

**Business Facilitation Advisory Committee
Task Force on Business Liaison Groups**

***Enhancement of Online Licence Services for
Liquor Licences/Club Liquor Licences***

Purpose

This paper briefs members on the new functions of the enhanced “Online Licence Services” (OLS) system to facilitate online submission of applications related to liquor licences/club liquor licences.

Background

2. At present, apart from submitting written applications in prescribed forms, applicants for and holders of liquor licences/club liquor licences may choose to submit various liquor licence/club liquor licence related applications online electronically. These include applications for new licences, renewal of licences, transfer or amendment of licences, nominations/authorisations of reserve licensees and temporary absence of licensees. Applicants can log in to the OLS website with their digital certificates or the login names and passwords provided by the Liquor Licensing Board to submit applications.

New functions of the enhanced OLS system

3. To further facilitate business and provide applicants with greater convenience and efficiency in the submission of liquor licence/club liquor licence related applications, the enhancement of the OLS system was completed in October 2021. The new system not only has a more concise and appealing design which enables applicants to fill in the required information more easily, it also integrates with the “iAM Smart” mobile application. “iAM Smart” users can use a single digital identity to sign up and log in to the OLS system in a simple and secure manner. Users with an account upgraded to “iAM Smart+” can even sign the relevant applications digitally and submit them online straight away.

4. In addition, the enhanced system has the following new functions to assist applicants in filling in the required information:

(a) e-ME form-filling

“iAM Smart” users may enjoy the convenience of auto form-filling as the “e-ME” function of “iAM Smart” will save them the need to fill in the same personal particulars (such as residential address, email address and contact phone number, etc.) that they have saved onto the e-ME profile.

(b) Auto form-filling

The system will automatically pre-fill the particulars of the licensee and the premises concerned in the application form if it is an application for renewal or amendment of a liquor licence/club liquor licence, so as to save the applicant’s time for input and avoid data input errors.

(c) Instant error messages when filling application forms

When filling an application form, an instant error message will appear under the field where correction is required to prompt the applicant to make correction immediately.

(d) Saving unfinished application forms

Unfinished application forms can be saved at any time, so that applicants can return to complete them later.

(e) Progress bar and application status

The progress bar on the system screen will show an applicant’s progress of completing a form. In addition, applicants can check their application status on the “Application Status” page at “My Account”.

The above functions have been launched since the completion of the OLS system enhancement in October 2021.

Advice Sought

5. Members are invited to note the content of this paper and offer comments, if any.

**Food and Environmental Hygiene Department
September 2022**