



# A guide for organisations: Application Withdrawal

## Note:

- Once withdrawn, all pending tasks will be closed. Application will be removed from My Applications
- Proceed with **caution** as action cannot be reverted

# Step 1: Navigate to My Applications

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top header includes the eSOMS logo and a notification bell icon with the number 16. The navigation menu on the left lists: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (M), Mandatory Defect Report (MDR), + New, and + Profile Settings. The main content area is titled 'My Application' and contains a table with the following columns: Case Reference Number, Description, Status, Applicant ID, Organisation, and Assigned Date. The table lists six application records, all with a status of 'Application'.

	Case Reference Number	Description	Status	Applicant ID	Organisation	Assigned Date
1	[blurred]	Application	[blurred]	[blurred]	[blurred]	[blurred]
2	[blurred]	Application	[blurred]	[blurred]	[blurred]	[blurred]
3	[blurred]	Application	[blurred]	[blurred]	[blurred]	[blurred]
4	[blurred]	Application	[blurred]	[blurred]	[blurred]	[blurred]
5	[blurred]	Application	[blurred]	[blurred]	[blurred]	[blurred]
6	[blurred]	Application	[blurred]	[blurred]	[blurred]	[blurred]

## Step 2: Open the application to withdraw. Verify that it is the correct application

The screenshot displays the eSOMS Enterprise Safety Oversight Management System interface. The top navigation bar includes the eSOMS logo and the text 'Enterprise Safety Oversight Management System'. The main navigation menu on the left contains 'Home', 'My Applications', 'Search Portal', '+ New', and '+ Profile Settings'. The breadcrumb trail shows 'Home > My Approvals > My Application > CAAS/ [redacted]'. The main content area is titled 'Approval Application (CAAS/[redacted])' and features an 'Actions' dropdown menu. Below this is the 'Application Review' section, which includes a tabbed interface with 'Case Information', 'Formal Application Details', 'Previous Application Details', and 'Payment(s)'. The 'Case Information' tab is active, showing a table with the following data:

Approval Type	Application Type	Applicant
[redacted]	[redacted]	[redacted]

Below the table, the 'Application Status' is shown as [redacted]. To the right of the main content is a 'CASE DETAILS' sidebar with fields for 'Last updated by' and 'Created by', both containing redacted information. At the bottom of the main content area, there is a section for 'ATTACHMENTS' with a dropdown arrow.

## Step 3: Click **Actions**

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top navigation bar includes the eSOMS logo and a notification bell icon. The main content area is titled 'Approval Application (CAAS/...)' and features a red-bordered 'Actions' button. Below this, the 'Application Review' section is visible, with tabs for 'Case Information', 'Formal Application Details', 'Previous Application Details', and 'Payment(s)'. The 'Case Information' tab is active, showing fields for 'Approval Type', 'Application Type', 'Applicant', and 'Application Status'. A 'CASE DETAILS' sidebar on the right shows 'Last updated by' and 'Created by' fields. At the bottom, there is a section for 'ATTACHMENTS'.

## Step 4: Select **Withdraw Application**

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top navigation bar includes the eSOMS logo and a notification bell. The main navigation menu on the left contains 'Home', 'My Applications', 'Search Portal', '+ New', and '+ Profile Settings'. The breadcrumb trail shows 'Home > My Approvals > My Application > CAAS/ [redacted]'. The main content area is titled 'Approval Application (CAAS/[redacted])' and features an 'Actions' dropdown menu. This menu is open, showing options: 'Refresh', 'Withdraw Application' (highlighted with a red box), 'Upload Required Documents', and 'Print'. Below the menu, there are tabs for 'Case Information', 'Formal Application Details', 'Previous Application Details', and 'Payment(s)'. The 'Case Information' tab is active, displaying a table with columns for 'Approval Type', 'Application Type', and 'Applicant'. The 'ATTACHMENTS' section is visible at the bottom of the page.

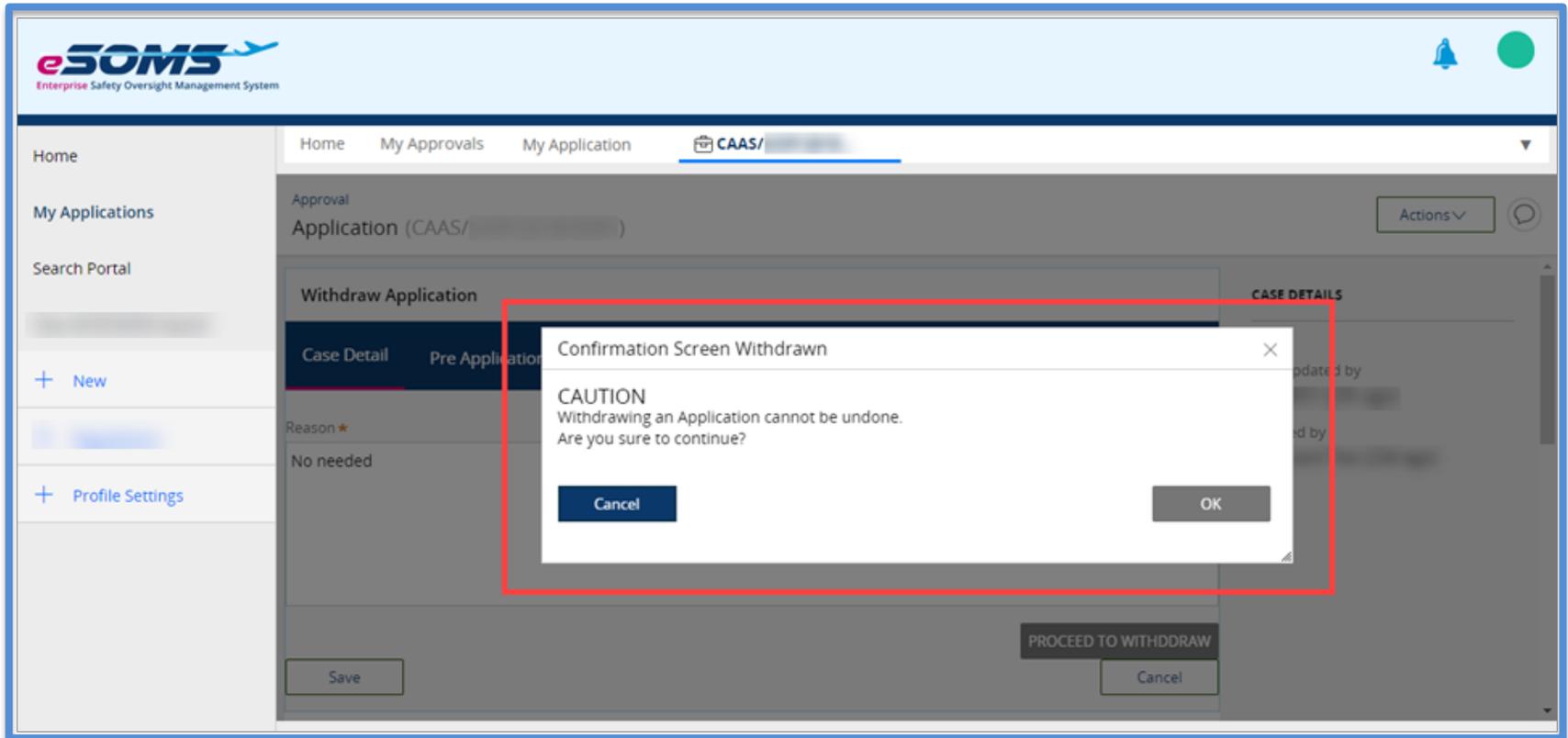
## Step 5: Provide the reason for the withdrawal

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top navigation bar includes the eSOMS logo and a notification bell. The main navigation menu on the left lists 'Home', 'My Applications', 'Search Portal', '+ New', and '+ Profile Settings'. The breadcrumb trail shows 'Home > My Approvals > My Application > CAAS/ [redacted]'. The current page is titled 'Approval Application (CAAS/ [redacted])' and features an 'Actions' dropdown menu. The 'Withdraw Application' form is the central focus, with tabs for 'Case Detail', 'Pre Application', 'Formal Application', and 'Evaluation'. The 'Reason' field, marked with a red star, is highlighted with a red border and contains the text 'I need to ...'. Below the form are 'Save', 'PROCEED TO WITHDRAW', and 'Cancel' buttons. A 'CASE DETAILS' sidebar on the right shows 'Last updated by' and 'Created by' fields.

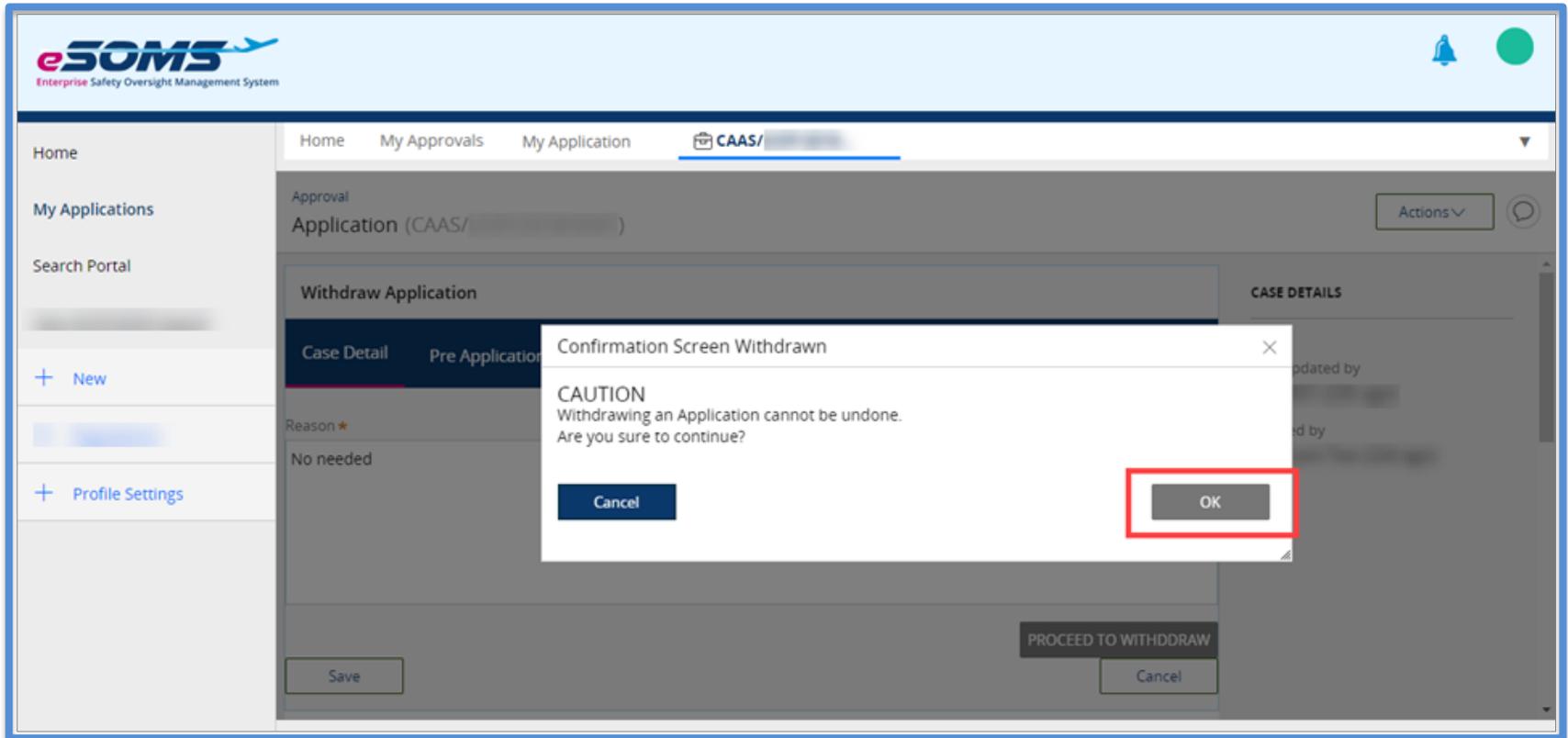
## Step 6: Click **PROCEED TO WITHDRAW**.

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top navigation bar includes the eSOMS logo and a notification bell. The main content area is titled 'Approval Application (CAAS/...)' and features a 'Withdraw Application' section. This section has four tabs: 'Case Detail', 'Pre Application', 'Formal Application', and 'Evaluation'. The 'Case Detail' tab is active, showing a 'Reason' field with the text 'I need to ...'. At the bottom of the form, there are three buttons: 'Save', 'PROCEED TO WITHDRAW' (highlighted with a red box), and 'Cancel'. A 'CASE DETAILS' sidebar on the right shows 'Last updated by' and 'Created by' fields.

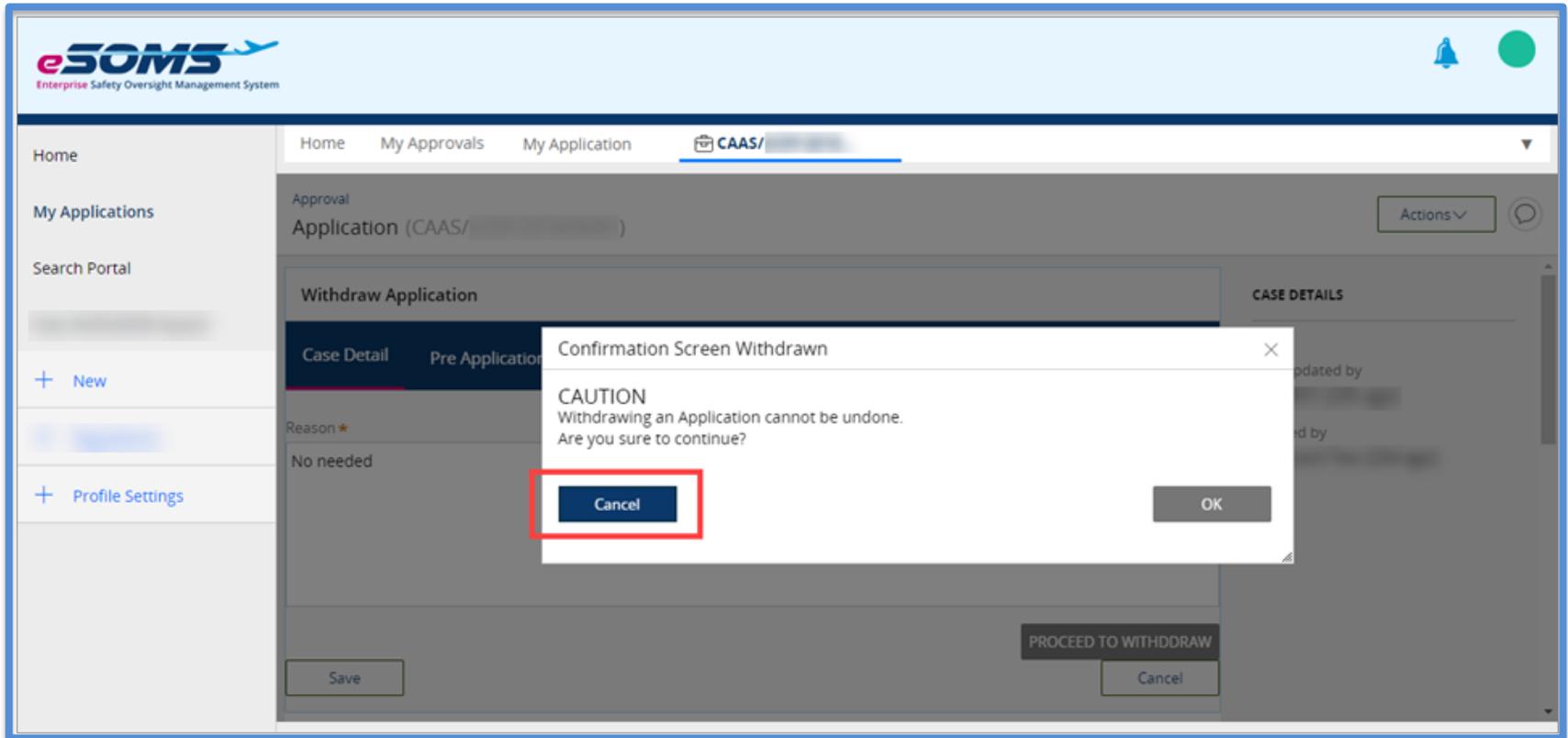
**Note: A confirmation message will be shown. Proceed with CAUTION. Once confirmed, the action cannot be undone**



## Step 7: Click OK to proceed



**Note:** If you do not wish to proceed, click **Cancel**



## Step 8: Application withdrawn. Click **Close**

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top navigation bar includes the eSOMS logo and a notification bell icon. The main content area shows a confirmation message: "Case CAAS/[redacted] has been Withdrawn successfully. All Case Details, and related Sub-Cases have been Closed. You may still be able to view this Case in your Dashboard but cannot process it again." Below this message, a "Close" button is highlighted with a red rectangular box. The left sidebar contains navigation options: Home, My Applications, Search Portal, + New, and + Profile Settings. The breadcrumb trail at the top indicates the current location: Home > My Approvals > My Application > CAAS/UOP/2018...