

Chapter 13: Request for Action

Overview of Request for Action

Request for action is triggered by the agency officer from **FE intranet** or **agency backend** to applicant. It is a channel of communication between the agency officer and the applicant.

View Request for Action Details

1. Click My Portfolio >> Request for Action.

Request ID	Application	Licence Name	Agency	Date Sent	Due Date	Request for Action Status
		Halal Certification	Majlis Ugama Islam Singapura	27 Sep 2018	03 Oct 2018	Responded
Q182000660	C1820076477	Halal Certification	Majlis Ugama Islam Singapura	20 Sep 2018	27 Sep 2018	Pending
Q182000617	C1820073663	Halal Certification	Majlis Ugama Islam Singapura	17 Sep 2018	18 Sep 2018	Responded
Q182000455	C1820067333	Bus Driver's Vocational Licence (BDVL) / Bus Attendant Vocational Licence (BAVL)	Land Transport Authority	04 Sep 2018	11 Sep 2018	Responded

Showing 4 of 4

2. Search for Request for Action.
3. Click **Request ID** to view the Request for Action.



- You may view the RFA for an application or a licence from the respective application details screen.

4. The **Request for Action Details** screen will be displayed.
5. Please ignore the RFA document as shown in the Documents attached section.
6. Click **Respond**. It will bring you to the general information page.

Apply for New Licence

Terms of Use

I. Agreement

1. Access to this service is governed by the terms and conditions as stated below ("Terms of Use"). By accessing and using the Website, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept any of these Terms of Use, please leave the Website.
2. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.
3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
4. We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.

II. Access To the Website

1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee continuous accessibility or uninterrupted operation of the Website.

By clicking on the checkbox, I agree to be bound by the Terms of Use.

7. The General Information would display, Click **Next**.

8. The screen will be redirected to **Application Details** Page.

9. In **Licence Application form**, please don't amend any data in the form.



Apply for New Licence

Halal Certification

Application Type

I would like to apply for the following application type for all of my Halal applications:

- Express (Application will be attended within 7 working days from payment of application fees)
- Normal (Application will be attended within 14 working days from payment of application fees)

Premises Details

Premises Name *

(This name will appear on Halal Certificate)

Postal Code *

Please enter your postal code and click "Retrieve Address"

Block/ House no

Street Name *

Level

Unit Number

Building Name

Office Number

Email Address

Website

Floor size *

Floor Size in Sqm


Do you want to opt in for Annual Auto Renewal (Paid through Giro)? * Yes No

If Yes, Please Click [here](#) to download the GIRO form

For Address with multiple Unit Number

Unit Number

Please click on the "Add" button if you have more than one unit Number.

Please click on the "Edit"  button to amend Unit Number, and click "Add" again after you have made your amendments.

Unit Number

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Parent Company Details, if any

UEN	<input type="text"/>	Retrieve Details	Email Address	<input type="text"/>
Name of the Company	<input type="text"/>		Website	<input type="text"/>
Office Number	<input type="text"/>			

Self-Managed External Storage Facility (if any)

Name of the Storage	<input type="text"/>	Level	<input type="text"/>	
Postal Code	<input type="text"/>	Retrieve Address	Unit Number	<input type="text"/>
<i>Please enter your postal code and click "Retrieve Address"</i>				
Block/ House Number	<input type="text"/>	Building Name	<input type="text"/>	
Street Name		<input type="text"/>		


*Please click on the "Add" button if you have entered Self-Managed External Storage Facility (if any) fields.
Please click on the "Edit"  button to amend Self-Managed External Storage Facility (if any), and click "Add" again after you have made your amendments.*

Add

Name of the Storage

Non-Halal Subsidiary (if any)

UEN	<input type="text"/>	Retrieve Details	Name of the Company	<input type="text"/>	
Operating Address				Unit Number	<input type="text"/>
Postal Code	<input type="text"/>	Retrieve Address	Building Name	<input type="text"/>	
<i>Please enter your postal code and click "Retrieve Address"</i>					
Block/ House Number	<input type="text" value="Please Select"/>		Office Number	<input type="text"/>	
Street Name	<input type="text"/>		Email Address	<input type="text"/>	
Level	<input type="text"/>		Website	<input type="text"/>	


*Please click on the "Add" button if you have entered Non-Halal Subsidiary (if any) fields.
Please click on the "Edit"  button to amend Non-Halal Subsidiary (if any), and click "Add" again after you have made your amendments.*

Add

UEN	Name of the Company	Office Number	Email Address
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Staff Details

Is Team Leader?*	<input type="radio"/> No <input type="radio"/> Yes	Have you attended Level 1 Halal Foundation Programme (HFP)?*	<input type="radio"/> No <input type="radio"/> Yes
Name*	<input type="text"/>	Mobile Number	<input type="text"/>
NRIC/FIN/WP*	<input type="text"/>	Office Number*	<input type="text"/>
Designation*	<input type="text"/>	Email Address*	<input type="text"/>
Date joined	<input type="text"/>		

*Please click on the "Add" button if you have entered Staff Details fields.
Please click on the "Edit"  button to amend Staff Details, and click "Add" again after you have made your amendments.*

Add

Staff Details

Is Team Leader?* No Yes

Name*

NRIC/FIN/WP*

Designation*

Date joined

Have you attended Level 1 Halal Foundation Programme (HFP)?* No Yes

Mobile Number

Office Number*

Email Address*

Please click on the "Add" button if you have entered Staff Details fields.
Please click on the "Edit" button to amend Staff Details, and click "Add" again after you have made your amendments.

Add

Is Team Leader?	Name	NRIC/FIN/WP	Designation	Have you attended Level 1 Halal Foundation Programme (HFP)?	Office Number	Email Address
Yes	kothan	57466005C	Manager	Yes	+6568877664	kothandaram@crinsonlogic.com
No	azrina				+6561234567	sample@gmail.com
No	ismail				+6561234567	sample1@gmail.com

This section display all the RFA History details

Request For Action - History

Request For Action - History

Ticket ID	Ins ID	Question ID	Question	RFA Date	Customer Reply
61638	84301	5	Please declare chicken seasoning in the ingredient list.	27/09/2019	Done
61638	84301	13	Please provide the Halal cert for Chicken Franks.	27/09/2019	Done

Request For Action

RFA Id*

Ticket ID*

Ins ID*

Question ID*

Question*

RFA Date

Customer Reply*

Add

Note: Please click and then click on the Add button to save the reply.

Ticket ID	Ins ID	Question ID	Question	RFA Date	Customer Reply
61638	84301	5	Please declare chicken seasoning in the ingredient list.	27/09/2019	
61638	84301	13	Please provide the Halal cert for Chicken Franks.	27/09/2019	

3. Click Add button to confirm customer reply. Repeat for other RFA items.

2. Enter remarks in this Customer Reply field

1. Click Edit button to enter customer

10. To enter the Customer Reply field .Click on the "Edit" button
11. The values are pre-populated to the form field, all the fields are disabled and only only Customer Reply is editable.
12. Enter the Customer Reply.
13. Click on "Add" button.

Request For Action

RFA Id*

Ticket ID*

Ins ID*


Question ID*




Question*

RFA Date

Customer Reply*

Add

Note : Please click on the  button and enter the Customer reply field and then click on the Add button to save the reply.

Ticket ID	Ins ID	Question ID	Question	RFA Date	Customer Reply	
61638	84301	5	Please declare chicken seasoning in the ingredient list.	27/09/2019	Done	
61638	84301	13	Please provide the Halal cert for Chicken Franks.	27/09/2019	done	



Click >> Proceed to go to Supporting Document Page

14. Click **Proceed** to go to Supporting Document Page.
15. In Attach Supporting Documents,



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Halal Certification

Document Name	Type	Attachment	Action
Floor plan of premises applying for Halal certification Floor plan of premises applying for Halal certification Acceptable File Format: pdf Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD		Upload
Ingredients * Please click here to download the format of the Ingredients i. Do not add columns, sub-headers or more than one sheet in the excel file ii. Do not change the header and sheet name in the excel file iii. Do not upload more than one excel file Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD	Import_items - Copy2.xls	Upload
Eating Establishment Menu Upload * Upload Menu for Eating Establishment. Please click here to download the format of the Menu i. Do not add columns, sub-headers or more than one sheet in the excel file ii. Do not change the header and sheet name in the excel file iii. Do not upload more than one excel file Acceptable File Format: xls,xlsx Acceptable File Size: maximum : 2 MB	ONLINE UPLOAD	Copy of Import_Products.xls	Upload

< Previous Next >

16. Click **Upload** to upload the supporting documents required. For RFA Supporting document is no more required to upload.
17. Click **Next**.
18. The **Information review** screen will be displayed.



Apply for New Licence

Information Review

Applicant's Particulars			
Salutation	Mr	Designation	Managing Director
Name	VASUDEVAN KOTHANDARAM	Office Tel Number	
ID Type	NRIC	Home Tel Number	
ID Number	57466005C	Fax Number	

Declaration

General Declaration

1. I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

Halal Certification

1. I/We hereby agree to the terms and conditions governing the AMLA and Halal Certification Conditions and I / We have agreed to abide and be bound by them and any subsequent amendments, alterations and additions made by me/us . All the above information supplied by me/us and supporting documents, to the best of my knowledge and belief are true and that I have not wilfully suppressed any material facts which is requested for in this application. Any false declaration/ breach of the Halal Certification conditions will be subjected to my/our application being cancelled /rejected and /or enforcement actions taken.

[< Previous](#) [Submit](#) **Click >> Submit**

19. Click the checkbox and **submit**.

20. The **Acknowledgement** screen will be displayed.

The screenshot displays the LicenceOne user interface. At the top right, the Singapore Government logo is visible with the tagline 'Integrity · Service · Excellence'. Below it are links for 'Contact Us', 'Feedback', and 'Sitemap'. A search bar is present with the text 'Search by Keywords' and a magnifying glass icon. The main navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. A secondary navigation bar features icons for 'Dashboard', 'Applications' (highlighted in blue), 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. Below this is a six-step process flow: 1. SELECT Licence(s), 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Document(s), 5. REVIEW & SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. The 'Apply for New Licence' section shows a green success message: 'Application Submitted successfully!'. Below this is a table with the following data:

Licence Name	Request ID	Agency	Application Status
Halal Certification	Q1820000560	MUIS	Responded

At the bottom of the success message area are two buttons: 'PRINT' and 'CLOSE'.