



A guide for Fee Payment in eSOMS

CAAS

Civil Aviation Authority of Singapore

You will be notified of the payment advice via email with an attached application fee in PDF which can be downloaded.

The screenshot shows an email interface. At the top, the subject is '<<UAT>>eSOMS – New Payment Advice for No. CAAS/DGP/2021/0055'. The sender is 'esomsadmin_uat@caas.gov.sg' with a lock icon, and the recipient is 'To you'. The time is 'today at 14:38'. On the right, there are sections for 'Related messages' (showing one message), 'Attachments', 'Links', and 'Messages from esomsadmin_uat@caas.gov.sg'. The main body of the email contains a PDF attachment titled 'Approval Fee20210525T0'. Below the attachment, the text reads: 'Dear Initial Testing ,', 'A Payment Advice for the Application No. CAAS/DGP/2021/0055 is pending payment.', and a link to 'https://esoms-uat.caas.gov.sg'. It concludes with 'Thank You, eSOMS Administrator' and a disclaimer: '*** This is an automatically generated email. ***' and '*** Please do not reply to this email address. ***'.

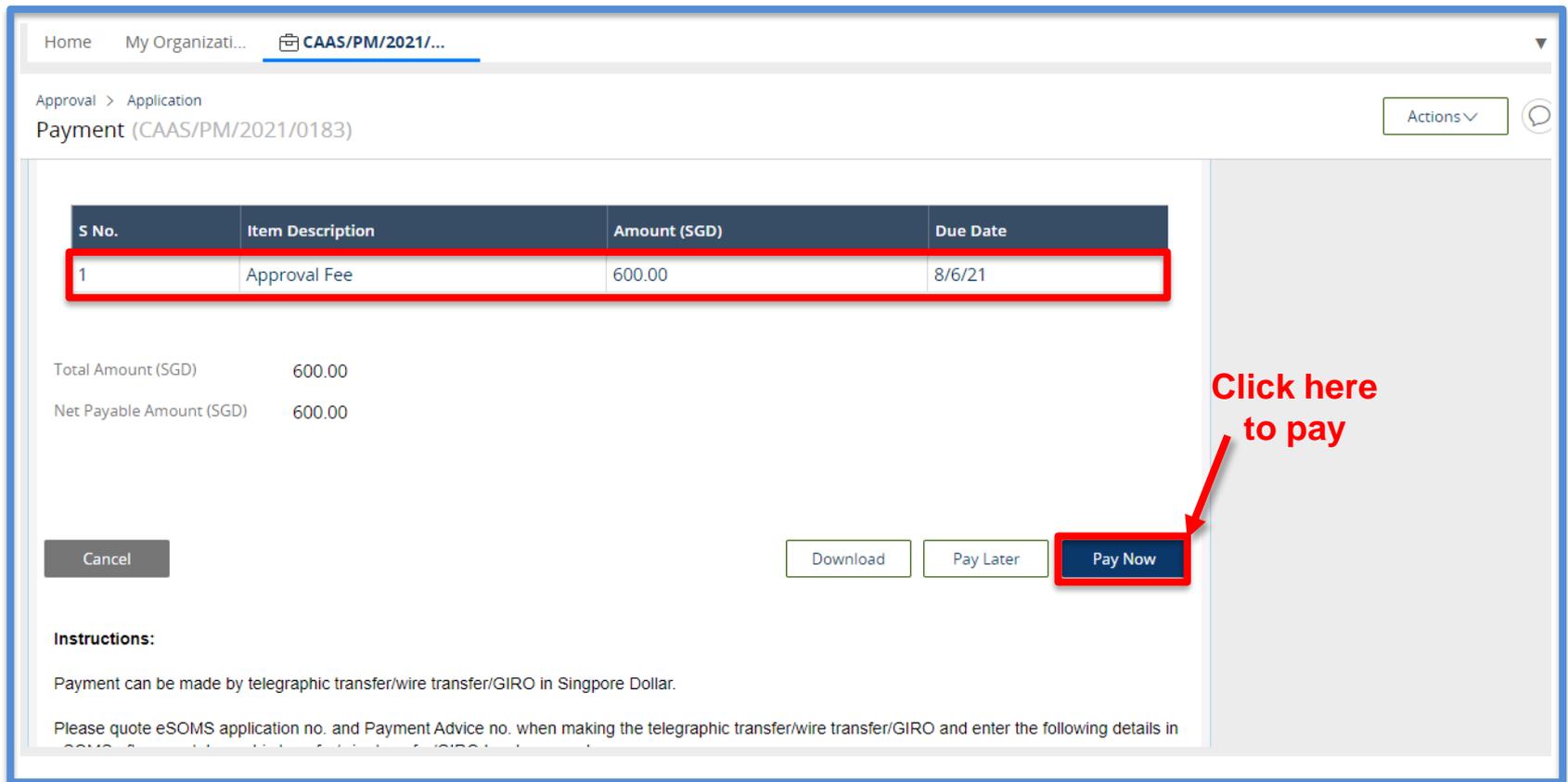
Payment case will be created “My Outstanding Tasks” in dashboard

Step 1: Login and click on the payment case

The screenshot shows a dashboard with a navigation bar at the top containing 'Home' and 'My Organizati...'. Below the navigation bar is the title 'My Dashboard'. The main content area features a section titled 'My Outstanding Tasks' with a refresh icon and a 'Link' button. Below this is a table with the following columns: Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. The table contains one row with the following data: Case Reference Number: CAAS/PM/2021/0183, Application Reference No: CAAS/DGP/2021/0055, Application Type: Initial, Status: Pending-Payment, CAAS Officer: (blank), Last Updated: 25 May, 2021 2:37:12 PM SGT. Red annotations include a box around 'My Outstanding Tasks', a box around 'CAAS/PM/2021/0183', a box around 'Pending-Payment', and red arrows pointing to these elements with the text 'Click here' and 'Status will be seen as 'Pending Payment''.

	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/PM/2021/0183	CAAS/DGP/2021/0055	Initial	Pending-Payment		25 May, 2021 2:37:12 PM SGT

Step 2: Check that payment items and amount is correct before paying



Home My Organizati... CAAS/PM/2021/...

Approval > Application

Payment (CAAS/PM/2021/0183) Actions

S No.	Item Description	Amount (SGD)	Due Date
1	Approval Fee	600.00	8/6/21

Total Amount (SGD) 600.00
Net Payable Amount (SGD) 600.00

Cancel Download Pay Later Pay Now

Instructions:
Payment can be made by telegraphic transfer/wire transfer/GIRO in Singapore Dollar.
Please quote eSOMS application no. and Payment Advice no. when making the telegraphic transfer/wire transfer/GIRO and enter the following details in

Click here to pay

Alternatively, you can make a payment via 'Make Payment' on esoms.caas.gov.sg

The screenshot shows the CAAS eSOMS website homepage. At the top left is the CAAS logo (Civil Aviation Authority of Singapore) with the tagline "Enabling opportunities through aviation". At the top right is the Singapore Government logo with the tagline "Integrity · Service · Excellence" and navigation links for CONTACT US, SITEMAP, and CAAS CORPORATE SITE. Below the logo is a search bar and a dropdown menu for "Within CAAS eSOMS". A dark blue navigation bar contains "Home", "About eSOMS", and "Help". A maintenance notice indicates "Weekly Maintenance hours (Singapore time): Wed & Fri 6:00pm - 9:00pm".

The main content area is divided into three sections:

- New to eSOMS? I want to...**: Contains two buttons: "Apply for Approval/Permit" (with a document icon) and "Submit Enquiry" (with a document and question mark icon). The "Apply" button text reads: "Ready to apply for an approval/permit? Submit your application here." The "Submit" button text reads: "Not sure what approval/permit to apply for? Submit your enquiry here."
- Quick Links**: Contains two buttons: "Make Payment" (with a document and dollar sign icon) and "View Approval/Permit Holders" (with a document and magnifying glass icon). The "Make Payment" button is highlighted with a red border and its text reads: "Have an outstanding invoice or payment advice? Click here to make payment." The "View" button text reads: "Click here to view approval/permit holders."
- Welcome to eSOMS Enterprise Safety Oversight Management System**: Contains a login instruction: "For existing account holders, please login using one of the following methods:" followed by three login options: "For Individuals - Singpass Login", "For Businesses - Singpass Login (previously known as Corppass Login)", and "eSOMSPass Login". A link for "More information on login methods click here." is provided below.

The background features a stylized illustration of an airport tarmac with two aircraft and ground service equipment.

The Payment Advice No. can be found in the PDF attached in the email.

Online Payment Service

Make Payment

You can now make payment online for fees and charges. Please enter the Payment Advice No. (e.g. CAAS/PM/YYYY/XXXX) or Invoice No. (e.g. CAAS/INV/YYYY/XXXX).

Payment Advice No. Invoice No.

Please enter the words you see in the box.



Civil Aviation Authority of Singapore

Payment Advice

Payment Advice No : CAAS/PM/2021/0183
Payment Advice Date : 25/05/2021

Name of Company :
Organisation Address :
Applicant Name :
Approval Type :
Application Type :

Ensure all the details and amount are correct and click on 'Pay Now'

Payment Invoice Number
Date
Name of Organisation
Organisation Address
Applicant Name
Payment Status

S No.	Item Description	Amount (SGD)	Due Date
1	Approval Fee	600.00	8/6/21

Total Payment Amount (SGD) 600.00
Amount Received (SGD)
Net Payable Amount (SGD) 600.00

Pay Now

A late payment interest charge at the prevailing rate will be levied on the overdue amount.
For enquiries on payment advice, please contact the eSOMS Support Team at esoms@caas.gov.sg.
This is a computer generated payment advice. No signature is required.

Instructions:
Payment can be made by telegraphic transfer/wire transfer/GIRO in Singapore Dollar.

Step 3: Select the payment mode: Credit Card, PayNow, or Telegraphic Transfer (TT).

Home My Organizati... CAAS/PM/2021/...

Approval > Application
Payment (CAAS/PM/2021/0183)

S No.	Item Description
1	Approval Fee

Total Amount (SGD) 600.00
Net Payable Amount (SGD) 600.00

Cancel

Instructions:
Payment can be made by telegraphic transfer
Please quote eSOMS application no. and Pay

Make Payment

Application No. CAAS/DGP/2021/0055
Payment Advice No. CAAS/PM/2021/0183
Payment Advice Date 25/05/2021

Note: Select one of the following payment modes:

- Credit Card (Visa/Mastercard)
- TT / WireTransfer / GIRO (your bank may take 3-5 workings days to process)
- PayNow

Payment Mode*

- Select...
- Select...
- Credit Card
- PayNow
- TT/Wire TRF/GIRO

Payer Details

Step 3a: If payment is via Credit Card, you will be redirected to an external payment page for payment.

Display Name	TEST: Civil Aviation Authority of Singapore
Merchant Reference Code	P-2589-162203993
Nets Reference Code	20210525150820181
Amount	SGD 600.00

Payment Methods



Name on Card

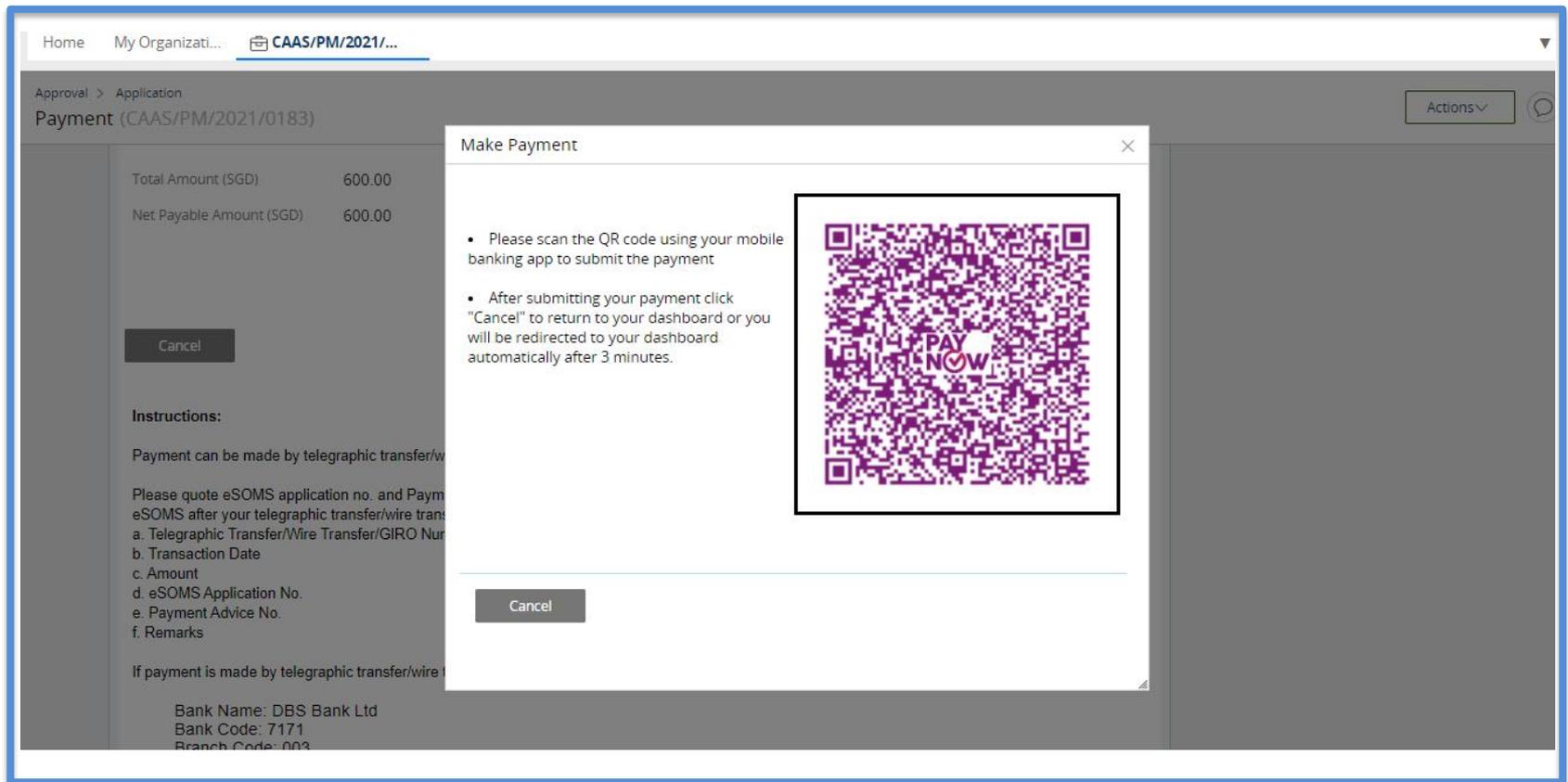
Card Number

CVV/CVV2

Expiry Date

Email (Optional)

Step 3b: If payment is via PayNow, a QR code will be generated, and you may scan to make payment.



The screenshot displays the eSOMS payment interface. The main window shows the 'Payment (CAAS/PM/2021/0183)' page with a summary table and instructions. A 'Make Payment' dialog box is open in the foreground, featuring a QR code and a list of instructions.

Total Amount (SGD)	600.00
Net Payable Amount (SGD)	600.00

Instructions:

Payment can be made by telegraphic transfer/wire transfer.

Please quote eSOMS application no. and Paym...
eSOMS after your telegraphic transfer/wire trans...

- Telegraphic Transfer/Wire Transfer/GIRO Nur...
- Transaction Date
- Amount
- eSOMS Application No.
- Payment Advice No.
- Remarks

If payment is made by telegraphic transfer/wire t...

Bank Name: DBS Bank Ltd
Bank Code: 7171
Branch Code: 003

Make Payment

- Please scan the QR code using your mobile banking app to submit the payment
- After submitting your payment click "Cancel" to return to your dashboard or you will be redirected to your dashboard automatically after 3 minutes.

Cancel

Step 3c: If payment is via TT, please arrange with your Finance to initiate the transaction separately. Upon successful transaction, please fill in the transaction reference number and date in the page as shown below.

Make Payment

Application No. CAAS/DGP/2021/0055

Payment Advice No. CAAS/PM/2021/0183

Payment Advice Date 25/05/2021

Note: Select one of the following payment modes:

- Credit Card (Visa/Mastercard)
- TT / WireTransfer / GIRO (your bank may take 3-5 working days to process)
- PayNow

Payment Mode★ TT/Wire TRF/GIRO ▼

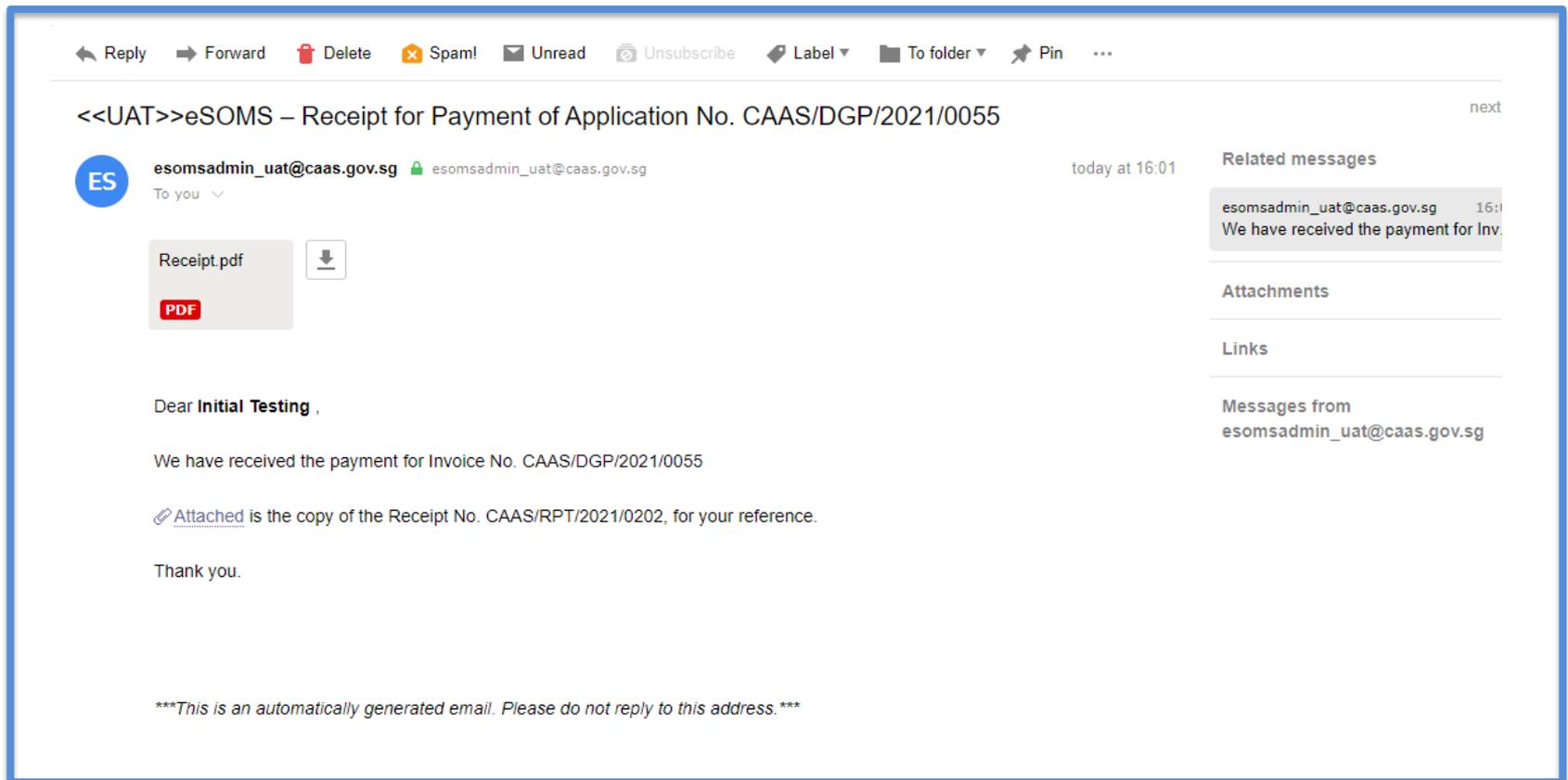
Amount 600.00 SGD

TT/Wire TRF/GIRO Number★

TT/Wire TRF/GIRO Date★

Remarks

Once we have verified your payment, you will be notified via email with an attached receipt.



Once paid, status of application will be updated accordingly. Application will be moved from 'My Outstanding Tasks' to 'My Involved Tasks'.

Home My Organizati... CAAS/DGP/2021...

My Involved Tasks Link

Status updated

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/DGP/2021/0055	Application	Initial	Payment-SuccessfulAppCompleted		25 May, 2021 4:03:14 PM SGT