

# **GoBusiness Food Shop Licence New Application User Guide**

Version: 1.1  
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# Chapter 1: About this Guide

## Background

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The activity of preparing and selling food to consumers is known as food retail. In general, to retail food in Singapore, you must obtain a food retail licence from the Singapore Food Agency (SFA).

This includes businesses that provide food services, such as restaurants, food courts, canteens, coffeeshops, takeaways, mobile food wagons, snack counters, food stalls in hawker centres/food courts/canteens/coffeeshops as well as retailers such as supermarkets. All such activities require a food retail licence from SFA before starting operations.

Food business operators are to submit the licence application via GoBusiness.

## Audience

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- Applicants of Food Shop Licence

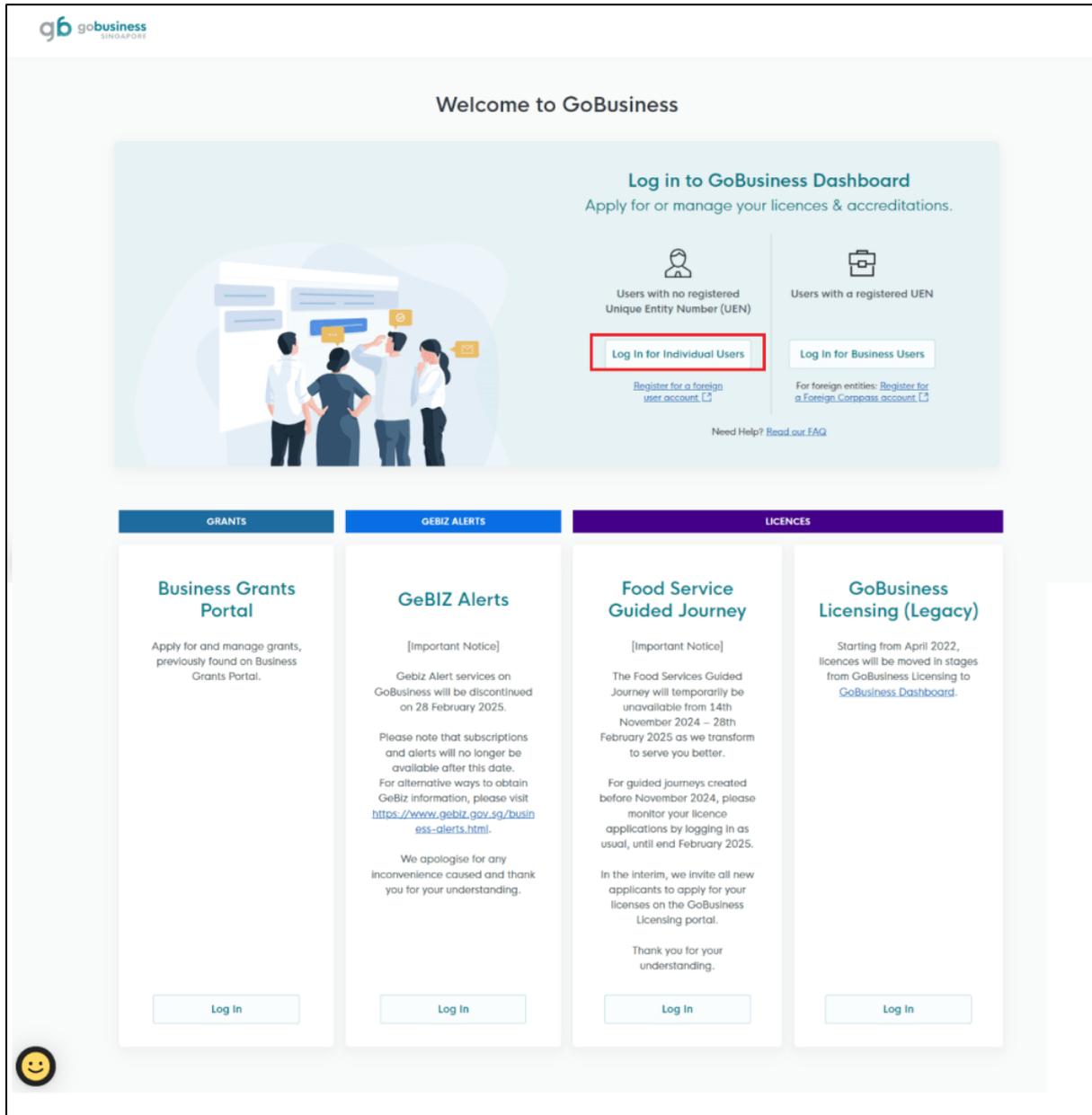
## Chapter 2: Logging in to GoBusiness

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

| Login type      | Transaction Type  | Description  |
|-----------------|---|--|
| <b>SingPass</b> | <ul style="list-style-type: none"><li>Personal</li></ul>  | <ul style="list-style-type: none"><li>Authorisation is done through SingPass. For more details on SingPass, visit <a href="https://www.singpass.gov.sg">https://www.singpass.gov.sg</a>.</li><li>For personal transaction type, applicant 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.</li></ul>   |
| <b>CorpPass</b> | <ul style="list-style-type: none"><li>Corporate</li></ul> | <ul style="list-style-type: none"><li>Authorisation is done through CorpPass. For more details on CorpPass, visit <a href="https://www.corppass.gov.sg">https://www.corppass.gov.sg</a>.</li><li>Applicant can be anyone authorised by the company through CorpPass.</li><li>An authorized filer can apply for the licence on behalf of the company.</li><li>Applicant will be entering the UEN of the company and CorpPass ID of the individual user.</li></ul> |

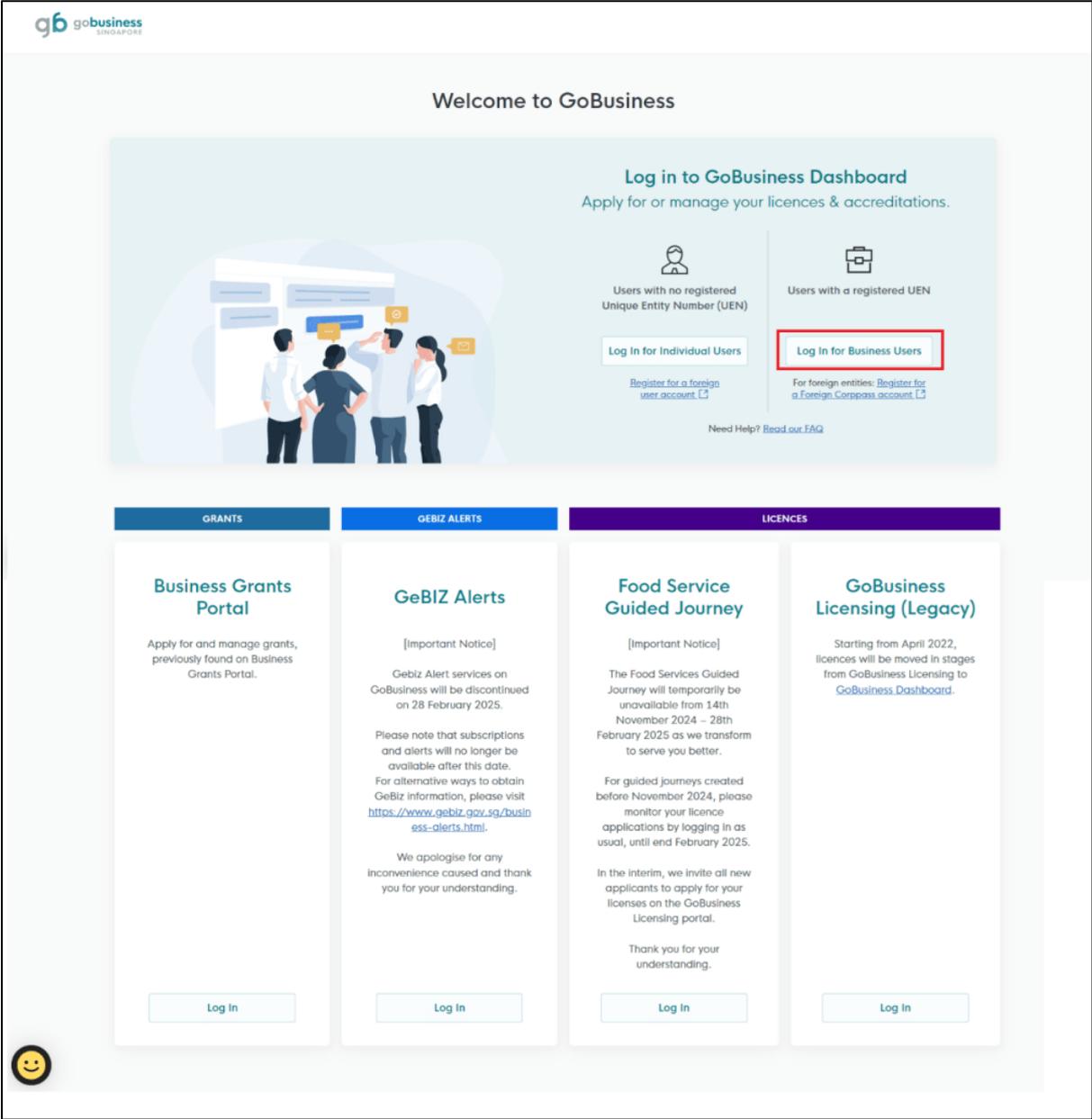
## GoBusiness New Application User Guide Chapter 2: Logging in to GoBusiness

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

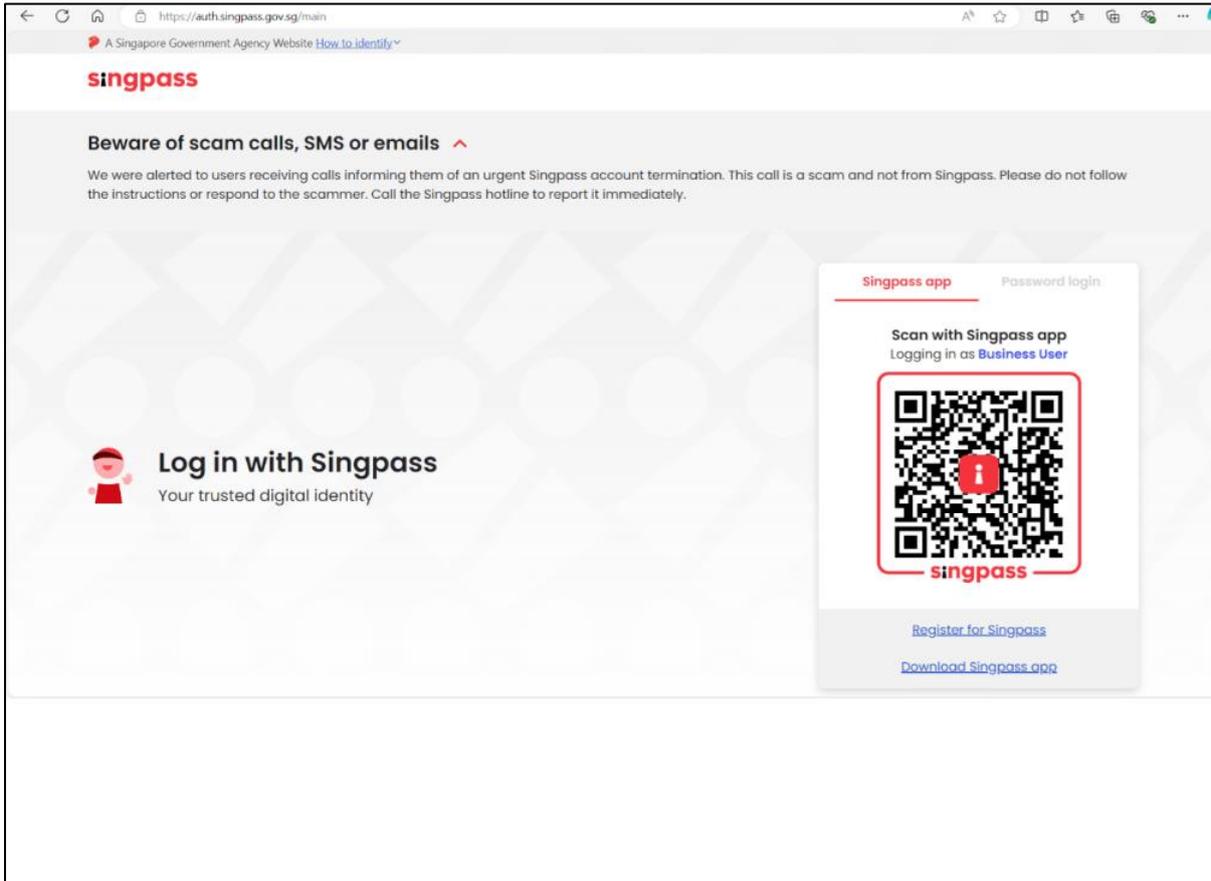
3. Click Log in for Individual Users.



**Log In for Business Users**

4. Click Log in for Business Users.

## GoBusiness New Application User Guide Chapter 2: Logging in to GoBusiness



### SingPass Login

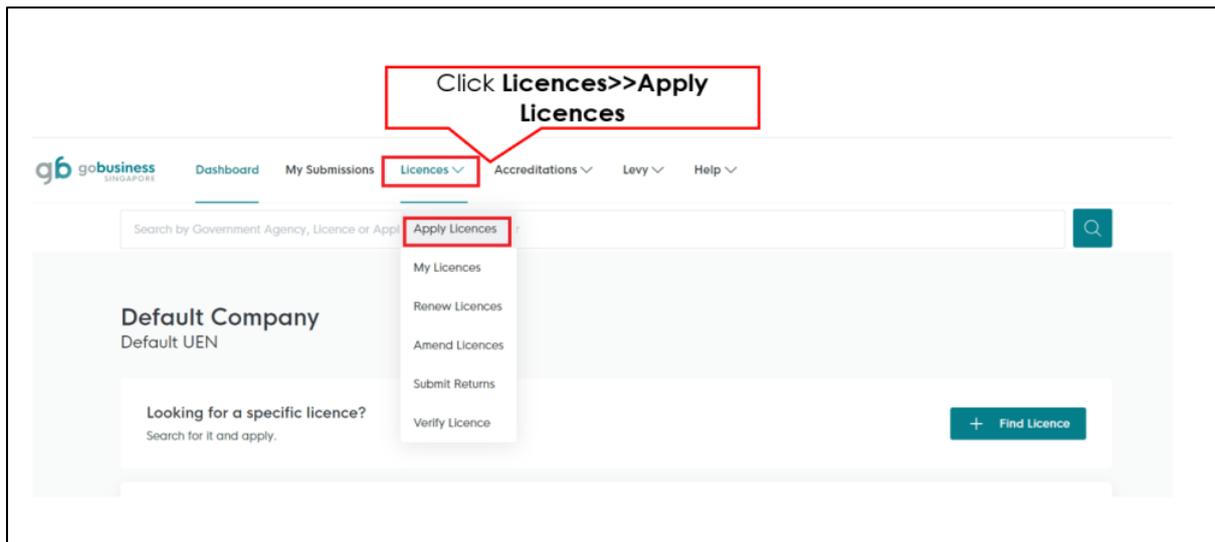
5. Use SingPass to login to the portal.

# Chapter 3: Applying for a Food Shop Licence

## Apply New Licence Application

### Choose Agency

6. Click Licences>>Apply Licences.



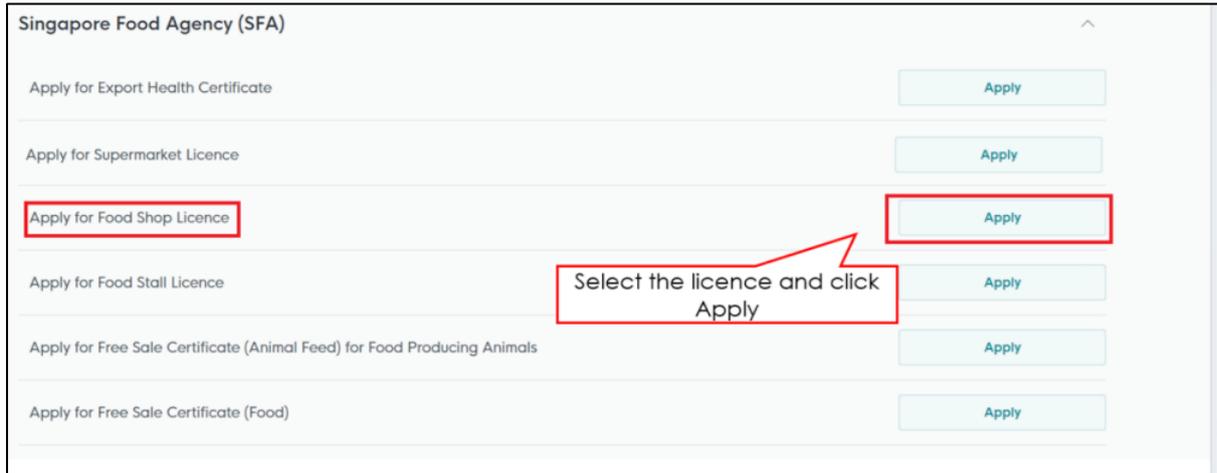
### Licences

7. Select Singapore Food Agency (SFA).



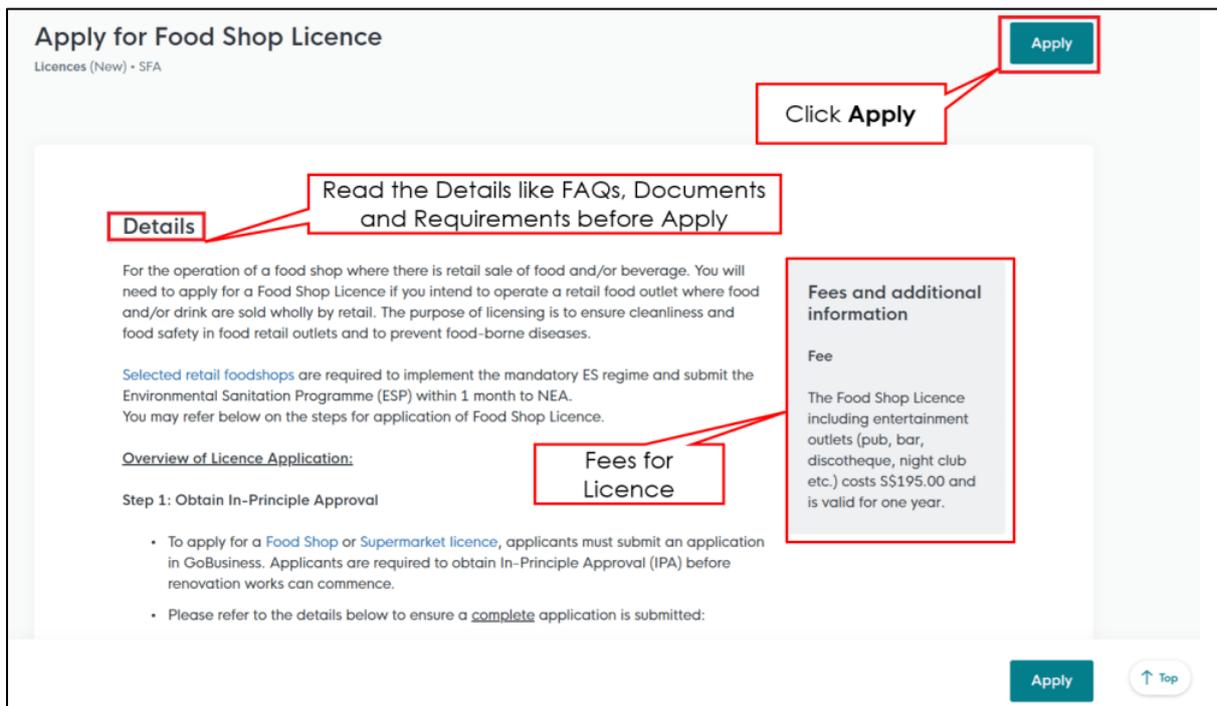
### Select Singapore Food Agency

## GoBusiness New Application User Guide Chapter 3: Applying for a Food Shop Licence



### Select Licence and Apply

8. Select the Apply for Food Shop Licence and click Apply.
9. Click **Apply** to continue application. Note the fees and read the details before applying.



## General Information

### As an Applicant (refers to the operator who is operating the Food Shop)

You are applying for Food Shop 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

Choose **As an applicant**

#### General Information – As an Applicant

10. In Profile, choose I am applying **As an applicant**.

### Applicant Detail

Fill the Applicant Detail

Salutation  
Select

Name  
Default User

ID Type  
NRIC

ID No.  
\*\*\*\*2356G

Email  
defaultuser@gmail.com

Contact Number  
+65 9771 1234

Address

Postal Code  
460136

Block/House No.  
136

Street Name  
Bedok North Avenue 3

Floor/Level (Optional)  
12

Unit (Optional)  
111

Building Name  
Bedok Tower

Reset Address

#### Applicant Details

11. Fill the Applicant Details.

The screenshot shows a web form titled "Company Detail". The form contains the following fields and controls:

- Company Name:** Text input field containing "MANAGEMENT PTE".
- UEN:** Text input field containing "197101238G".
- Entity Type:** Dropdown menu with "Local Company" selected.
- Registered Address:**
  - Postal Code:** Text input field containing "117438".
  - Retrieve Address:** Button with a location pin icon.
  - Block/House No.:** Dropdown menu with "10" selected.
  - Street Name:** Text input field containing "Pasir Panjang Road".
  - Floor/Level (Optional):** Text input field containing "10".
  - Unit (Optional):** Text input field containing "01".
  - Building Name:** Text input field containing "Mapletree Business City".
  - Reset Address:** Button with a refresh icon.
- Buttons:** "Save Draft" and "Application Details" (with a right arrow) are located at the bottom right of the form.

Red callout boxes highlight the "Company Detail" header and the "Save Draft" and "Application Details" buttons.

**Company Details if you are applying as a Business User**

12. Fill the Company Details.

13. Click **Save Draft** to save the details.

14. Click **Application Details** to continue.

**On behalf of Applicant (refers to filer who is authorized to submit the application on behalf of the operator)**

You are applying for Food Shop 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

Choose On behalf of applicant

**General Information – On behalf of Applicant**

15. In Profile, choose I am applying **On behalf of applicant**.

**Applicant Detail** Fill the Applicant Detail

Salutation  
Select

Name  
Tim Tom

ID Type  
NRIC

ID No.  
\*\*\*\*2356G

Email  
timtom@abc.com

Contact Number  
+65 9876 5432

**Applicant Details**

16. Fill the Applicant Details.

**Company Detail** Fill the Company Detail

Company Name  
MANAGEMENT PTE

UEN  
197101238G

Entity Type  
Local Company

Registered Address

Postal Code  
117438 Retrieve Address

Block/House No. 10 Street Name Pasir Panjang Road

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

Reset Address

**Company Details if you are applying as a Business User**

17. Fill the Company Details.

**Filer Detail** Fill the Filer Detail

Salutation  
Select

Name  
Tim Tom

ID Type  
NRIC

ID No.  
\*\*\*\*2356G

Email  
tmtom@abc.com

Contact Number  
+65 9876 5432

Save Draft Application Details →

Click Save Draft  
Click Application Details

**Filer Details**

18. Fill the Filer Details.

## Application 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]

**Fill the Applicant's Details**

### Applicant's Details

19. Fill the Applicant's Details.

**Applicant's Address Details**

Address Type  
 Local [LOCAL]  
 Foreign [FOREIGN]

**Fill the Applicant's Address Details**

**Mailing Address**

Address Type  
 Local [LOCAL]  
 Foreign [FOREIGN]

**Fill the Mailing Address**

### Applicant's Address and Mailing Address

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

The screenshot shows the 'Applicant's Address Details' form. It includes the following elements and callouts:

- Address Type:** Radio buttons for 'Local [LOCAL]' and 'Foreign [FOREIGN]'. A callout box points to 'Local [LOCAL]' with the text 'Select **Local**'.
- Applicant Local Address Format:** Radio buttons for 'Standard [STANDARD]' and another unlabeled option. A callout box points to 'Standard [STANDARD]' with the text 'Select **Standard** and fill the address'.
- Type of Premises:** A dropdown menu with 'Select' as the current value.
- Local Address Section:**
  - Postal Code:** A text input field.
  - Retrieve Address:** A button with a magnifying glass icon. A callout box points to it with the text 'Click **Retrieve Address**'.
  - Block/House No.:** A dropdown menu.
  - Street Name:** A dropdown menu.
  - Floor/Level (Optional):** A text input field with 'Eg: 01, B1, 01M' as a placeholder.
  - Unit (Optional):** A text input field with 'Eg: #05-01, use 01' as a placeholder.
  - Building Name (Optional):** A dropdown menu.
  - Reset Address:** A button with a refresh icon. A callout box points to it with the text 'Click **Reset Address** button to reset the address details.'

**Applicants Adress Type Local**

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

The screenshot shows the 'Mailing Address' form. It includes the following elements and callouts:

- Address Type:** Radio buttons for 'Local [LOCAL]' and 'Foreign [FOREIGN]'. A callout box points to 'Local [LOCAL]' with the text 'Select **Local**'.
- Applicant Local Address Format:** Radio buttons for 'Standard [STANDARD]' and another unlabeled option. A callout box points to 'Standard [STANDARD]' with the text 'Select **Standard** and fill the address'.
- Type of Premises:** A dropdown menu with 'Select' as the current value.
- Mailing Address Section:**
  - Postal Code:** A text input field.
  - Retrieve Address:** A button with a magnifying glass icon. A callout box points to it with the text 'Click **Retrieve Address**'.
  - Block/House No.:** A dropdown menu.
  - Street Name:** A dropdown menu.
  - Floor/Level (Optional):** A text input field with 'Eg: 01, B1, 01M' as a placeholder.
  - Unit (Optional):** A text input field with 'Eg: #05-' as a placeholder.
  - Building Name (Optional):** A dropdown menu.
  - Reset Address:** A button with a refresh icon. A callout box points to it with the text 'Click **Reset Address** button to reset the address details.'

**Mailing Address Type Local**

**Organisation Operating Address and Contact Details (applicable if you are applying under Business User)**

**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 if you are applying as a Business User**

22. Fill the Organisation Operating Address and Organisation Contact Details.
23. Please fill in the details of a Singapore Local Address.

**Organisation Operating Address**

Address Type

Local [LOCAL]

Foreign [FOREIGN]

Local Address Format

Standard [STANDARD]

Type of Premises (Optional)

Select

Address

Postal Code

Block/House No.

Street Name

Floor/Level (Optional)

Eg: 01, B1, 01M

Unit (Optional)

Eg: #05-01, use 01

Building Name (Optional)

**Local Address**

**Business Operating Address (refers to the Food Shop Address)**

The screenshot shows a form titled "Business Operating Address". It includes a dropdown for "Type of Premises", a "Postal Code" field with a "Retrieve Address" button, and fields for "Block/House No.", "Street Name", "Floor/Level", "Unit", and "Building Name". Below these are fields for "Additional Level/ Unit No" with "Level" and "Unit No." sub-fields, and an "Add" button. At the bottom, there is a table with columns "No.", "Level", "Unit No.", and "Actions".

Callouts in the image:

- "Select the **Type of Premises**" points to the "Type of Premises" dropdown.
- "Click **Retrieve Address**" points to the "Retrieve Address" button.
- "Select the **Reset Address**" points to the "Reset Address" button.
- "Click **Add**" points to the "Add" button.

**Business Operating Address**

- 24. Select the Type of Premises from the dropdown menu.
- 25. Enter the postal code and click **Retrieve Address** to retrieve the address details.
- 26. Enter the level and unit number if any
- 27. Click **Add** to add the additional level/unit number of the Business Operating Address.

**Application Details**

The screenshot shows a form titled "Application Details". It includes a "Business Name (As displayed at premises or on signboard) (Optional)" field, a "Business Operating Hours - 24hrs" section with "Yes [Y]" and "No [N]" radio buttons, and a "Brief description of food business" dropdown menu.

**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

If not 24hrs - To

Brief description of food business

**Application Details – Business Operating Hours (No)**

28. Enter the Business Name (As displayed at premises or on signboard).
29. Select the **Brief description of food business**. The fields will be auto populated accordingly.

## Food Worker Details

The screenshot shows a form titled "Food Hygiene Personnel Details" with the following fields and annotations:

- NRIC/ FIN**: Text input field.
- Name as in NRIC/FIN**: Text input field.
- Sex**: Dropdown menu with "Select" option.
- Date of Birth**: Date input field (DD/MM/YYYY).
- Citizenship**: Dropdown menu with "Select" option.
- Work Permit Expiry Date (Optional)**: Date input field (DD/MM/YYYY).
- Course Type**: Dropdown menu with a note: "Note: i) Food Safety Course Level 1 + Basic Food Hygiene Course ii) Food Safety Course Level 2 + Refresher Food Hygiene Course iii) Food Safety Course Level 3 + Food Hygiene Officer Course iv) Food Safety Course Level 4 + Advanced Food Hygiene Officer course".
- Role**: Dropdown menu with "Select" option.
- Course Passed Date**: Date input field (DD/MM/YYYY).
- Course Type**: Dropdown menu with the same note as above.
- Role**: Dropdown menu with "Select" option.
- Course Passed Date**: Date input field (DD/MM/YYYY).
- Contact No. (Optional)**: Text input field with a country code dropdown (+65) and a placeholder (E.g. 8123 4567).
- Email Address (Optional)**: Text input field.
- Add button**: A button with a plus icon and the text "Add", highlighted with a red box and a callout "Click Add".

At the bottom, there is a table with the following columns: No., NRIC/ FIN, Name as in NRIC/FIN, Sex, Date of Birth, Citizenship, and Actions. The table currently contains the text "No data available in table".

## Food Worker Details

30. Fill in the Food Worker Details.

31. Click **Add** button to add the Food Worker details.

### Food Hygiene Personnel Details

✔ Added successfully  
Your new information has been added.

**NRIC/ FIN**

**Name as in NRIC/FIN**  
 0/66

**Date of Birth**  
Age of Food Handler must be more than 13 years old of current system date

**Sex**

**Citizenship**

**Work Permit Expiry Date (Optional)**

**Role**

**Course Type**  
Note: "Basic Food Hygiene Course" has been retitled to "Food Safety Course Level 1" "Food Hygiene Officer Course" has been retitled to "Food Safety Course Level 3"

**Course Passed Date**

**Contact No (Optional)**

**Email Address (Optional)**

+ Add

| No. | NRIC/ FIN | Name as in NRIC/FIN | Date of Birth | Sex      | Citizenship            | Actions   |
|-----|-----------|---------------------|---------------|----------|------------------------|---|
| 1   | S1276129E | mockup              | 01/10/2000    | Male [M] | SINGAPORE CITIZEN [SG] | <span style="font-size: 0.8em;">✎</span> <span style="font-size: 0.8em; margin-left: 5px;">🗑</span> |

**Food Worker Details Added**

**Emergency Contact**

Fill the Emergency Contact Details

Salutation  
Select

Name  
0/66

Designation (Optional)  
0/100

Contact No.  
+65 E.g. 8123 4567

Email

+ Add

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

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

**Emergency Contact**

32. 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

+ Add

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**

## Payment

Payment Mode

Payment Mode

Online Payment

Offline Payment

### Payment Mode

33. Select **Online Payment** mode for paying the fee via Gobusiness (credit/debit card and PayNow).
34. Select **Offline Payment** mode for paying the fee via Giro [only applicable if you have **existing Giro arrangement with SFA**].

Payment Mode

Payment Mode

Online Payment

Offline Payment

Get GIRO Reference Number

Existing GIRO Reference Number

Select

### Offline Payment

35. 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

**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 supporting document details

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

| File Type                  | Attachment | Actions |
|----------------------------|------------|---------|
| No data available in table |            |         |

← General Information   Save Draft   **Review Form** →

### Upload Supporting Documents

36. 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 [APHOTOCOPYOFFOODHYGIENECOURSECERTIFICATEOFTHETHEFOODHANDLER] | test2.pdf  |         |

### Uploaded Document

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

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

## Review Form

### Review and Declare

The screenshot shows the 'Review Form' page with several sections: General Information, Profile, Applicant Detail, Application Details for Food Shop Licence (SFA), Emergency Contact, and Payment Mode. A callout box points to the top of the form with the text: "scroll down for all the sections and review the filled form." At the bottom, two callout boxes point to the 'Back to Edit' and 'Declaration' buttons. The 'Back to Edit' callout says: "Click **Back to Edit** for editing the application." The 'Declaration' callout says: "Click **Declaration** to declare and submit the application."

### Review Form

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

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

The screenshot shows the 'Declaration' page with the following text: "Please scroll to read and acknowledge the following clauses." Under "General Declaration", there are three lines of text. Under "Food Shop Licence (SFA)", there are two lines of text. A checkbox is checked, and a callout box points to it with the text: "Check the box for declaration." Another callout box points to the "Review Form" button with the text: "Click Review Form to review the form again." A third callout box points to the "Submit" button with the text: "Click **Submit**."

### Declare Form

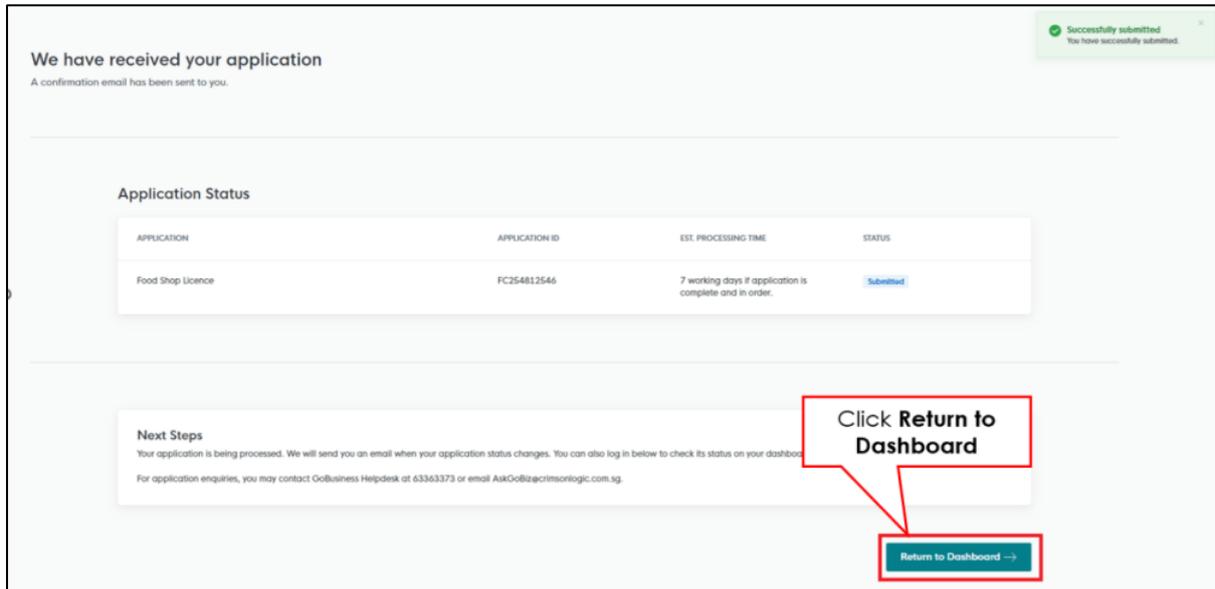
41. Check the declaration.

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

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

## Acknowledgement

An Acknowledgement for this application will be displayed.



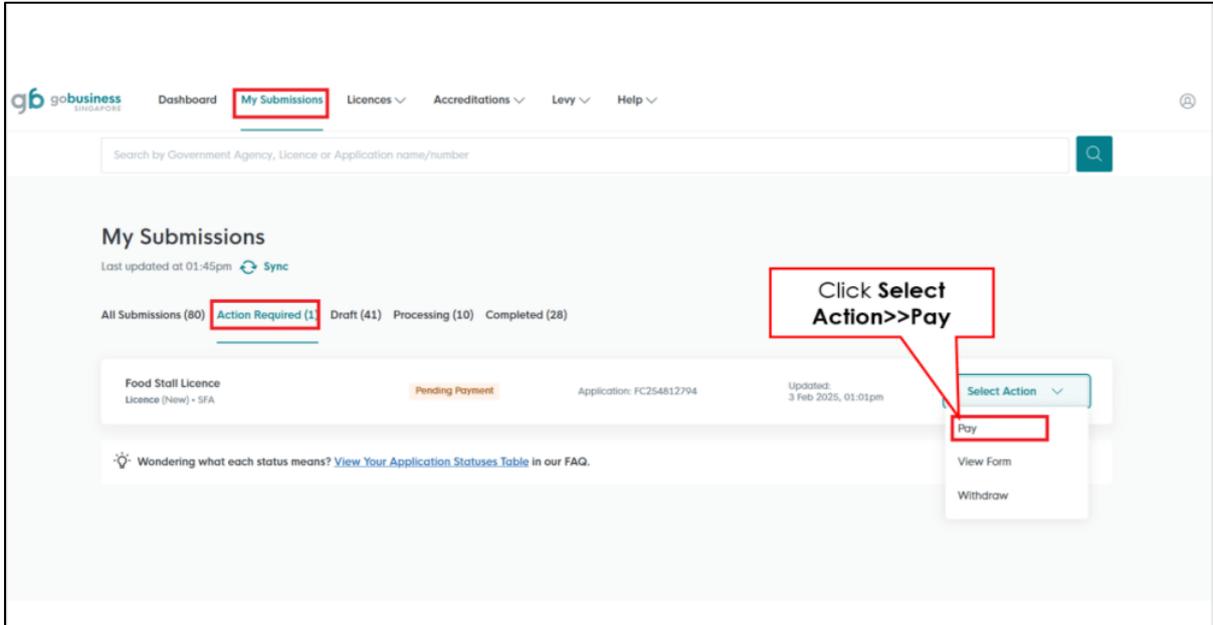
### Acknowledgement

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

45. Click Return to Dashboard to exit.

# Chapter 4: Payment of Licence Fee

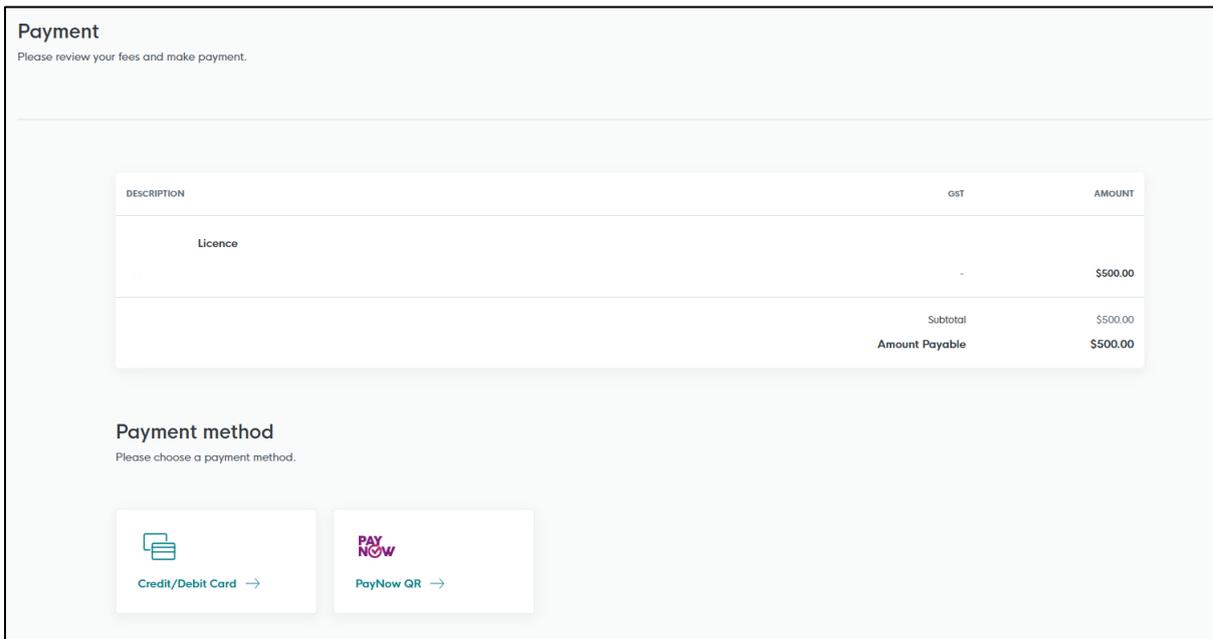
The Applicant is required to **make payment for the new licence application**. The steps for renewing licence are the same.



Payment Screen

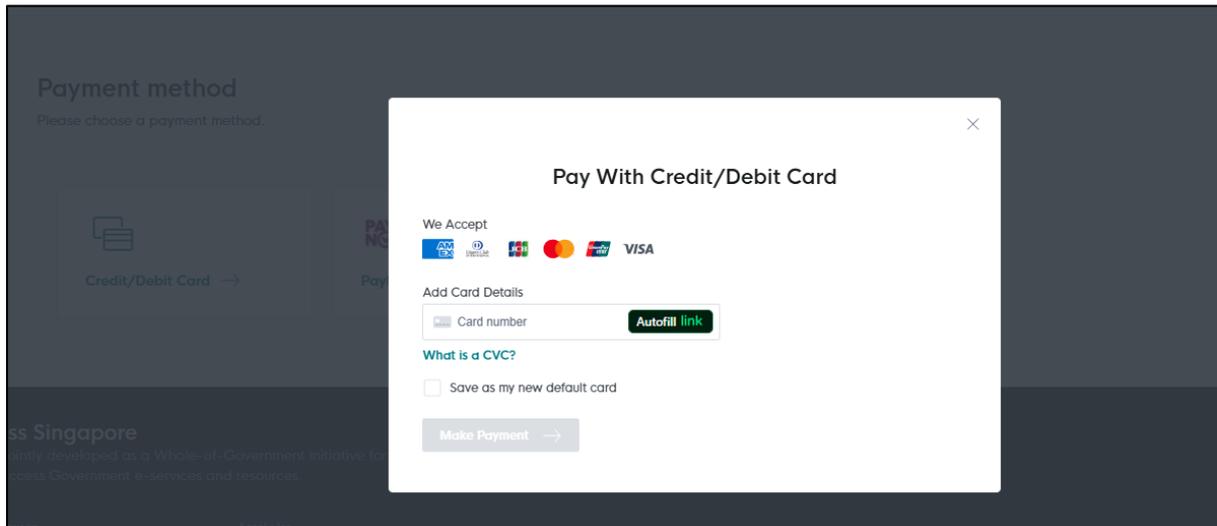
46. Go to My Submissions>>Actions Required.

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



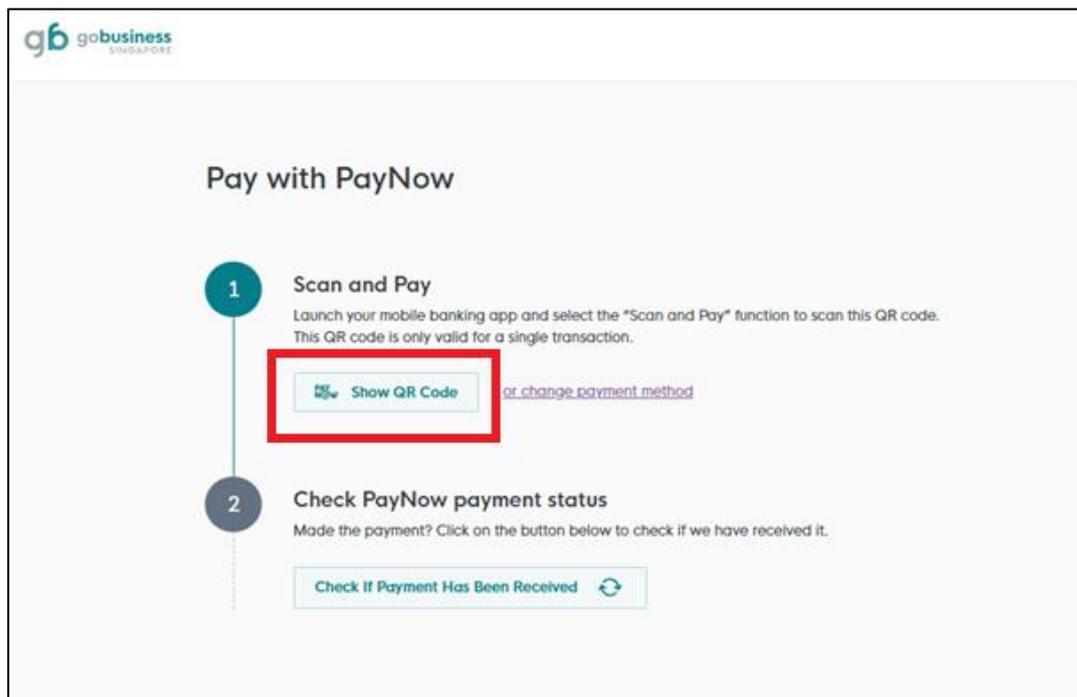
Payment Screen

48. 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

49. 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

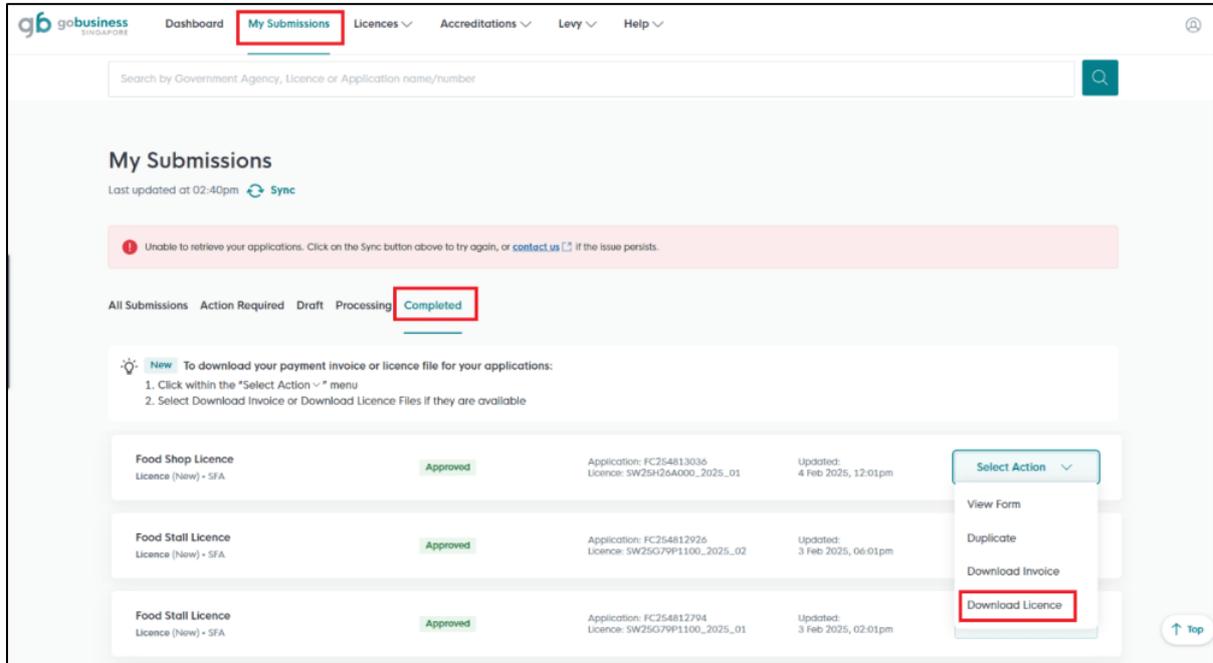
### Download Payment Invoice

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



# Chapter 5: Print Licence

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



## Download Licence

51. Go to My Submissions>>>Completed.
52. Click **Select Action**>>>**Download Licence** for the licence with Approved status.
53. Click **Download Licence** button to view and download the Licence and Licence Conditions.

| Name  | Last Modified       | File Size |
|---|---------------------|-----------|
| <a href="#">2b569dba-196f-4d99-8e7b-22691ccb51d3-G2B_L1T-58-FR</a> ... -9fcaa2aa-b7bd-4670-9c6c-d80200b18290-SW25 ... _2025_02_LicencePreview_SW25311J000.pdf               | 2025-02-23 06:20:06 | 5.9 KB    |
| <a href="#">48d757ed-2b6a-49ab-ae76-5c5272dfec10-G2B_L1T-58-FR</a> ... -956412f9-954a-407d-8630-aaaa8c3440e9-SW25 ... _2025_02_CERT_FOODSHOPCERTIFICATE_COA_SW25311J000.pdf | 2025-02-23 06:20:06 | 57.8 KB   |
| <a href="#">5ef2d215-1b62-440c-afad-fea48f2c5149-G2B_L1T-58-FR</a> ... -3b9219e7-3829-4248-ac22-01522ae73b60-SW25 ... _2025_02_CERT_FOODSHOPCOVERLETTER_SW25311J000.pdf     | 2025-02-23 06:20:06 | 26.6 KB   |
| <a href="#">9298002a-c470-428c-82e8-0540b0adab60-G2B_L1T-58-FR</a> ... -9ed49b04-2dae-4a58-ae1b-3e816d464845-SW25 ... _2025_02_CERT_FOODSHOPCERTIFICATE_SW25311J000.pdf     | 2025-02-23 06:20:06 | 42.0 KB   |

## Download Licence

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