

User Guide: Update or Amend Existing Factory Registration and Factory Notification

Introduction

This guide provides step-by-step instructions on how to update your existing factory registration or notification record on the GoBusiness online portal.

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Frequently Asked Questions

1. When do I need to update or amend my factory registration record?

You are required to update or amend your existing factory registration or notification record for the following:

- To submit Safety and Health Management System (SHMS) or Process Hazard Analysis (PHA) document for your existing factory record
- Update of occupier or workplace contact information (e.g. contact number, email)
- Update workplace details (e.g. workplace contact details; workplace address is not amendable)

Note: if there is a change in Unique Entity Number (UEN) or nature of entity for the occupier (e.g. company takeover), a fresh factory registration or notification may be required to be submitted for your factory premise. If there is a relocation of factory premises, a fresh factory registration or notification may also be required.

2. How do I update or amend my existing factory registration?

The eService user (as submitted during new application or subsequently added after its approval) can update or amend the record via the GoBusiness online portal at the URL (<https://www.gobusiness.gov.sg/licences>)

You will require the following to carry out the transaction:

- Valid SingPass account
- Company UEN
- Workplace number for the factory premise

3. Where can I obtain help for my transaction?

a) For technical matters, please contact

Helpdesk Technical Support

Email: licences-helpdesk@crimsonlogic.com

Helpdesk Hotline Contact Number: Operating Hours
(+65) 6774 1430

- Mondays to Fridays: 8.00am to 8:00pm
- Saturdays: 8:00am to 2:00pm except public holidays

b) If you have specific queries such as licensing policies, status of the licence approval and clarifications on the licence submission, please contact

MOM Contact Centre (MOM CC)

Submit enquiries online at <http://www.mom.gov.sg/contact-us>

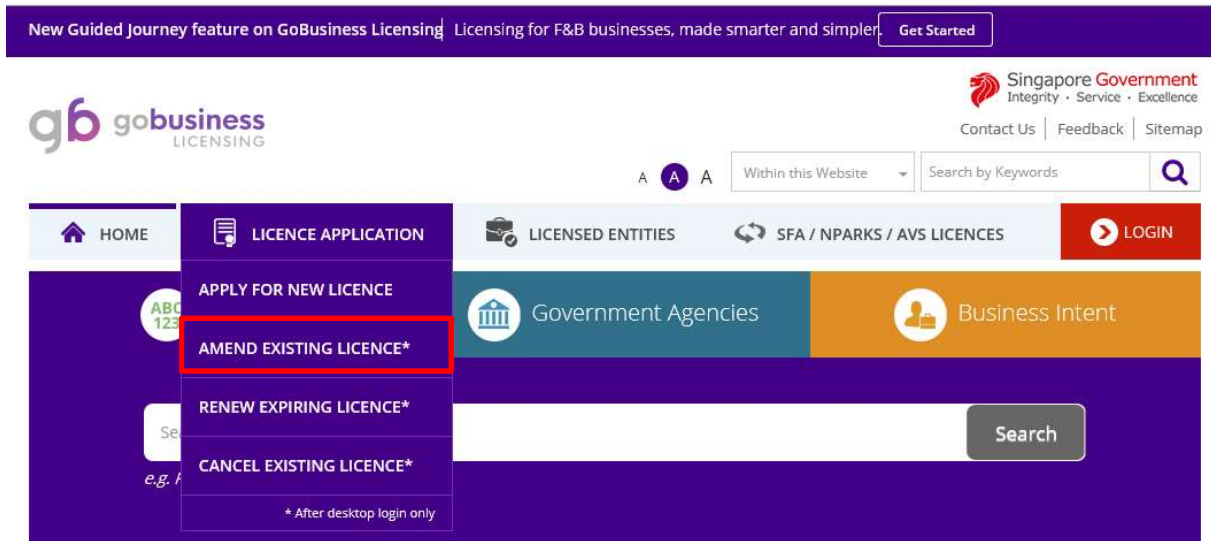
MOM CC Contact Number: Operating hours
(+65) 64385122

- Monday to Friday, 08:30AM to 05:30PM
- Saturday, 08:30AM to 01:00PM except public holidays

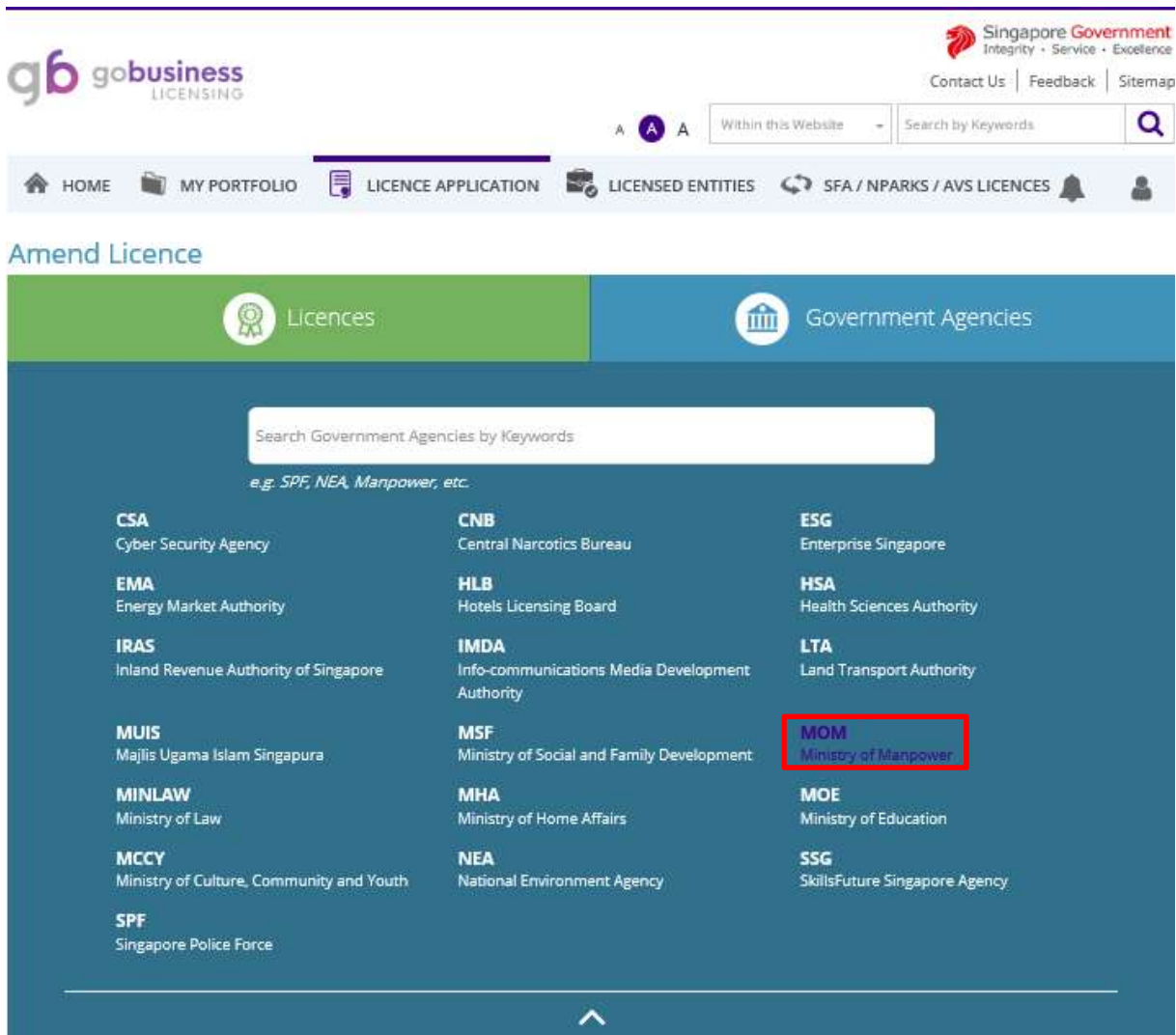
Submitting an Amendment

Step 1) Visit GoBusiness website at (<https://www.gobusiness.gov.sg/licences>). Log in using a valid CorpPass account.

Step 2) Click 'LICENCE APPLICATION' on the top menu bar and select 'AMEND EXISTING LICENCE'



Step 3) Under the Government Agencies tab, click the URL, [MOM- Ministry of Manpower](#)



Step 4) Select **Factory Registration and Notification** and click 'Review & Apply'. Click 'Next' to proceed.

Amend Licence

Licences Government Agencies

Ministry of Manpower
e.g. SPF, NEA, Manpower, etc.

MOM
Ministry of Manpower

Review & Apply (1)

1 SELECT Licence(S) 2 AMENDMENT Profile 3 ADD General Information 4 PROVIDE Application Details 5 UPLOAD Supporting Document(S) 6 REVIEW & SUBMIT Application (Payment If Applicable) 7 ACKNOWLEDGEMENT

Ministry of Manpower

Search Results
2 Results for "Ministry of Manpower"

Licences (2)
Employment Agency Licence [Add to Selection >](#)

Factory Notification and Registration

Step 5) Key in the workplace number for the factory premise concerned and click 'Next' to proceed.

Amend Licence

1 SELECT Licence(S) 2 AMENDMENT Profile 3 ADD General Information 4 PROVIDE Application Details 5 UPLOAD Supporting Document(S) 6 REVIEW & SUBMIT Application (Payment If Applicable) 7 ACKNOWLEDGEMENT

Ministry of Manpower
Factory Notification and Registration

Type of Amendment Fees & Supporting Documents (if required)

MOM Factory Notification and Registration - Amendment [Details](#)

Workplace Number*

BACK NEXT

Step 6) Click the checkbox to accept the **Terms of Use** before you proceed. Click **'Save'** to save record as draft or Click **'Next'** to proceed.

1 SELECT Licence(s)

2 AMENDMENT Profile

3 ADD General Information

4 PROVIDE Application Details

5 UPLOAD Supporting Document(s)

6 REVIEW & SUBMIT Application (Payment if applicable)

7 ACKNOWLEDGEMENT

Amend Existing Licence

Terms of Use

I. 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" 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.

Step 7) In the Provide Application Details panel, check the checkbox for the section you wish to make the amendments and proceed. The fields that are allowed to be amended will be released for changes. Certain fields that are not amendable will remain greyed out.

Amendments are allowed for the following sections:

- Occupier Information
- Workplace Information (exclude workplace address)
- Nature of Works
- Number of Workers
- Developer Information
- Particulars of eService user
- Update Subscription details

Click **'Save as Draft'** at bottom of page after you have completed your amendments, you will be directed back to the Application Details panel.

Step 8) You can upload documents at Upload Supporting Documents tab. Please note the maximum file size allowed is 1.5MB. If you just need to upload a document without amendments, click 'Next' to proceed.

The screenshot displays the 'Amend Existing Licence' process. At the top, a progress bar shows seven steps: 1. SELECT Licence(s), 2. AMENDMENT Profile, 3. ADD General Information, 4. PROVIDE Application Details, 5. UPLOAD Supporting Document(s) (highlighted in green), 6. REVIEW & SUBMIT Application (Payment if applicable), and 7. ACKNOWLEDGEMENT.

The main heading is 'Amend Existing Licence'. Below it, the section is titled 'Factory Notification and Registration'.

Document Name	Type	Attachment	Action
SHMS documents Will be one of the following : SHMS Audit Report; Audit Action Plan; SHMS Internal Review Report; ConSASS <i>Acceptable File Format: DOC,DOCX,TXT,PDF</i> <i>Acceptable File Size: maximum: 1.5 MB</i>	ONLINE UPLOAD	<input type="checkbox"/>	Upload
Process Hazard Analysis Process Hazard Analysis is only applicable for renewable registration ie. For : i. Bulk Storage (of Toxic or Flammable Liquid) Terminal; ii. Petrochemical Plant or Oil Refinery; or iii. Synthetic Polymer or Chemical Plant. <i>Acceptable File Format: DOC,DOCX,TXT,PDF</i> <i>Acceptable File Size: maximum: 1.5 MB</i>	ONLINE UPLOAD	<input type="checkbox"/>	Upload

At the bottom of the interface, there are four navigation buttons: '< Previous', 'Next >', 'Save as Draft', and 'Save as Draft & Exit'.

Step 9) You can review and print the details of your submission at the **Review and Declare** panel. Check the checkboxes for declaration and click **'Submit'** to complete your transaction.



Amend Existing Licence

Information Review

Filer's Particulars

Salutation	Mdm	Designation	Managing Director
Name	[REDACTED]	Office Tel Number	
ID Type	NRIC	Home Tel Number	
ID Number	[REDACTED]	Fax Number	
Citizenship	BRITISH	Mobile Number	[REDACTED]

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.

Factory Notification and Registration

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 from Licence Application at licence1.business.gov.sg.

[← Previous](#) [Submit](#)

Step 10) Upon submission of the Update application, you will see the **Acknowledgement** page.

Please take note the **Application Number** starting with 'U' followed by 10 digits for future enquiries (e.g. U1234567890). Processing time is up to 7 working days, if all necessary information has been furnished for the application.

The screenshot displays the gobusiness LICENSING portal interface. At the top, there is a navigation bar with 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES', and 'SFA / NPARKS / AVS LICENCES'. Below this is a dashboard with icons for 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. A progress bar shows seven steps: 1. SELECT Licence(s), 2. AMENDMENT Profile, 3. ADD General Information, 4. PROVIDE Application Details, 5. UPLOAD Supporting Document(s), 6. REVIEW & SUBMIT Application (Payment if applicable), and 7. ACKNOWLEDGEMENT. The main content area is titled 'Amend Existing Licence' and features a green checkmark icon with the message 'Submitted successfully: 1 application(s)'. Below this, it identifies the 'Ministry of Manpower' and 'Factory Notification and Registration'. A table lists application details, with the 'Application Number' U1920031381 highlighted in a red box. The table also shows the submission number, date, name, and status (Submitted, No Upfront Payment Required).

Application Number	U1920031381	Application Status	Submitted (No Upfront Payment Required)
Submission Number	B1920258582	Payment Status	STAGE1 : N.A STAGE2 : N.A
Submission Date	30/10/2019 16:07:55		
Submission Name	B1920258582		

View your [Applications and Status](#)

NOTE

Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.

Please note that the "Submission Name" is for your personal reference only.

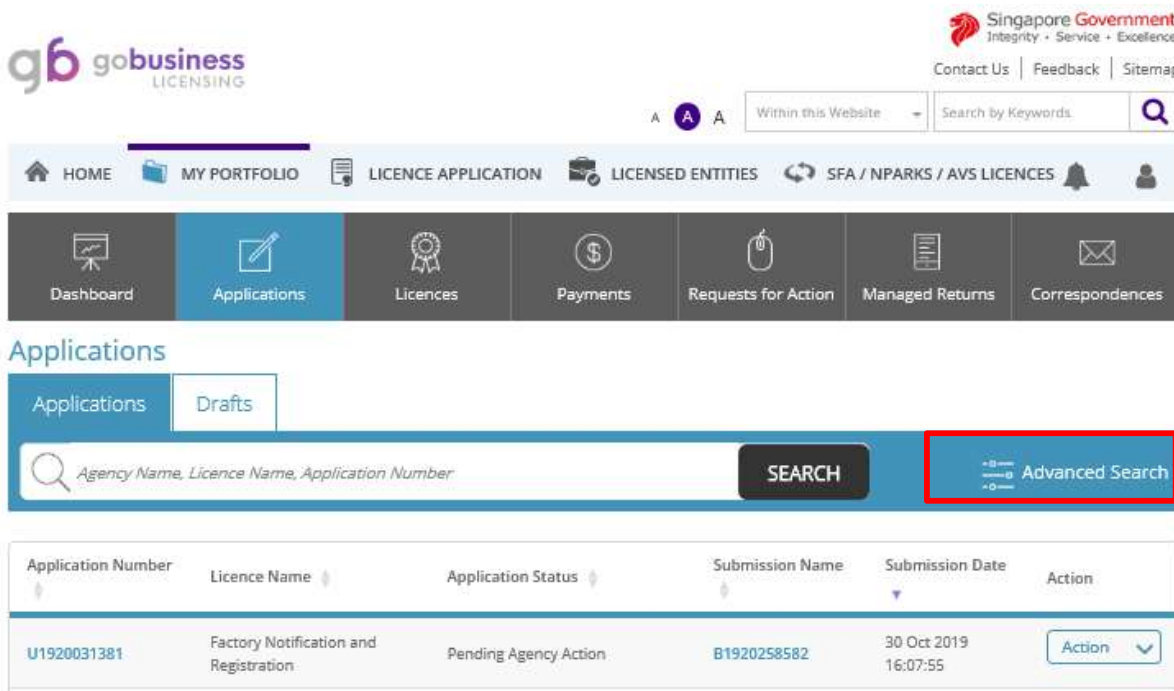
You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.

PRINT **CLOSE**

To view Amendment after Submission

Click 'MY PORTFOLIO' on top menu bar to return to home page.

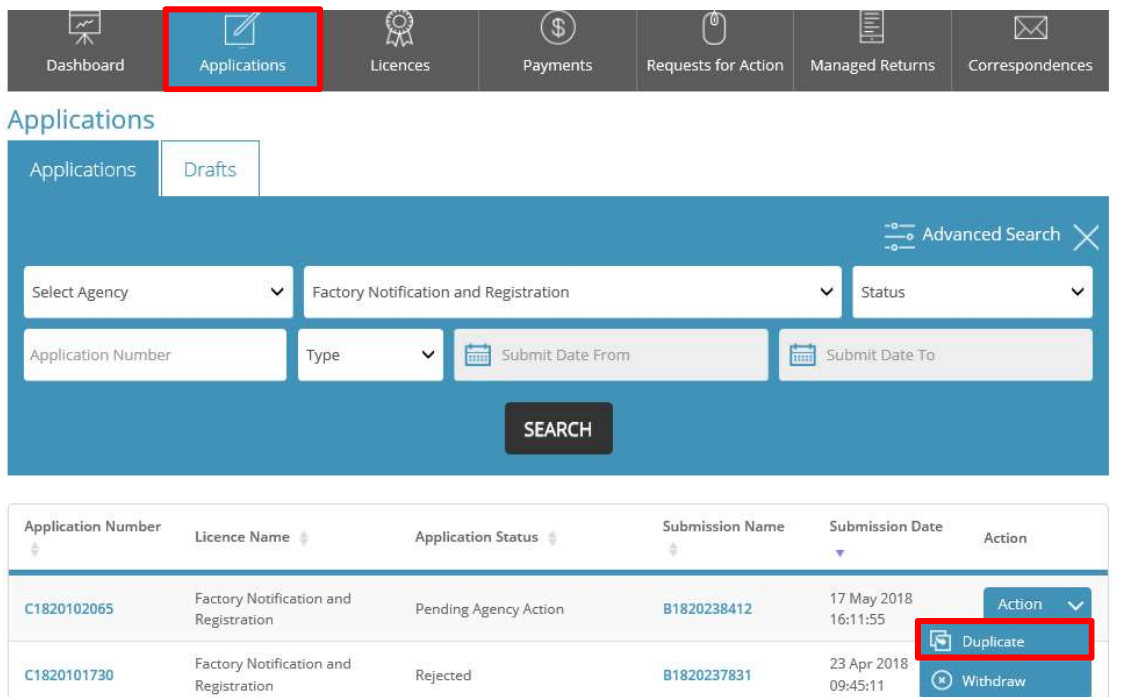
Step 1) To view your submitted applications, click 'Applications' tab on top menu bar. Use the 'Advanced Search' to specify search for 'Factory Registration and Notification' and click 'search' button.



The screenshot shows the gobusiness LICENSING portal. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES', 'SFA / NPARKS / AVS LICENCES', and a user profile icon. The main menu has 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Applications' section is active, showing a search bar with the text 'Agency Name, Licence Name, Application Number' and a 'SEARCH' button. A red box highlights the 'Advanced Search' button. Below the search bar is a table with the following data:

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
U1920031381	Factory Notification and Registration	Pending Agency Action	B1920258582	30 Oct 2019 16:07:55	Action

Step 2) Under 'Applications' tab, you are also allowed the option to 'Duplicate' or 'Withdraw' your transaction (See below). Upon selecting the option to 'Duplicate' the application, a duplicate transaction with the same details will be saved as a copy in the 'Drafts' section.



The screenshot shows the gobusiness LICENSING portal. The 'Applications' tab is highlighted with a red box. The search bar is filled with 'Factory Notification and Registration'. The search results table is as follows:

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Action
C1820102065	Factory Notification and Registration	Pending Agency Action	B1820238412	17 May 2018 16:11:55	Action
C1820101730	Factory Notification and Registration	Rejected	B1820237831	23 Apr 2018 09:45:11	Action

The 'Duplicate' button in the 'Action' dropdown menu for the first row is highlighted with a red box.

View Drafts

Step 1) Similarly, click 'Applications' tab on top menu bar. To view your saved drafts, click 'Drafts' (See red box below) and locate your draft saved by the reference number (e.g. B1234567890). To continue with your application, click the specific draft number. After you have submitted your draft, the transaction will be now shown under the 'Applications' panel

The screenshot shows the 'Drafts' section of the application. At the top, there is a navigation bar with tabs for 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below this is a menu bar with icons for 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Drafts' tab is highlighted with a red box. Below the menu bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Draft Number' and a 'SEARCH' button. A 'Delete Selected' button is also visible. The main content area displays a table of drafts with columns for 'Draft Number', 'Type', 'Licence Name', 'Creation Date', and 'Action'.

Draft Number	Type	Licence Name	Creation Date	Action
<input type="checkbox"/> B1820236191	New	Moneylender's Licence	22 Mar 2018 16:57:38	Action
<input type="checkbox"/> B1720226318	New	Factory Notification and Registration	04 Dec 2017 11:09:07	Action
<input type="checkbox"/> B1720226317	New	Factory Notification and Registration	04 Dec 2017 11:07:25	Action
<input type="checkbox"/> B1720220514	New	Factory Notification and Registration	27 Jul 2017 18:38:15	Action

View Correspondences

By clicking 'Correspondences', you can also view copies of the email correspondences sent to your provided email address as applicant. These emails are sent to notify you of any updates in the status of processing for your transaction.

The screenshot shows the 'Correspondences' section of the application. At the top, there is a navigation bar with tabs for 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is highlighted. Below the navigation bar, there is a search bar with the placeholder text 'Agency Name, Licence Name, Correspondence Name' and a 'SEARCH' button. A 'Delete Selected' button is also visible. The main content area displays a table of correspondences with columns for 'Name', 'Application/Licence Number/RRN', 'Licence Name', 'Application Type', 'Delivery Channel', 'Agency', and 'Sent Date'.

Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date
Licence Application Status Update Notification (to Applicant)	C1820102065	Factory Notification and Registration	New	Email	Ministry of Manpower	17/05/2018 16:12:38
Licence Application Status Update Notification (to Applicant)	C1820102065	Factory Notification and Registration	New	Email	Ministry of Manpower	17/05/2018 16:12:03
Licence Application Status Update Notification (to Applicant)	C1820101730	Factory Notification and Registration	New	Email	Ministry of Manpower	23/04/2018 16:00:16

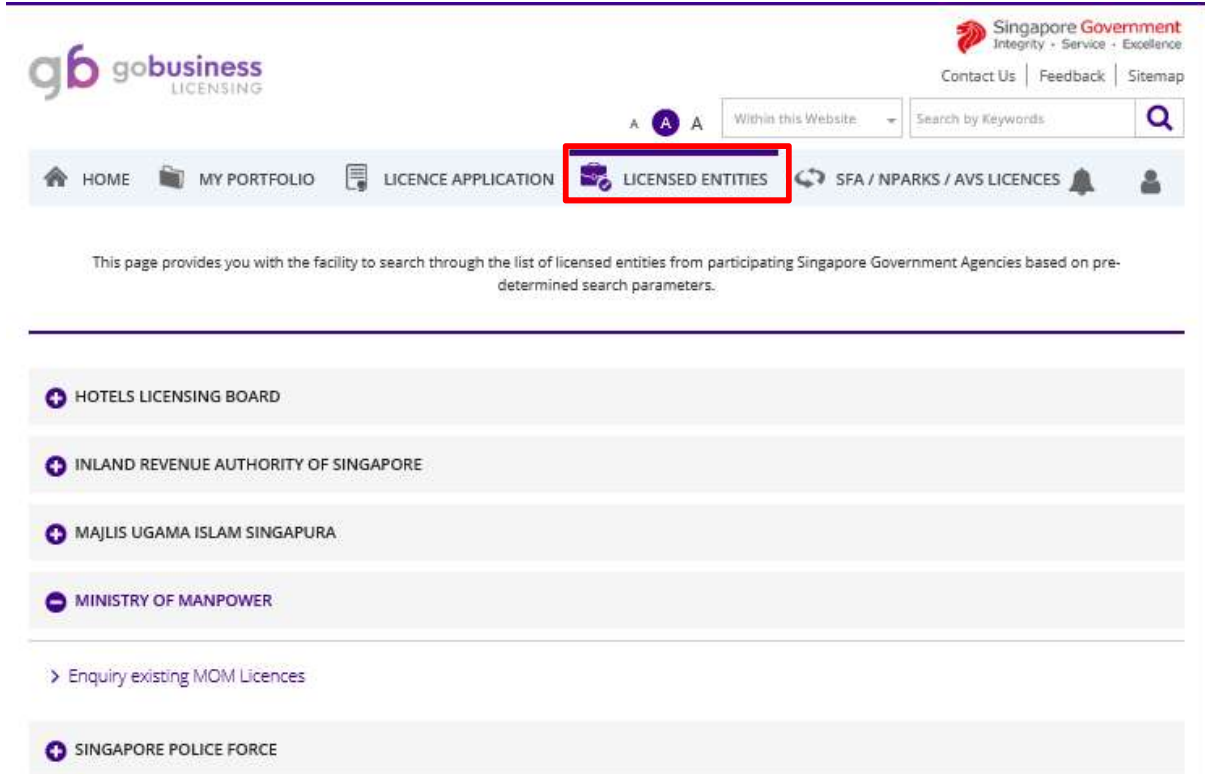
Enquire Existing Licence

You can also enquire for existing approved factory record after approval and download its respective factory registration certificate or factory notification confirmation letter.

Step 1) At the homepage, click 'Licenced Entities' on the top menu bar and select 'and then '

Step 2) Select 'Ministry of Manpower'

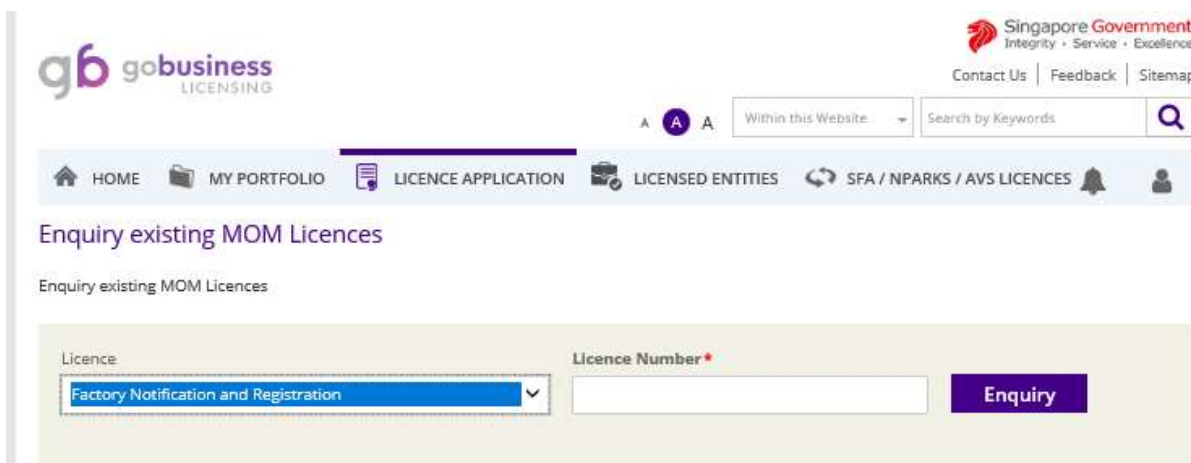
Step 3) Click 'Enquire existing MOM Licences'



The screenshot shows the gobusiness LICENSING website interface. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', 'LICENSED ENTITIES' (highlighted with a red box), 'SFA / NPARKS / AVS LICENCES', and a user profile icon. Below the navigation bar, there is a search bar and a list of licensed entities: HOTELS LICENSING BOARD, INLAND REVENUE AUTHORITY OF SINGAPORE, MAJLIS UGAMA ISLAM SINGAPURA, MINISTRY OF MANPOWER, and SINGAPORE POLICE FORCE. A link for 'Enquiry existing MOM Licences' is visible under the Ministry of Manpower section.

Step 4) Select 'Factory Notification and Registration'. Key in the workplace number in the field named, 'Licence number' and click 'Enquiry' button.

Note: The workplace number consist of the company UEN followed by 4 digits. (E.g. UEN is A00AB1234Z, workplace number is A00AB1234Z0001). If the workplace number is a valid record, you will be prompted to open or save the file for the certificate or letter.



The screenshot shows the 'Enquiry existing MOM Licences' form on the gobusiness LICENSING website. The form has a dropdown menu for 'Licence' with 'Factory Notification and Registration' selected. Next to it is a text input field for 'Licence Number*' and a purple 'Enquiry' button.

(Updated 30 Oct 2019- LIC THP)