

GoBusiness Food Retail Licences (Amend, Renew and Cancel Licence) User Guide

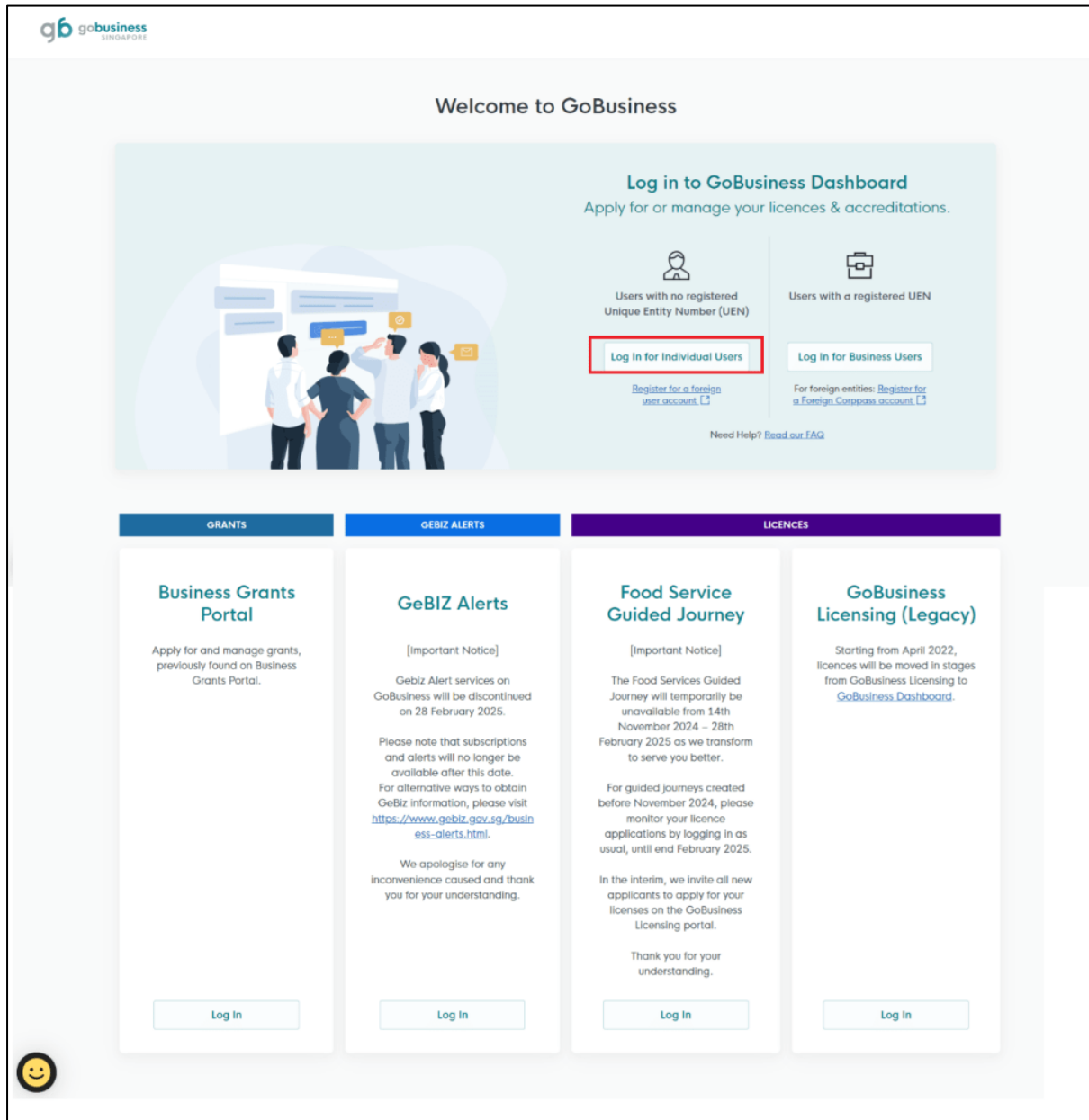
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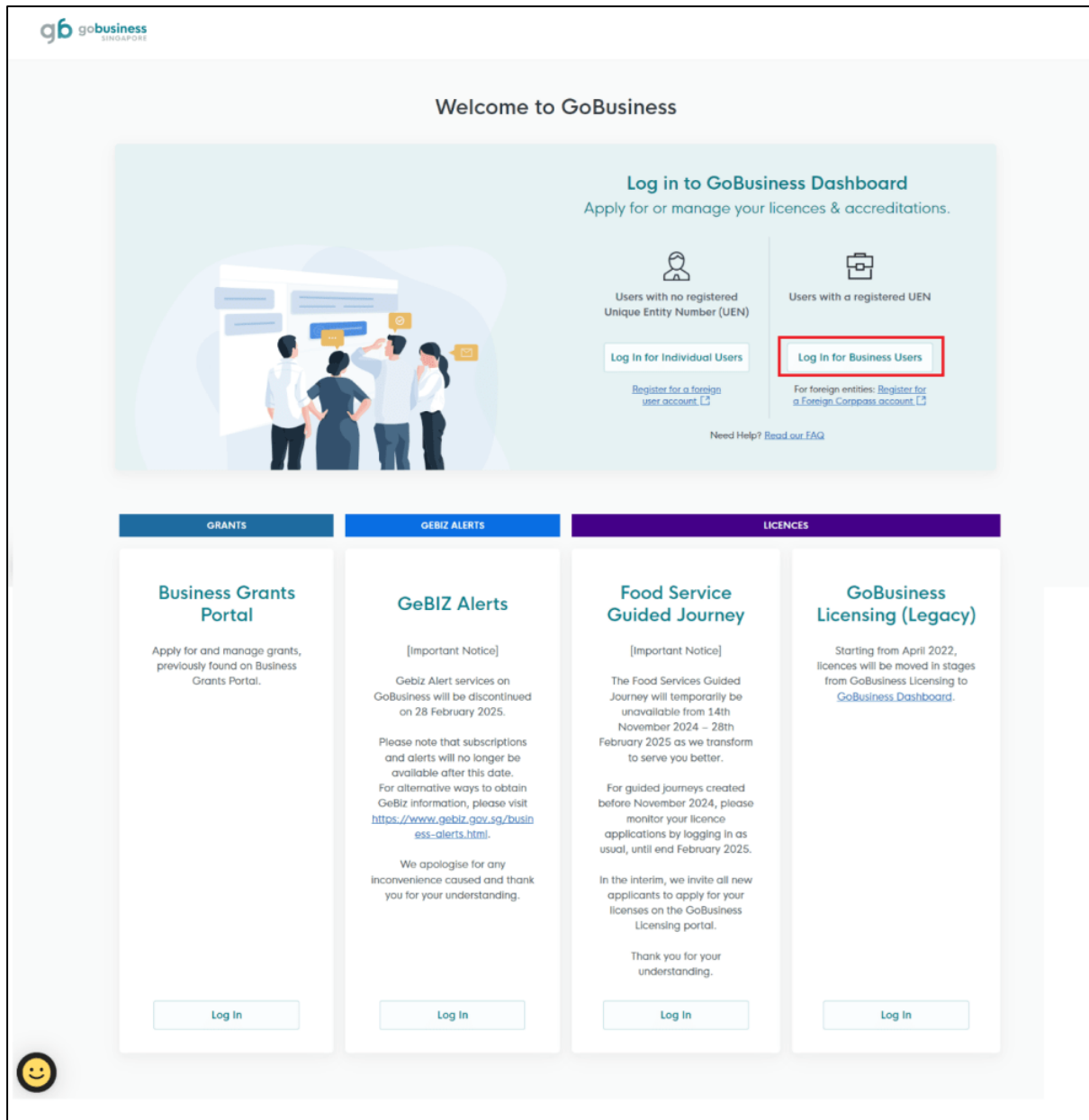
Chapter 1: Logging in to GoBusiness

1. Go to <https://dashboard.gobusiness.gov.sg/login> on the Internet Browser. The Home Page will be displayed.
2. Click **Log In**. The Login Page will be displayed.



Log In For Individual Users

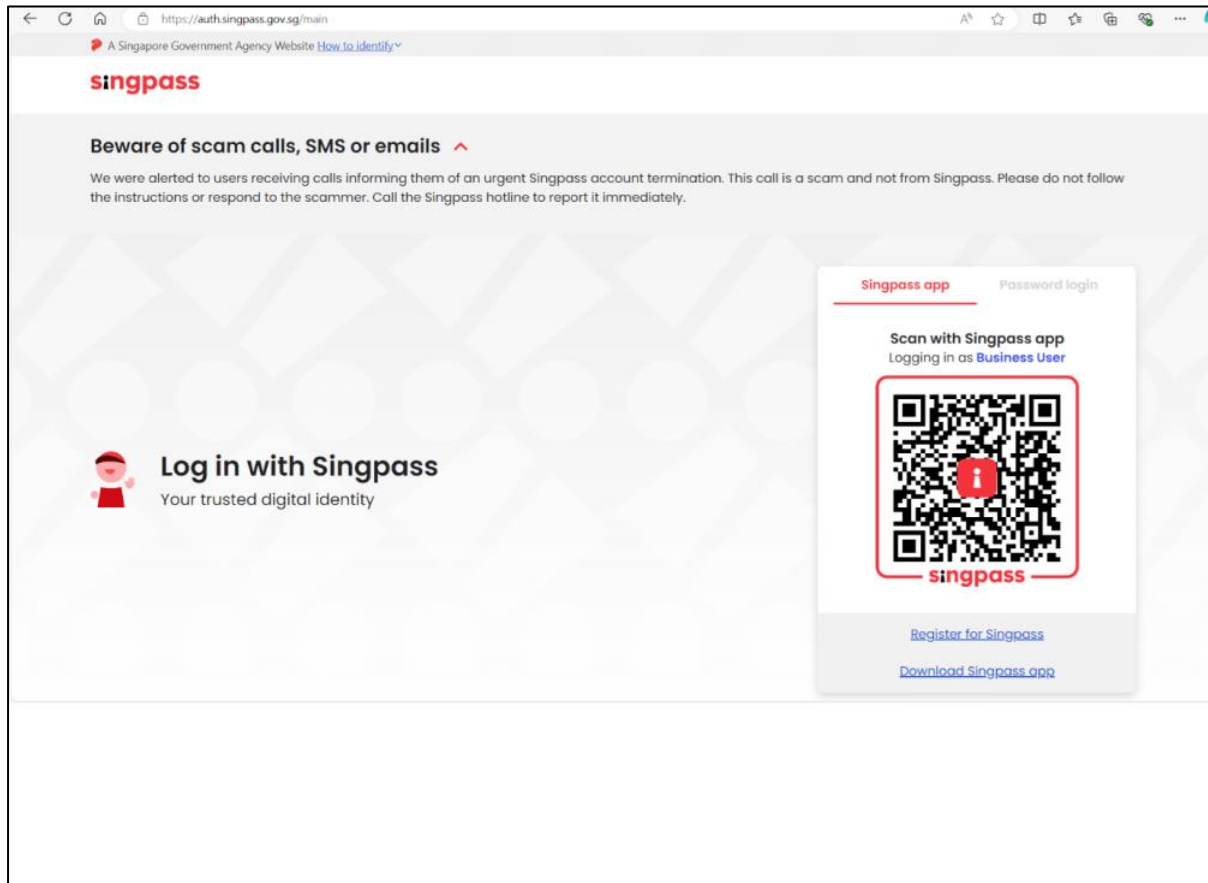
3. Click **Log In** for Individual Users.



Log In For Business Users

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

GoBusiness (Amend, Renew and Cancel Licence) User Guide



SingPass Login for Business Users

5. Use SingPass to login to the portal.

Chapter 2: Amend Licence

Licensees are required to update their contact details, such as their mailing address, email and contact numbers, whenever there are changes. This will enable SFA to alert you of licence renewal reminders or to contact you as and when required.

Licensees are also required to seek approval from SFA for any structural changes to be made to the licensed premises before commencing works. This is to enable SFA to confirm that the changes in layout are in compliance with SFA's food safety regulations.

The screenshot shows the GoBusiness Licensing portal. The 'My Licences' dropdown menu is open, showing options: Renew Licences, Amend Licences, Submit Returns, and Verify Licence. The 'Amend Licences' option is highlighted. Below the dropdown, the 'Active Licences (10)' tab is selected. A table lists various licences with columns: LICENCE NAME AND NUMBER, AGENCY, STATUS, ISSUE DATE, EXPIRY DATE, and ACTION. The 'Amend' option is highlighted in the 'Select Action' dropdown for the 'Food Stall Licence'.

LICENCE NAME AND NUMBER	AGENCY	STATUS	ISSUE DATE	EXPIRY DATE	ACTION
Registration to Import Live Frogs for Human Consumption Licence No.: IW24L0142 - SFA	SFA	Active	19 Dec 2024	30 Nov 2025	Manage via GoBusiness Licensing
Food Stall Licence Licence No.: SW25G79P1100_2025_01 - SFA	SFA	Active	3 Feb 2025	2 Feb 2026	Select Action
Food Stall Licence Licence No.: SW25G79P1100 - SFA	SFA	Active	3 Feb 2025	2 Feb 2026	Select Action
Licence to Import Table Eggs Licence No.: IE24L0071_2024_01 - SFA	SFA	Expired	25 Aug 2023	12 Jan 2025	Select Action
Licence to Import Poultry Licence No.: ID24K0048_2024_01 - SFA	SFA	Cancelled	21 Nov 2024	31 Oct 2025	Select Action

Amend Application

To amend the licence in active status:

6. Goto **Licences>>My Licences**. Then go to Active Licences tab.
7. Click **Select Action>>Amend** to proceed with the amendment.

General Information

You are applying to amend Food Stall Licence (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 mins 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

Solution

Select

Name

Tan Tan

ID Type

NRIC

Email

test@gobdc.com

Contact Number

+65 9876 5432

Company Detail

Company Name

MANAGEMENT PTE

UEN

194800054M

Entity Type

Local Company

Registered Address

Postal Code

117438

[Refresh Address](#)

Block/House No.

10

Street Name

Pasir Panjang Road

Floor/Level (Optional)

10

Unit (Optional)

01

Building Name

Majestic Business City

[Refresh Address](#)

[Save Draft](#) [Application Details →](#)

Click
**Application
Details**

Amend Application

- Amend the populated fields if there are new changes.
- Click **Application Details** to continue.

Application Details

STEP 2
Application Details to amend Food Stall Licence (SFA)
Fill in the following details.

Licence Details

Licence Number
SW25G79P1100_2025_01

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

Retrieve

Owner Organisation Details

Applicant Type
Select

Application Details

10. Click **Retrieve** to populate the licence details.
11. Select **Application Type** as Organization if you are a Business User.

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

12. Amend the Applicant's Details which is the Licensee's details if there are changes.

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

13. Amend in the Applicant's Address which is the Licensee's details if there are changes.

14. 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 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

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

Applicants Address Type Local

15. Amend the Mailing Address details which is the Licensee's details if there are changes.

16. 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 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

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

Mailing Address Type Local

Organisation Operating Address and Contact Details (applicable if the licence is issued under Business)

Organisation Operating Address

Address Type

☐ Local [LOCAL]

☐ Foreign [FOREIGN]

Organisation Contact Details

Telephone Number

+65

Fax Number (Optional)

+65

Business Email

UEN of Former Company (Optional)

0/20

Organisation Address and Contact Details

17. Amend the Organisation Operating Address and Organisation Contact Details which is the Licensee's details if there are changes.
18. Please fill in the details of a Singapore Local Address.

Business Operating Address (refers to the food retail address)

Business Operating Address

Type of Premises
Select

Business Operating Address

Postal Code
[Text Field] [Retrieve Address](#)

Block/House No. [Dropdown] Street Name [Dropdown]

Floor/Level (Optional) [Text Field] Unit (Optional) [Text Field] Building Name (Optional) [Dropdown]

Eg: 01, B1, 01M Eg: a05-01, use 01

[Reset Address](#)

Business Operating Address - Additional Level/ Unit No

Level (Optional) [Text Field] 0/3

Unit No. (Optional) [Text Field] 0/5

[Add](#) **Click Add**

No.	Level	Unit No.	Actions
No data available in table			

Amend Application

19. Add the additional level and unit number in the Business Operating Address – Additional Level/Unit No section if there are new changes.

Application Details

Application Details

Business Name (As displayed at premises or on signboard) (Optional)
[Text Field] 0/100

Business Operating Hours - 24hrs
☒ Yes [Y]
☐ No [N]

Brief description of food business
Select

Application Details – Business Operating Hours (Yes)

Application Details

Business Name (As displayed at premises or on signboard) (Optional)

0/100

Business Operating Hours - 24hrs

☐ Yes [Y]

☒ No [N]

If not 24hrs - From

Select Time

If not 24hrs - To

Select Time

Brief description of food business

Select

Application Details – Business Operating Hours (No)

20. Amend the Business Name (As displayed at premises or on signboard) if there are changes.
21. Amend the **Business Operating Hours** if there are changes.

Food Worker Details

Food Hygiene Personnel Details

NRIC/ FIN

Name as in NRIC/FIN

Sex

Date of Birth

Citizenship

Work Permit Expiry Date (Optional)

Course Type
Note: (i) Food Safety Course Level 1 + Basic Food Hygiene Course (i) Food Safety Course Level 2 + Refresher Food Hygiene Course (i) Food Safety Course Level 3 + Food Hygiene Officer Course (i) Food Safety Course Level 4 + Advanced Food Hygiene Officer course

Role

Course Passed Date

Course Type
Note: (i) Food Safety Course Level 1 + Basic Food Hygiene Course (i) Food Safety Course Level 2 + Refresher Food Hygiene Course (i) Food Safety Course Level 3 + Food Hygiene Officer Course (i) Food Safety Course Level 4 + Advanced Food Hygiene Officer course

Role

Course Passed Date

Contact No. (Optional)

Email Address (Optional)

Click Add

No.	NRIC/ FIN	Name as in NRIC/FIN	Sex	Date of Birth	Citizenship	Actions
No data available in table						

Food Worker Details

22. Amend or Add new Food Worker Details.

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.

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

Emergency Contact

23. Amend the **Emergency Contact** details if there are changes. A minimum of one contact is mandatory.

Attach Supporting Documents

Supporting Documents

Select the File Type, upload the file and click Add. The details will be added.

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

Click **Add** button to supporting document details

File Type	Attachment	Actions
No data available in table		

General Information Save Draft Review Form

Upload Supporting Documents

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

Supporting Documents

File Type

Select

Added successfully
Your new information has been added.

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
Food Safety Course Level 1 certificate/Refresher Food Safety Course certificate [APHOTOCOPYOFFOODHYGIENECOURSECERTIFICATEOFTHEFOODHANDLER]	test2.pdf	 

Uploaded Document

25. Click **Review Form** to proceed and submit the application.

Review Form

Review and Declare

The screenshot shows the 'Review Form' page. At the top, it says 'Review Form' and 'Please review the following details carefully.' Below this are sections for 'General Information', 'Profile', 'Applicant Detail', and 'Application Details for Food Stall Licence (SFA)'. The 'Applicant Detail' section includes fields for Name, NRIC, Email, and Contact Number. The 'Application Details for Food Stall Licence (SFA)' section includes 'Applicant's Details' and 'Supporting Documents'. At the bottom, there are two buttons: 'Back to Edit' and 'Declaration'. Callouts point to these buttons and the form content.

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

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

27. Scroll down to review the filled details and click Declare to submit the application.

The screenshot shows the 'Declaration' page. It starts with 'STEP 4 Declaration' and 'Please scroll to read and acknowledge the following clauses.' Below this are sections for 'General Declaration' and 'Food Stall Licence (SFA)'. The 'General Declaration' section includes a checkbox for 'I hereby declare that all of the above is true.' The 'Food Stall Licence (SFA)' section includes a paragraph about the SFA's collection and use of personal information. At the bottom, there are two buttons: 'Review Form' and 'Submit'. Callouts point to these buttons and the declaration checkbox.

Click **Submit**.

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

Check the box for declaration.

Declare Form

28. Check the declaration.
29. Click **Review Form** to review the form again.
30. Click **Submit** to submit the declaration and continue to acknowledgment page.

Acknowledgement

An Acknowledgement for this application will be displayed.

The screenshot displays the 'We have received your application' page. At the top right, a green notification box states 'Successfully submitted' with a close button. Below this, the 'Application Status' section contains a table with the following data:

APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS
Food Stall Licence	FC254812746	7 working days if application is complete and in order.	Submitted

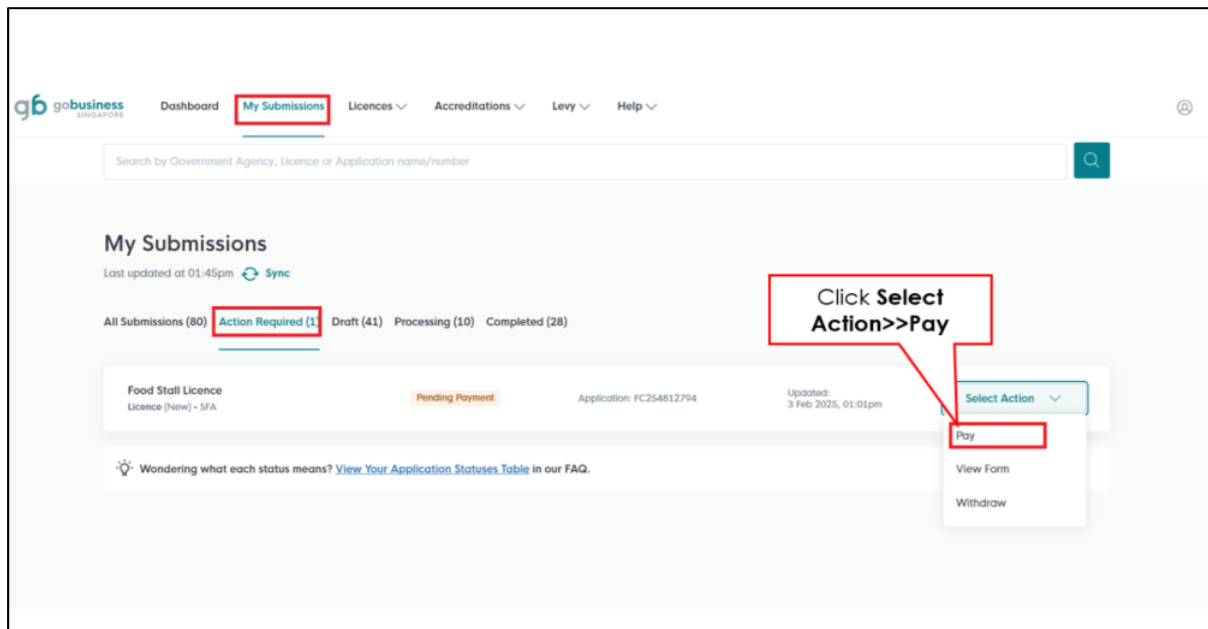
Below the table, the 'Next Steps' section provides instructions: 'Your application is being processed. We will send you an email when your application status changes. You can also log in below to check. For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@crimsonlogic.com.sg.' A red callout box points to a 'Return to Dashboard' button with the text 'Click Return to Dashboard'.

Acknowledgement

31. The acknowledgement mail will be sent to your registered email.
32. Click Return to Dashboard to exit.

Chapter 3: Renew Licence

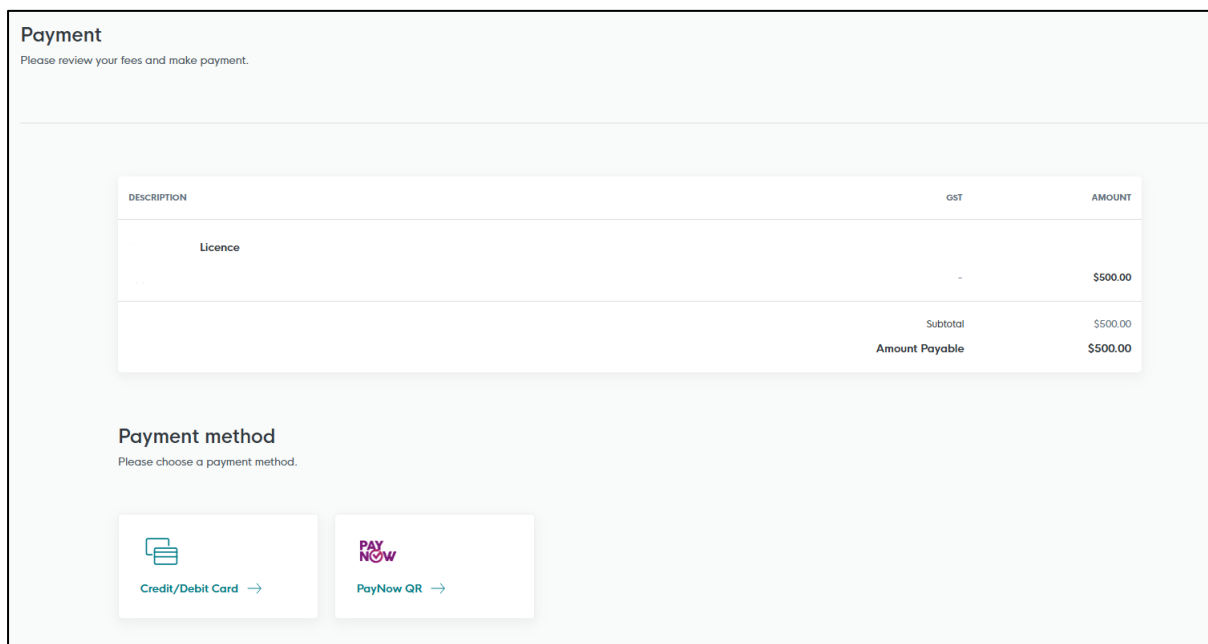
The Applicant is required to make payment to **renew the licence**.



Payment Screen

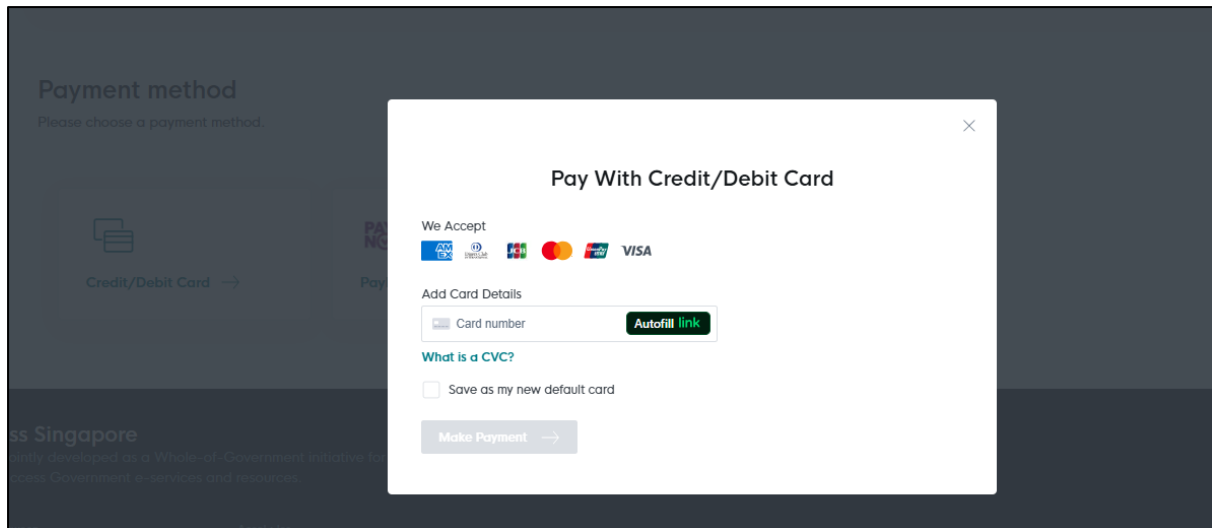
33. Go to My Submissions>>Actions Required.

34. Click **Select Action>> Pay** via Credit/Debit Card or PayNow for the licence with Pending Payment status.



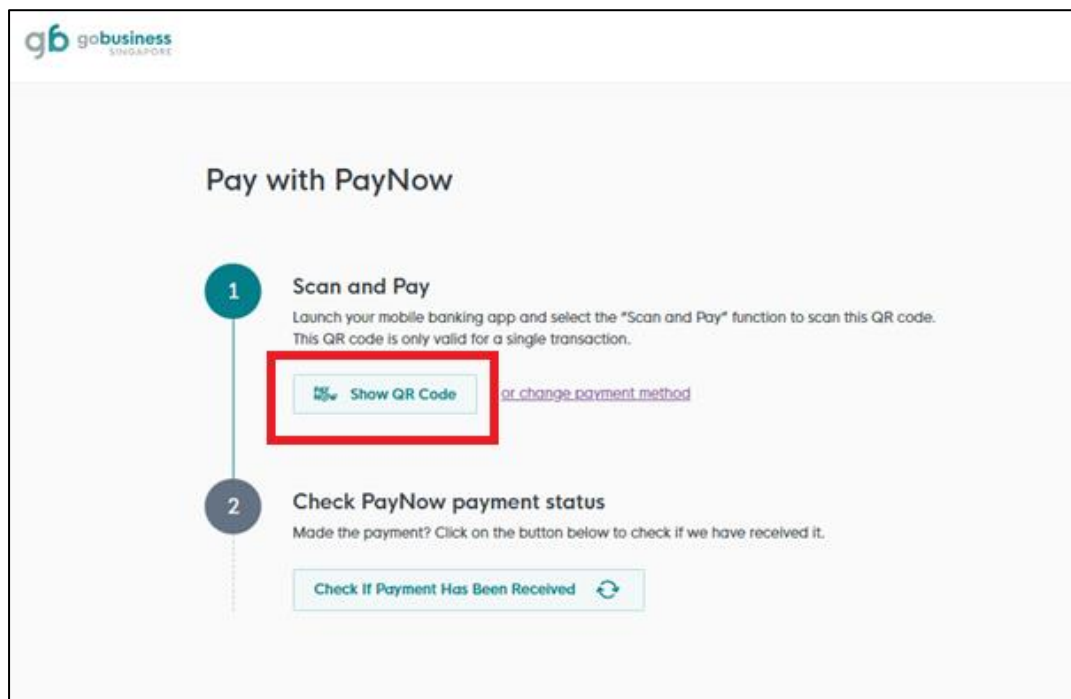
Payment Screen

35. Enter the card details of the credit/debit card and click **Make Payment**. Once the payment is successful, the applicant can proceed to download the invoice.



Payment via Credit/Debit Card

36. For payment via PayNow, click **Show QR Code** and **scan the QR code** to **make payment**. Once the payment is successful, the applicant can proceed to download the invoice.



Payment via PayNow

Download Payment Invoice

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

GoBusiness (Amend, Renew and Cancel Licence) User Guide

Chapter 3: Renew Licence

We have received your application

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

Payment Summary

DESCRIPTION	GST	AMOUNT
Food Stall Licence		
Application Fee	-	\$13.00
	Subtotal	\$13.00
	Total Paid	\$13.00

 **Click Download Tax Invoice**

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.

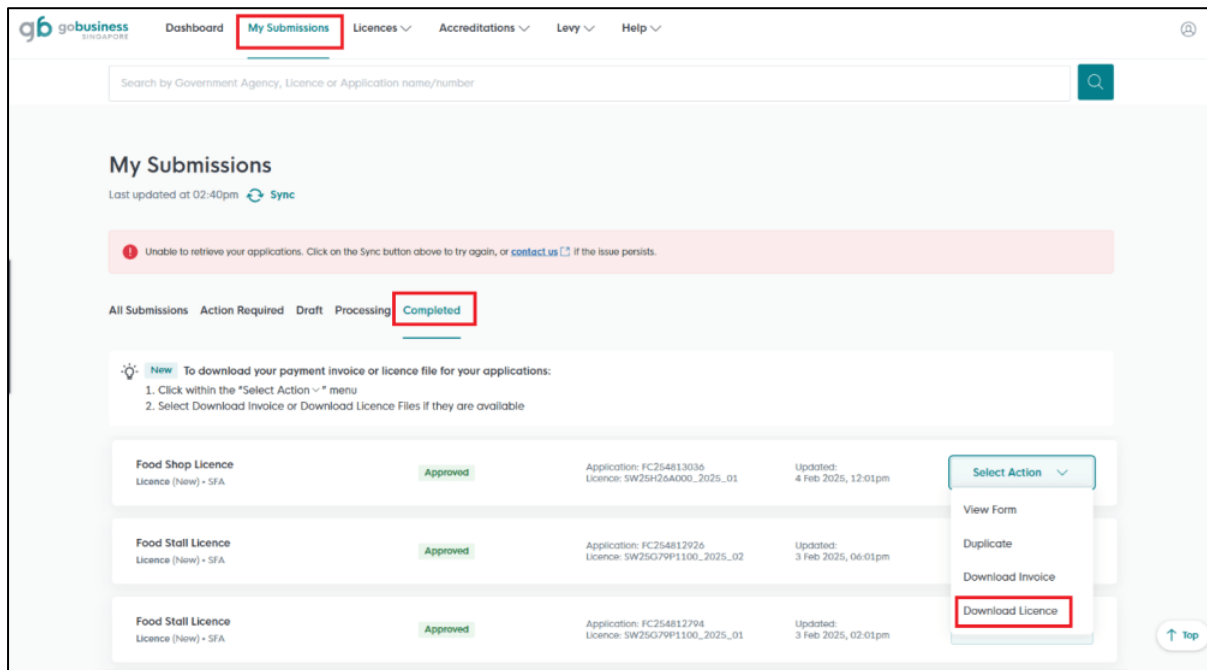
[Return to Dashboard →](#)

Download Invoice

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

Chapter 4: Print Licence

The Applicant can self-print the licence for new/renew/amend approved application by following the below steps.



Download Licence

38. Go to My Submissions>>Completed.

39. Click **Select Action>>Download Licence** for the licence with Approved status.

40. Click **Download Licence** button to view and download the Licence and Licence Conditions.

Name	Last Modified	File Size
2b569dba-196f-4d99-8e7b-22691ccb51d3-G2B_L1T-58-FR ... -9fcaa2aa-b7bd-4670-9c6c-d80200b18290-SW25 ... _2025_02_LicencePreview_SW25311J000.pdf	2025-02-23 06:20:06	5.9 KB
48d757ed-2b6a-49ab-ae76-5c5272dfec10-G2B_L1T-58-FR ... -956412f9-954a-407d-8630-aaaa8c3440e9-SW25 ... _2025_02_CERT_FOODSHOPCERTIFICATE_COA_SW25311J000.pdf	2025-02-23 06:20:06	57.8 KB
5ef2d2f5-1b62-440c-afad-fea48f2c5149-G2B_L1T-58-FR ... -3b9219e7-3629-4248-ac22-01522ae73b60-SW25 ... _2025_02_CERT_FOODSHOPCOVERLETTER_SW25311J000.pdf	2025-02-23 06:20:06	26.6 KB
9298002a-c470-428c-82e8-0540b0adab60-G2B_L1T-58-FR ... -9ed49b04-2dae-4a58-ae1b-3e816d464845-SW25 ... _2025_02_CERT_FOODSHOPCERTIFICATE_SW25311J000.pdf	2025-02-23 06:20:06	42.0 KB

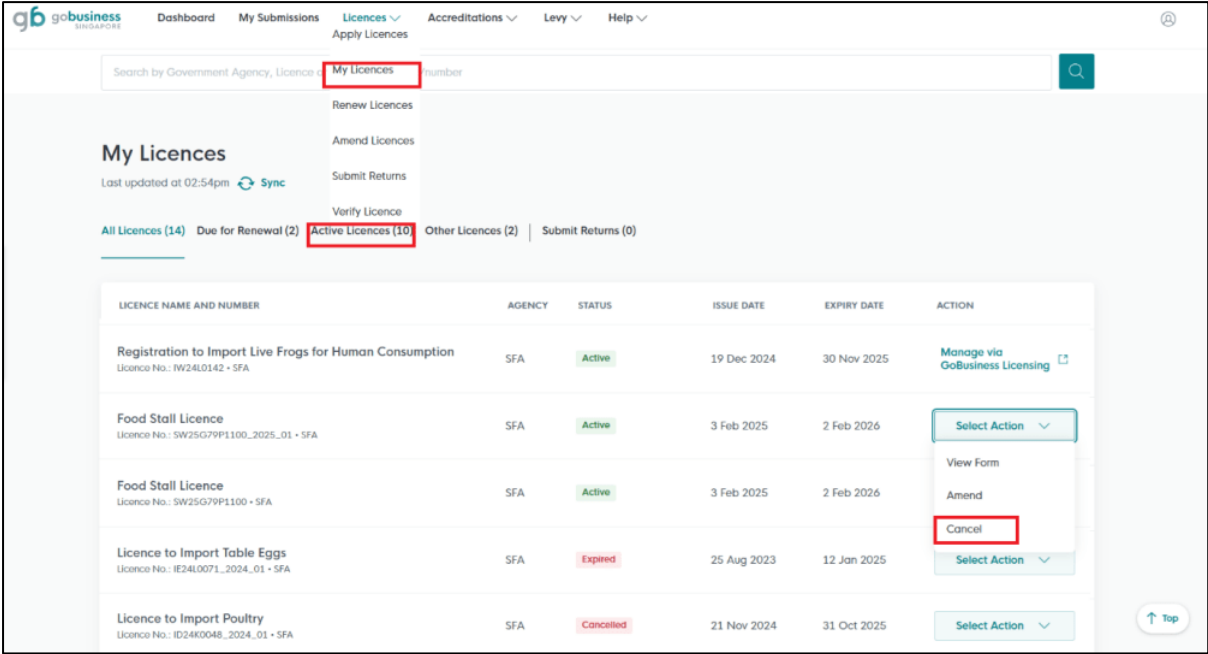
Download Licence

41. **Print** the downloaded Licence to **display** at the Foodshop/Supermarket/Foodstall. Licensee may also refer to the licence conditions attached (file name with COA).

Chapter 5: Cancel Licence

Food Shop, Supermarket or Food Stall that have stopped/ceased their business operations and no longer require their licence should cancel the licence at the point of cessation.

Please note that you remain responsible for all activities at the licensed premises until the licence is officially cancelled.



The screenshot shows the 'My Licences' page in the GoBusiness portal. The page has a search bar at the top with a dropdown menu showing 'My Licences' (highlighted), 'Renew Licences', 'Amend Licences', 'Submit Returns', and 'Verify Licence'. Below the search bar, there are tabs for 'All Licences (14)', 'Due for Renewal (2)', 'Active Licences (10)' (highlighted), 'Other Licences (2)', and 'Submit Returns (0)'. The main content area displays a table of licences with columns: LICENCE NAME AND NUMBER, AGENCY, STATUS, ISSUE DATE, EXPIRY DATE, and ACTION. The table lists five licences, including 'Registration to Import Live Frogs for Human Consumption', two 'Food Stall Licence' entries, 'Licence to Import Table Eggs', and 'Licence to Import Poultry'. The 'Food Stall Licence' entry with licence number '5W25G79P1100' is highlighted. A 'Select Action' dropdown menu is open for this licence, showing options: 'View Form', 'Amend', 'Cancel' (highlighted), and 'Select Action'.

LICENCE NAME AND NUMBER	AGENCY	STATUS	ISSUE DATE	EXPIRY DATE	ACTION
Registration to Import Live Frogs for Human Consumption Licence No.: IW24L0142 • SFA	SFA	Active	19 Dec 2024	30 Nov 2025	Manage via GoBusiness Licensing
Food Stall Licence Licence No.: 5W25G79P1100_2025_01 • SFA	SFA	Active	3 Feb 2025	2 Feb 2026	Select Action
Food Stall Licence Licence No.: 5W25G79P1100 • SFA	SFA	Active	3 Feb 2025	2 Feb 2026	View Form Amend Cancel Select Action
Licence to Import Table Eggs Licence No.: IE24L0071_2024_01 • SFA	SFA	Expired	25 Aug 2023	12 Jan 2025	Select Action
Licence to Import Poultry Licence No.: ID24K0048_2024_01 • SFA	SFA	Cancelled	21 Nov 2024	31 Oct 2025	Select Action

Cancel Application for Active Licence

To cancel the licence in active status:

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

General Information

You are applying to cancel Food Stall Licence (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 10 mins 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

Solution

Main

Name

Tim Tom

ID Type

NRIC

Email

timtom@nric.com

Contact Number

+65 9876 5432

Company Detail

Company Name

MANAGEMENT PTE

UEN

194800054M

Entity Type

Local Company

Registered Address

Postal Code

117438

Block/House No.

10

Street Name

Pasei Panjang Road

Floor/Level (Optional)

10

Unit (Optional)

01

Building Name

Mapletree Business City

Click Application Details

Save Draft Application Details

Cancel Application for Active Licence

44. Fill the applicant details who is submitting the cancellation.

Application Details

STEP 2
Application Details to cancel Food Stall Licence (SFA)
Fill in the following details.

Licence Details

Licence Number
SW25G79P1100_2025_01

Please click on the retrieve

Retrieve

Owner Organisation Details

Applicant Type
Select

Application Details

45. Click **Retrieve** to populate the licence details.

46. Select **Application Type** as Organization if the licence is issued to Business.

Termination Request

Termination Request

Effective Date of Cancellation
DD/MM/YYYY

Reasons for Cancellation
Select

Remarks (Optional)
0/200

Termination Request

47. Enter the Effective Date of Cancellation

48. Select the **Reason for Cancellation** from the dropdown list.

49. Enter the **Remarks** if any.

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

Review Form

Review and Declare

The screenshot shows the 'Review Form' page. It includes sections for 'General Information', 'Profile', 'Applicant Detail', and 'Termination Request'. At the bottom, there are two buttons: 'Back to Edit' and 'Declaration'. Callouts provide instructions: 'Scroll down for all the sections and review the filled form.' points to the form content; 'Click **Back to Edit** for editing the application.' points to the 'Back to Edit' button; and 'Click **Declaration** to declare and submit the application.' points to the 'Declaration' button.

Review Form

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

The screenshot shows the 'Declaration' page. It contains a 'General Declaration' section with text stating that the information is true and correct, and a 'Food Stall Licence (SFA)' section with text regarding the SFA's collection of personal information. At the bottom, there is a checkbox labeled 'I hereby declare that all of the above is true.' and two buttons: 'Review Form' and 'Submit'. Callouts provide instructions: 'Check the box for declaration.' points to the checkbox; 'Click **Review Form** to review the form again.' points to the 'Review Form' button; and 'Click **Submit**.' points to the 'Submit' button.

Declare and Submit Form

52. Check the declaration.

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

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

Acknowledgement

An Acknowledgement for this application will be displayed.

The screenshot displays the 'We have received your application' page. At the top, it states 'A confirmation email has been sent to you.' and includes a green success message: 'Successfully submitted. You have successfully submitted.' Below this is the 'Application Status' section, which contains a table with the following data:

APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS
Food Stall Licence	FC254812746	7 working days if application is complete and in order.	Submitted

Below the table is the 'Next Steps' section, which provides instructions on how to check the application status and contact support. A red callout box points to a 'Return to Dashboard' button, with the text 'Click Return to Dashboard' above it.

Acknowledgement

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

56. Click Return to Dashboard to exit.