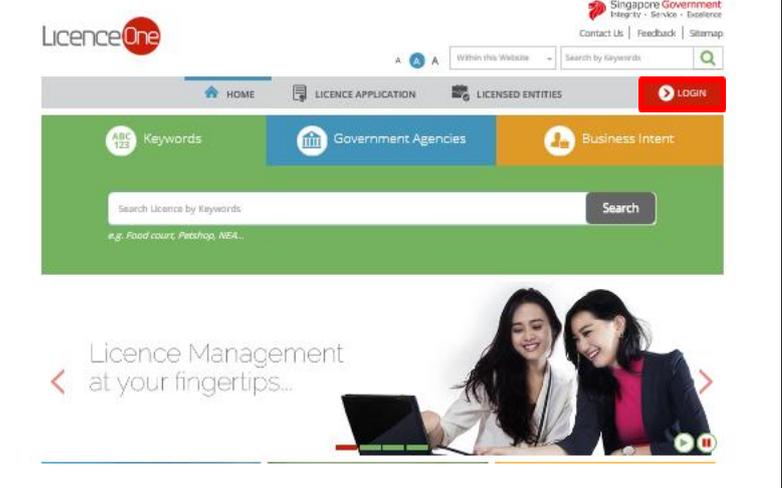
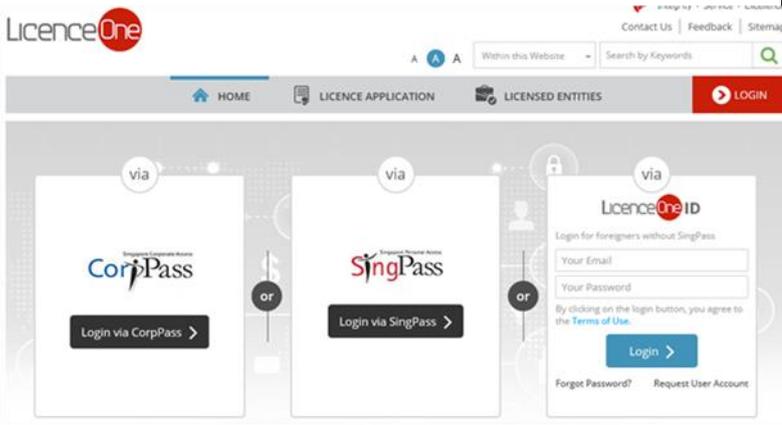
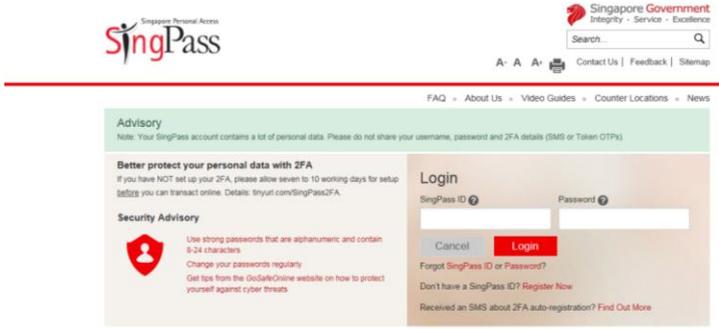
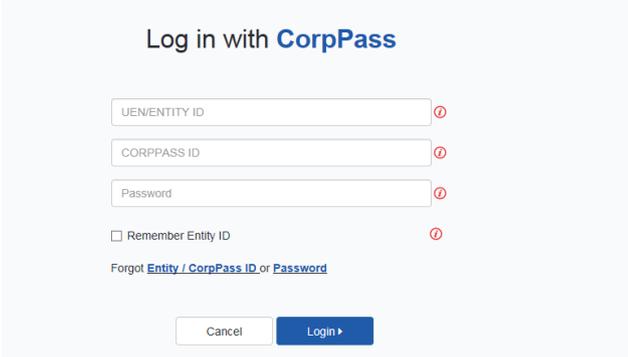
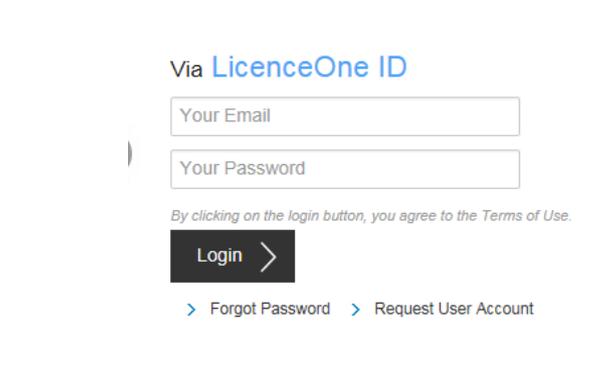
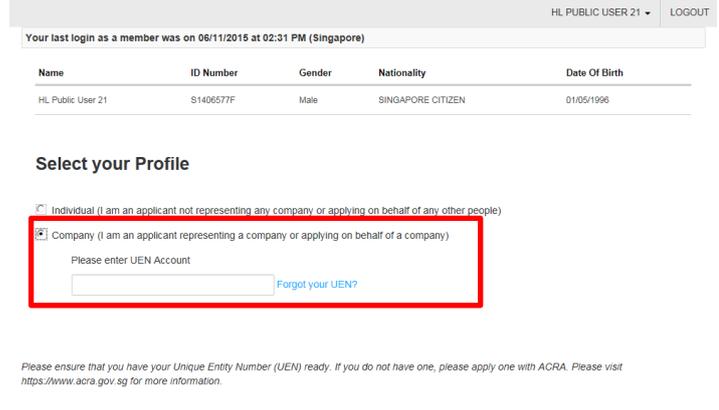


## Step-by-Step Guide for Cancellation of Certificate of Registration and Hotel-keeper's Licence

Should the hotel decides to cease its hotel operation, either the Hotel-keeper or the Company Director will need to submit a cancellation application and arrange to return the Certificate of Registration and Hotel-keeper's Licence to the Board for cancellation.

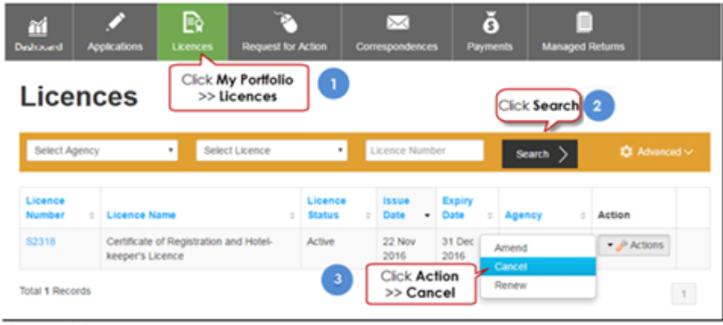
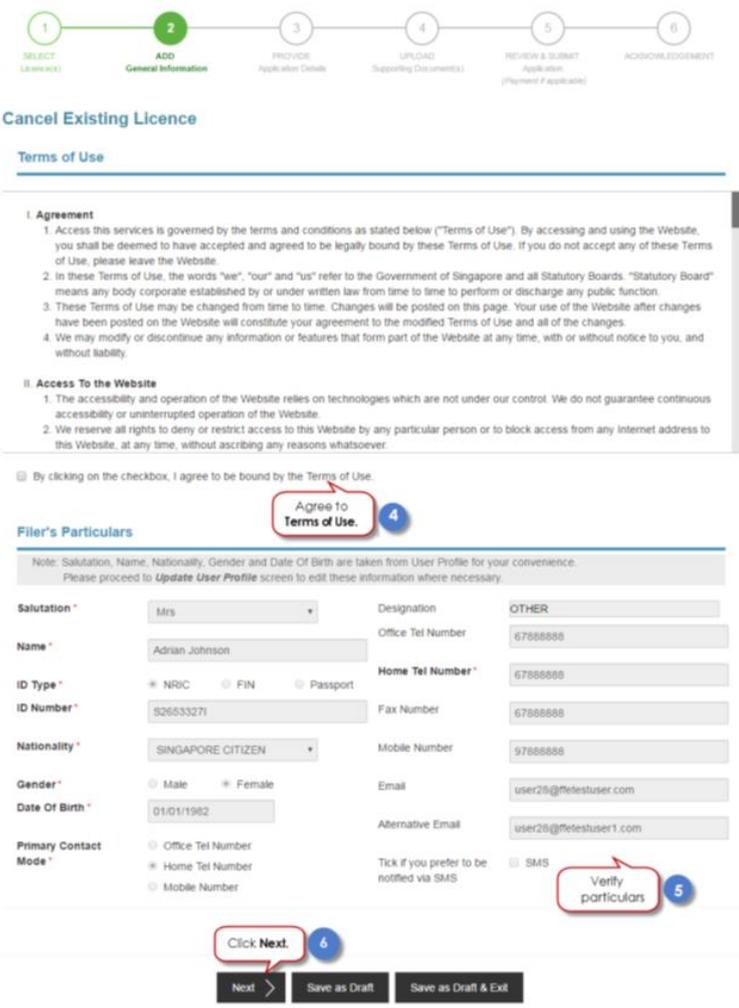
S/N	Step	Screenshot
1	Go to LicenceOne website <a href="https://licence1.business.gov.sg">https://licence1.business.gov.sg</a> and click on "Login"	
2	Log in to LicenceOne  For user with valid SingPass ID and password: <i>Login via SingPass</i>  For company who has activated CorpPass <sup>1</sup> in LicenceOne: <i>Login via CorpPass</i>  For foreigner user: <i>Login via LicenceOne ID</i>	

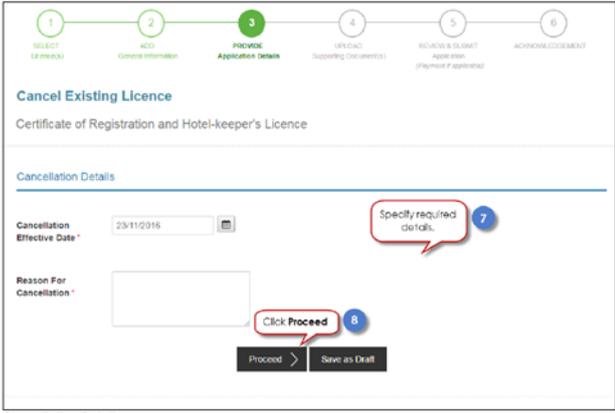
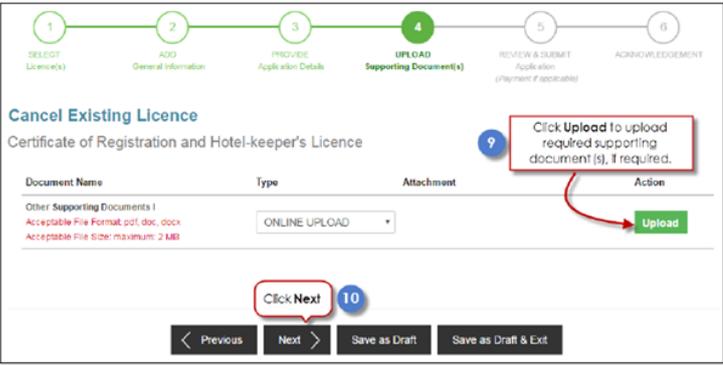
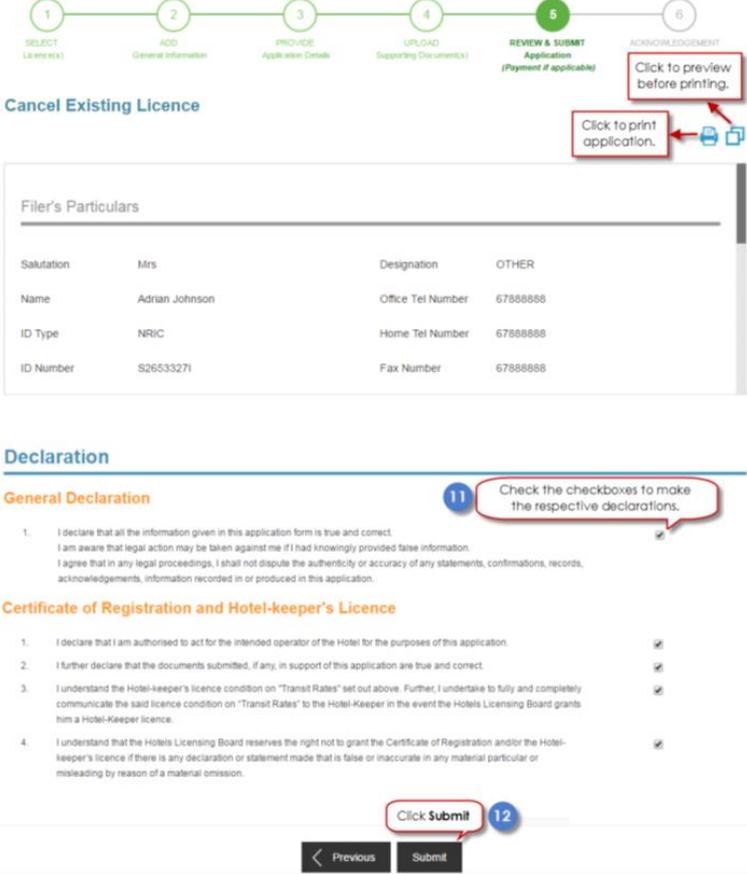
<sup>1</sup> Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For information on the registration & set up CorpPass for your business entity, please visit [www.corppass.gov.sg](http://www.corppass.gov.sg). For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>. Once CorpPass is activated, authorised CorpPass user can only use CorpPass to access LicenceOne.

S/N	Step	Screenshot
2a	For user with valid SingPass ID and password: Log in to LicenceOne via SingPass	
2b	For company who has activated CorpPass in LicenceOne	
2c	For foreigner user: Log in to LicenceOne using the email and password that you have registered with LicenceOne.	
3	<p>[Only applicable for those who login using SingPass or LicenceOne ID.]</p> <p>Select “Company”<sup>2</sup> and enter the company’s Unique Entity Number (UEN)<sup>3</sup></p>	

<sup>2</sup> Only the existing Hotel-keeper or Company Director of the entity can amend the details of the licence.

<sup>3</sup> UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies

S/N	Step	Screenshot
4	<p>Click on “My Portfolio &gt; licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action &gt; Cancel”</p>	
5	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	

S/N	Step	Screenshot
6	<p>Indicate the “Cancellation Effective Date” and “Reason for Cancellation”.</p> <p>Click on “Proceed”</p>	
7	<p>Upload the supporting documents (if any) and Click “Next”</p>	
8	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence, and Click on “Submit”.</p>	

S/N	Step	Screenshot
9	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “T” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) You may choose to print or close the acknowledgement page.	<p>The screenshot shows a progress bar at the top with six steps: 1. SELECT Licenses, 2. ADD General Information, 3. PROVIDE Application Details, 4. UPLOAD Supporting Documents, 5. REVIEW &amp; SUBMIT Application (Payment if applicable), and 6. ACKNOWLEDGEMENT. Below the progress bar, a green banner reads 'Application Submitted successfully!'. The page displays submission details: Submission Number B1620075648, Submission Date 23/11/2016 11:22:05, and Submission Name B1620075648. A 'Print' button is circled in red with a callout 'Click Print 13'. A red box highlights the 'Edit' button with the text 'If required, click Edit to modify the Submission Name.'. Below this is a table with columns: Licence Name, Application Number, Agency, and Application Status. The table contains one row: Certificate of Registration and Hotel-keeper's Licence, T1620006307, HLD, Submitted (No Upfront Payment Required). At the bottom, 'Print' and 'Close' buttons are circled in red with callouts 'Click Close 14'.</p>

The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”<sup>4</sup> feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
10	Once the application has been reviewed and approved, the hotel-keeper and filer will receive an email acknowledgement. A copy of the correspondence can also be found under the “Correspondence” tab at LicenceOne.	<p>The screenshot shows the 'Correspondences' page in the LicenceOne system. At the top, there is a navigation bar with 'MY PORTFOLIO' selected. A callout '1' points to 'Click MY PORTFOLIO &gt;&gt; Correspondences.'. Below the navigation bar, there is a search bar with a callout '2' pointing to 'Search for required correspondence.'. The main content is a table with columns: Name, Application/Licence No., Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The table contains six rows of correspondence records. A callout '3' points to the first row with the text 'Click to view details.'. At the bottom, it says 'Total 6 Records' and '1'.</p>

<sup>4</sup> Please refer to the step-by-step guide on “Request for Action”