# ENTERPRISE SAFETY OVERSIGHT MANAGEMENT SYSTEM (eSOMS)

# USER GUIDE
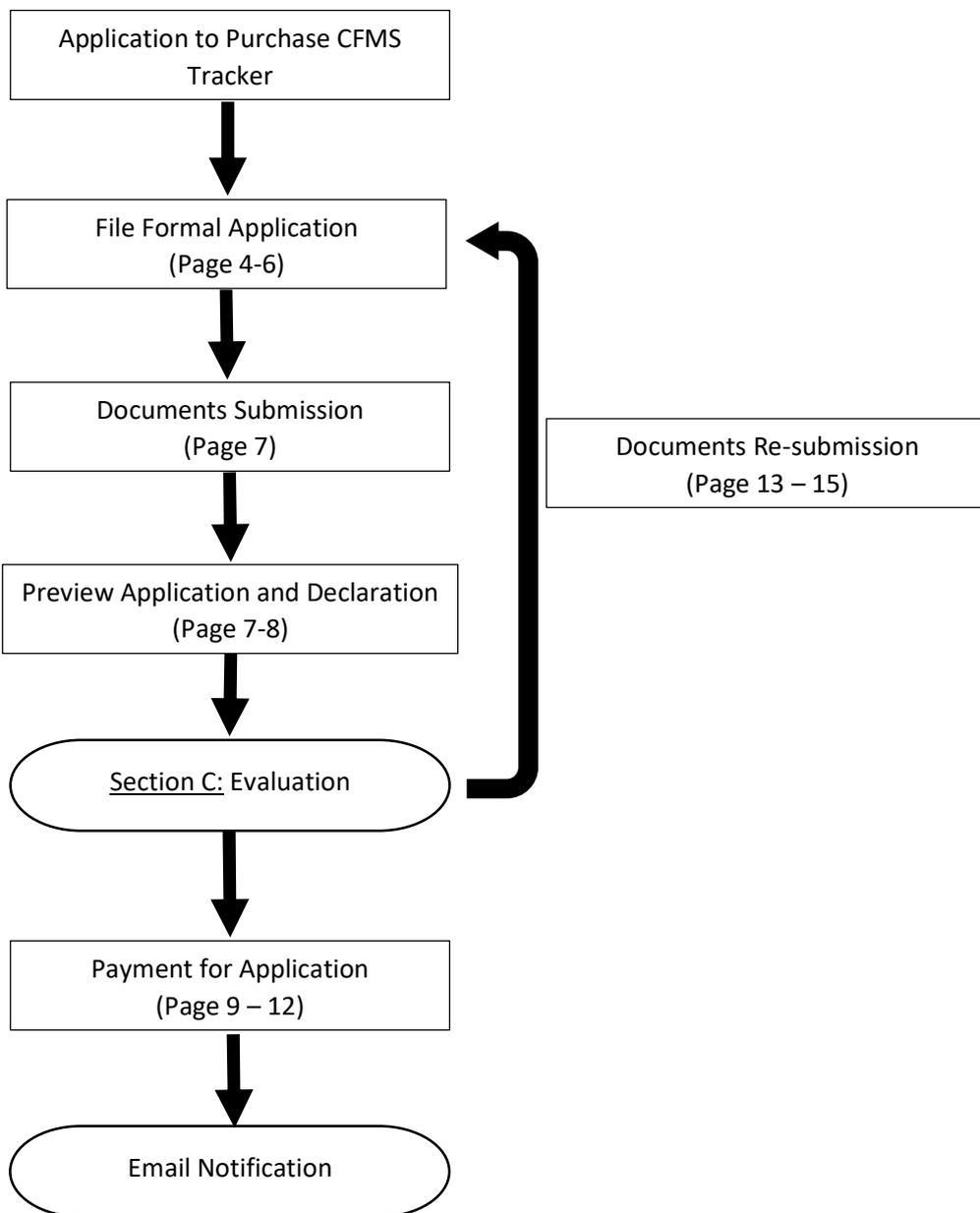
*(Applicant's copy)*

Version 1.0

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**Legend**

☐ Requires Applicant's Action

⬭ No Action Required

**Section A: Applying to Purchase CFMS Tracker**

Step 1: Applying to Purchase CFMS Tracker - Login **(Existing Applicants Only)**

- Existing applicants should already have an eSOMS account.
- Login via your respective login methods selected during initial application.



Step 2: Select 'Purchase of UA Tracker'

- [For existing applicant]: After login, on the left pane, select **New > Approval**.
- Click on **Submit** to proceed.

## Step 3: Check the Applicant/Organisation Details

- Check and confirm the Applicant/Organisation details.
- Click on **Continue** to proceed.



## Step 4: Select quantity of purchase

- Select the quantity of UA Trackers required.

Step 5: Document submission **(Optional)**

- Upload all supporting documents to facilitate the application (if any)
  o Click on the 'Add Row' button to attach a file.
- Click on *Continue* to proceed.
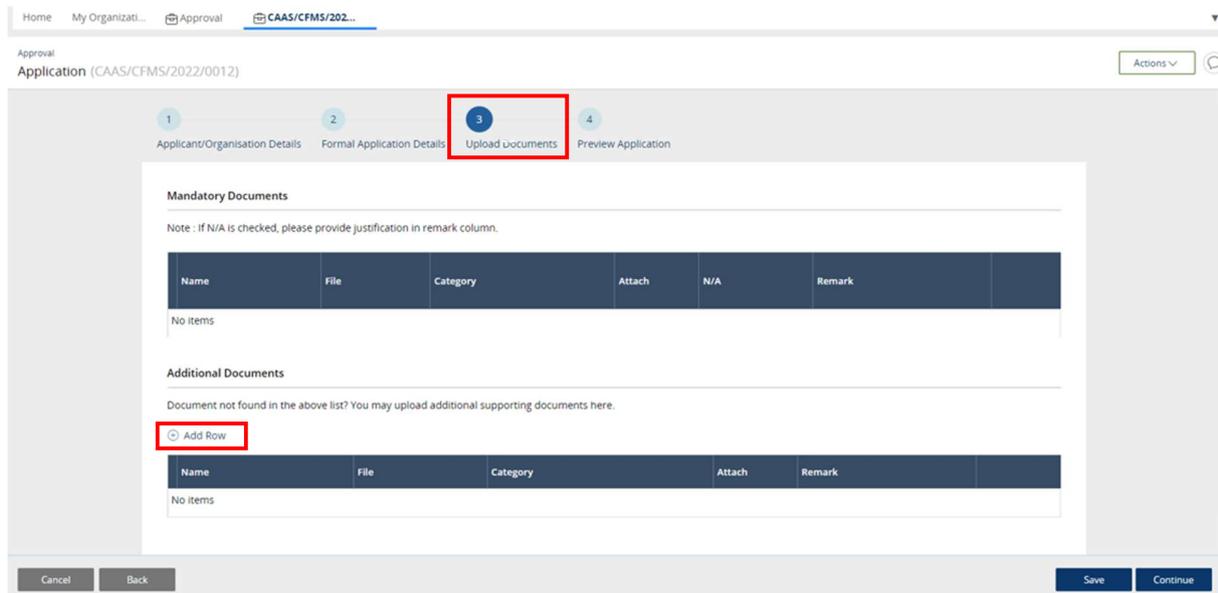


Step 6. Application preview and declaration

- Review the application and make changes if necessary. Navigate to the previous section by clicking on the respective section located on the top page of the application.
- Read the declaration and check the boxes.
- Click on *Submit* to proceed.
- A separate email will be sent to acknowledge submission of the application.
- A separate email will be sent to advise on the payment of the application fee.

## Additional Documents

Document not found in the above list? You may upload additional supporting documents here.

| Name | File | Category | Attach | Remark | |
|------|------|----------|--------|--------|---|
| No items | | | | | |

## Declaration

☑ I hereby declare that the information provided is complete, true, accurate, and complies with the respective requirements as stated under Singapore Air Navigation Order. I further declare that there have been no accidents/incidents that have occurred in relation to activities conducted under the ambit of this OP.

☑ I agree that CAAS may collect, use, and disclose my personal data to the Government of the Republic of Singapore and other public agencies, and aviation authorities, as provided in this application form, or obtained by CAAS as a result of processing my application for the purposes of assessing my application and the administration of any regulatory document that may be granted by CAAS, verification of regulatory documents issued by CAAS, or enforcing and ensuring my compliance with the relevant transport safety regulatory requirements.

I agree that CAAS may collect, use and disclose my personal data and contact information including email addresses, phone numbers and postal addresses, which I have provided in this form, for the following purposes: (1) to receive information and updates from CAAS on safety and regulations (2) to receive information from CAAS on aviation-related events and training.

By providing to CAAS personal data on behalf of another individual, I warrant to CAAS that all the necessary consents required in accordance with all applicable personal data protection or data protection legislation, including but not limited to the PDPA, have been obtained from that individual, and that I have notified him/her of the purpose for which I obtained his/her personal data. Please visit our website(www.caas.gov.sg/privacy-statement) for further details on our privacy statement.

Cancel    Back    Submit
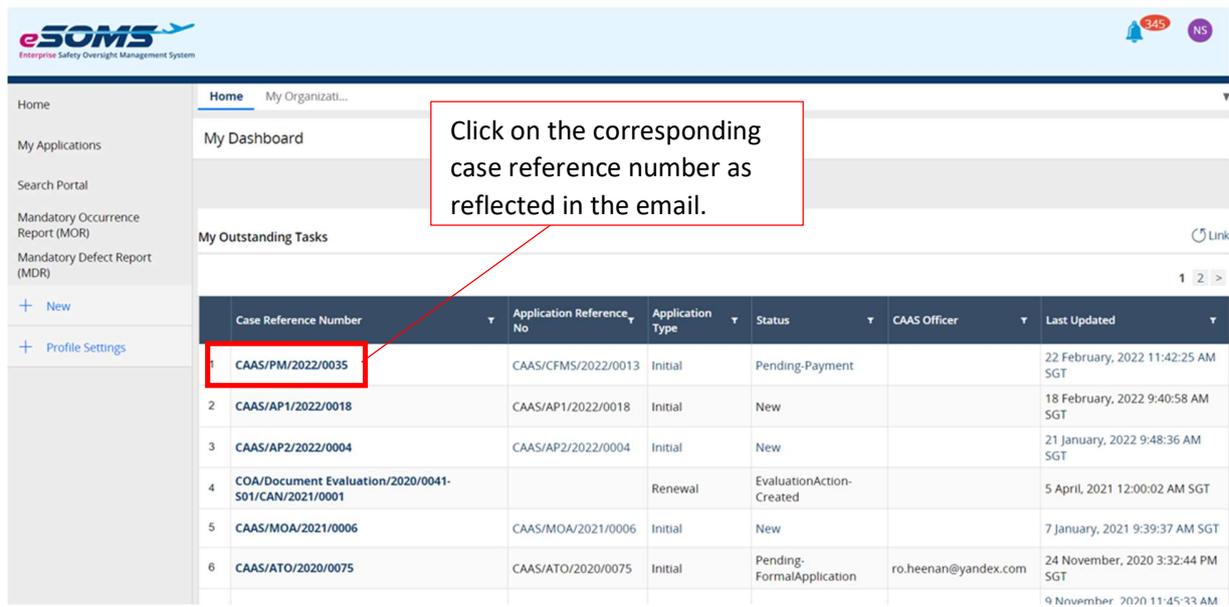
## Section B: Making payment

<u>Step 1: Login to eSOMS</u>

- An auto-generated email was sent to the email address that was used for the application. Refer to the email for the login credential.
- Applicants may be prompted to change their password upon the first login.

Step 2: Select the respective case

- Click on the corresponding case reference number that was reflected in the email. Applicants will be directed to the billing information.



Step 3: Billing invoice

- Review the invoice and proceed to make payment.
- The specified instructions for the following payment methods are available in the invoice:
    -Telegraphic transfer
    -Wire transfer
    -GIRO
- Credit card payment method is also accepted.
- Click on *Pay Now* to select the preferred payment method.
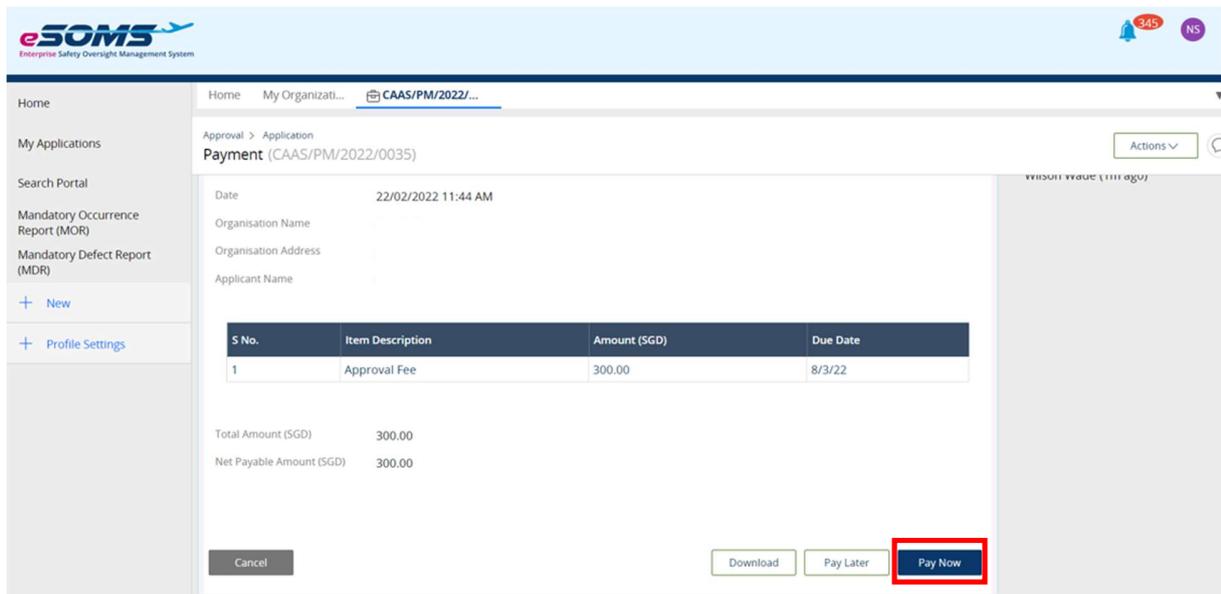
Step 4: Select the preferred payment method

- Select the preferred payment method.
- For credit card payment, select the corresponding option and click on **Submit**. Applicants will be directed to the payment page.
- Follow the instructions accordingly to make payment.
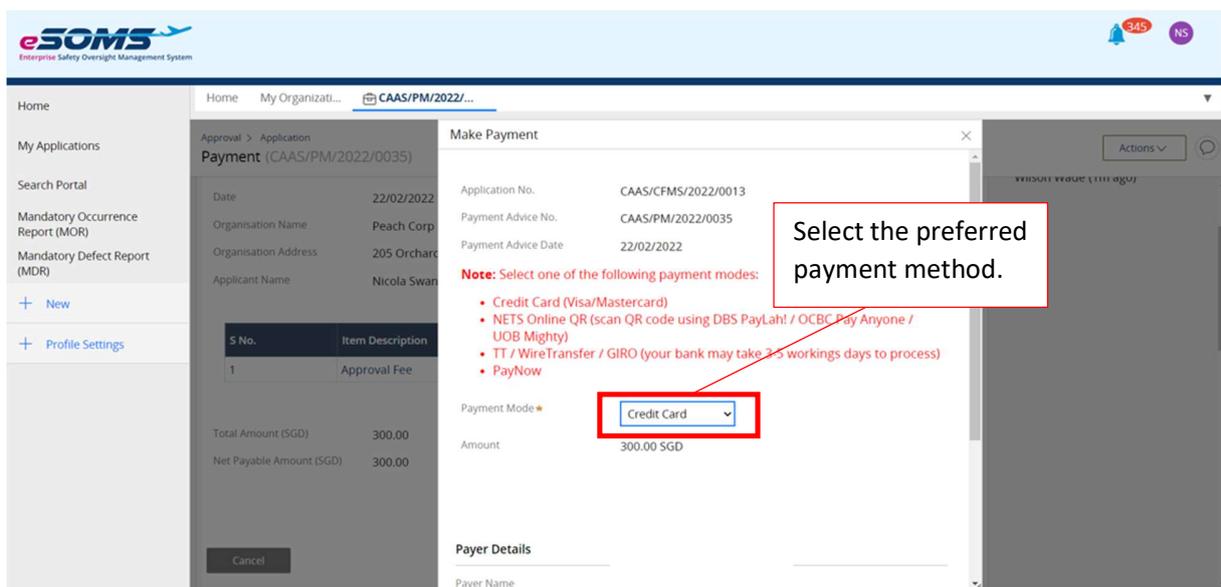
Step 5: Successful payment

- Applicants can check the status of their application via the application case.
- Applicants will be notified by email as well for the successful payment transaction.

**Section C: Evaluation Process**

Part I: Request for additional information/documentation

- Applicants may be prompted **via email** to supplement missing information/document for their application.
- Applicants will have to access eSOMS to furnish the essential documents.
- Applicants will have to find the application case under *My Outstanding Tasks*.
- Review the application and supplement the missing information/document as specified in the email.
- Newly submitted information/document will be evaluated. Result of the evaluation will be disseminated via email.



*(Continued on next page)*

Navigate to the appropriate section where revision is required.



Preview the application and ensure all parameters are specified accurately.

Click on **Submit** to proceed.

Part II: Approved application

- Applicants will receive a notice of approval **via email** when application is approved.

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Dear Sir/Madam,

We are pleased to inform that we have received payment for your application to purchase UA tracker. Your purchase details are as listed below:

Application No.:CAAS/CFMS
Approval No.: CFMS
No. of tracker(s):1

Please see listed details on how to collect your UA tracker:

**1.Booking of Appointment**

1. Please arrange for an appointment through the website: https://www.mydronefleets.com. You may select your preferred date and time (at least 3 working days from the point of booking) to collect your tracker.
2. After you have completed the booking, your application will be processed, and a confirmation email will be sent.
3. Please bring along the confirmation email (either hardcopy or softcopy) and drop by Garuda Robotics for the collection.**Address: 67 Ayer Rajah Crescent, #06-25, Singapore 139950**

**2.During Collection**

1. Upon collection, your tracker will be powered on and a basic functionality check will be carried out. You will need to login to the "FlyItSafe" mobile application to check and ensure that the tracker IMEI is correctly reflected.
2. Once completed, an eReceipt of Collection will be issued to the email address provided during booking (to be used for warranty claims).

Please contact CAAS at CAAS_CFMS_Helpdesk@caas.gov.sg if you have any further questions.
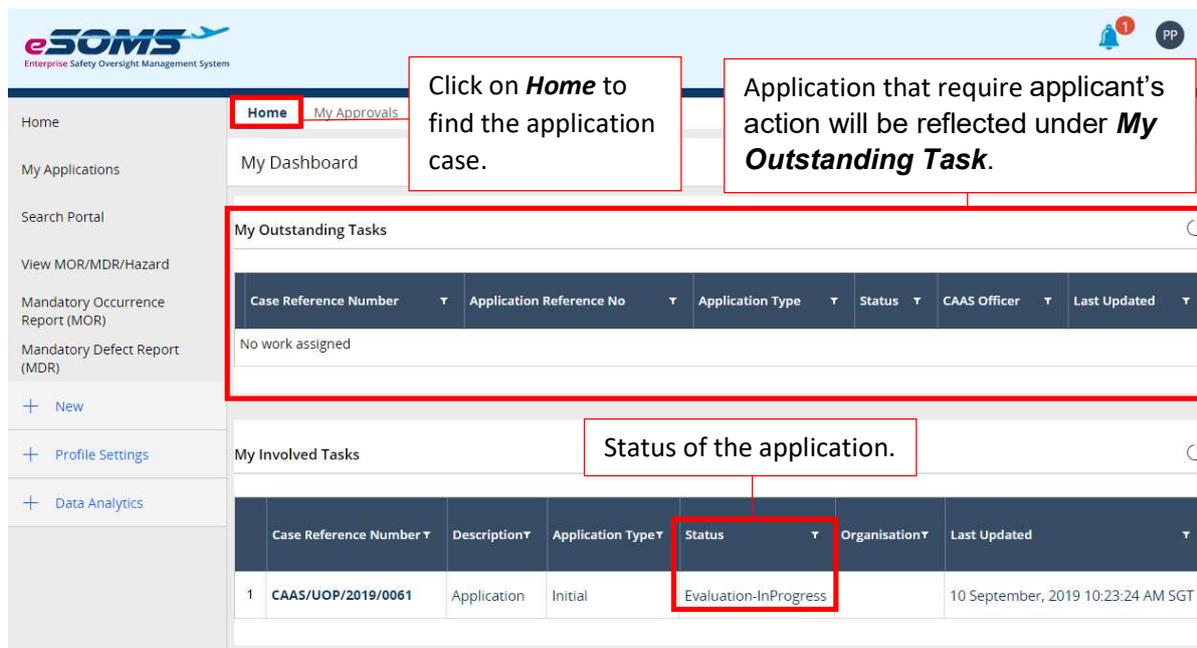
Thank you.

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This is an automatically generated email.
Please do not reply to this address.
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# Frequently Asked Questions

**Q1: I have submitted an application. How do I track the status of my application?**

Applicants may find their application at the home page. The status of the application will be reflected accordingly. For any application that require the applicant's action, the case will be reflected under *My Outstanding Task*.

**Q2: I am unable to upload the documents. What should I do?**

Kindly verify that the box under the *N/A* column is left <u>unchecked</u>. Applicants will be able to upload the supporting documents. Refer to **Section C** of the guide.
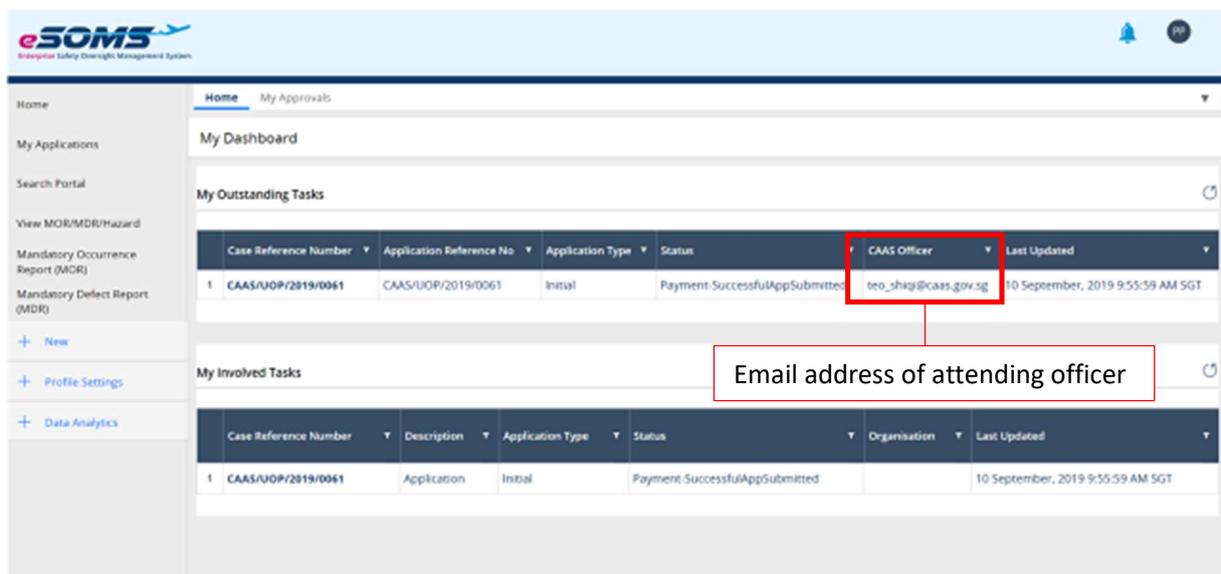
**Q3: I need to make further clarification. What should I do?**

For further clarification regarding the outstanding application, kindly contact the respective attending CAAS officer via email. The email address of the attending officer can be found in the application.

**Please do not reply to the auto-generated email for further advice.

For any other enquiries pertaining to eSOMS, kindly write in to esoms@caas.gov.sg



Email address of attending officer

**Q4a: I have submitted an application. What should I do next?**

**Q4b: I received an email notification requesting to provide further details. What should I do?**

Applicant will be required to login into eSOMS and locate their application under *My Outstanding Task*. Applicant will be required to make the necessary changes as indicated in the email. Once changes are made, please be reminded to submit the application again.
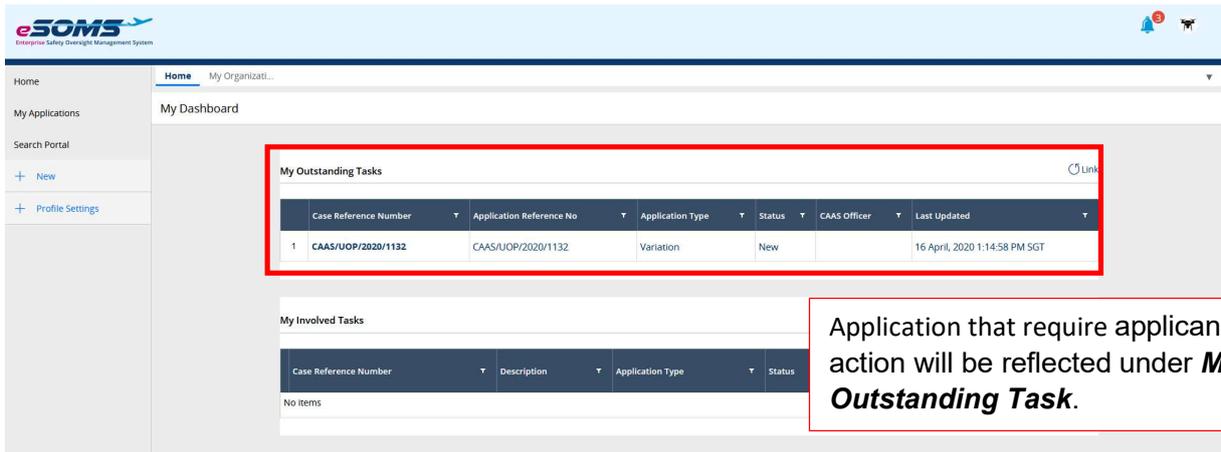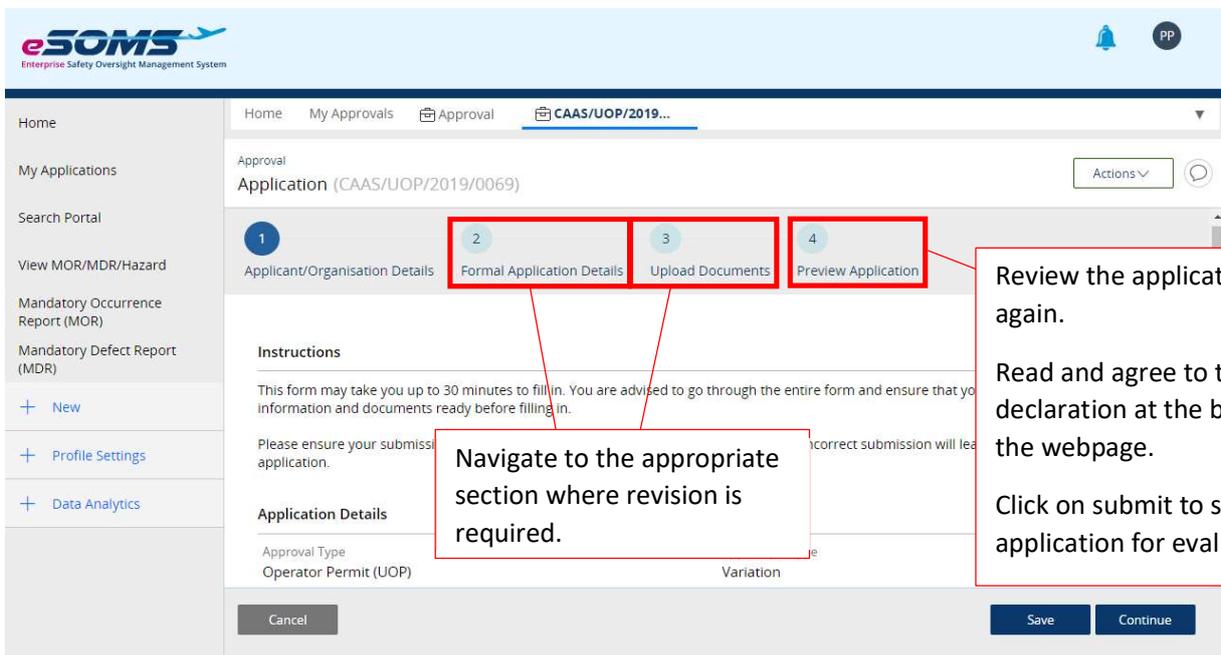


Application that require applicant's action will be reflected under *My Outstanding Task*.



Navigate to the appropriate section where revision is required.

Review the application once again.

Read and agree to the declaration at the bottom of the webpage.

Click on submit to send application for evaluation.

**Q5a: How do I know that my application is approved?**

**Q5b: I received a notification that my application has been approved. Where can I find the approved permit.**

You will receive a notice of approval via email. Login to your eSOMS account and click on *My Organisations* tab. You will be able to see your approved applications listed out. You may click on *Approval Number* to view the application details.
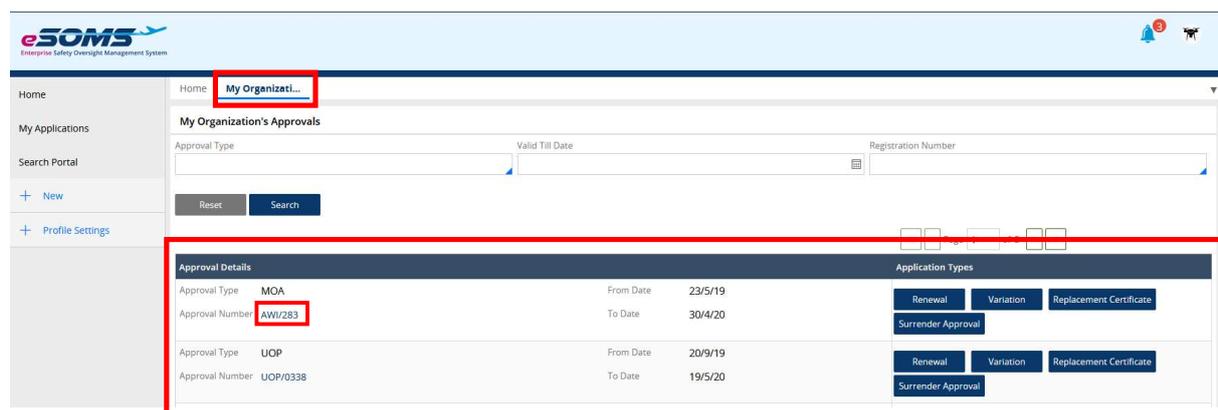


**Q6: Why am I seeing Pending Payment Selection?**

It means that your application is currently being assessed by the officer. No further action is required from you.

**Q7: Why am I not able to make payment?**

You will be notified via email if you are required to make payment. Do check your inbox for payment advice and click on the corresponding payment case as stated in the email. For more information, refer to **Section B** of the guide.

**Q8: When do I know I can make payment?**

Refer to your outstanding tasks. If the status of your case shows Pending Payment, you are required to click into the case to make payment.