

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

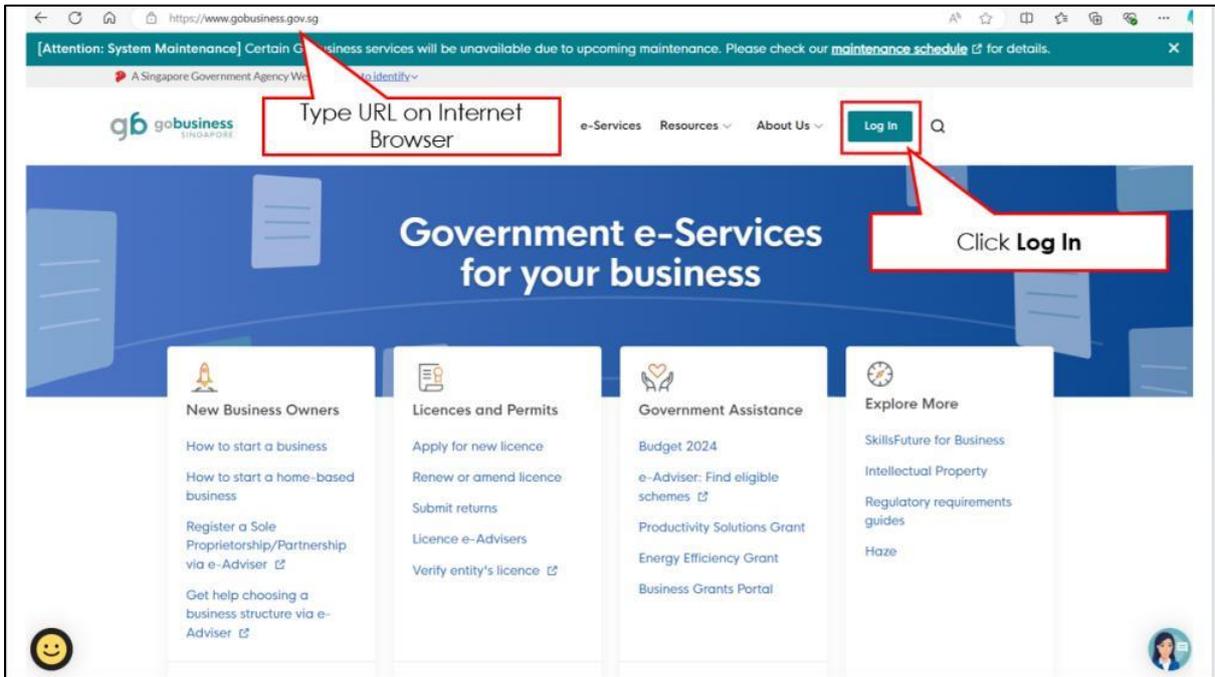
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CONTENTS

Chapter 1: Logging in to GoBusiness	3
Chapter 2: Amend Licence	7
Chapter 3: Renew Licence.....	20
Chapter 4: Print Licence	22
Chapter 5: Cancel Licence	23

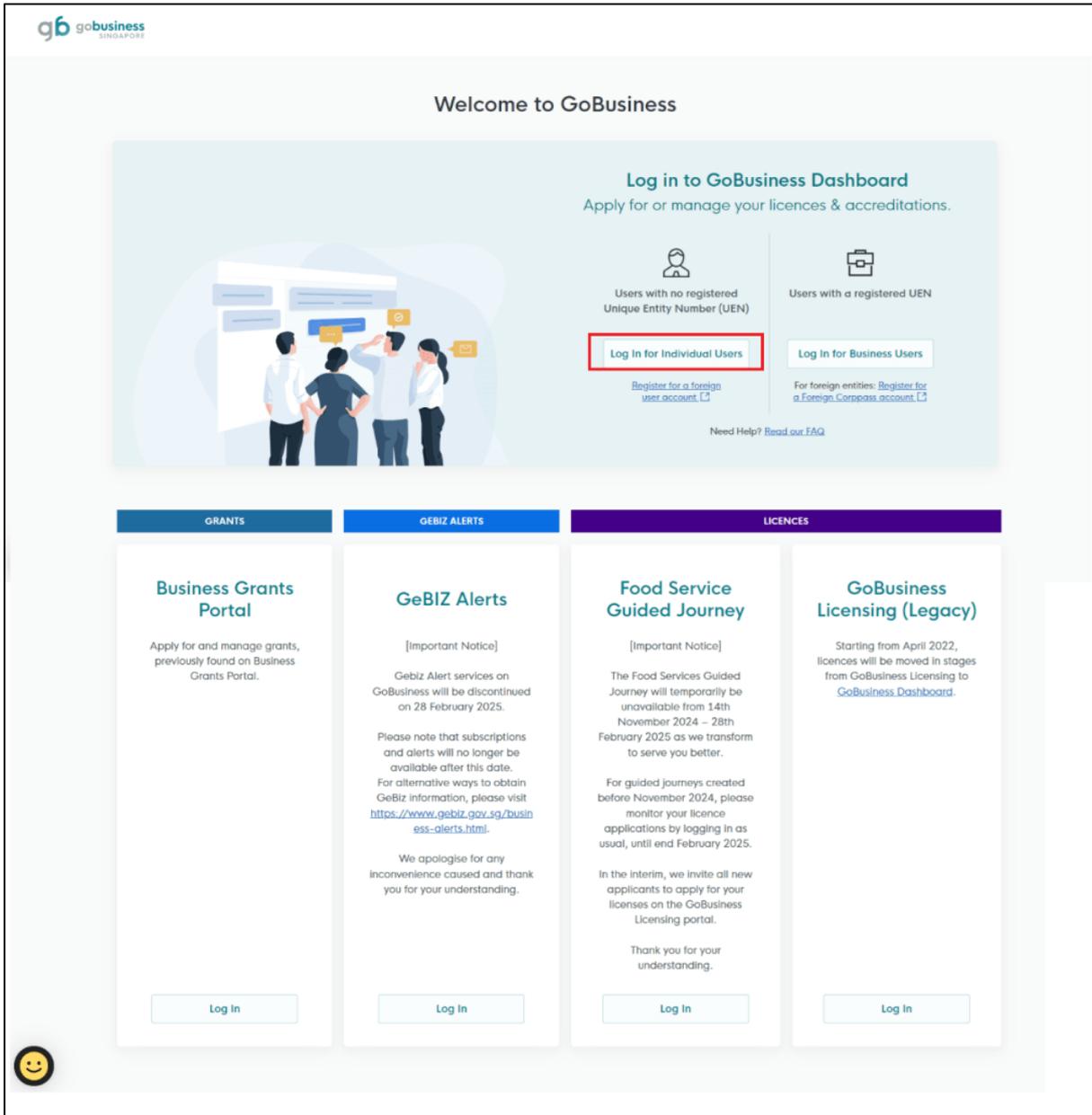
Chapter 1: Logging in to GoBusiness

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



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 (Amend, Renew and Cancel Licence) User Guide

Chapter 1: Logging in to GoBusiness

gb gobusiness SINGAPORE

Welcome to GoBusiness

Log in to GoBusiness Dashboard

Apply for or manage your licences & accreditations.

Users with no registered Unique Entity Number (UEN)

Users with a registered UEN

Log In for Business Users

[Register for a foreign user account](#)

For foreign entities: [Register for a Foreign Corppass account](#)

Need Help? [Read our FAQ](#)

GRANTS

Business Grants Portal

Apply for and manage grants, previously found on Business Grants Portal.

[Log In](#)

GEBIZ ALERTS

GeBiz Alerts

[Important Notice]

Gebiz Alert services on GoBusiness will be discontinued on 28 February 2025.

Please note that subscriptions and alerts will no longer be available after this date.

For alternative ways to obtain GeBiz information, please visit <https://www.gebiz.gov.sg/business-alerts.html>.

We apologise for any inconvenience caused and thank you for your understanding.

[Log In](#)

LICENCES

Food Service Guided Journey

[Important Notice]

The Food Services Guided Journey will temporarily be unavailable from 14th November 2024 – 28th February 2025 as we transform to serve you better.

For guided journeys created before November 2024, please monitor your licence applications by logging in as usual, until end February 2025.

In the interim, we invite all new applicants to apply for your licences on the GoBusiness Licensing portal.

Thank you for your understanding.

[Log In](#)

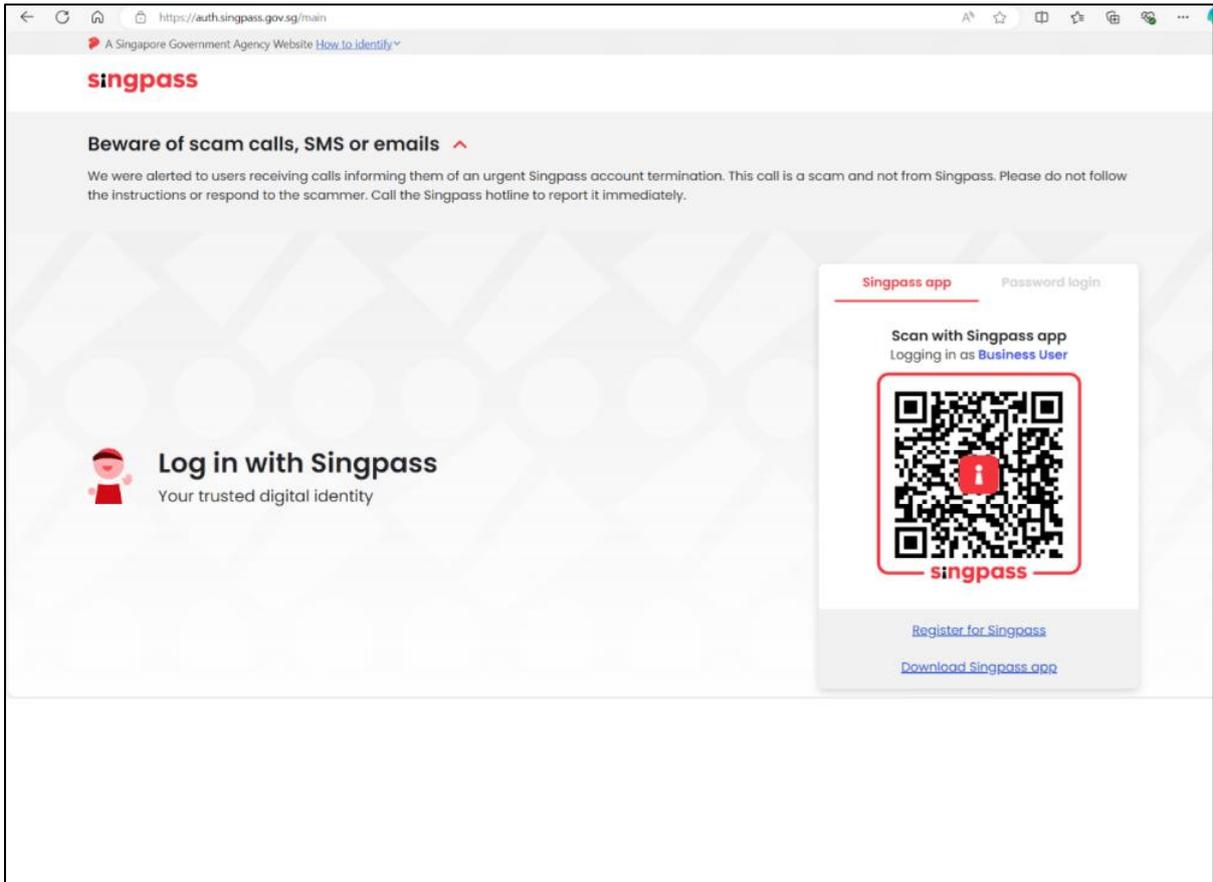
GoBusiness Licensing (Legacy)

Starting from April 2022, licences will be moved in stages from GoBusiness Licensing to [GoBusiness Dashboard](#).

[Log In](#)

Log In For Business Users

1. Click Log In for Business Users.



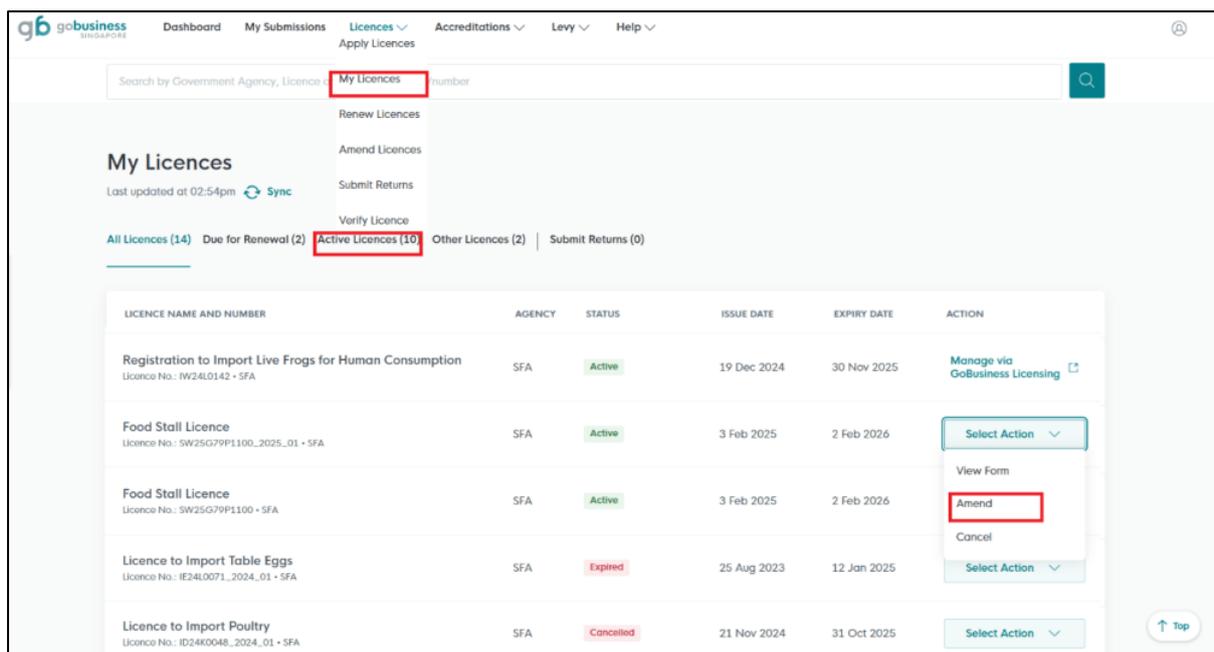
SingPass Login for Business Users

2. 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.



Amend Application

To amend the licence in active status:

3. Goto **Licences**>>**My Licences**. Then go to Active Licences tab.
4. 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
Salutation
Select
Name
Tim Tam
ID Type
NRC
Email
timtam@abc.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
Pagar Parang Road
Floor/Level (Optional)
10
Unit (Optional)
01
Building Name
Majestic Business City
Reset Address

Save Draft Application Details

Amend Application

5. Amend the populated fields if there are new changes.
6. 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

Select Application Type

Owner Organisation Details

Applicant Type
Select

Application Details

7. Click **Retrieve** to populate the licence details.
8. 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]

Applicant's Details

9. 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]

Applicant's Address and Mailing Address

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

11. 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) Eg: 01, B1, 01M Unit (Optional) Eg: #05-01, use 01 Building Name (Optional)

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

Applicants Adress Type Local

- 12. Amend the Mailing Address details which is the Licensee's details if there are changes.
- 13. 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) Eg: 01, B1, 01M Unit (Optional) Eg: #05-01, use 01 Building Name (Optional)

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

Mailing Adress 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

14. Amend the Organisation Operating Address and Organisation Contact Details which is the Licensee's details if there are changes.
15. 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
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

Business Operating Address - Additional Level/ Unit No

Level (Optional) 0/3

Unit No. (Optional) 0/5

+ Add

Click Add

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

Amend Application

16. 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) 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

If not 24hrs - To

Brief description of food business

Application Details – Business Operating Hours (No)

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

Food Hygiene Personnel Details

The screenshot shows a web form titled "Food Hygiene Personnel Details". The form contains several input fields and dropdown menus. A red callout box with the text "Enter all the details" points to the "NRIC/ FIN" field. Another red callout box with the text "Click Add" points to the "Add" button at the bottom left of the form. Below the form is a table with columns: No., NRIC/ FIN, Name as in NRIC/FIN, Sex, Date of Birth, Citizenship, and Actions. The table currently shows "No data available in table".

Food Hygiene Personnel Details

NRIC/ FIN

Name as in NRIC/FIN

Sex

Date of Birth

Citizenship

Work Permit Expiry Date (Optional)

Course Type

Role

Course Passed Date

Course Type

Role

Course Passed Date

Contact No. (Optional)

Email Address (Optional)

Add

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

Food Hygiene Personnel Details

19. Amend or Add new Food handler Details.

The screenshot shows the 'Emergency Contact' form. It includes fields for Salutation (a dropdown menu), Name, Designation (Optional), Contact No. (with a country code dropdown and a text input), and Email. A table below the form is currently empty, showing columns for No., Salutation, Name, Designation, Contact No., and Actions. Two red callout boxes are present: one pointing to the Salutation dropdown with the text 'Fill the Emergency Contact Details', and another pointing to the '+ Add' button with the text 'Click Add button to add emergency contact details.'

Emergency Contact

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

Attach Supporting Documents

The screenshot shows the 'Supporting Documents' form. It features a 'File Type' dropdown menu, an 'Attachment' upload area with instructions (e.g., 'Only 1 file at 2 MB or less'), and an '+ Add' button. A table below the form has columns for File Type, Attachment, and Actions, and is currently empty. At the bottom, there are three buttons: 'General Information', 'Save Draft', and 'Review Form'. Two red callout boxes are present: one pointing to the 'File Type' dropdown with the text 'Select the File Type, upload the file and click Add. The details will be added.', and another pointing to the '+ Add' button with the text 'Click Add button to supporting document details.'

Upload Supporting Documents

GoBusiness (Amend, Renew and Cancel Licence) User Guide
Chapter 2: Amend Licence

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

The screenshot shows a web interface for uploading supporting documents. At the top, there is a 'Supporting Documents' section with a 'File Type' dropdown menu set to 'Select'. To the right, a green notification box says 'Added successfully' with the subtext 'Your new information has been added.' Below this is an 'Attachment' area with instructions: '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.' A prompt says 'Drop a file here or click to upload'. Below the attachment area is a blue 'Add' button. At the bottom, a table lists the uploaded document.

File Type	Attachment	Actions
Food Safety Course Level 1 certificate/Refresher Food Safety Course certificate [PHOTOCOPYOFFOODHYGIENECOURSECERTIFICATEOFTHETFOODHANDLER]	test2.pdf	

Uploaded Document

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

Review Form

Review and Declare

The screenshot shows the 'Review Form' page with the following sections: General Information, Profile, Applicant Detail, Application Details for Food Stall Licence (SFA), and Supporting Documents. Callouts indicate: 'Scroll down for all the sections and review the filled form.' pointing to the top of the form; 'Click **Back to Edit** for editing the application.' pointing to the 'Back to Edit' button; and 'Click **Declaration** to declare and submit the application.' pointing to the 'Declaration' button.

Review Form

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

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

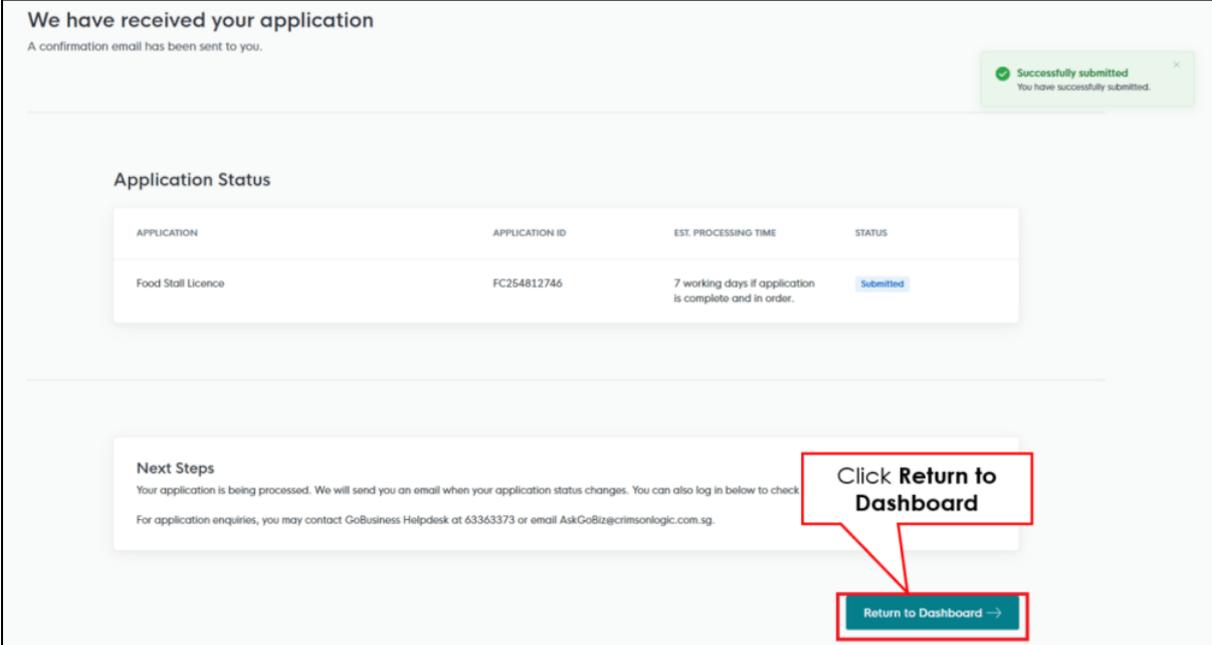
The screenshot shows the 'Declaration' page (STEP 4) with the following sections: General Declaration and Food Stall Licence (SFA). Callouts indicate: 'Check the box for declaration.' pointing to the checked checkbox; 'Click **Review Form** to review the form again.' pointing to the 'Review Form' button; and 'Click **Submit**.' pointing to the 'Submit' button.

Declare Form

25. Check the declaration.
26. Click **Review Form** to review the form again.
27. Click **Submit** to submit the declaration and continue to acknowledgment page.

Acknowledgement

An Acknowledgement for this application will be displayed.



The screenshot displays the acknowledgment page with the following elements:

- Header:** "We have received your application" with a sub-note "A confirmation email has been sent to you." and a green success message: "Successfully submitted. You have successfully submitted."
- Application Status Table:**

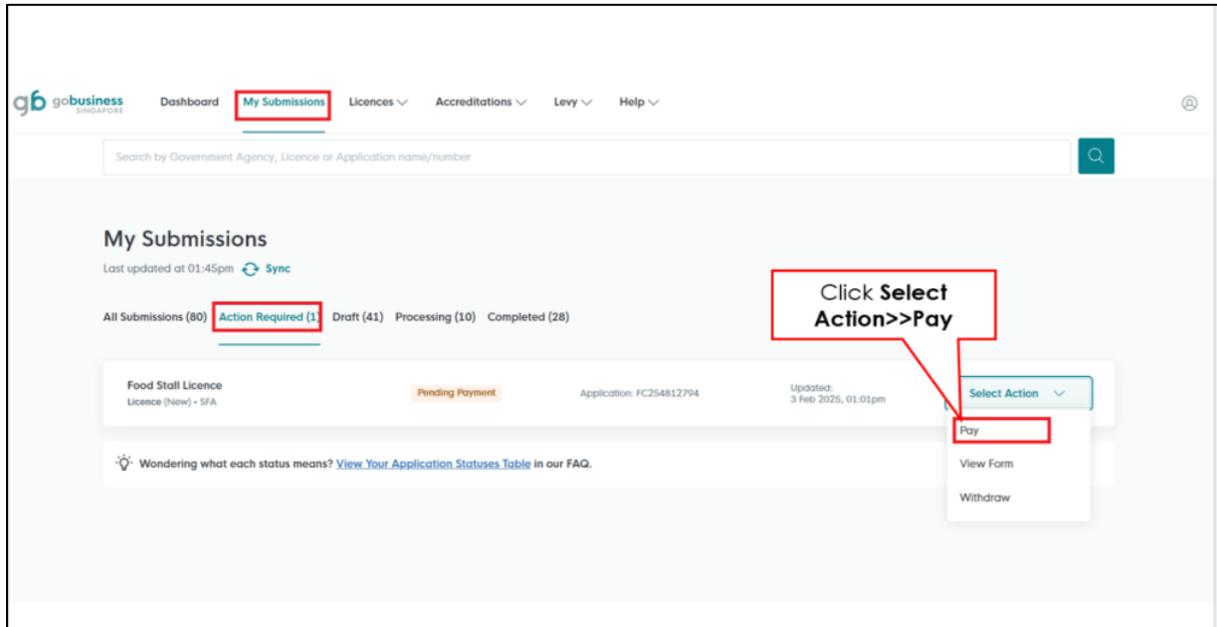
APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS
Food Stall Licence	FC254812746	7 working days if application is complete and in order.	Submitted
- Next Steps:** "Your application is being processed. We will send you an email when your application status changes. You can also log in below to check. For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@crimsonlogic.com.sg."
- Callout:** A red box highlights the text "Click Return to Dashboard" with a red arrow pointing to a teal button labeled "Return to Dashboard →".

Acknowledgement

28. The acknowledgement mail will be sent to your registered email.
29. Click Return to Dashboard to exit.

Chapter 3: Renew Licence

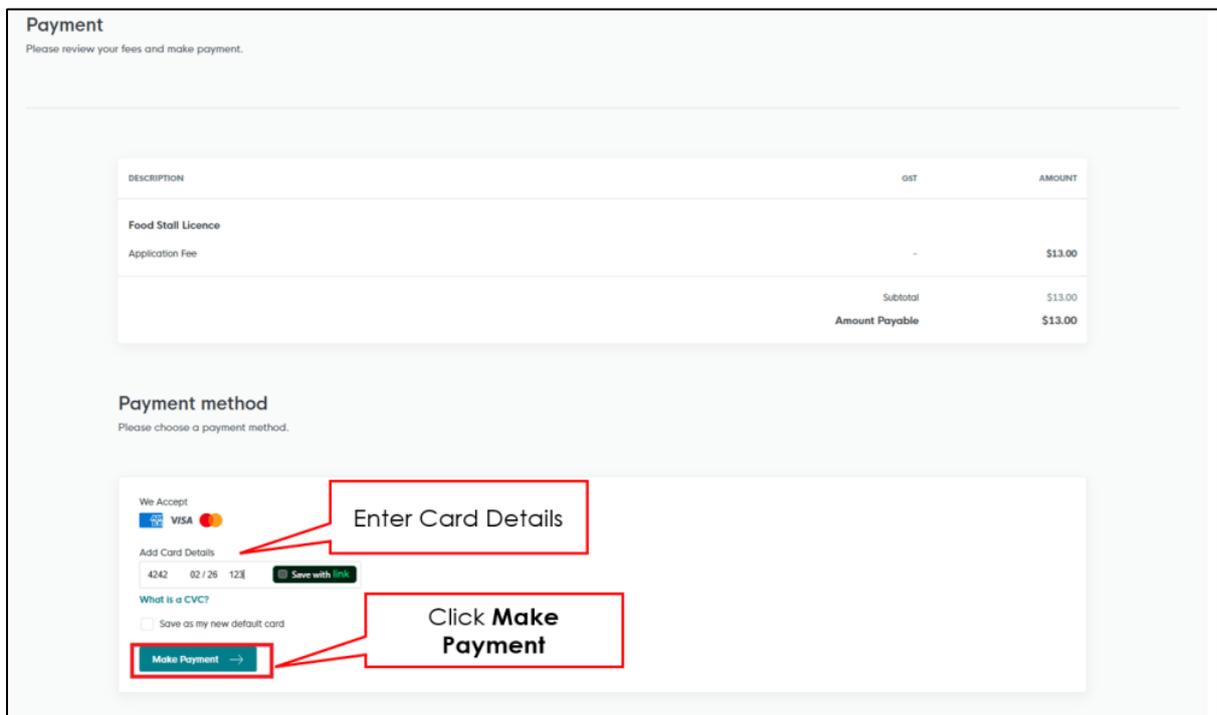
The Applicant is required to make payment to **renew the licence**.



Payment Screen

30. Go to My Submissions>>Actions Required.

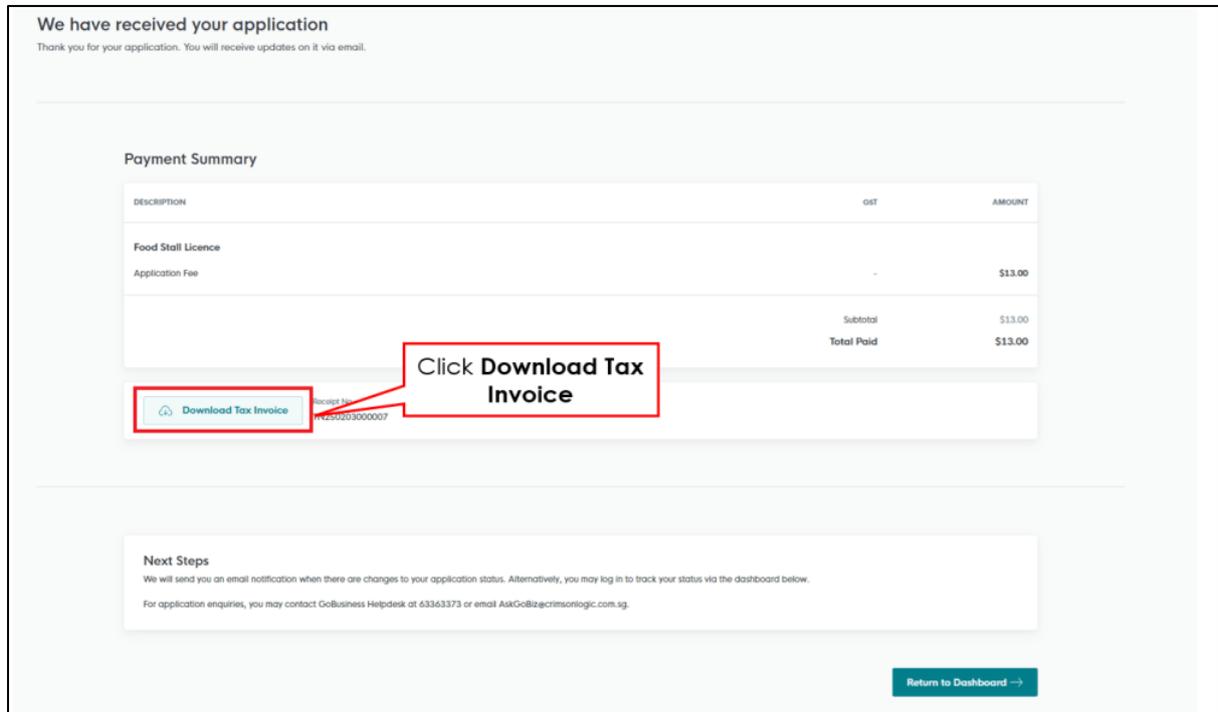
31. Click **Select Action>>Pay** for the licence with Pending Payment status.



Payment Screen

Download Payment Invoice

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

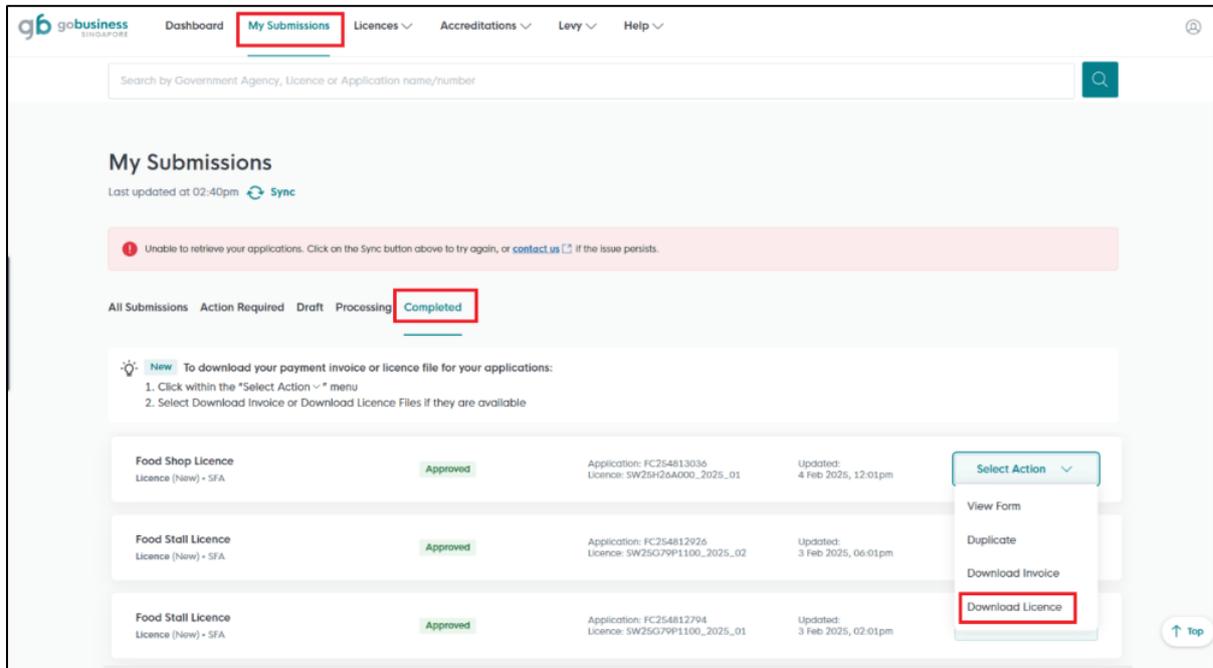


Download Invoice

32. 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

33. Go to My Submissions>>Completed.
34. Click **Select Action**>>**Download Licence** for the licence with Approved status.
35. 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
5ef2d215-1b62-440c-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-3e816d464045-SW25 ... _2025_02_CERT_FOODSHOPCERTIFICATE_SW25311J000.pdf	2025-02-23 06:20:06	42.0 KB

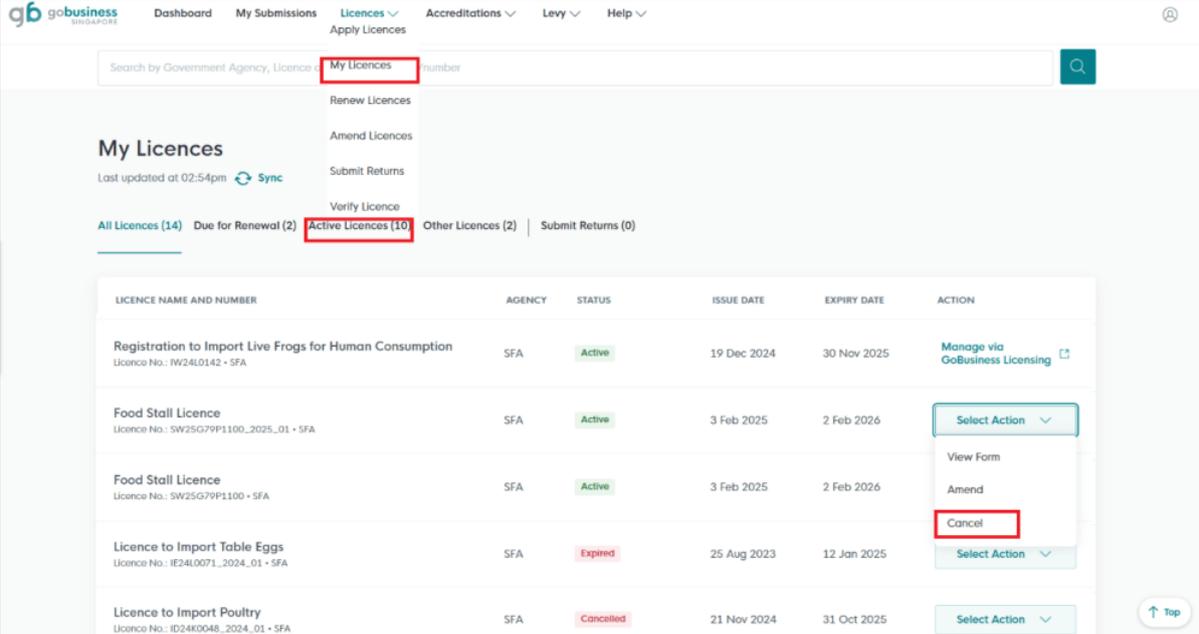
Download Licence

36. **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 system. The page includes a search bar, navigation tabs, and a table of licences. The 'Active Licences' tab is selected, showing 10 active licences. One licence, 'Food Stall Licence' (Licence No.: 5W25G79P1100), is highlighted. The 'Action' column for this licence shows a dropdown menu with options: 'View Form', 'Amend', and 'Cancel'. The 'Cancel' option is highlighted with a red box.

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:

37. Goto **Licences**>>**My Licences**. Go to Active Licences tab.
38. 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: Min
Name: Tan Jun
ID Type: NRIC
Email: simon@abc.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: Pasir 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

39. 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

Click **Retrieve**

Owner Organisation Details

Applicant Type
Select

Select **Application Type**

Application Details

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

41. 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

42. Enter the Effective Date of Cancellation

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

44. Enter the **Remarks** if any.

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

Review Form

Review and Declare

The screenshot shows the 'Review Form' page. At the top, it says 'STEP 3 Review Form' and 'Please review the following details carefully. You will not be able to edit the form after you click Declaration.' The form is divided into sections: 'General Information', 'Profile', 'Applicant Detail', and 'Termination Request'. 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

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

The screenshot shows the 'Declaration' page. At the top, it says 'STEP 4 Declaration' and 'Please scroll to read and acknowledge the following clauses.' The page contains several paragraphs of text under the heading 'General Declaration' and 'Food Stall Licence (SFA)'. 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 point to these elements.

Click **Submit**.

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

Check the box for declaration.

Declare and Submit Form

47. Check the declaration.

48. Click **Review Form** to review the form again.
49. Click **Submit** to submit the declaration and continue to acknowledgment page.

Acknowledgement

An Acknowledgement for this application will be displayed.

The screenshot displays a confirmation page titled "We have received your application" with a sub-message "A confirmation email has been sent to you." A green notification box in the top right corner states "Successfully submitted" and "You have successfully submitted." Below this is a table under the heading "Application Status".

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 a "Next Steps" section with the text: "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" above it.

Acknowledgement

50. The acknowledgement mail will be sent to your registered email.
51. Click Return to Dashboard to exit.