# **ANNEX A**

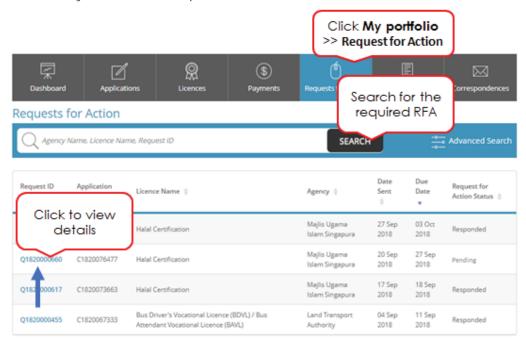
# **Chapter 13: Request for Action**

# **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.



Showing 4 of 4

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



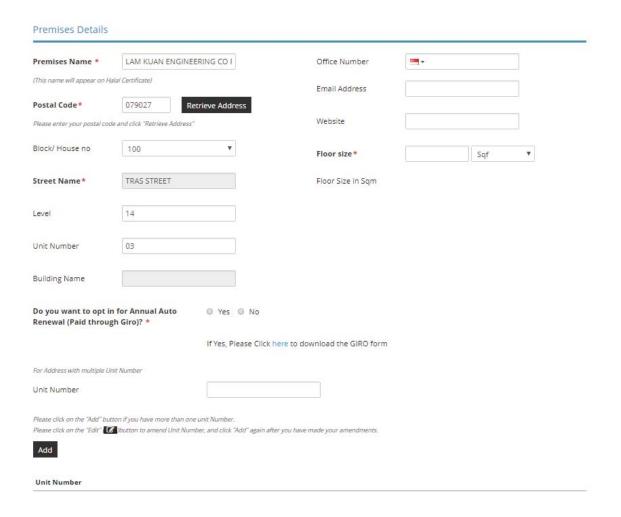
- You may view the RFA for an application or a licence from the respective application details screen.
- 4. The Request for Action Details screen will be displayed.
- 5. Please ignore the RFA document as shown in the Documents attached section.
- 6. Click **Respond**. It will bring you to the general information page.

# Apply for New Licence

# L Agreement 1. Access this services 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" meens any body, corporate established by or under written law from 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. 1. 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.

- 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.





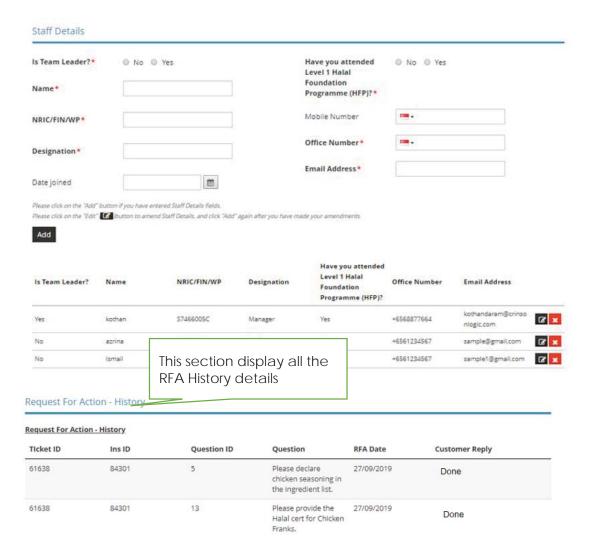
# LicenceOne Public User Guide Chapter 13: Request for Action

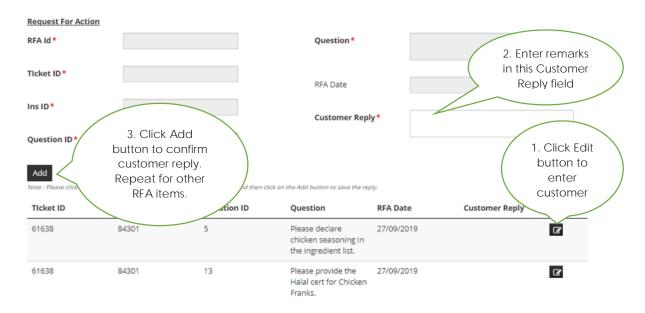
# Parent Company Details, if any

UEN		Retrieve Details	Email Address	
Name of the Company			Website	
Office Number	-			
Self-Managed Exte	rnal Storage Faci	lity (if any)		
Name of the Storage			Level	
Postal Code	R	etrieve Address	Unit Number	
Please enter your postal code	and click "Retrieve Address			
Block/ House Number	Please Select	•	Building Name	
Street Name				
		Managed External Storage Facility aged External Storage Facility (if a	(if any) fields. ny), and click "Add" again after you ha	ve made vour amendments.
Add				
Name of the Storage				

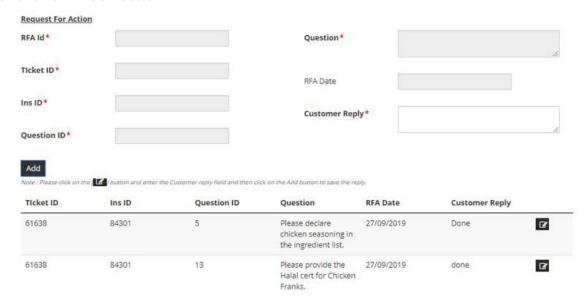
# Non-Halal Subsidiary (if any)

UEN	Retrieve Details	Name of the Company	
Operating Address			
Postal Code	Retrieve Address	Unit Number	
Please enter your postal code	and click "Retrieve Address"		
Block/ House Number	Please Select ▼	Building Name	
Street Name		Office Number	<b>■</b> ▼
Street Name		Email Address	
Level			
		Website	
Add  VEN	Name of the Company	Office Number	Email Address
Add	Name of the Company	Office Number	Email Address
UEN	Name of the Company	Office Number	Email Address
UEN Staff Details	Name of the Company  No Ves	Have you attended	Email Address  No Yes
Add  UEN  Staff Details  Is Team Leader?*	***************************************		
Add UEN  Staff Details Is Team Leader?* Name*	***************************************	Have you attended Level 1 Halal Foundation	
Add  UEN  Staff Details  Is Team Leader?*  Name*  NRIC/FIN/WP*	***************************************	Have you attended Level 1 Halal Foundation Programme (HFP)? *	◎ No ◎ Yes
Add  UEN  Staff Details  Is Team Leader?*  Name*  NRIC/FIN/WP*  Designation*	***************************************	Have you attended Level 1 Halal Foundation Programme (HFP)? *	● No ● Yes
Add  UEN  Staff Details  Is Team Leader?*  Name*  NRIC/FIN/WP*  Designation*  Date joined	O No O Yes	Have you attended Level 1 Halal Foundation Programme (HFP)?* Mobile Number Office Number* Email Address*	● No ● Yes





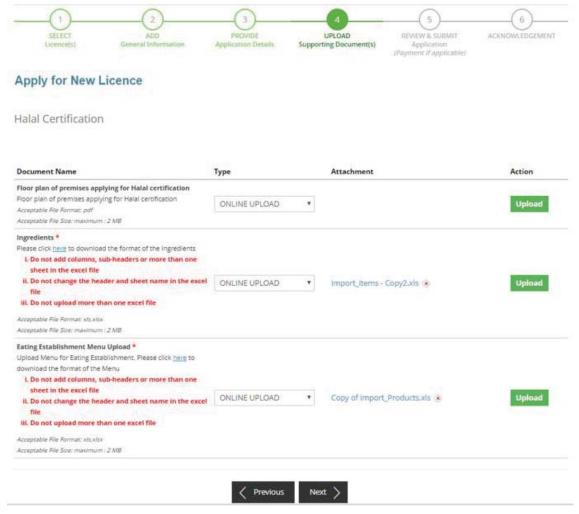
- 10. To enter the Cutomer Reply field . Click on the "Edit" button
- 11. The values are pre-populated to the form field, all the fields are disbled and only only Customer Reply is editable.
- 12. Enter the Customer Reply.
- 13. Click on "Add" button.



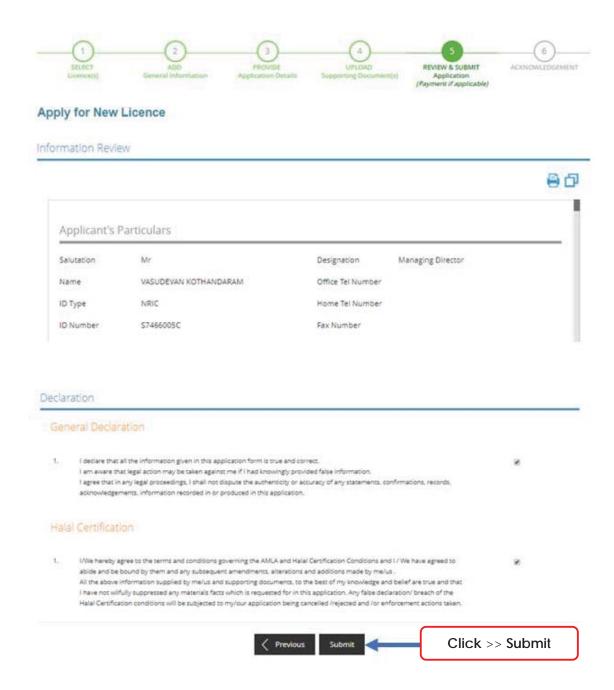


- 14. Click **Proceed** to go to Supporting Document Page.
- 15. In Attach Supporting Documents,

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- 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.



- 19. Click the checkbox and submit.
- 20. The Acknowledgement screen will be displayed.

