

GoBusiness Food Shop Licence New Application User Guide

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Chapter 1: About this Guide

Background

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

- Applicants of Food Shop Licence

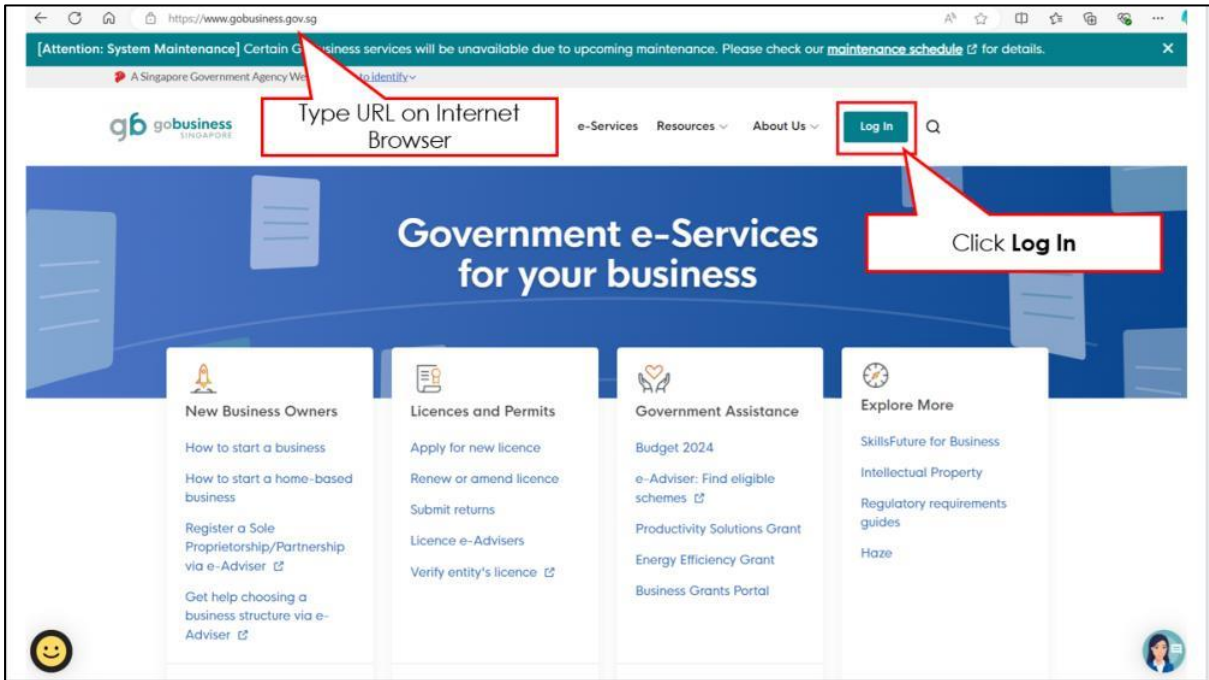
Chapter 2: Logging in to GoBusiness

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

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

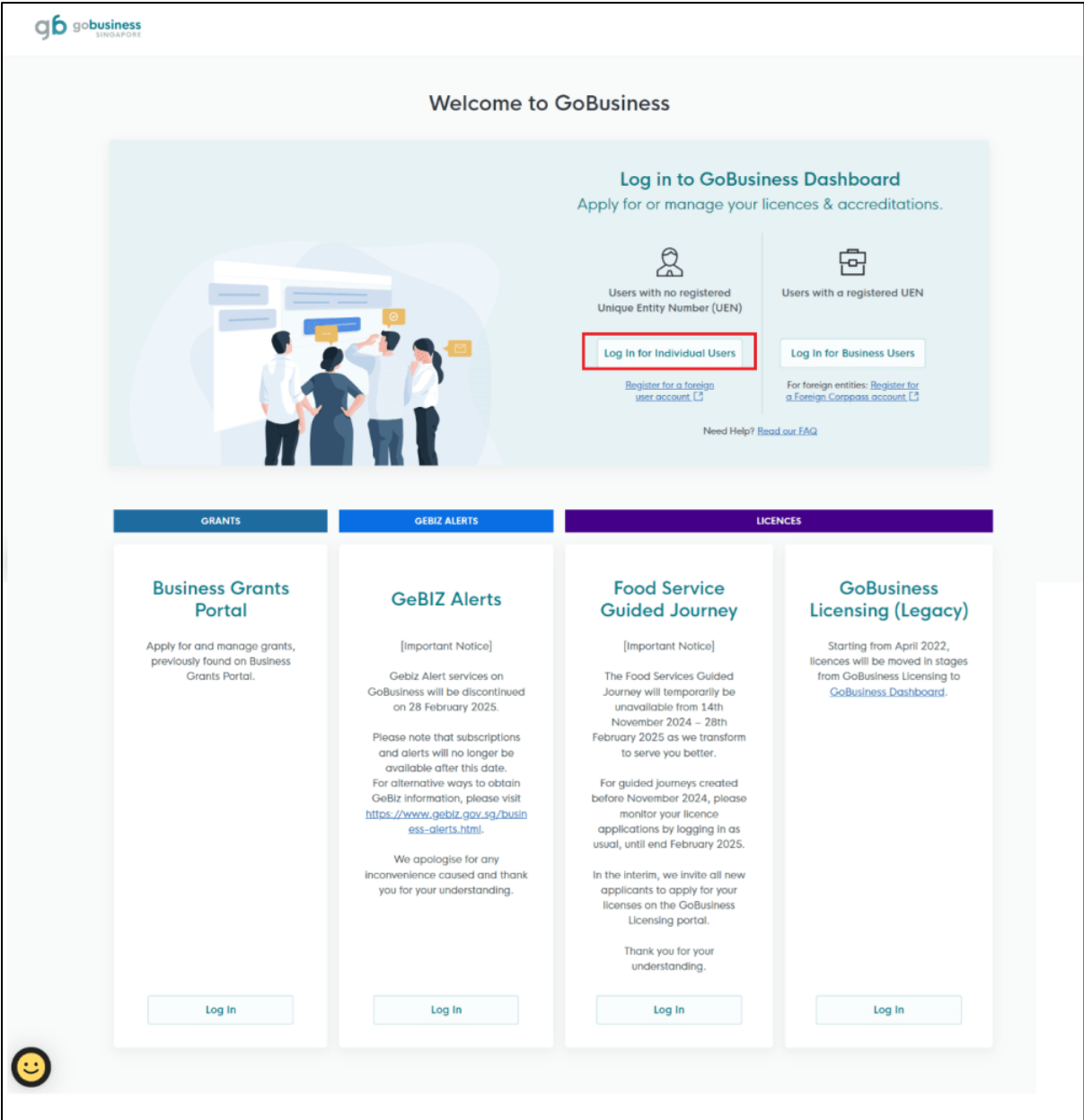
GoBusiness New Application User Guide
Chapter 2: Logging in to GoBusiness

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



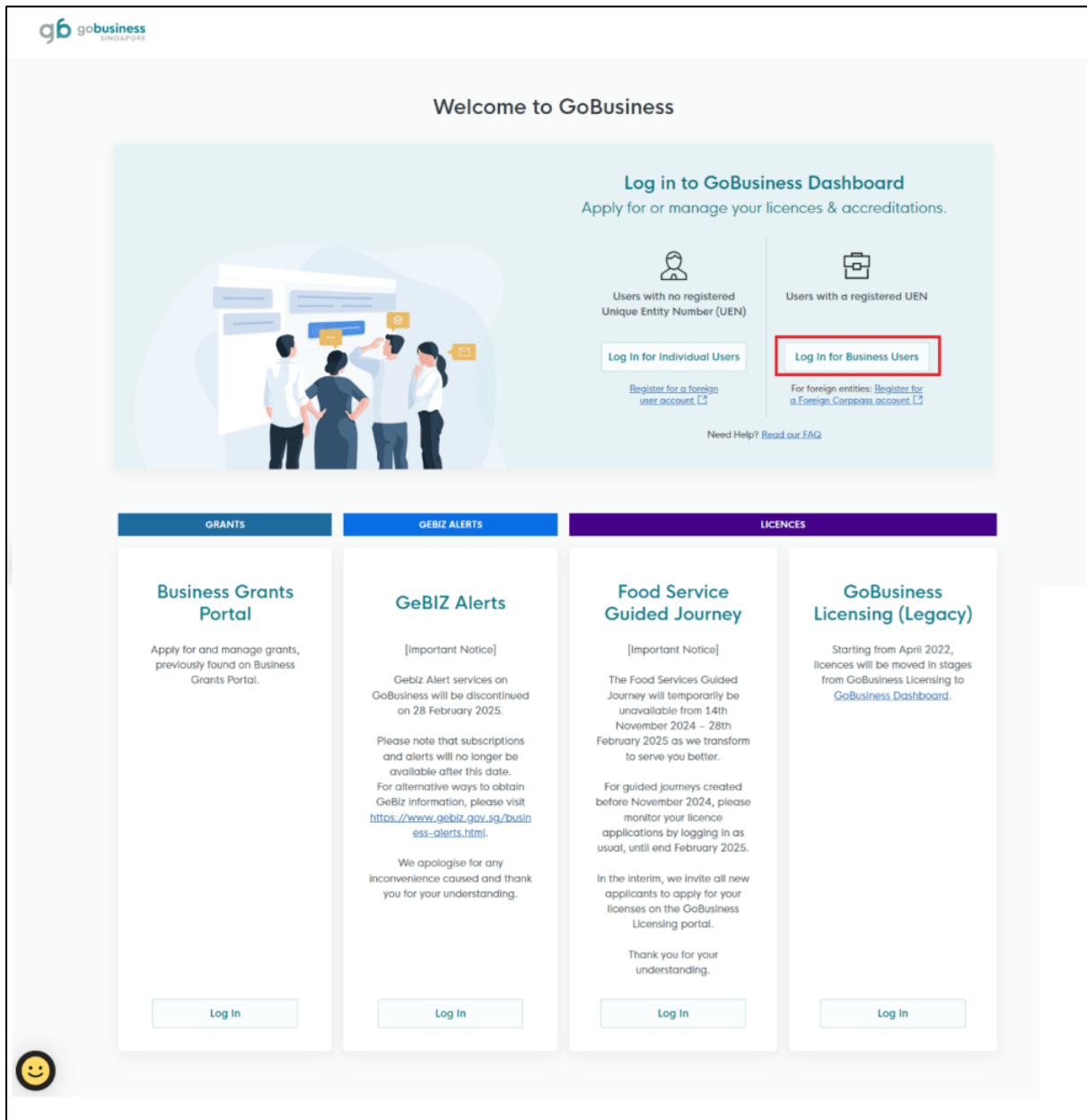
Home Page

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



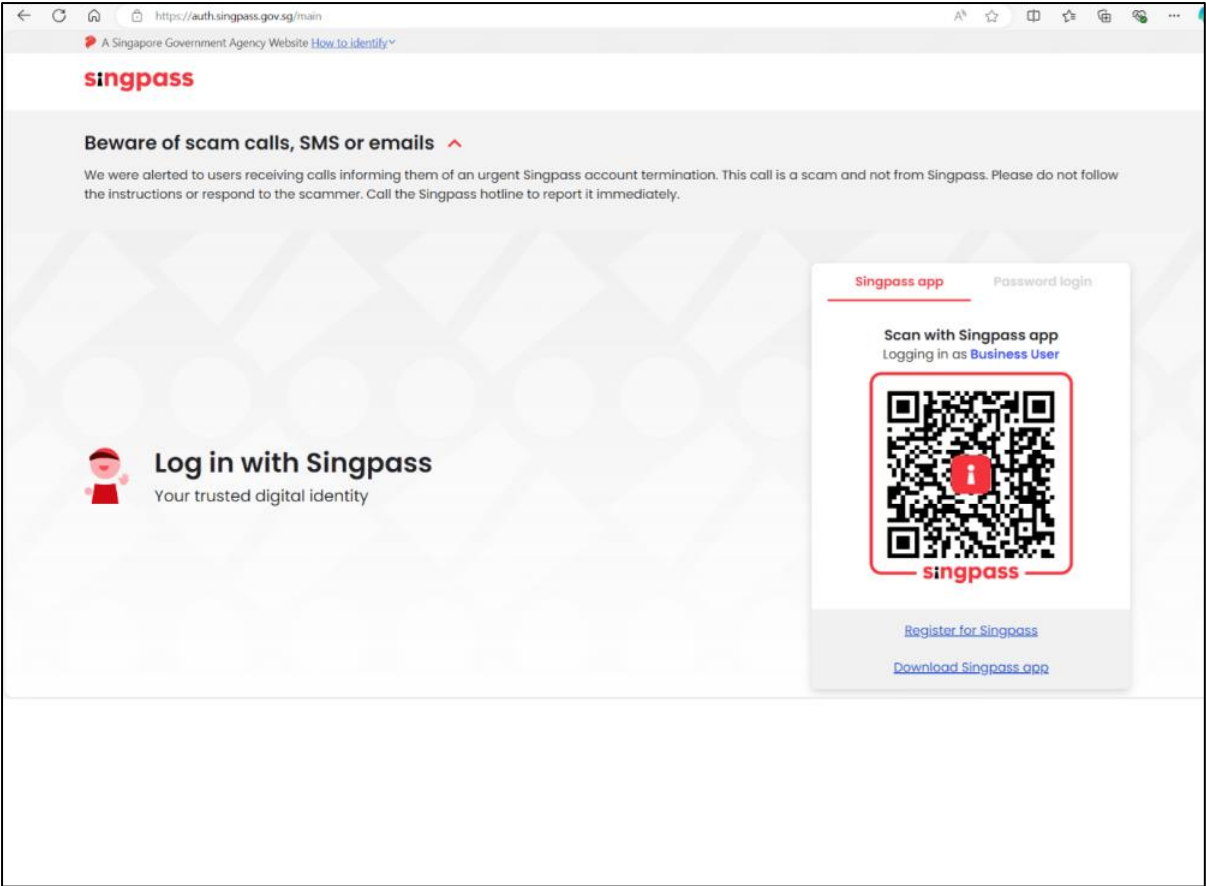
Log In for Individual Users

- 3. Click Log in for Individual Users.



Log In for Business Users

4. Click Log in for Business Users.



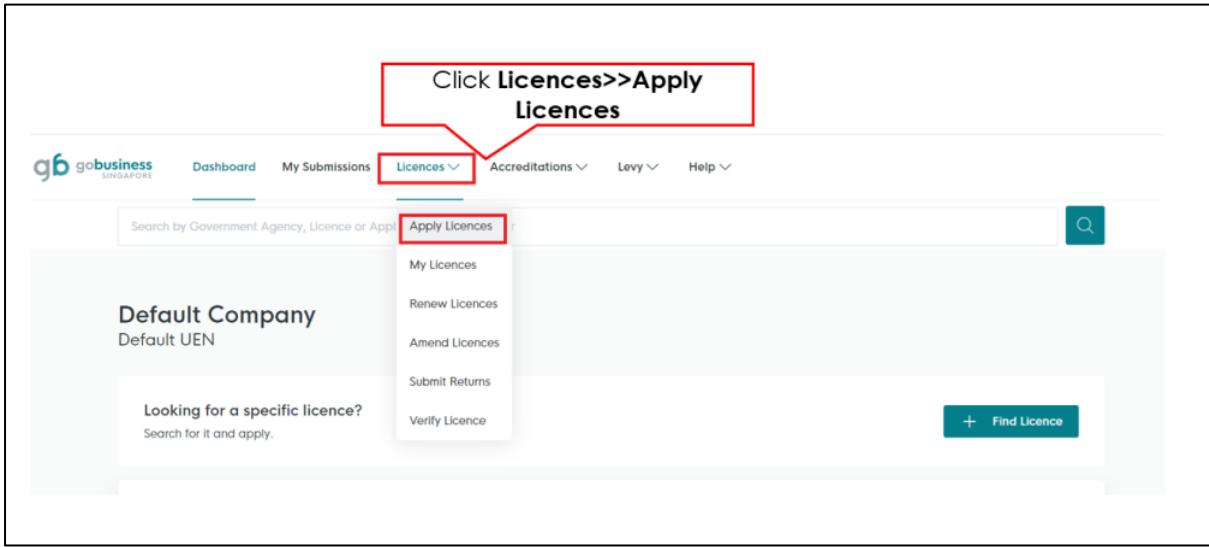
SingPass Login

- 5. Use SingPass to login to the portal.

Chapter 3: Applying for a Food Shop Licence

Apply New Licence Application

Choose Agency



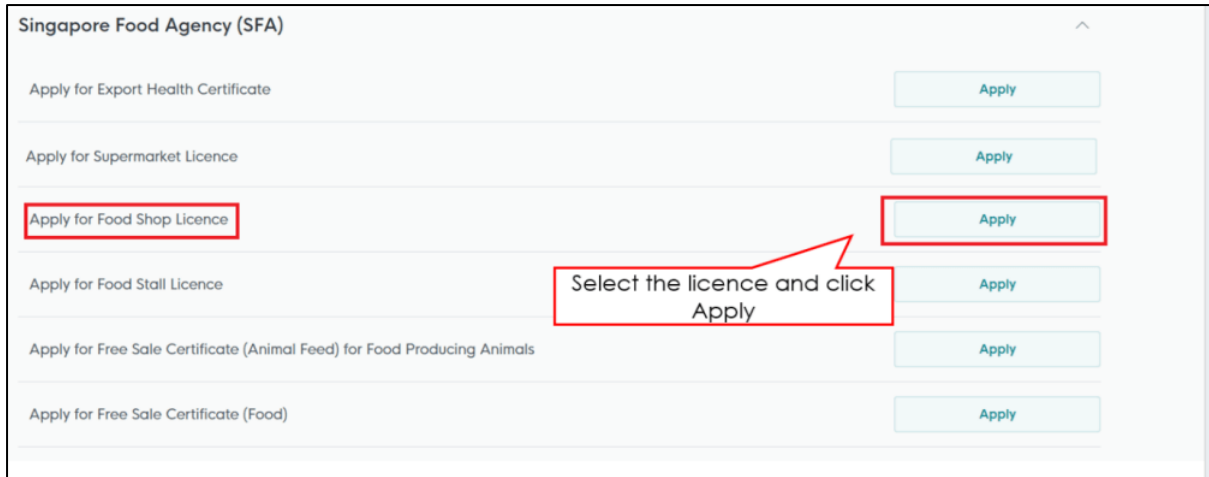
Licences

1. Click Licences>>Apply Licences.



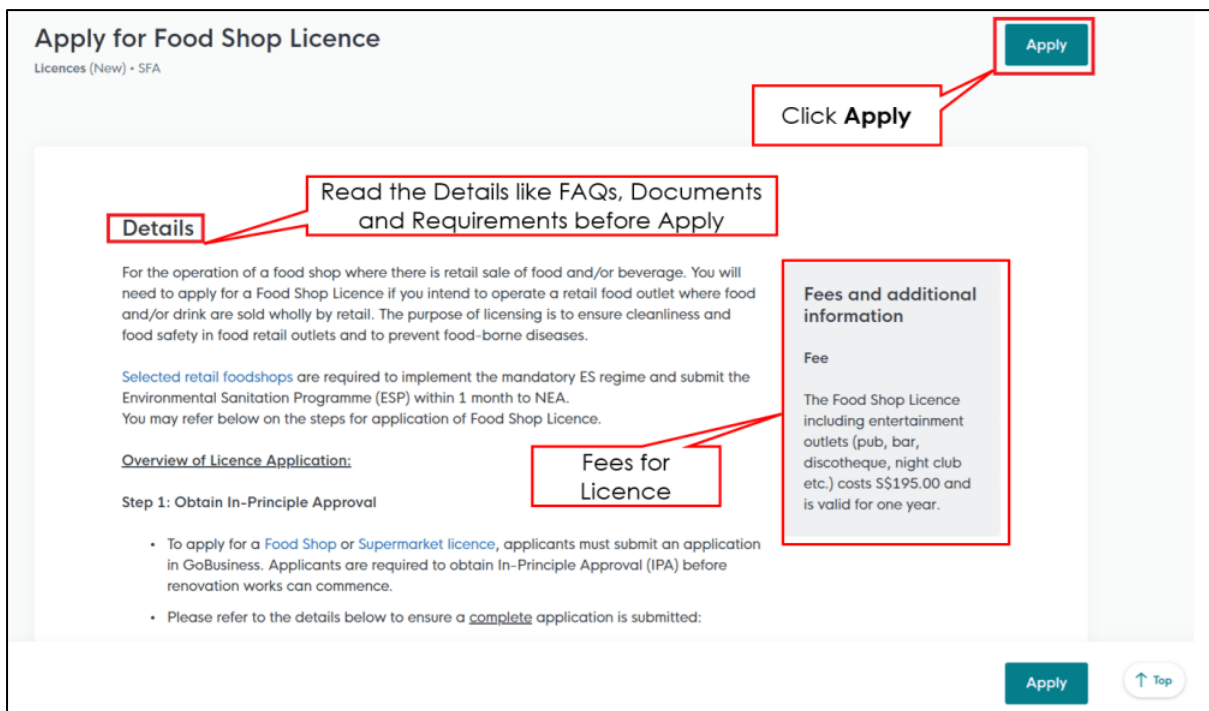
Select Singapore Food Agency

2. Select Singapore Food Agency (SFA).



Select Licence and Apply

3. Select the Apply for Food Shop Licence and click Apply.
4. 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 Choose **As an applicant**

On behalf of applicant

General Information – As an Applicant

5. 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 Retrieve Address

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

6. Fill the Applicant Details.

The screenshot shows a 'Company Detail' form with the following fields and annotations:

- Company Name:** MANAGEMENT PTE
- UEN:** 197101238G
- Entity Type:** Local Company
- Registered Address:**
 - Postal Code:** 117438
 - Block/House No.:** 10
 - Street Name:** Pasir Panjang Road
 - Floor/Level (Optional):** 10
 - Unit (Optional):** 01
 - Building Name:** Mapletree Business City

Annotations include a red box around the 'Company Detail' header and the text 'Fill the Company Detail', and another red box around the 'Save Draft' and 'Application Details' buttons with a callout box containing the text 'Click Save Draft' and 'Click Application Details'.

Company Details if you are applying as a Business User

7. Fill the Company Details.
8. Click **Save Draft** to save the details.
9. 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

10. 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
tmtom@abc.com

Contact Number
+65 9876 5432

Applicant Details

11. 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

12. 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

13. Fill the Filer Details.

Application Details

Applicant's Details

Citizenship

Sex
 Male [M]
 Female [F]

Date of Birth

Designation (Optional)

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)

Mobile Number (Optional)

Office Number (Optional)

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

Fill the Applicant's Details

Applicant's Details

14. 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

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

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

- Address Type:** Radio buttons for 'Local [LOCAL]' (selected) and 'Foreign [FOREIGN]'. A callout box points to 'Local [LOCAL]' with the text 'Select **Local**'.
- Applicant Local Address Format:** Radio buttons for 'Standard [STANDARD]' (selected) and 'Other [OTHER]'. 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:** A section containing:
 - 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 the example 'Eg: 01, B1, 01M'.
 - Unit (Optional):** A text input field with the example 'Eg: #05-01, use 01'.
 - Building Name (Optional):** A dropdown menu.
- Reset Address:** A button with a circular arrow icon. A callout box points to it with the text 'Click **Reset Address** button to reset the address details.'

Applicants Adress Type Local

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

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

- Address Type:** Radio buttons for 'Local [LOCAL]' (selected) and 'Foreign [FOREIGN]'. A callout box points to 'Local [LOCAL]' with the text 'Select **Local**'.
- Applicant Local Address Format:** Radio buttons for 'Standard [STANDARD]' (selected) and 'Other [OTHER]'. 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:** A section containing:
 - 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 the example 'Eg: 01, B1, 01M'.
 - Unit (Optional):** A text input field with the example 'Eg: #05-01'.
 - Building Name (Optional):** A dropdown menu.
- Reset Address:** A button with a circular arrow icon. A callout box points to it with the text 'Click **Reset Address** button to reset the address details.'

Mailing Adress Type Local

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

The screenshot shows two main sections of a form. The first section, titled "Organisation Operating Address", includes an "Address Type" section with two radio buttons: "Local [LOCAL]" and "Foreign [FOREIGN]". A red callout box points to this section with the text "Fill the Organisation Operating Address". The second section, titled "Organisation Contact Details", includes fields for "Telephone Number", "Fax Number (Optional)", "Business Email", and "UEN of Former Company (Optional)". A red callout box points to this section with the text "Fill the Organisation Contact Details".

Organisation Address and Contact Details if you are applying as a Business User

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

The screenshot shows the "Organisation Operating Address" form with several callouts. The "Address Type" section has the "Local [LOCAL]" radio button selected, with a callout box saying "Select **Local**". The "Local Address Format" section has the "Standard [STANDARD]" radio button selected, with a callout box saying "Select **Standard** and fill the address". The "Type of Premises (Optional)" dropdown is set to "Select". The "Address" section includes a "Postal Code" field, a "Retrieve Address" button (with a magnifying glass icon), and a callout box saying "Click **Retrieve Address**". Below this are fields for "Block/House No.", "Street Name", "Floor/Level (Optional)", "Unit (Optional)", and "Building Name (Optional)". A "Reset Address" button is at the bottom left.

Local Address

Business Operating Address (refers to the Food Shop Address)

The screenshot shows the 'Business Operating Address' form. 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.' and an 'Add' button. A table at the bottom is currently empty. Red callouts point to the 'Type of Premises' dropdown, the 'Retrieve Address' button, the 'Reset Address' button, and the 'Add' button.

Business Operating Address

19. Select the Type of Premises from the dropdown menu.
20. Enter the postal code and click **Retrieve Address** to retrieve the address details.
21. Enter the level and unit number if any
22. Click **Add** to add the additional level/unit number of the Business Operating Address.

Application Details

The screenshot shows the 'Application Details' form. It includes a 'Business Name' field, a 'Business Operating Hours - 24hrs' section with 'Yes [Y]' and 'No [N]' radio buttons, and a 'Brief description of food business' dropdown. A red callout points to the 'Yes [Y]' radio button.

Application Details – Business Operating Hours (Yes)

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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)

23. Enter the Business Name (As displayed at premises or on signboard).

24. Select the **Brief description of food business**. The fields will be auto populated accordingly.

Food Hygiene Personnel Details

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

- NRIC/ FIN**: A text input field with a callout box pointing to it containing the text "Enter all the details".
- Name as in NRIC/FIN**: A text input field.
- Sex**: A dropdown menu with "Select" as the current value.
- Date of Birth**: A date picker field showing "DD/MM/YYYY".
- Citizenship**: A dropdown menu with "Select" as the current value.
- Work Permit Expiry Date (Optional)**: A date picker field showing "DD/MM/YYYY".
- Course Type**: A dropdown menu with "Select" as the current value. Below it is a note: "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**: A dropdown menu with "Select" as the current value.
- Course Passed Date**: A date picker field showing "DD/MM/YYYY".
- Course Type**: A dropdown menu with "Select" as the current value. Below it is a note: "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**: A dropdown menu with "Select" as the current value.
- Course Passed Date**: A date picker field showing "DD/MM/YYYY".
- Contact No. (Optional)**: A field with a country code dropdown (set to "+65") and a text input field containing "E.g. 8123 4567".
- Email Address (Optional)**: A text input field.
- Add button**: A button with a plus icon and the text "Add", which is highlighted with a red box and a callout box containing the text "Click Add".

At the bottom of the form 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 Hygiene Personnel Details

25. Fill in the Food Handler Details.

26. Click **Add** button to add the Food Handler details.

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Chapter 3: Applying for a Food Shop Licence

Food Hygiene Personnel Details

✔ **Added successfully**
Your new information has been added.

NRIC/ FIN

Name as in NRIC/FIN

Date of Birth
Age of Food Handler must be more than 13 years old of current system date
0/66

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)

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]	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Food Hygiene Personnel Details Added

Emergency Contact

Salutation: Select

Name:

Designation (Optional):

Contact No.: +65

Email:

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

Emergency Contact

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

Emergency Contact

Salutation: Select

Name:

Designation (Optional):

Contact No.: +65

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	<input type="button" value="edit"/> <input type="button" value="delete"/>

Emergency Contact Details Added

Payment

Payment Mode

Payment Mode

Online Payment

Offline Payment

Payment Mode

28. Select **Online Payment** mode for paying the fees online via Gobusiness.
29. 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

Get GIRO Reference Number

Existing GIRO Reference Number

Select

Offline Payment

30. 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

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 details will be added.

Click Add button to supporting document details

Upload Supporting Documents

31. Select the **File Type** and 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
Food Safety Course Level 1 certificate/Refresher Food Safety Course certificate [APHOTOCOPYOFFOODHYGIENECOURSECERTIFICATEOFTHEFOODHANDLER]	test2.pdf	

Added successfully
Your new information has been added.

Uploaded Document

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

33. 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)', 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 buttons: 'Click **Back to Edit** for editing the application.' and 'Click **Declaration** to declare and submit the application.'

Review Form

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

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

The screenshot shows the 'Declaration' page under 'STEP 4'. It contains a 'General Declaration' section with a checkbox and a 'Food Shop Licence (SFA)' section with a checkbox. A callout box points to the checkbox 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

36. Check the declaration.

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

38. 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
Food Shop Licence	FC254812546	7 working days if application is complete and in order.	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 AskGo@accrimsionlogic.com.sg

Click **Return to Dashboard**

[Return to Dashboard →](#)

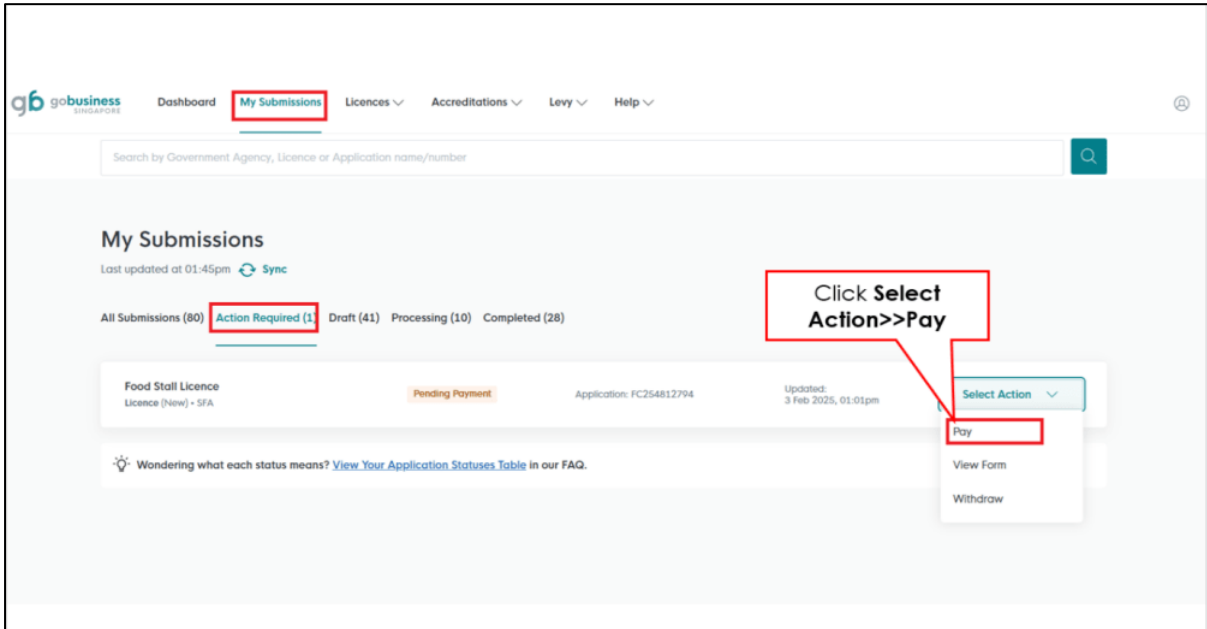
Acknowledgement

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

40. Click Return to Dashboard to exit.

Chapter 4: Payment of Licence Fee

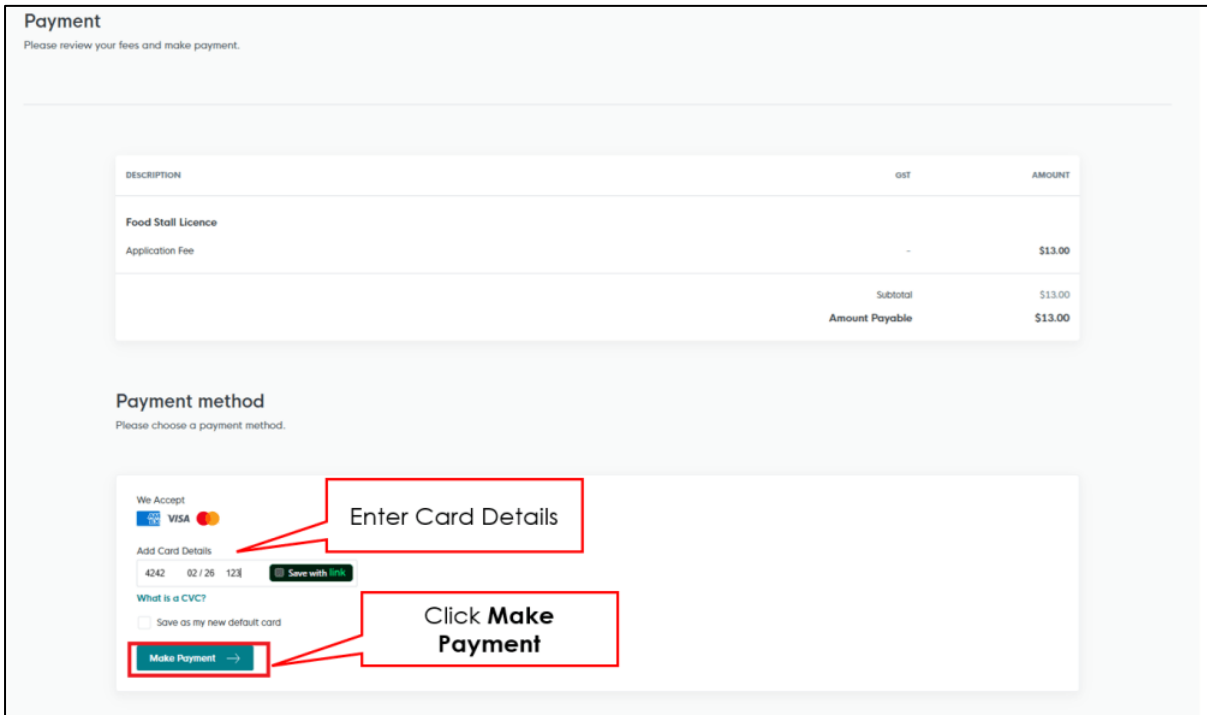
The Applicant is required to **make payment for the new licence application**. The steps for renewing licence are the same.



Payment Screen

41. Go to **My Submissions>>Actions Required**.

42. Click **Select Action>>Pay** for the licence with Pending Payment status.

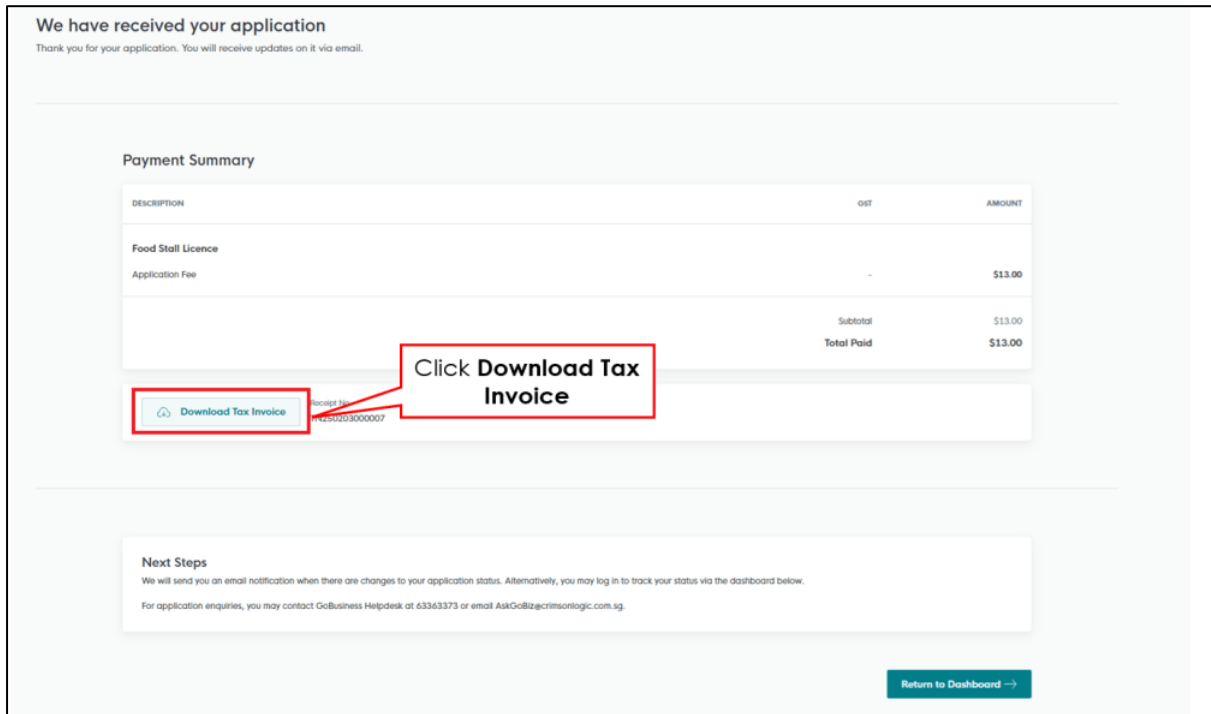


Payment Screen

43. Enter the card details and click **Make Payment**. The payment will be made successfully, and the applicant can download the invoice.

Download Payment Invoice

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

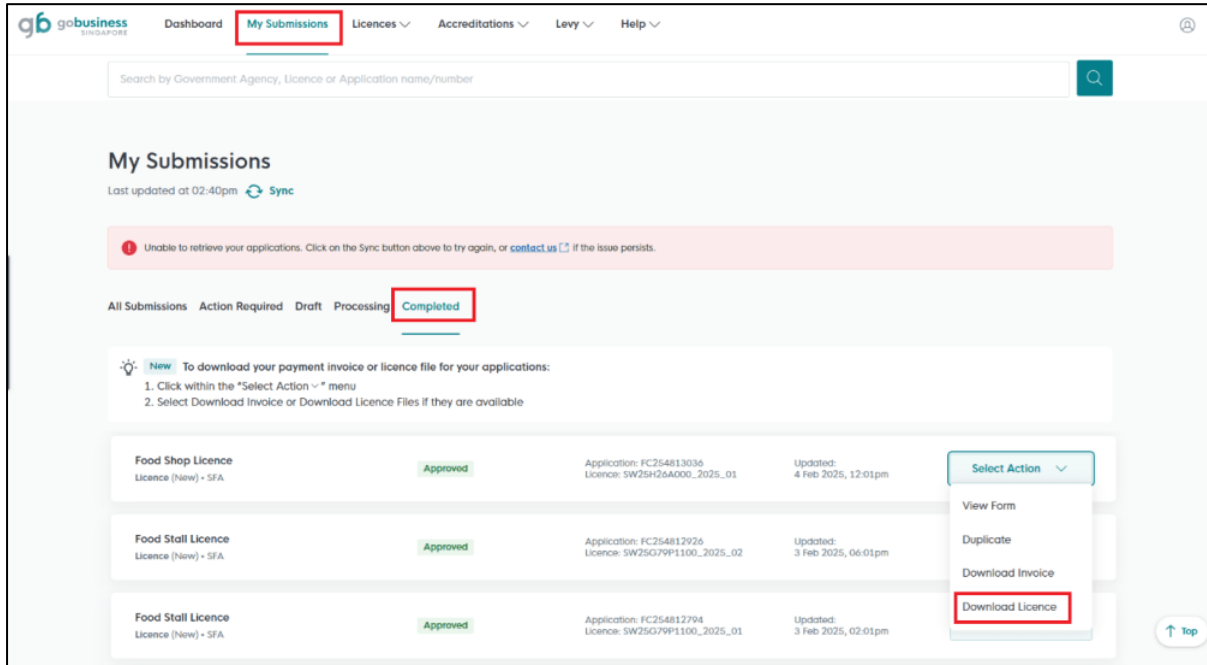


Download Invoice

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

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

45. Go to **My Submissions>>Completed**.
46. Click **Select Action>>Download Licence** for the licence with Approved status.
47. 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 Open FileDocument	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 Open FileDocument	2025-02-23 06:20:06	57.8 KB
5ef2d215-1b62-440c-afad-fea48f2c5149-G2B_L1T-58-FR -3b9219e7-3829-4248-ac22-01522ae73b60-SW25 _2025_02_CERT_FOODSHOPCOVERLETTER_SW25311J000.pdf Open FileDocument	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 Open FileDocument	2025-02-23 06:20:06	42.0 KB

Download Licence

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