

Migration to GoBusiness

MOM factory registration and notification will be available on the new GoBusiness platform from 1 December 2024. You can use GoBusiness to apply for and manage licences and register your business.

FAQs

Q1. What transactions can I carry out for factory registration and notification on the new GoBusiness platform?

A1. You can carry out the following transactions for factory registration and notification:

- Apply new factory registration and notification.
- Amend existing factory registration and notification.
- Renew existing factory registration (Only applicable for renewable factory registration and Major Hazard Installation (MHI) registration).
- Terminate existing factory registration and notification.
- Pay fees for factory registration via eNets credit.

Q2. What are the transition arrangements for migration to GoBusiness?

A2. During the transition period, factory application will not be available from 28 to 30 November 2024.

From 1 December 2024, you can submit factory registration and notification applications via the new GoBusiness platform (<https://www.gobusiness.gov.sg>) and factory applications will no longer be available at the existing GoBusiness Licensing portal. (<https://licence1.business.gov.sg/feplatform/web/frontier/home>)

Q3. If I submit my application in GoBusiness Licensing before 28 November 2024, how do I check my application status?

A3. If you have submitted an application before 28 November 2024, we will process your application and email you the outcome within 7 working days. However, you will not be able to check on the application status in the existing GoBusiness Licensing portal and the new GoBusiness platform.

After your factory application is approved, you will be able to find your approved licence under 'My Licences' in the new GoBusiness platform.

Q4. If I have saved draft applications in the existing GoBusiness Licensing portal, can I check my saved draft applications in the new GoBusiness platform from 1 December 2024?

A4. If you have any draft applications or renewals saved in the existing GoBusiness Licensing portal, you are advised to submit the required draft applications before 28 November 2024.

Saved draft applications which are not submitted before 28 November 2024, will not be moved over to the new GoBusiness platform.

Q5. If I have outstanding fee payments in the existing GoBusiness Licensing portal, can I make payment in the new GoBusiness platform from 1 December 2024?

A5. If you have pending payments for past MOM factory applications submitted in the existing GoBusiness Licensing portal, please complete your payment before 28 November 2024.

You will not be able to make payment in the new GoBusiness platform. We will email you the instructions on how to make payment via our WSH eService (<https://www.mom.gov.sg/workplace-safety-and-health/pay-bills-and-fines>).

Q6. Can I check my existing active factory licences in the new GoBusiness platform from 1 December 2024?

A6. Yes. You can check your existing active factory licences in the new GoBusiness platform under 'My Licences'.

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