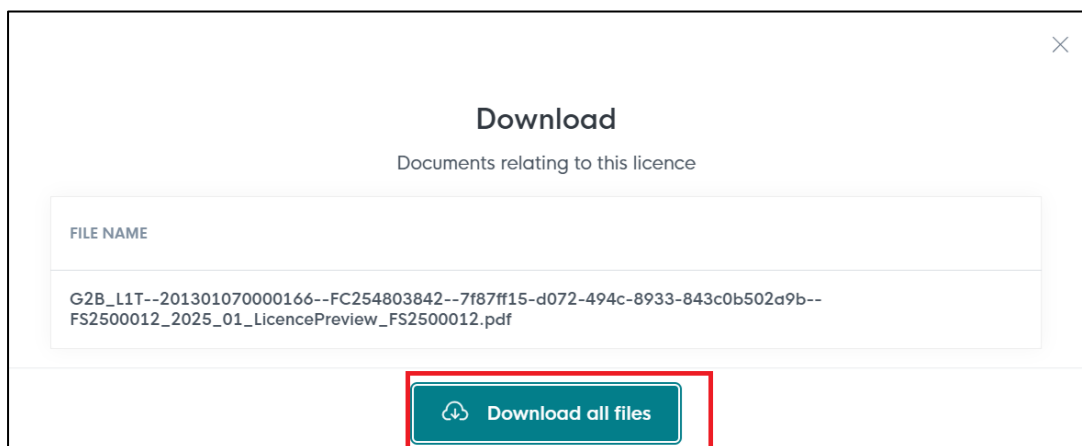
Chapter 5: Download New Licence

The Applicant can download the new licence by following the below steps.



Download Licence

1. Go to **Licences>>My Licences**.
2. Click **Select Action>>Download** button for the licence with Approved status.

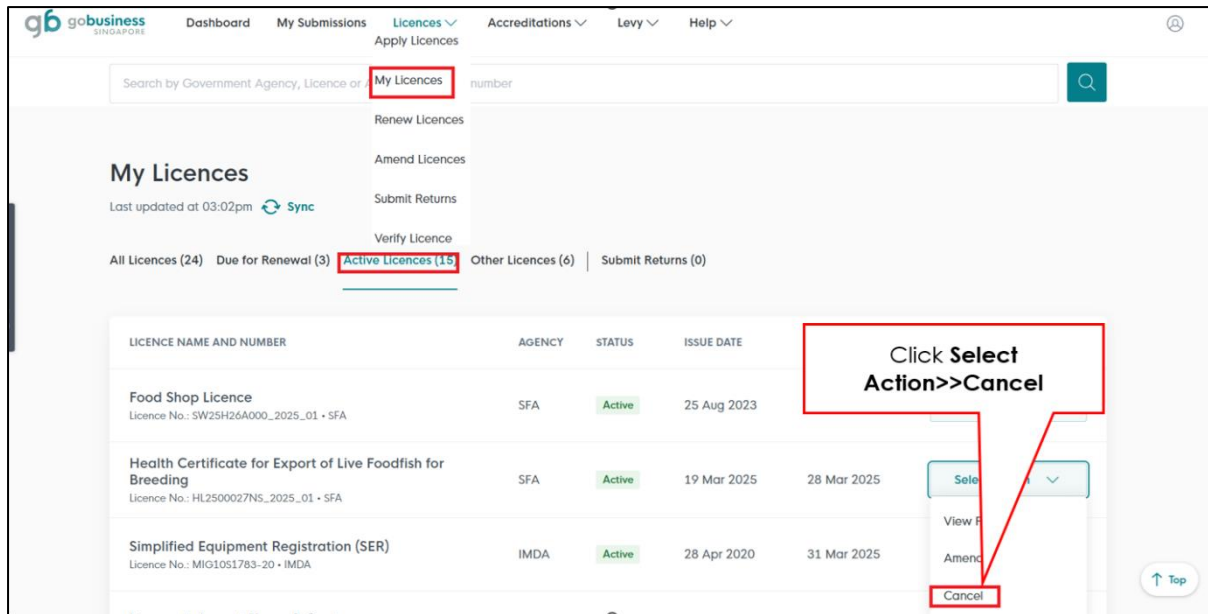


Download Licence

3. Click **Download All Files** button to download the Licence as pdf file. Print the downloaded Licence. You may refer to the guide on Digital Document Reader published on SFA website for instructions to print the watermark certificates.

Chapter 6: Cancel Application

If the applicant needs to cancel the licence with active status, then follow the instructions below. Cancel is applicable only for the Health Certificate for Export of Live Foodfish for Breeding.



Cancel Application for Licence

To cancel the licence application in active status:

1. Goto **Licences>>My Licences**. Go to Active Licences tab.
2. Click **Select Action>>Cancel** for the licence with active status.

General Information

You are applying to cancel Health Certificate for Export of Live Foodfish for Breeding (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 5 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
Substation
Select
Name
Tan Tan
ID Type
NRIC
ID No.
****12345
Email
test@gobc.com
Contact Number
+65 1234 5678

Company Detail
Company Name
MANAGEMENT PTE
UEN
123456789
Entity Type
Local Company
Registered Address
Postal Code
123456
Block/House No.
10
Street Name
Pioneer Pongong Road
Floor/Level @ (Optional)
10
Unit (Optional)
01
Building Name
Singapore Business City
Save Draft
Application Details

Click **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

STEP 2
Application Details to cancel Health Certificate for Export of Live Foodfish for Breeding (SFA)
Fill in the following details.

Licence Details

Licence Number
HL2500027NS_2025

Please click on the retrieve button to retrieve your licence record.

Owner Organisation

Applicant Type
Select

Application Details

6. Click **Retrieve** to get the licence details.
7. Select appropriate Applicant Type from the dropdown list. Note: Based on the UEN type, the Applicant Type will be Individual or Organisation. If Organisation is selected, then Owner Organisation Name will be auto populated for selection.

Applicant's Details

Applicant's Details

Citizenship
Select

Sex
☐ Male [M]
☐ Female [F]

Date of Birth
DD/MM/YYYY

Designation (Optional)
Select

Alternative Email Address (Optional)

Primary Mode of Contact
The displayed contacts will be used for communication with SFA. Please update your contact if there are any changes.
☐ Home Tel Number [HME]
☐ Mobile Number [MBL]
☐ Office Number [OFF]

Home Number (Optional)
+65 E.g. 8123 4567

Mobile Number (Optional)
+65 E.g. 8123 4567

Office Number (Optional)
+65 E.g. 8123 4567

Tick if you prefer to receive status updates of licence application via SMS (Optional)
☐ Yes [Y]

Applicant's Details

8. Fill in the Applicant's Details.

Termination Request

Termination Request

Effective Date of Cancellation

DD/MM/YYYY

Remarks (Optional)

0/200

Termination Request

9. Enter the Effective Date of Cancellation
10. [Optional]Enter the **Remarks** if any.

Attach Supporting Document

Supporting Documents

File Type

Select

Attachment

Only 1 file at 2 MB or less.
File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.

Drop a file here or click to upload

+ Add

Click **Add** button to upload supporting document details.

File Type	Attachment	Actions
No data available in table		

← General Information

Save Draft

Review Form →

"Select the **File Type**, upload the file and click Add. The supporting document will be uploaded."

Upload Supporting Documents

Any supporting documents [ANYSUPPORTINGDOCUMENT__002]

Supporting Document List

11. Select the **File Type** and Click on Attachment to upload the supporting document. Click **Add**. The document is added successfully.

Supporting Documents

File Type: Select

Attachment: Only 1 file at 2 MB or less. File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed. Drop a file here or click to upload.

+ Add

File Type	Attachment	Actions
Others [OTHERS_012]	test2.pdf	

← General Information Save Draft Review Form →

Uploaded Document

12. Click **General Information** to go back to previous page.
13. Click **Save Draft** to save the application draft.
14. Click **Review Form** to proceed and continue the application.

Review Form

Review and Declare

Review Form

Please review the following details carefully. You will not be able to edit these details when you proceed to the next step.

General Information

Profile

Applicant Detail

Company Detail

Application Details to cancel Health Certificate for Export of Live Foodfish for Breeding (SFA)

Licence Details

Owner Organisation Details

Applicant's Details

Termination Request

Scroll down for all the sections and review the filled form.

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

Click **Declaration** to declare and submit the application.

Review Form

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

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

STEP 4

Declaration

Please scroll to read and acknowledge the following clauses.

General Declaration

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.

Health Certificate for Export of Live Foodfish for Breeding (SFA)

I am aware that the Singapore Food Agency (SFA) would only be able to process my application(s) when all relevant supporting documents are received and are in proper order.

I am aware that the SFA is required to collect personal information from time to time to carry out its various functions and duties under the Singapore Food Agency Act 2019 and I hereby consent to the SFA's collection and use of all information provided by me in the course of any application I have made to the SFA to facilitate the processing of such application(s). I hereby further consent to the SFA sharing my information in such application(s) with other Government agencies, and/or non-Government entities authorised to carry out specific Government services, unless prohibited by legislation.

☒ hereby declare that all of the above is true.

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

Click **Submit**.

Check the box for declaration.

← Review Form

Submit →

Declare and Submit Form

17. Scroll to read the declaration and check the box for declaration.
18. Click **Review Form** to review the form again.
19. Click **Submit** to submit the declaration and continue to acknowledgment page.

Acknowledgement

An Acknowledgement for this application will be displayed.

We have received your application

A confirmation email has been sent to you.

Application Status

APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS
Health Certificate for Export of Live Foodfish for Breeding	FT254007794	3 working day	Submitted

Next Steps

Your application is being processed. We will send you an email when your application status changes. You can also log in below to check its status on your dashboard.

For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@crimsonlogic.com.sg.

Click **Return to Dashboard**

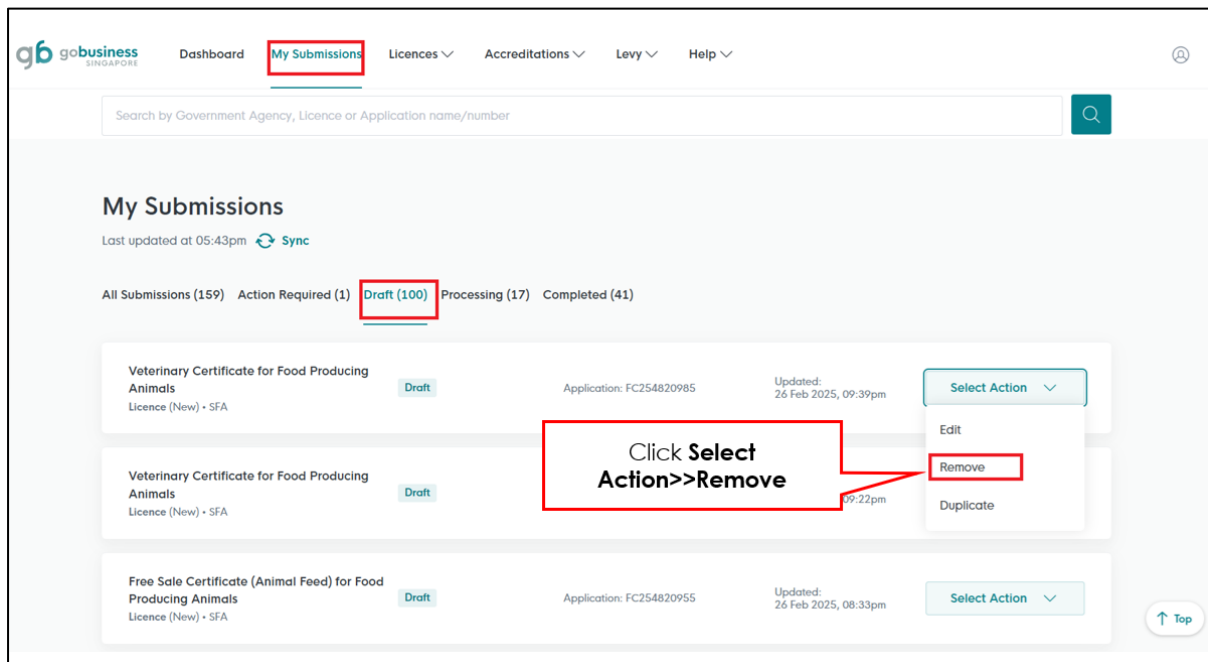
Return to Dashboard →

Acknowledgement

20. The acknowledgement mail will be sent to your registered email.
21. Click **Return to Dashboard** to exit.

Chapter 7: Remove Draft Application

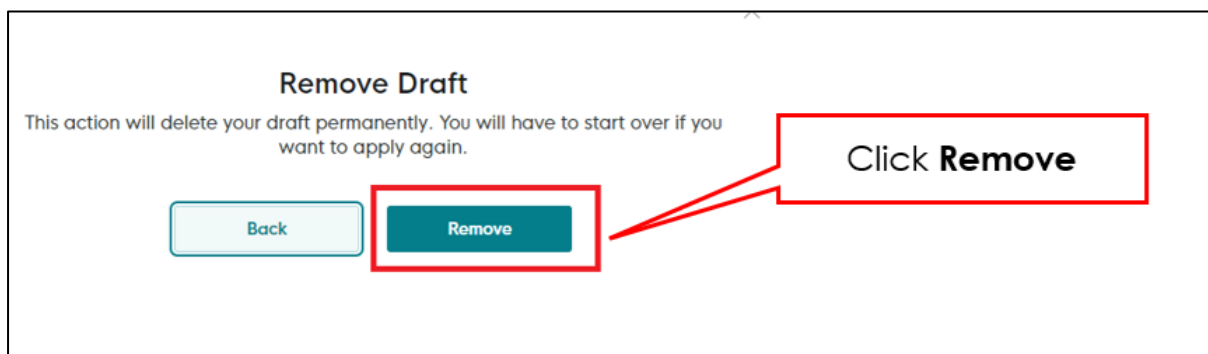
The applicant can remove the application in the draft status.



Remove Application

To remove the draft application:

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

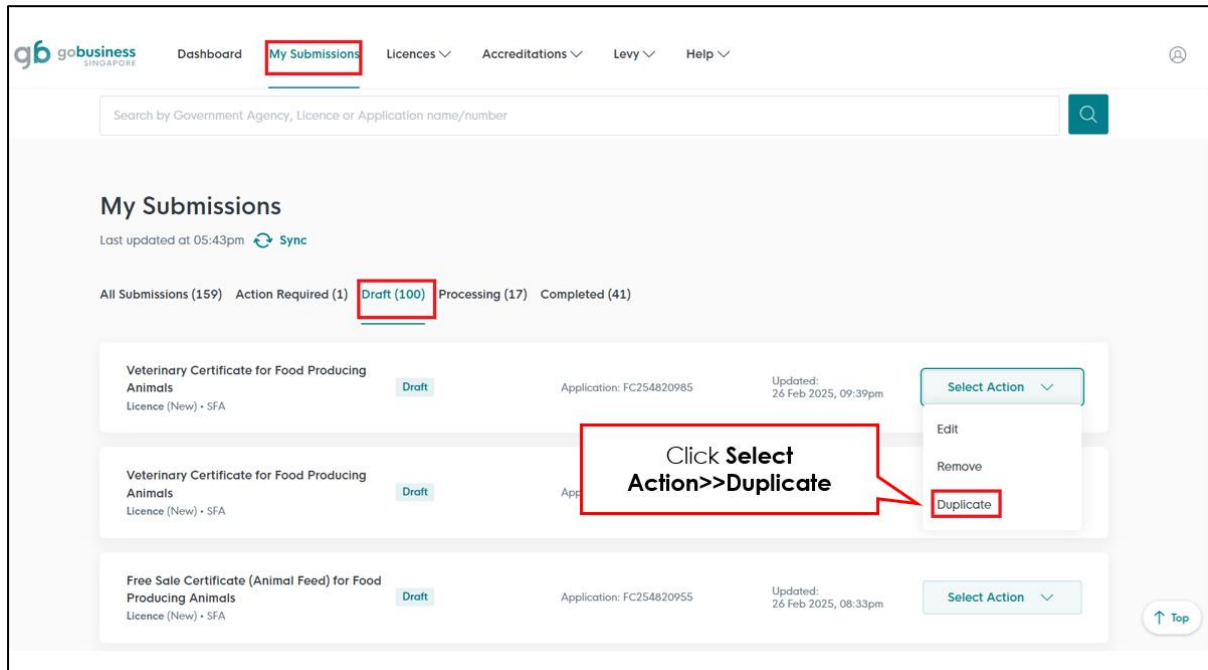


Remove Draft

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

The screenshot shows the 'My Submissions' page in the GoBusiness system. The page has a navigation bar with 'Dashboard', 'My Submissions' (highlighted), 'Licences', 'Accreditations', 'Levy', and 'Help'. Below the navigation bar is a search bar. The main content area is titled 'My Submissions' and shows a list of applications. A red box highlights the 'All Submissions (171)' tab. A red box also highlights the 'Select Action' dropdown menu for the 'Health Certificate for Export of Live Foodfish for Breeding' application, with a callout pointing to the 'View Form' option. The callout text says 'Click Select Action>>View Form'.

Application Name	Status	Application ID	Updated	Action
Licence to Manufacture and Process of Animal Feed Licence (Apply) - SFA	Auto Withdrawn	FC254813820	Updated: 9 Mar 2025, 10:01am	Manage via GoBusiness Licensing
Licence to Manufacture Animal Feed and Process of Animal Feed for Food Producing Animals Licence (New) - SFA	Rejected	FC254813820	Updated: 9 Mar 2025, 10:01am	Select Action
Health Certificate for Export of Live Foodfish for Breeding Licence (Cancel) - SFA	Processing	Application: FC254821817 Licence: HL2500027NS_2025_01	Updated: 28 Feb 2025, 03:01pm	Action View Form Duplicate Download Invoice
Veterinary Certificate for Food Producing Animals Licence (New) - SFA	Outdated Draft	Application: FC254821836	Updated: 28 Feb 2025, 02:38pm	Select Action
Free Sale Certificate (Food) Licence (Amend) - SFA	Outdated Draft	Application: FU254051690	Updated: 28 Feb 2025, 02:27pm	Select Action
Free Sale Certificate (Animal Feed) for Food Producing Animals Licence (New) - SFA	Pending Payment	Application: FC254821831	Updated: 28 Feb 2025, 02:01pm	Select Action

View Form

To view the submitted form:

1. Goto **My Submissions>>All Submissions**.
2. Click **Select Action>>View Form** for the licence.

Health Certificate for Export of Live Foodfish for Breeding

Singapore Food Agency

Approved

Application ID
FC254821817

Application Details for Health Certificate for Export of Live Foodfish for Breeding (SFA)

Owner Organisation Details

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

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
03/10/2000

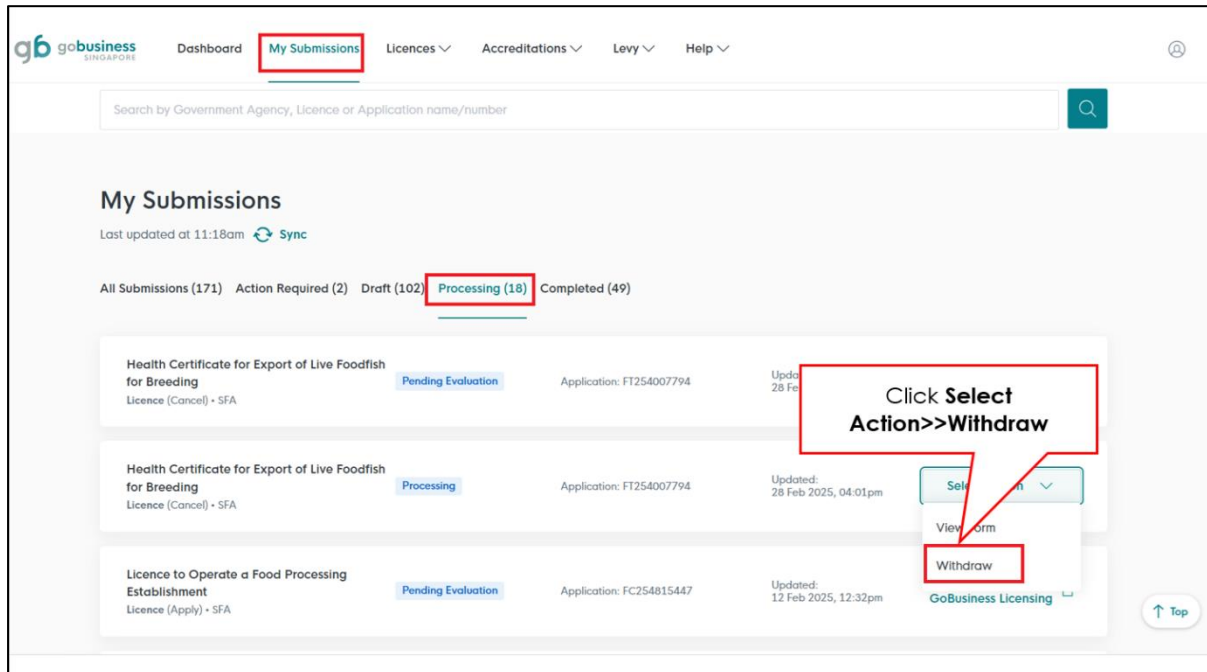
Designation

Application Form

3. Scroll down to view all the sections in the form.

Chapter 10: Withdraw Application

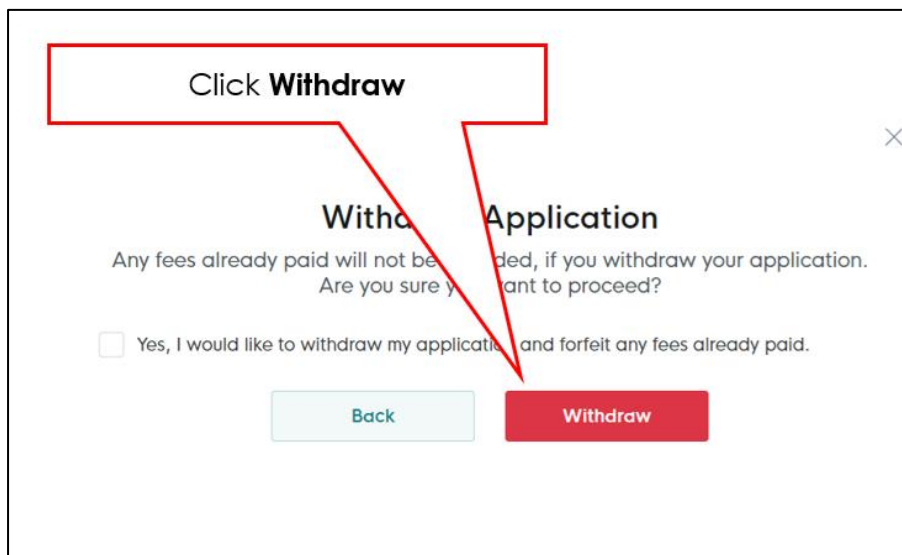
The applicant can withdraw the application in the processing status.



Withdraw Application

To withdraw application in processing status:

1. Goto **My Submissions>>Processing**.
2. Click **Select Action>>Withdraw** for the licence.

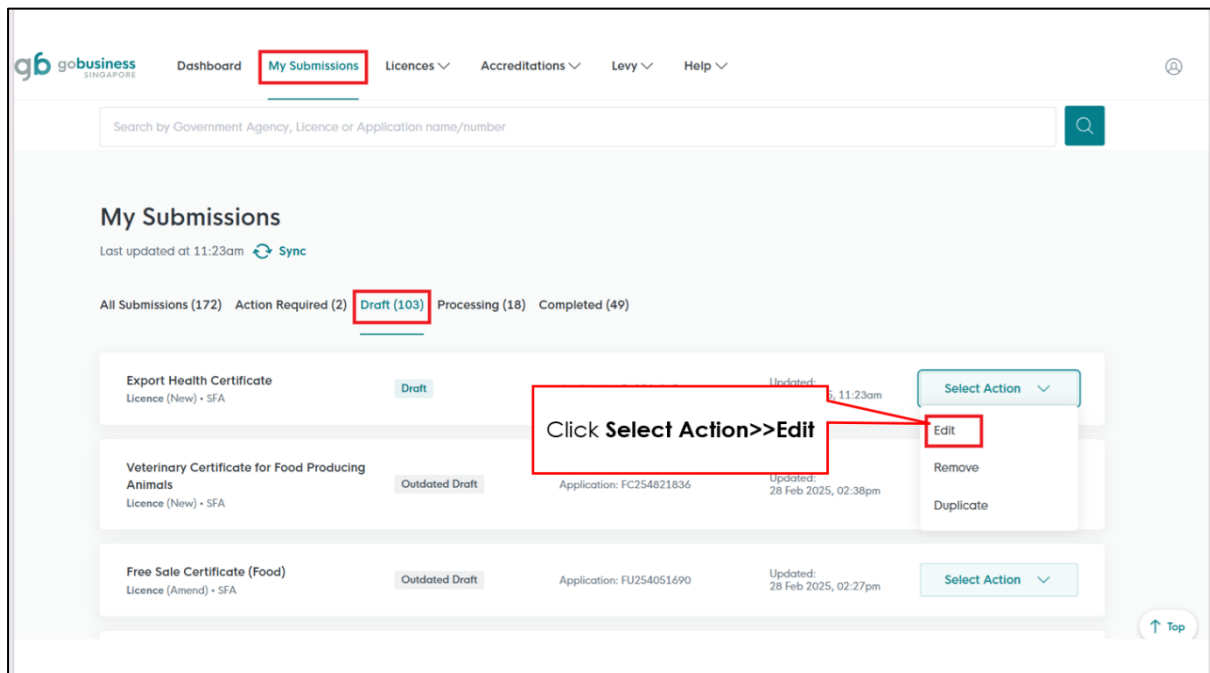


Withdraw Application Confirmation

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 Export Licence New Application user guide.

You are applying for Export Health Certificate (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

ID No.

****6129E

Email

timtom@abc.com

Contact Number

+65 9876 5432

Company Detail

Company Name

MANAGEMENT PTE

General Information

Chapter 12: Amend Application

If the applicant needs to amend the approved licence, then follow the instructions below.

The screenshot shows the 'My Licences' page in the GoBusiness system. The page has a navigation bar with 'Licences' and 'Apply Licences' options. A search bar is present with the text 'Search by Government Agency, Licence or Ap...'. Below the search bar, there's a section titled 'My Licences' with a 'Sync' button. A summary bar shows 'All Licences (23)', 'Due for Renewal (3)', 'Active Licences (14)', and 'Other Licences (6)'. A table lists the licences with columns for 'Licence Name and Number', 'Agency', 'Status', 'Issue Date', 'Expiry Date', and 'Action'. The table contains five rows of licences, all with 'Active' status. A red box highlights the 'Active Licences (14)' link. Another red box highlights the 'Select Action' dropdown for the 'Free Sale Certificate (Food)' licence, with a callout pointing to the 'Amend' option.

LICENCE NAME AND NUMBER	AGENCY	STATUS	ISSUE DATE	EXPIRY DATE	ACTION
Food Shop Licence Licence No.: SW25H26A000_2025_01 • SFA	SFA	Active	25 Aug 2023	3 Mar 2025	Select Action
Simplified Equipment Registration (SER) Licence No.: MIG1051783-20 • IMDA	IMDA	Active	28 Apr 2020	24 Mar 2025	Select Action
Licence to Import Sheep & Goats Licence No.: IR24K0081_2024_01 • SFA	SFA	Active	28 Nov 2024	28 Nov 2024	Select Action
Free Sale Certificate (Food) Licence No.: FS2500083_2025_01 • SFA	SFA	Active	28 Feb 2025	27 Feb 2026	Select Action
Free Sale Certificate (Food) Licence No.: FS2500084_2025_01 • SFA	SFA	Active	28 Feb 2025	27 Feb 2026	Select Action

Amend Application

To amend the licence application in active status:

1. Go to **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

You are applying to amend Free Sale Certificate (Food) (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

Registration

Name

ID Type

ID No.

Email

Contact Number

+65

Company Detail

Company Name

UEN

Entity Type

Registered Address

Postal Code

Block/Flower No.

Street Name

Floor/Level (Optional)

Unit (Optional)

Building Name

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

STEP 2
Application Details to amend Free Sale Certificate (Food) (SFA)
Fill in the following details.

Licence Details

Licence Number
FS2500083_2025_0

Please click on the **Retrieve** button to amend the licence and retrieve your licence record.

Retrieve

Owner Organisation

Applicant Type
Select

Application Details

6. Click **Retrieve** to get the licence details. To proceed with further amendments refer to steps from Export Licence New application guide. Please note that fields that are greyed out are not amendable.
7. Select appropriate Applicant Type from the dropdown list. Note: Based on the UEN type, the Applicant Type will be Individual or Organisation. If Organisation is selected, then Owner Organisation Name will be auto populated for selection.

Applicant's Details

Citizenship
Select

Sex
☐ Male [M]
☐ Female [F]

Date of Birth
DD/MM/YYYY

Designation (Optional)
Select

Alternative Email Address (Optional)

Primary Mode of Contact
The displayed contacts will be used for communication with SFA. Please update your contact if there are any changes.
☐ Home Tel Number [HME]
☐ Mobile Number [MBL]
☐ Office Number [OFF]

Home Number (Optional)
+65 E.g. 8123 4567

Mobile Number (Optional)
+65 E.g. 8123 4567

Office Number (Optional)
+65 E.g. 8123 4567

Tick if you prefer to receive status updates of licence application via SMS (Optional)
☐ Yes [Y]

Fill the Applicant's Details

Applicant's Details

8. Fill the Applicant's Details.

Applicant's Address Details

Address Type
☐ Local [LOCAL]
☐ Foreign [FOREIGN]

Mailing Address

Address Type
☐ Local [LOCAL]
☐ Foreign [FOREIGN]

Fill the Applicant's Address Details

Fill the Mailing Address

Applicant's Address and Mailing Address

9. Fill in the Applicant's Address.

10. Please fill in the details of a Singapore Local Address.

Applicant's Address Details

Address Type
☒ Local [LOCAL] Select **Local**
☐ Foreign [FOREIGN]

Applicant Local Address Format
☒ Standard [STANDARD] Select **Standard** and fill the address

Type of Premises
Select

Local Address

Postal Code
 Retrieve Address Click **Retrieve Address**

Block/House No. Street Name

Floor/Level (Optional) Unit (Optional) Building Name (Optional)

Eg: 01, B1, 01M Eg: #05-01, use 01

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

Applicants Address Type Local

11. Fill the Mailing Address details.
12. Please fill in the details of a Singapore Local Address.

Mailing Address

Address Type
☒ Local [LOCAL] Select **Local**
☐ Foreign [FOREIGN]

Applicant Local Address Format
☒ Standard [STANDARD] Select **Standard** and fill the address

Type of Premises
Select

Mailing Address

Postal Code
 Retrieve Address Click **Retrieve Address**

Block/House No. Street Name

Floor/Level (Optional) Unit (Optional) Building Name (Optional)

Eg: 01, B1, 01M Eg: #05-01, use 01

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

Mailing Address Type Local

13. Fill the Address fields.

14. Click **Retrieve Address** to retrieve the address details, after entering the postal code.
15. Click **Reset Address** to reset the address details.
16. Continue filling Organisation Operating Address and Contact Details next.

Organisation Operating Address and Contact Details

The screenshot shows a web form titled "Organisation Operating Address and Contact Details". The form is divided into two main sections. The top section, "Organisation Operating Address", contains a label "Address Type" and two radio button options: "Local [LOCAL]" and "Foreign [FOREIGN]". A red callout box with the text "Fill the Organisation Operating Address" points to this section. The bottom section, "Organisation Contact Details", contains several input fields: "Telephone Number" (with a dropdown for "+65" and a text field with "E.g. 8123 4567"), "Fax Number (Optional)" (with a dropdown for "+65" and a text field with "E.g. 8123 4567"), "Business Email" (a large text field), and "UEN of Former Company (Optional)" (a large text field). A red callout box with the text "Fill the Organisation Contact Details" points to this section. In the bottom right corner of the form, there is a small text "0/20".

Organisation Address and Contact Details

17. 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.

Organisation Operating Address

Address Type

☒ Local [LOCAL] Select **Local**

☐ Foreign [FOREIGN]

Local Address Format

☒ Standard [STANDARD] Select **Standard** and fill the address

Type of Premises (Optional)

Select

Address

Postal Code

Retrieve Address Click **Retrieve Address**

Block/House No.

Street Name

Floor/Level (Optional) Eg: 01, B1, 01M

Unit (Optional) Eg: #05-01, use 01

Building Name (Optional)

Reset Address

Local Address

18. Fill the Address fields.
19. Click **Retrieve Address** to retrieve the address details, after entering postal code.
20. Click **Reset Address** to reset the address details.
21. If you select Foreign[FOREIGN] and the Foreign Address Format and their respective fields will be displayed.

Organisation Operating Address

Address type

☐ Local [LOCAL]

☒ Foreign [FOREIGN]

Type of Premises

Select

Address Line 1

0/60

Address Line 2

0/60

Address Line 3 (Optional)

0/60

Address Line 4 (Optional)

0/60

Address Line 5 (Optional)

0/60

City (Optional)

0/60

State (Optional)

0/60

Postal Code (Optional)

0/12

Country/Region

Select

Select **Foreign** and fill the address details in the populated fields

Foreign Address

22. Fill the Address fields.
23. Continue filling Consignment next.

Consignment

Consignment

Country/Region of Destination

Select

Date of Export

DD/MM/YYYY

Consignment

24. This **Country/Region of Destination** field is not amendable.
25. Enter the **Date of Export** of the consignment.

Certificate Type

Certificate Type

Trade Type

☐ Locally Processed [LPD]

☐ Imported [IMP]

Type of Product

When Country of Destination = "East Timor", you may only either select: 1. "Meat" or 2. "Fish" and/or "Processed Food"

☐ Meat [M]

☐ Fish [F]

☐ Processed Food [Z]

Certificate Type

26. This Certificate Type section is not amendable.

Consignment Product Details

Consignment Product Details

Note: If you are applying for more than 12 items, more than 12 countries, or more than 12 products, please contact your account manager.

Trade Type

Product Type

SFA Product Code

Name/Description of Product

Country/Region of Origin

Packaging

Packaging Unit of Measure

Quantity

Quantity Unit of Measure

Invoice No. (Optional)

Import Permit No. (Optional)

Ingredients @ (Optional)

Remarks (Optional)

Click **Add** button to add the consignment product details.

No.	Trade Type	Product Type	SFA Product Code	Name/Description of Product	C	Actions
No data available in table						

Consignment Product Details

27. Enter the data in the fields that can be amended. The amendable fields are Packaging, Packaging Unit of Measure, Quantity, Quantity Unit of Measure.

Administrative Details

Administrative Details

Check, if Free Sale Certificate is required separately for individual product. (Optional)

☐ Yes [Y]

Enter the No. of copies of certificates required (Optional)

0/3

State where the products are sold in Singapore[i.e. name of retail outlets] (Optional)

0/150

Administrative Details

28. This Administrative Details section is not amendable.

Emergency Contact

Emergency Contact

Fill the Emergency Contact Details

Salutation

Select

Name

0/66

Designation (Optional)

0/100

Contact No.

+65

E.g. 8123 4567

Email

Click **Add** button to add emergency contact details.

+ Add

No.	Salutation	Name	Designation	Contact No.	Actions
No data available in table					

Emergency Contact

29. Fill the **Emergency Contact** details. A minimum of one contact is mandatory.

Emergency Contact

Salutation
Select

Name
0/66

Designation (Optional)
0/100

Contact No.
+65 E.g. 8123 4567

Email

Added successfully
Your new information has been added.

No.	Salutation	Name	Designation	Contact No.	Email	Actions
1	Mr	tinus	tester	+65 8800 1122	ggg@gmail.com	

Emergency Contact Details Added

The applicant can add, edit, or delete the contact details.

Payment

Payment Mode

Payment Mode

☐ Online Payment

☐ Offline Payment

Select the Payment Mode

Payment Mode

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

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

Payment Mode

Payment Mode

☐ Online Payment

☒ Offline Payment

Existing GIRO Reference Number
Select

Click **Get GIRO Reference Number** to retrieve the GIRO Reference Number

Offline Payment

32. 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

Following are the list of supporting documents Note: File type allowed to upload based on Trade Type.

- a) Others
- b) Product Details - Note: You may select this supporting document type when Trade Type selected above is "Imported" or both "Locally Processed" and "Imported" and Product type selected is "Meat" or "Fish" was selected.

The screenshot shows the 'Supporting Documents' form. A red callout box points to the 'File Type' dropdown menu with the text: "Select the **File Type**, upload the file and click Add. The supporting document will be uploaded." Another red callout box points to the 'Add' button with the text: "Click **Add** button to upload supporting document details." The form includes a file upload area with instructions: "Attachment. Only 1 file at 2 MB or less. File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed. Drop a file here or click to upload." Below this is a table with columns 'File Type', 'Attachment', and 'Actions'. The table is currently empty with the message 'No data available in table'. At the bottom, there are three buttons: 'General Information', 'Save Draft', and 'Review Form'.

Upload Supporting Documents

The screenshot shows a list of supporting document types. The first item is 'Others [FREESALECERTFOODANYOTHERSUPPORTINGDOC]' and the second item is 'Product Details [FREESALECERTIFICATEPRODUCTDETAILS]'. Below the list, there is a small text: "Select the file type to upload the supporting document.".

Supporting Documents List

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

The screenshot shows the 'Supporting Documents' form after a successful upload. A green notification box in the top right corner says: "Added successfully. Your new information has been added." The 'File Type' dropdown is still set to 'Select'. The 'Attachment' area shows the uploaded file 'test2.pdf'. The table below now contains one row: 'Product Details [FREESALECERTIFICATEPRODUCTDETAILS]' with the attachment 'test2.pdf' and an 'Actions' column containing edit and delete icons.

Uploaded Document

34. In the Application Details page below, click **General Information** to go back to previous page. Click **Save Draft** to save the application draft.
35. Click **Review Form** to proceed and continue the application.

Review Form

Review and Declare

Review Form

Please review the following details carefully. You will not be able to edit these details when you proceed to the next step.

General Information

Profile

I am applying
As an applicant

Applicant Detail

Username
Name
Title
Full Name
ID Type & ID Number
MARC ****12345
Email
EmailAddress@com
Contact Number
+86 1876 5432

Company Detail

Company Name
BusinessAddress@FYE
City
L1468000000000000

Application Details to amend Free Sale Certificate (Food) (SFA)

Licence Details

Product Name
F0200000_0001_01

Please click on the retrieve button to verify your eligibility to amend the licence and retrieve your licence record.

Owner Organisation Details

Applicant Type
Organisation (Organisation)
Owner Organisation Name (SFA/ SFA)
F020000000 - OVERSEA-CHINESE BANKING CORPORATION LIMITED

Applicant's Details

Username
ADDRESS@FYE
Sex
Male [X]
Date of Birth
09/10/1990
Registration
-
Alternative Email Address
-
Previous Mode of Contact
The Applicant's details will be used for communication with SFA. Please update your contact if there are any changes.
Mobile Number (MARC)
Owner Number

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

Click **Declaration** to declare and submit the application.

Back to Edit Declaration

Review Form

36. Click **Back to Edit** to continue editing the application.
37. Scroll down for all the sections to review the filled details and click **Declare** to submit the application.

STEP 4

Declaration

Please scroll to read and acknowledge the following clauses.

General Declaration

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.

Free Sale Certificate (Food) (SFA)

I agree that Singapore Food Agency (SFA) would only be able to process applications when all relevant supporting documents are received and are in proper order.

The Singapore Food Agency (SFA) collects personal information to carry out its various functions and duties under the Singapore Food Agency Act 2019 in Singapore and any other related purposes.

I hereby consent to SFA's use of the information provided by me in the course of any application I have made to the SFA to facilitate the processing of such application for such purposes.

I hereby further consent to SFA sharing the information in such application with other Government agencies, or non-government entities authorized to carry out specific government services, unless prohibited by law.

☒ hereby declare that all of the above is true.

[← Review Form](#)
[Make Payment →](#)

Check the box for declaration.

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

Click **Make Payment**.

Declare Form

38. Scroll to read the declaration and check the box for declaration.

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

40. Click **Make Payment** and the Payment page will be displayed.

Payment

Please review your fees and make payment.

DESCRIPTION	GST	AMOUNT
Free Sale Certificate (Food)		
Application Fee	\$2.83	\$31.39
	Subtotal	\$31.39
	9% GST	\$2.83
	Amount Payable Incl. of GST	\$34.22

Payment
Please choose:

We Accept

Add Card Details
4242 05 / 27 1788 [Save with token](#)

What is a CVC?
☐ Save as my new default card

[Make Payment →](#)

[← Back to Form](#)

Enter the Card Details

Click **Make Payment**

Click **Back to Form**

Payment

41. Enter card details.

42. Click **Make Payment** to make the payment and the acknowledgement page will be displayed.
43. Click **Back to Form** to go back to form page.

Acknowledgement

An Acknowledgement for this application will be displayed.

We have received your application
Thank you for your application. You will receive updates on it via email.

Payment Summary

DESCRIPTION	GST	AMOUNT
Free Sale Certificate (Food)		
Application Fee	\$2.83	\$31.39
	Subtotal	\$31.39
	9% GST	\$2.83
	Total Paid Incl. of GST	\$34.22

[Download Tax Invoice](#) Receipt No. TN250228000012

Next Steps
We will send you an email notification when there are changes to your application status. Alternatively, you may log in to track your status via the dashboard below.
For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@crimsonlogic.com.sg.

[Return to Dashboard →](#)

Acknowledgement

44. The acknowledgement mail will be sent to your registered email.
45. Click **Download Invoice** to download the invoice details. This is applicable for online payment only.
46. Click **Return to Dashboard** to exit.