



MITSMED-ICSF

Registration of Business (Close Corporation)

User Guide

Version 1.000



Prepared by Ecquaria Technologies Pte Ltd

Document Acceptance

ICSF REGISTRATION OF BUSINESS (CLOSE CORPORATION) USER GUIDE APPROVAL FORM

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FOR NAMIBIA INVESTMENT CENTRE, MINISTRY OF
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NAMIBIA**

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About this Document

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1 Overview

This document provides a step-by-step guide to the usage of the "Registration of Business (Close Corporation)" e-service under the BIPA agency in ICSF.

Note that you should have already completed the "Name Reservation" e-service and obtained approval, or in-principle approval, for a business name before accessing this e-service.

A Close Corporation, generally referred to as a CC, is a legal entity that provides its members with limited liability (legal responsibility). A CC can be registered by a minimum of one (1) and a maximum of ten (10) persons. The interest of the members in the CC must always add up to 100% and be expressed as a percentage.

In the form, you will state the details of the CC members. Upon submitting the online application, an e-mail will be sent to the stated e-mail addresses of all the CC members. The e-mail will contain a link to the ICSF portal, where they will log in using their account and make a declaration that they are in agreement to the setup of the CC. After all the members make the online declaration, you will be prompted to make payment; thereafter, the application will be forwarded to the BIPA backend for review.

Following review of your application by the BIPA backend officer, they will update the application status – you will receive an e-mail notification with the outcome of your application.

2 Accessing the e-service

First, log in to the Citizen Centre <https://services.icsf.gov.na/egov/>.

From the landing page, select the "Digital Services" dropdown menu in the top banner and click on the "Registration of Business (Close Corporation)" option.

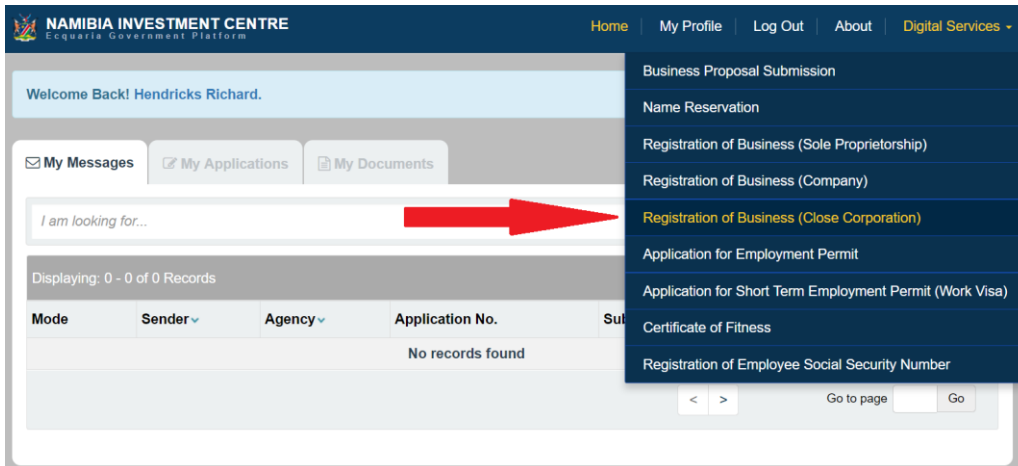


Figure 2.1: Accessing the e-service from the Citizen Centre

3 Application process

3.1 Service Description page

The first page of the e-service is the Service Description page. Here, you can get information such as the required documents that has to be prepared in advance, the estimated turnaround time, the service fee and a contact person.

An estimated timeframe for completion will also be provided for your benefit.

Application for Registration of Business (Close Corporation)

Step 1 of 5 Service Description

1

2

3

4

5


Service Description

Fill Form

Document Upload

Confirm Page

Acknowledgement Page



Application for Registration of Business (Close Corporation)

Description of service

A Close Corporation, generally referred to as a CC, is a legal entity that provides its members with limited liability (legal responsibility). A CC can be registered by a minimum of one (1) and a maximum of ten (10) persons. The interest of the members in the CC must always add up to 100% and be expressed as a percentage.

This service is offered by the Ministry of Industrialization, Trade and SME Development, through the agency of Business and Intellectual Property Authority (BIPA).

Required Documents

Please prepare the following documents:

- Approved and valid Name Reservation form, or the email notification if you have done the name reservation process online
- Consent Letter from a Certified Public Accountant
- If signing on behalf of someone, please attach Power of Attorney
- If signing on behalf of a minor, please attach Full Birth Certificate and written statement

If you are not a Namibian citizen, the following documents are required as well:

- Copy of Passport
- Written Statement

Service Turnaround Time

- Online: 5 working days

Service Fee

A charge of N\$100.00 will be applied to each individual registration.

Contact Person

Ms. L N Mulike

Tel: 061 2694455

Email: mulike@bipa.na

Cancel

Next

Figure 3.1.1: Service Description page

Commented [KT1]: Replace contact details with info@bipa.na and 0612994400. Remove Lembey as contact person.

The applicable fee is N\$150.00

Next

Once you are ready to proceed, click on the button at the bottom of the page.

3.2 Fill Form page

In this page, you are required to input the application information into the respective form fields. Fields that are marked mandatory must be filled, else the application would not be able to proceed.

The form is divided into 4 sections:

1. Close Corporation Information
 - a. Registered Address of Close Corporation
 - b. Postal Address of Close Corporation
2. Contact Information of Business Owner
3. Accounting Officer Information
 - a. Registered Address of Accounting Officer
 - b. Postal Address of Accounting Officer
4. List of Corporation Members

3.2.1 Close Corporation Information

The “Close Corporation Information” section contains basic information on your close corporation.

You are required to select an option in the “Business Name” field. The dropdown menu here will be pre-populated with the business names that you had previously sought, and obtained, approval for in the “Name Reservation” e-service.

Upon selecting a business name, a few of the following fields will be automatically populated based on the information that you had input in your application form for this specific business name in the “Name Reservation” e-service. Note that the fields are no longer editable here.

Thereafter, there are only 3 remaining fields that pend your input – “Literal Translation of Name, if applicable”, “Shortened Form of Name, if applicable” and “End of Financial Year”.

If you desire to register a shortened form of your business name, you will also have had to obtain prior approval or in-principle approval for it via the “Name Reservation” e-service. The approved shortened names will then be displayed in a dropdown menu for selection.

Close Corporation Information	
Business Name *	ABC Pick & Pay
Literal Translation of Name, if applicable	
Shortened Form of Name, if applicable	-Please Select-
Category of Business *	Finance and Insurance
Nature of Business *	Credit Intermediation and Related Activities and Commerc
Description of Principal Business *	Supermarket to sell goods
End of Financial Year *	-Please Select-

Figure 3.2.1.1: Close Corporation Information section

The following table describes in detail the purpose of each input field.

Field	Description
Business Name	Name of your close corporation. Dropdown menu is pre-populated based on your pre-approved business names.
Translation of Name, if applicable	Translation of your business name, if it is not in a nationally recognized language.
Shortened Form of Name, if applicable	Shortened form of your business name, if desired. Dropdown menu is pre-populated based on your pre-approved shortened business names.
Category of Business	Industry that your business operates in. Field is automatically populated based on your selected business name and is non-editable.
Nature of Business	Specific type of your business' nature. Field is automatically populated based on your selected business name and is non-editable.
Description of Principal Business	A brief description of the workings and processes of your business. Field is automatically populated based on your selected business name and is non-editable.
End of Financial Year	Month representing the end of your company's financial year.

3.2.1.1 Registered Address of Close Corporation

In this section, you are required to input the registered address of your close corporation.

A close corporation must have a local Namibian address.

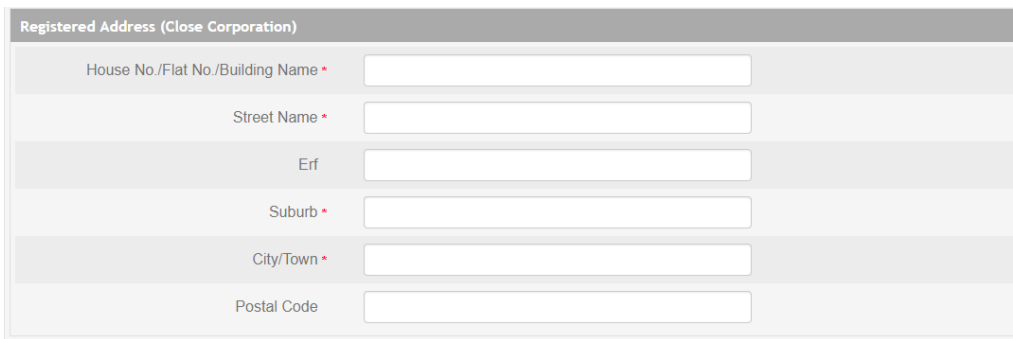


Figure 3.2.1.1.1: Registered Address of Close Corporation section

The following table describes in detail the purpose of each input field.

Field	Description
House No./Flat No./Building Name	Number of house/flat and building name, if applicable
Street Name	Name of the roadway/lane/avenue
Erf	Erf of the location
Suburb	Name of the suburb in the city/town
City/Town	Name of the city/town in Namibia
Postal Code	Postal code of the location

3.2.1.2 Postal Address of Close Corporation

In this section, you are required to input the postal address of your close corporation.

Postal Address (Close Corporation)

Type * ☐ PO Box ☐ Private Bag

No. *

Suburb *

City/Town *

Postal Code

Figure 3.2.1.2.1: Postal Address of Close Corporation section

Field	Description
Type	Specify whether the postal address is a PO Box or Private Bag
No.	Number of PO Box or Private Bag
Suburb	Name of the suburb in the city/town
City/Town	Name of the city/town in Namibia
Postal Code	Postal code of the location

3.2.2 Contact Information of Business Owner

In this section, you are required to input the contact information of the business owner – mobile number and email address – as well as your preferred collection mode for your business registration documents, if your application is approved.

Contact Information of Business Owner

Mobile Number * 264 - -

Email Address *

Collection Mode * -Please Select- ▼

Figure 3.2.2.1: Contact Information of Business Owner section

The following table describes in detail the purpose of each input field.

Field	Description
Mobile Number	Mobile number of business owner.
Email Address	Email address of business owner
Collection Mode	Desired method of collection for the business registration documents, if your application is approved

3.2.3 Accounting Officer Information

All close corporations are required to have an accounting officer to monitor the financials. The accounting officer can be either an individual or an entity.

The accounting officer must be a member of an accredited accounting body in Namibia – this information, as well as the associated membership number, must be provided.

Accounting Officer Information

Type *

☒ Individual

☐ Entity

Surname of Accounting Officer *

First Name of Accounting Officer *

Gender *

☐ Male

☐ Female

Nationality *

-Please Select-

Passport Number *

Date of Birth *

Mobile Number *

264

-

-

Email Address *

Full Name of Association or Body of which
Accounting Officer is a Member *

-Please Select-

Membership No. *

Figure 3.2.3.1: Accounting Officer Information, if it is an individual

Accounting Officer Information

Type *

☐ Individual
 ☒ Entity

Name of Firm *

Short Name of Firm

Firm Registration Number *

Firm Incorporation Date *

📅

Full Name of Association or Body of which Accounting Officer is a Member

-Please Select-

▼

Membership No. *

Figure 3.2.3.2: Accounting Officer Information, if it is an entity

Field	Description
Type	Specify whether the accounting officer is an individual or entity
(if individual)	
Surname of Accounting Officer	Surname of the accounting officer
First Name of Accounting Officer	First name of the accounting officer
Gender	Gender of the accounting officer
Nationality	Nationality of the accounting officer
Identity Number	Identity number of the accounting officer, if local
Passport Number	Passport number of the accounting officer, if foreigner
Date of Birth	Date of birth of the accounting officer
Mobile Number	Mobile number of the accounting officer
Email Address	Email address of the accounting officer
(if entity)	
Name of Firm	Name of firm that is serving as the accounting officer
Short Name of Firm	Short name of firm that is serving as the accounting officer
Firm Registration Number	Registration number of firm that is serving as the accounting officer
Firm Incorporation Date	Incorporation date of firm that is serving as the accounting officer
Full Name of Association or Body of which Accounting Officer is a Member	Accredited accounting body that the specified accounting officer is a member of
Membership No.	Membership number of the accounting officer with the accredited accounting body

3.2.3.1 Registered Address of Accounting Officer

In this section, you are required to input the registered address of your accounting officer.

Similarly, the accounting officer must have a local Namibian address.

Registered Address (Accounting Officer)

House No./Flat No./Building Name *

Street Name *

Erf

Suburb *

City/Town *

Postal Code

Figure 3.2.3.1.1: Registered Address of Accounting Officer section

The following table describes in detail the purpose of each input field.

Field	Description
House No./Flat No./Building Name	Number of house/flat and building name, if applicable
Street Name	Name of the roadway/lane/avenue
Erf	Erf of the location
Suburb	Name of the suburb in the city/town
City/Town	Name of the city/town in Namibia
Postal Code	Postal code of the location

3.2.3.2 Postal Address of Accounting Officer

In this section, you are required to input the postal address of your accounting officer.

Postal Address (Accounting Officer)

Type *

☐ PO Box

☐ Private Bag

No. *

Suburb *

City/Town *

Postal Code

Figure 3.2.3.2.1: Postal Address of Accounting Officer section

Field	Description
-------	-------------

Type	Specify whether the postal address is a PO Box or Private Bag
No.	Number of PO Box or Private Bag
Suburb	Name of the suburb in the city/town
City/Town	Name of the city/town in Namibia
Postal Code	Postal code of the location

3.2.4 List of Corporation Members

The final section would be for you to input the details of all the members of the close corporation. In addition to the members' personal particulars, the share and contribution amount of each member is also required to be input.

The input share percentages across all the corporation members must sum up to 100%.

List of Corporation Members

Corporation Member

Surname *

First Name *

Gender *

Male

Female

Nationality *

-Please Select-

Passport Number *

Date of Birth *

Email Address *

Percentage of Interest *

Details of Contribution(NS) *

Registered Address (Corporation Member)

House No./Flat No./Building Name *

Street Name *

Erf

Suburb *

City/Town *

Postal Code

Add New Member

Figure 3.2.4.1: List of Corporation Members

Depending on the nationality of the corporation member, there will be slight variations in the input fields as displayed in the below images.

Nationality *

Local

Foreign

Identity Number *

Figure 3.2.4.2: If the corporation member is a local

Nationality *


Local


Foreign

Passport Number *

Figure 3.2.4.3: If the corporation member is an entity

Field	Description
Corporation Member	
Surname	Surname of corporation member
First Name	First name of corporation member
Gender	Gender of corporation member
Nationality	Nationality of corporation member
(if local)	
Identity Number	Identity number of corporation member
(if foreigner)	
Passport Number	Passport number of corporation member
Date of Birth	Date of birth of corporation member
Email Address	Email address of corporation member
Percentage of Interest	Percentage of the member's share in the close corporation
Details of Contribution (N\$)	Amount contributed by the member to the setup of the close corporation
Registered Address (Corporation Member)	
House No./Flat No./Building Name	Number of house/flat and building name, if applicable
Street Name	Name of the roadway/lane/avenue
Erf	Erf of the location
Suburb	Name of the suburb in the city/town
City/Town	Name of the city/town in Namibia
Postal Code	Postal code of the location

To add an additional "Corporation Member" sub-section, click on the  button.

Anytime you wish to save your progress and continue your application at a later stage, click on the  button.

Once you are ready to proceed, click on the  button at the bottom of the page.

3.3 Document Upload page

The next step in the application process will be to upload the supporting documents for your application.

The mandatory documents are:

1. Consent Letter from Accounting Officer – your accounting officer must acknowledge your registration of a close corporation
2. Copy of applicant's ID/Passport – a copy of your ID/passport
3. Copy of ID/Passport for all members – a copy of the ID/passport for all corporation members; all the copies should be combined into a single PDF file for upload
4. Power of Attorney/Member Witness Form

If you are a foreigner, you have to submit a written statement to specify so.

If you are signing on behalf of a minor, you have to submit a written statement to this effect as well as provide a copy of said minor's birth certificate.

If you are signing as a representative of another party, you have to provide proof of it in the form of a Power of Attorney document.

Application for Registration of Business (Close Corporation)

Step 3 of 5 Document Upload

✓

✓

3

4

5

Service Description

Fill Form

Document Upload

Confirm Page

Acknowledgement Page

Consent letter from Accounting Officer

*

Browse Files

(Only support file type: pdf)

Written Statement (if foreigner/signing on behalf of a minor)

:

Browse Files

(Only support file type: pdf)

Birth Certificate (if signing on behalf of a minor)

:

Browse Files

(Only support file type: pdf)

Power of Attorney (if signing as a representative)

:

Browse Files

(Only support file type: pdf)

Copy of applicant's ID/Passport

*

Browse Files

(Only support file type: pdf)

Copy of ID/Passport for all members

*

Browse Files

(Only support file type: pdf)

Previous

Next

Figure 3.3.1: Document Upload page

Once you are ready to proceed, click on the

Next

 button at the bottom of the page.

3.4 Confirmation Page

The Confirmation Page is for you to review all the information that you have entered and to ensure that they are correct and accurate.

If you wish to make any amendments, click on the  button to be directed back to the Fill Form page.

If you are satisfied with all your input information, check the declaration checkbox. This serves as your legal certification that the application details are true and correct as of your knowledge.

Registration of Business (Close Corporation) - Declaration

☐ I, Josh Okogi, certify that the above particulars are true and correct.

Figure 3.4.1: Declaration checkbox

Then, click on the  button to proceed.

3.5 Acknowledgment Page

After the declaration is made and the

Next

 button is clicked on the Confirmation Page, the application will be placed into a “holding pool”. The final action is to make the requisite payment for the application before it will be formally submitted to the BIPA backend.

The application number displayed on the page can be used to track the status and progress of your application.

Application for Registration of Business (Close Corporation)

Step 5 of 5 Acknowledgement Page

✓

✓

✓

✓

✓

Service DescriptionFill FormDocument UploadConfirm PageAcknowledgement Page

✔Your application has been submitted successfully.

Acknowledgement

Thank you for your application.

A notification will be sent to you upon update of the application status.

You can view your application details under the 'My Applications' tab in the Citizen Centre.

Application No. :	CC-2019020000001
Payment Description :	Payment amount for Registration of Business (Close Corporation)
Total Amount :	NAD 500
Registration of Business (Close Corporation)1 :	NAD 250
Registration of Business (Close Corporation)2 :	NAD 250

Done

Figure 3.5.1: Acknowledgment Page

4 Payment process

After the application form is completed, the final action will be to make payment for the application. The payment process can either be:

1. Done immediately after completing the application form – access from the Acknowledgment Page
2. Postponed after completing the application form till a later stage – access from the Citizen Centre

4.1 Accessing the payment service

4.1.1 From the Acknowledgment Page

To make payment for the application immediately after completing the application form, you can click on the **Make Payment** button on the Acknowledgment Page as displayed above in Figure 3.5.1.

That will immediately redirect you to the payment service.

4.1.2 From the Citizen Centre

If you had completed the application form portion but decided to continue the payment process at a later stage, you can access and continue your application from the Citizen Centre. It will be displayed with a "Pending Payment" status under the "My Applications" tab.

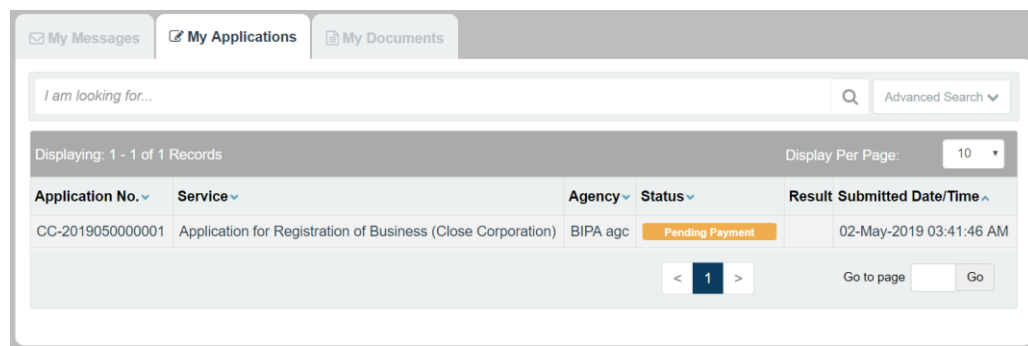


Figure 4.1.2.1: Application with "Pending Payment" status in the Citizen Centre

Clicking into the application will display the following details page.

The screenshot shows a web application interface with three tabs at the top: 'My Messages', 'My Applications' (which is active), and 'My Documents'. Below the tabs, the title 'Application for Registration of Business (Close Corporation)' is displayed. The main content area contains three sections: 1. Application Details: A table with 'Application No.: CC-2019050000001', 'Submitted Date/Time: 02-May-2019 03:41:46 AM', and 'Status: Pending Payment' (where 'Pending Payment' is in an orange box). 2. Applicant Particular: A table with 'Applicant ID: 80010100001', 'Email: ruibin@ecquaria.com', and 'Mobile No.: 123123'. 3. Submitter Particular: A table with 'Submitter ID: 80010100001', 'Email: ruibin@ecquaria.com', and 'Mobile No.: 123123'. At the bottom, there are five buttons: 'Back', 'Print', 'Edit Application', 'View Documents', and 'View Form'.

Application for Registration of Business (Close Corporation)	
Application No.:	CC-2019050000001
Submitted Date/Time:	02-May-2019 03:41:46 AM
Status:	Pending Payment

Applicant Particular	
Applicant ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

Submitter Particular	
Submitter ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

[Back](#) [Print](#) [Edit Application](#) [View Documents](#) [View Form](#)

Figure 4.1.2.2: Details page of an application with "Pending Payment" status

Clicking the [Edit Application](#) button will then re-direct you to the payment service.

4.2 Verifying the payment amount

The first page of the payment service contains the application number and the amount to be paid.

Registration of Business (Defensive Name)

Acknowledgement

Application No. :	SP-2019040000002
Payment Description :	APPLICATION FOR REGISTRATION OF DEFENSIVE NAME
APPLICATION FOR REGISTRATION OF DEFENSIVE NAME :	NAD 250.00
Total Amount :	NAD 250.00

Next

Figure 4.2.1: Payment Service – Acknowledgement on the payment amount

There is only the manual payment method available. Clicking on the **Next** button will bring you to a confirmation page, where the transaction reference number is listed.

EFT Payment

Please confirm the payment details.

Payment Details

Transaction Reference Number	TRANS-2019040000003
Item Description	APPLICATION FOR REGISTRATION OF DEFENSIVE NAME
Total	NAD 250.00

Cancel Confirm

Figure 4.2.2: Payment Service – EFT Payment Confirmation Page

Clicking on the **Confirm** button redirects you to the next page, where the payment slip is displayed.

You may choose to print out this payment slip and quote it as a reference number while you perform the payment, either via cash or EFT.

Payment Slip

✔ Please proceed to pay via the counter to the bank account number specified below. Please note that your application will only be processed once payment has been received. ✕

Payment Slip No.	2019-BIPAAGC-11000027
Agency	BIPA agc
Payment Account Number	1900000139
Description	APPLICATION FOR REGISTRATION OF CLOSE CORPORATION
Amount	NAD 250.00

PrintDone

Figure 4.2.3: Payment Service – Payment Slip

Clicking the **Next** button ends the flow for the first part of the payment service. At this stage, you will have a payment slip number, which you can quote while making your payment via a cash transfer or EFT.

4.3 Uploading proof of payment

After you make your payment, you should receive a document that verifies the transaction. You are then required to upload this document representing your proof of payment back into ICSF.

Click on the “My Applications” tab in the Citizen Centre. The status of your Close Corporation registration remains at “Pending Payment”.

The screenshot shows a web interface with three tabs: 'My Messages', 'My Applications' (selected), and 'My Documents'. Below the tabs is a search bar with the placeholder 'I am looking for...' and a magnifying glass icon. To the right of the search bar is a link for 'Advanced Search'. Below the search bar, it says 'Displaying: 1 - 1 of 1 Records' and 'Display Per Page: 10'. A table lists the application details:

Application No. ▾	Service ▾	Agency ▾	Status ▾	Result Submitted Date/Time ▴
CC-2019050000001	Application for Registration of Business (Close Corporation)	BIPA agc	Pending Payment	02-May-2019 03:41:46 AM

Below the table is a pagination control showing '< 1 >' and a 'Go to page' field with a 'Go' button.

Figure 4.3.1: Application with “Pending Payment” status in the Citizen Centre

Clicking into the application will display the following details page.

The screenshot shows the details page for the application. It has the same tabs as the previous screen. The main heading is 'Application for Registration of Business (Close Corporation)'. Below this, there is a table with application details:

Application No.:	CC-2019050000001
Submitted Date/Time:	02-May-2019 03:41:46 AM
Status:	Pending Payment

Below this table is a section titled 'Applicant Particular' with another table:

Applicant ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

Below that is a section titled 'Submitter Particular' with a third table:


Submitter ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

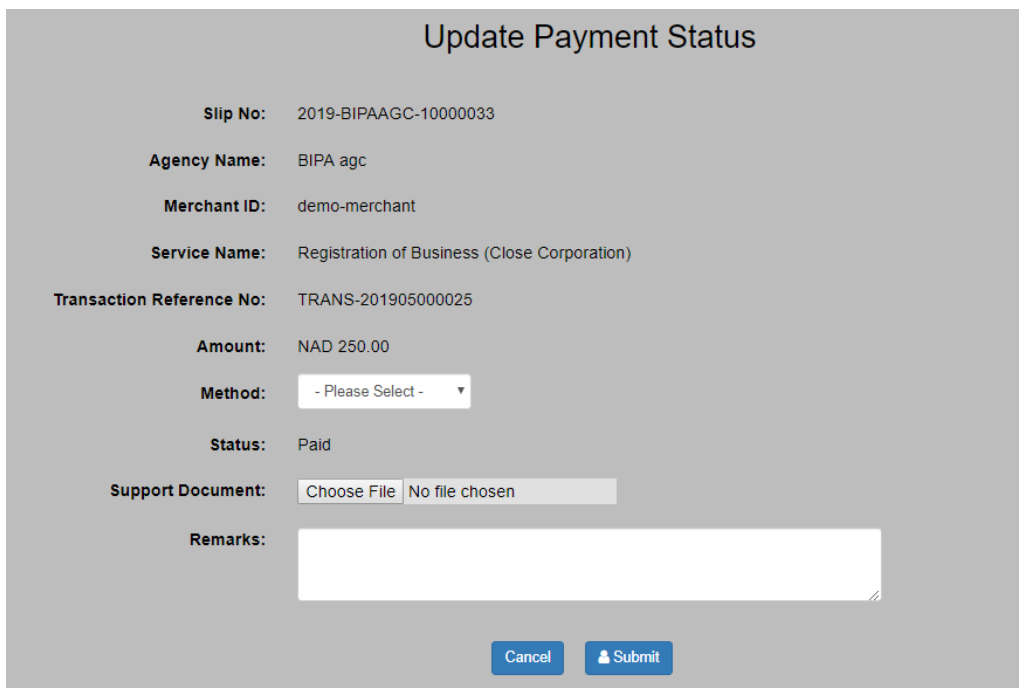
At the bottom of the page are five buttons: 'Back', 'Print', 'Confirm Payment', 'View Documents', and 'View Form'.

Figure 4.3.2: Details page of an application with “Pending Payment” status

Previously, in Section 4.1 **Error! Reference source not found.**, the middle button was a button.

 Edit Application

Now, it is replaced by a  button. Clicking on this button will redirect you to the “Update Payment Status” page.



The form is titled "Update Payment Status" and contains the following fields and buttons:

- Slip No:** 2019-BIPAAGC-10000033
- Agency Name:** BIPA agc
- Merchant ID:** demo-merchant
- Service Name:** Registration of Business (Close Corporation)
- Transaction Reference No:** TRANS-201905000025
- Amount:** NAD 250.00
- Method:** - Please Select - (dropdown menu)
- Status:** Paid
- Support Document:** Choose File (button) No file chosen (text)
- Remarks:** (text area)
- Buttons:** Cancel, Submit

Figure 4.3.3: Update Payment Status page

In this page, there are 3 fields for you to input:

- Method
 - Select either cash or EFT
- Supporting Document
 - Your bank receipt/other document showing proof of payment
- Remarks
 - Personal remarks regarding your payment

Method:

EFT

Status:

Paid

Support Document:

Choose File

sample.pdf

Remarks:

Payment for close corporation registration

Cancel

Submit

Figure 4.3.4: Sample input in the Update Payment Status page

After filling in the required fields with valid input, click on the

Submit

 button to submit your application to the BIPA backend.

You will be redirected back to the Citizen Centre. Click on the “My Applications” tab to view your application with its updated status of “Pending Approval”.

My MessagesMy ApplicationsMy Documents

I am looking for...

Advanced Search

Displaying: 1 - 1 of 1 Records

Display Per Page: 10

Application No.	Service	Agency	Status	Result Submitted Date/Time
CC-2019050000001	Application for Registration of Business (Close Corporation)	BIPA agc	Pending Approval	02-May-2019 03:41:46 AM

<1>

Go to pageGo

Figure 4.3.5: Application with “Pending Approval” status in the Citizen Centre

5 Following up on your application

After the application is submitted, you can continue to track its progress and status updates in the Citizen Centre.

In the Citizen Centre, navigate to the “My Applications” tab. Your application will be displayed there, along with an accompanying status.

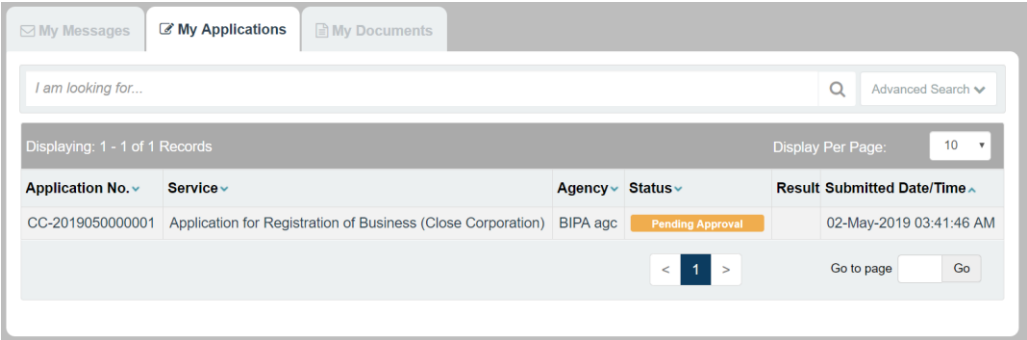


Figure 5.1: “My Applications” tab in the Citizen Centre

Clicking into the application will display the following page.

The screenshot shows a web interface with three tabs: 'My Messages', 'My Applications' (selected), and 'My Documents'. Below the tabs is a header 'Application for Registration of Business (Close Corporation)'. The main content area displays application details in a table-like format:

Application No.:	CC-2019050000001
Submitted Date/Time:	02-May-2019 03:41:46 AM
Status:	Pending Approval

Below this is a section titled 'Applicant Particular' with the following details:


Applicant ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

Next is a section titled 'Submitter Particular' with the following details:

Submitter ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

At the bottom of the form are four buttons: '< Back', 'Print', 'View Documents', and 'View Form'.

Figure 5.2: Details of my application

To view the form details that you have input, click on the  button.

To view the attached documents, click on the  button.

Upon a change in the status of your application, you will receive a notification – either via e-mail or post, depending on the selected option in the form.

5.1 Status – Approved

Upon approval of your application, it will be displayed under the “My Applications” tab in the Citizen Centre as follows.

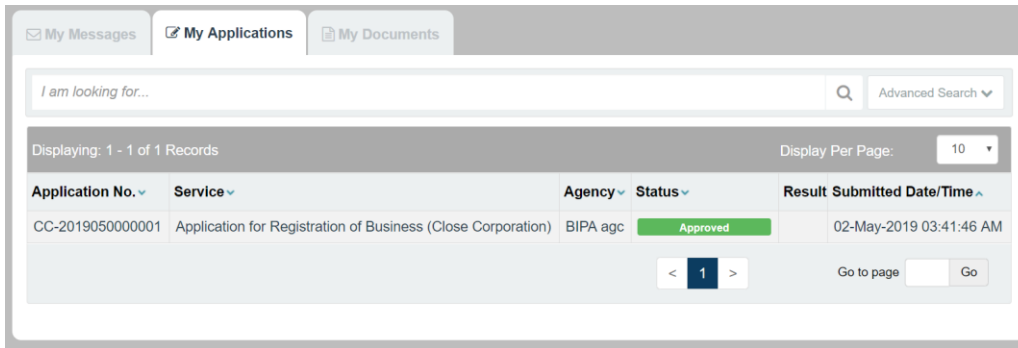


Figure 5.1.1: Application with “Approved” status in the Citizen Centre

Clicking into the application will display the following details page.

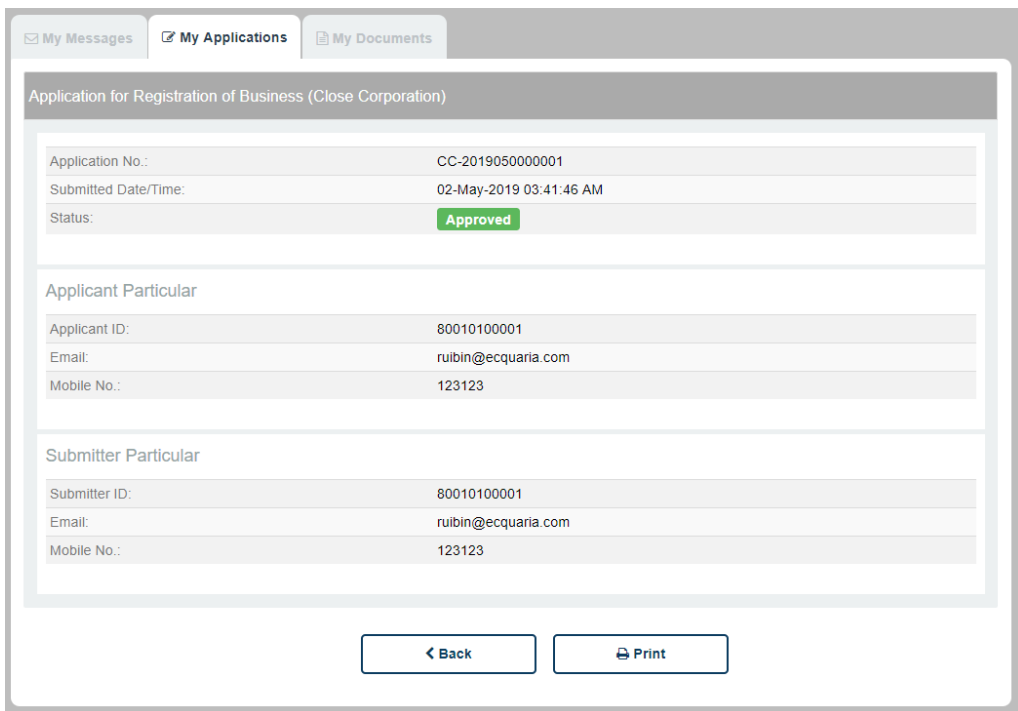


Figure 5.1.2: Details page of an application with “Approved” status

As your application has already been approved, no further action will be required.

5.2 Status – Rejected

If is your application is rejected, it will be displayed under the “My Applications” tab in the Citizen Centre as follows. You will receive an email with reasons as to why your registration has been rejected.

My MessagesMy ApplicationsMy Documents

I am looking for...

Advanced Search

Displaying: 1 - 1 of 1 Records

Display Per Page: 10

Application No.	Service	Agency	Status	Result Submitted Date/Time
CC-2019050000001	Application for Registration of Business (Close Corporation)	BIPA agc	Rejected	02-May-2019 03:41:46 AM

<1>

Go to pageGo

Figure 5.2.1: Application with “Rejected” status in the Citizen Centre

My Messages My Applications My Documents

Application for Registration of Business (Close Corporation)

Application No.:	CC-2019050000001
Submitted Date/Time:	02-May-2019 03:41:46 AM
Status:	Rejected

Applicant Particular

Applicant ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

Submitter Particular

Submitter ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

[< Back](#) [Print](#)

Figure 5.2.2: Details page of an application with “Rejected” status

You will also receive an e-mail notification notifying you of your application result. This e-mail will contain the backend officer’s comments on why your application has been rejected.

If you wish to re-submit your application, you will have to restart from the beginning.

5.3 Status – Pending Amendment

An application’s status can be updated to “Pending Amendment” by the agency staff for a variety of reasons. Some plausible reasons include:

- Insufficient information provided, i.e. request for additional details
- Typo mistakes in the application form
- Any queries the staff might have

The backend officer’s comments will be included in your email notification, as well as displayed under the “My Messages” tab in the Citizen Centre. You may refer to the comments for guidance on the specific details to amend.

If is your application is updated with the status “Pending Amendment”, it will be displayed under the “My Applications” tab in the Citizen Centre as follows.

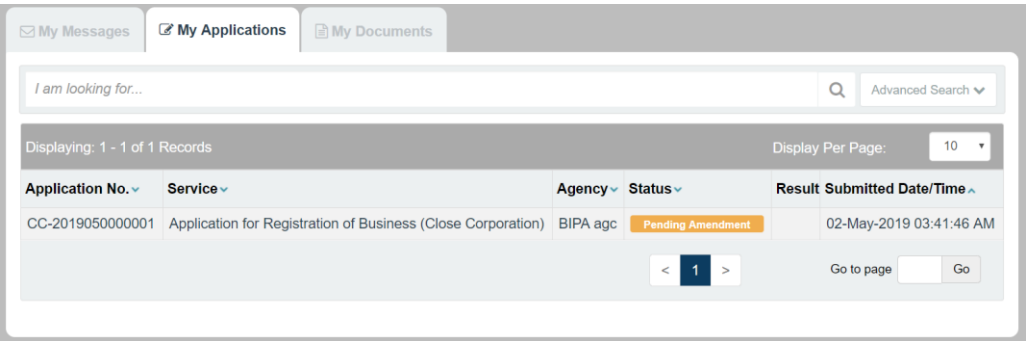


Figure 5.3.1: Application with “Pending Amendment” status in the Citizen Centre

Clicking into the application will display the following details page.

The screenshot shows a web application interface for managing business registration applications. At the top, there are three tabs: 'My Messages', 'My Applications' (which is active), and 'My Documents'. Below the tabs, the title 'Application for Registration of Business (Close Corporation)' is displayed. The main content area contains a table with application details: Application No. (CC-2019050000001), Submitted Date/Time (02-May-2019 03:41:46 AM), and Status (Pending Amendment). Below this table, there are two sections: 'Applicant Particular' and 'Submitter Particular'. Each section contains a table with Applicant ID, Email, and Mobile No. The Applicant and Submitter details are identical. At the bottom of the form, there are five buttons: 'Back', 'Print', 'Edit Application', 'View Documents', and 'View Form'.

Application for Registration of Business (Close Corporation)	
Application No.:	CC-2019050000001
Submitted Date/Time:	02-May-2019 03:41:46 AM
Status:	Pending Amendment

Applicant Particular	
Applicant ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

Submitter Particular	
Submitter ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

[Back](#) [Print](#) [Edit Application](#) [View Documents](#) [View Form](#)

Figure 5.3.2: Details page of an application with "Pending Amendment" status

To amend the application information, click on the [Edit Application](#) button. This will bring you back to the Fill Form page as detailed in Section 3.2. Note that the form will already be pre-populated based on the information that you had submitted during the initial application.

Thereafter, you can adopt the same sequence of steps as when you were submitting the application. Input or amend the required details in the Fill Form page, upload the documents in the Document Upload page, verify your input information in the Confirmation Page and finally, send it back again for approval.

The application will then be back at "Pending Approval" status.