



ENTERPRISE SAFETY OVERSIGHT MANAGEMENT SYSTEM (eSOMS)

USER GUIDE

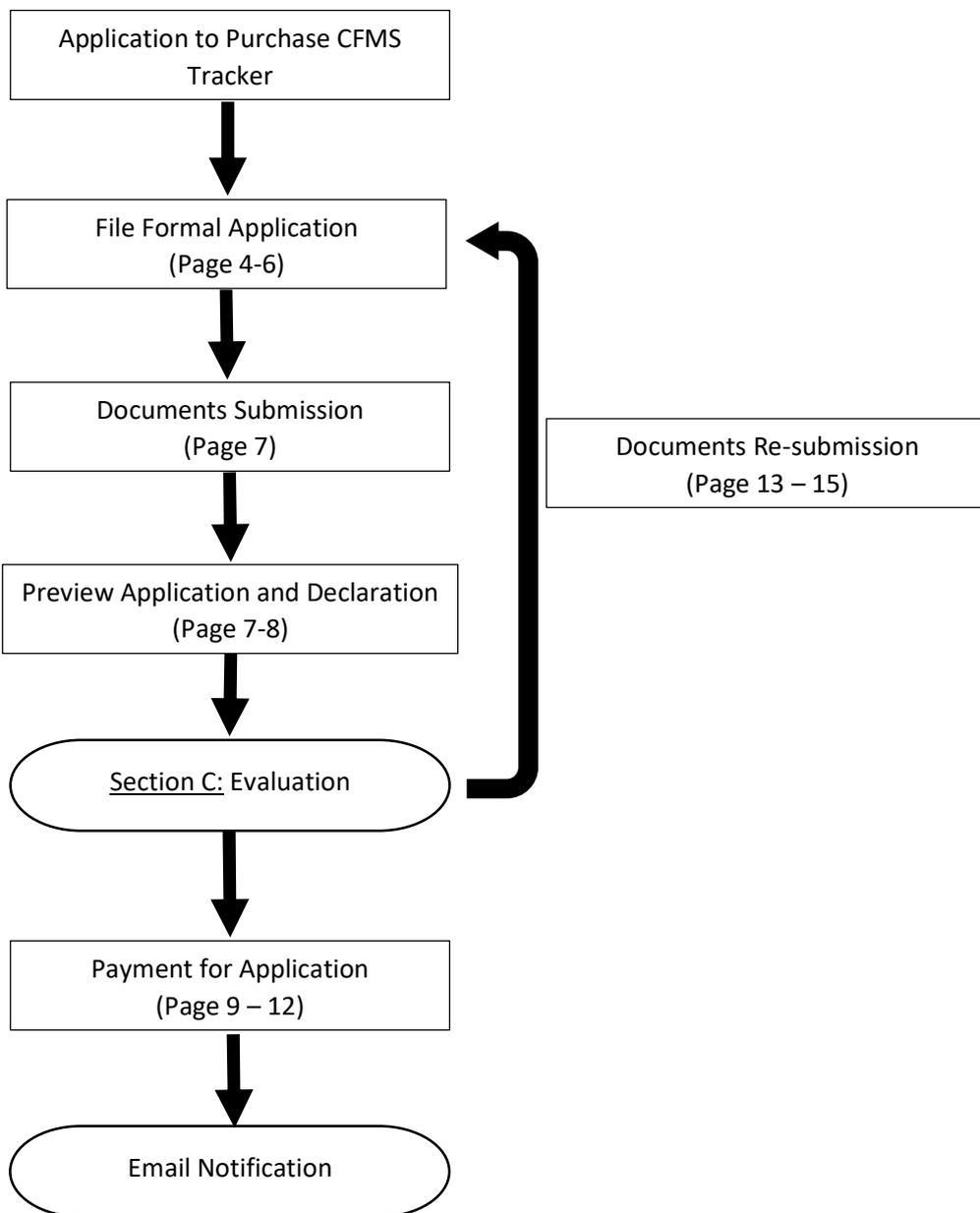
(Applicant's copy)

Version 1.0

Contents

Application Overview	3
Section A: Applying to Purchase CFMS Tracker	4
Section B: Making payment	9
Section C: Evaluation Process	13
Frequently Asked Questions	16

Application Overview



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.

The screenshot displays the CAAS eSOMS portal. At the top, the CAAS logo and 'Singapore Government' branding are visible. A navigation bar includes 'Home', 'About eSOMS', and 'Help'. The main content area is divided into 'New to eSOMS? I want to...' and 'Quick Links' sections. The 'Quick Links' section contains buttons for 'Apply for Approval/Permit', 'Make Payment', 'Submit Enquiry', 'View Approval/Permit Holders', and 'Create UA ID'. On the right, the 'eSOMS Enterprise Safety Oversight Management System' login section is highlighted with a red box. It contains the text: 'For existing account holders, please login using one of the following methods.' Below this text are three login options: 'SingPass Login', 'CorpPass Login', and 'eSOMSPass Login'. A red box also highlights the text: 'For existing applicants with eSOMS account, login with the appropriate login option.'

Step 2: Select 'Purchase of UA Tracker'

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

Home My Organizati... **Approval**

Approval

Select Approval Type NS Nicola Swanson

Approval Type*

Select...

- Production Organisation Approval (POA)
- Repair Design Approval (RDA)
- Supplemental Type Certificate (STC)
- Singapore Technical Standard Order (STSO)
- Type Certificate (TC)

Maintenance

- General Aviation Maintenance Schedule Approval (AMS)
- Maintenance Organisation Approval (MOA)

Training

- Air Traffic Control Training Organisation (ATCTO)
- Aviation Training Organisation - Flying Training Organisation / Type Rating Training Organisation (ATO-FTO-TRTO)
- Maintenance Training Organisation (MTO)
- FSTD Certificate of Qualification (SIM)
- UA Basic Training Organisation (UABTO)
- UA Training and Assessment Organisation (UATO)

Unmanned Aircraft

- Activity Permit Class 1 (AP1)
- Activity Permit Class 2 (AP2)
- Purchase of UA Tracker**
- Discharge Permit (DP)

Submit

Home My Organizati... **Approval**

Approval

Select Approval Type NS Nicola Swanson

Approval Type*

Purchase of UA Tracker

Cancel Submit

CASE DETAILS

Last updated by System (in 1m)

Created by Nicola Swanson (in 1m)

Step 3: Check the Applicant/Organisation Details

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

The screenshot shows the CAAS application interface. At the top, there is a breadcrumb trail: Home > My Organization > Approval > CAAS/CFMS/202... The main heading is "Approval Application (CAAS/CFMS/2022/0012)". A progress bar below the heading has four steps: 1. Applicant/Organisation Details (highlighted with a red box), 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application. Below the progress bar, there is an "Instructions" section with text: "This form may take you up to 30 minutes to fill in. You are advised to go through the entire form and ensure that you have all necessary information and documents ready before filling in. Please ensure your submission is complete and fields are correctly filled, incomplete or incorrect submission will lead to delays in processing your application." Below the instructions is the "Application Details" section with two fields: "Approval Type" (Purchase of UA Tracker) and "Application Type" (Initial). Below that is the "Applicant Details" section, which is currently empty. At the bottom of the form, there are three buttons: "Cancel", "Save", and "Continue".

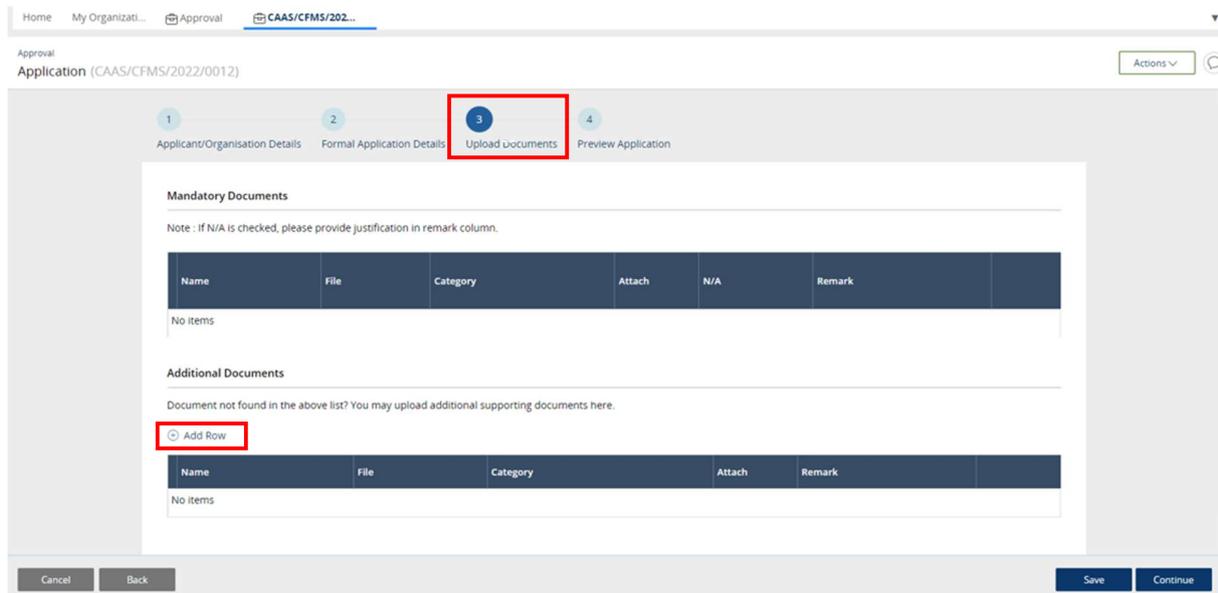
Step 4: Select quantity of purchase

- Select the quantity of UA Trackers required.

The screenshot shows the CAAS application interface at Step 4. The breadcrumb trail is the same as in Step 3. The progress bar now has step 2, "Formal Application Details", highlighted with a blue circle. Below the progress bar, there is a dropdown menu labeled "Number of UA Trackers to be purchased (limit of 3): *". The dropdown menu is currently set to "Please Select" and is highlighted with a red box. Below the dropdown menu, there is a large empty grey rectangular area. At the bottom of the form, there are four buttons: "Cancel", "Back", "Save", and "Continue".

Step 5: Document submission (Optional)

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



Home My Organizati... Approval CAAS/CFMS/202...

Approval Application (CAAS/CFMS/2022/0012) Actions

1 Applicant/Organisation Details 2 Formal Application Details 3 Upload Documents 4 Preview Application

Mandatory Documents

Note : If N/A is checked, please provide justification in remark column.

Name	File	Category	Attach	N/A	Remark
No items					

Additional Documents

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

Add Row

Name	File	Category	Attach	Remark
No items				

Cancel Back Save Continue

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.

Section B: Making payment

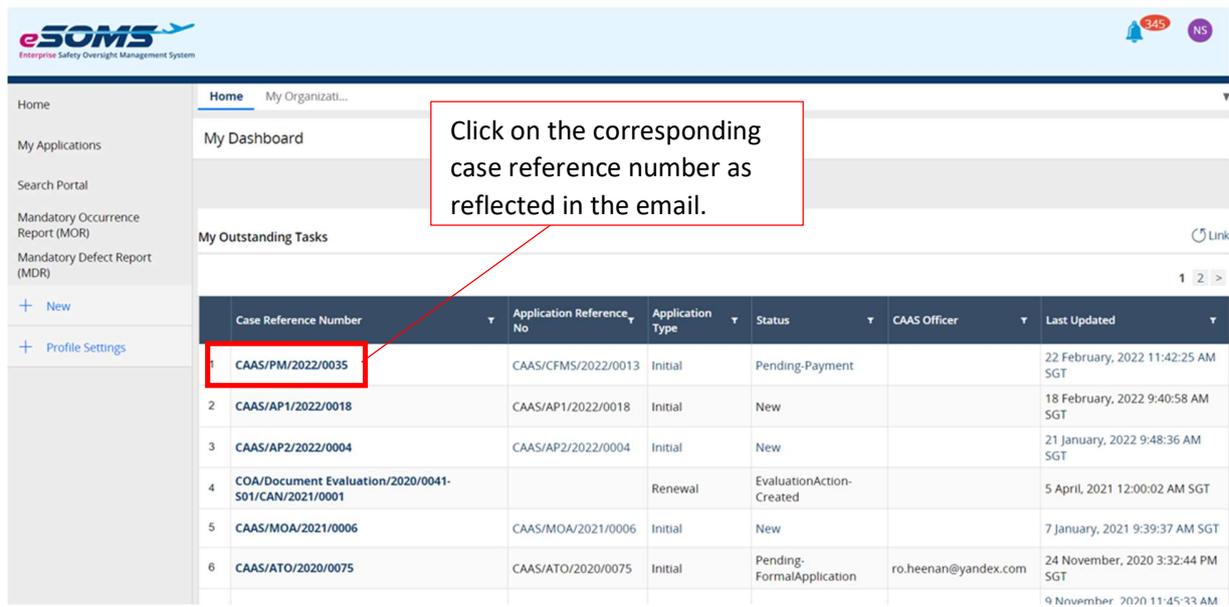
Step 1: Login to eSOMS

- 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.

The screenshot shows the CAAS eSOMS login page. At the top left is the CAAS logo with the tagline 'Enabling opportunities through aviation'. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence'. Below the logos is a navigation bar with 'Home', 'About eSOMS', and 'Help'. A search bar is located on the right side of the navigation bar. Below the navigation bar, there are three main sections: 'New to eSOMS? I want to...', 'Quick Links', and 'Welcome to eSOMS'. The 'New to eSOMS? I want to...' section contains three buttons: 'Apply for Approval/Permit', 'Submit Enquiry', and 'Create UA ID'. The 'Quick Links' section contains three buttons: 'Make Payment', 'View Approval/Permit Holders', and 'View Approval/Permit Holders'. The 'Welcome to eSOMS' section contains a red box highlighting three login options: 'SingPass Login', 'CorpPass Login', and 'eSOMSPass Login'. A red box with a white background and black text is overlaid on the 'Welcome to eSOMS' section, containing the text: 'Select the appropriate login option based on the instructions of the email.'

Step 2: Select the respective case

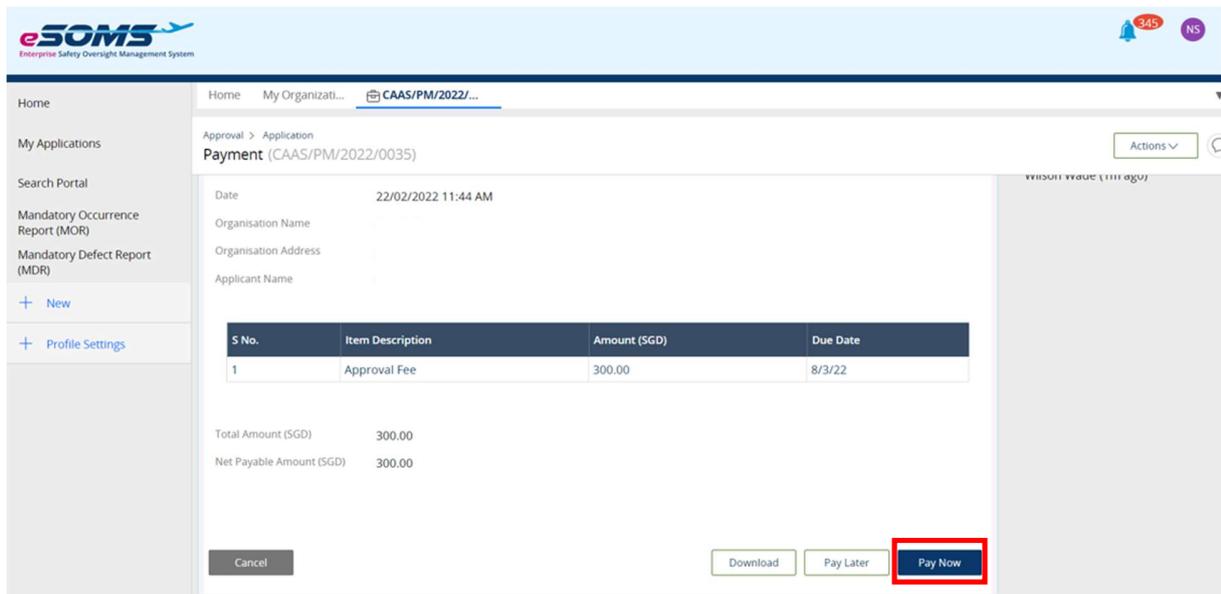
- Click on the corresponding case reference number that was reflected in the email.
Applicants will be directed to the billing information.



	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/PM/2022/0035	CAAS/CFMS/2022/0013	Initial	Pending-Payment		22 February, 2022 11:42:25 AM SGT
2	CAAS/AP1/2022/0018	CAAS/AP1/2022/0018	Initial	New		18 February, 2022 9:40:58 AM SGT
3	CAAS/AP2/2022/0004	CAAS/AP2/2022/0004	Initial	New		21 January, 2022 9:48:36 AM SGT
4	COA/Document Evaluation/2020/0041-S01/CAN/2021/0001		Renewal	EvaluationAction-Created		5 April, 2021 12:00:02 AM SGT
5	CAAS/MOA/2021/0006	CAAS/MOA/2021/0006	Initial	New		7 January, 2021 9:39:37 AM SGT
6	CAAS/ATO/2020/0075	CAAS/ATO/2020/0075	Initial	Pending-FormalApplication	ro.heenan@yandex.com	24 November, 2020 3:32:44 PM SGT

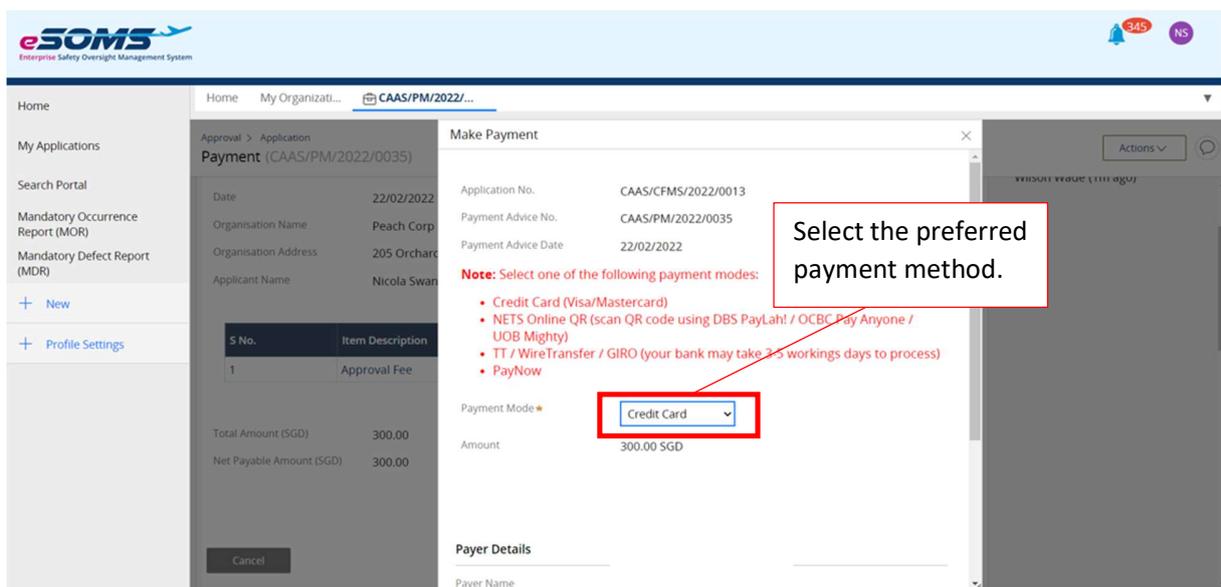
Step 3: Billing invoice

- 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.



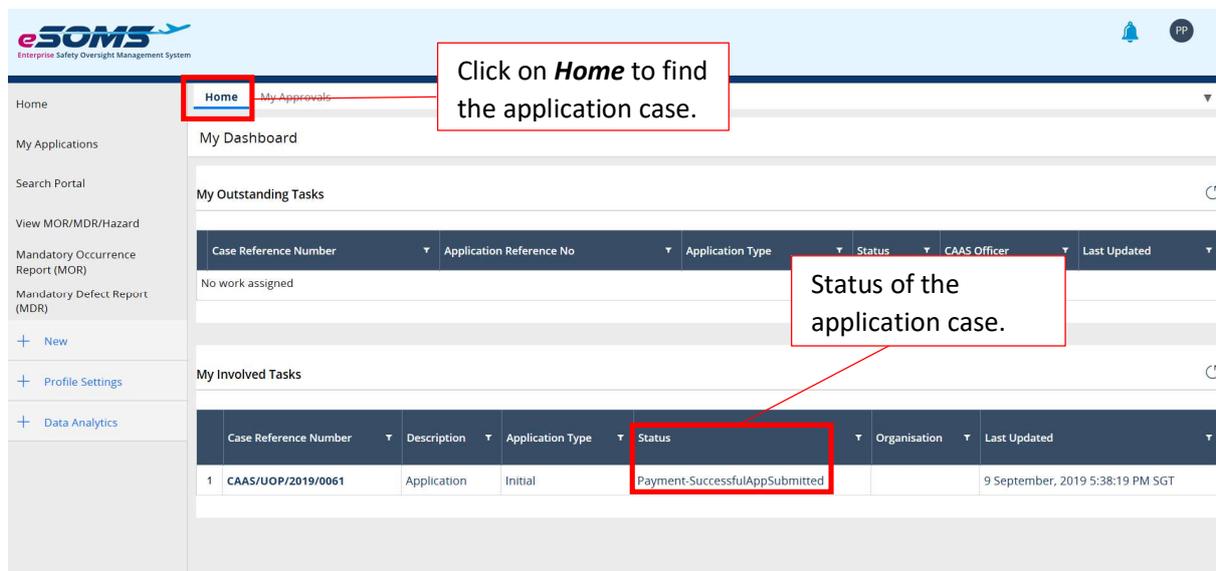
Step 4: Select the preferred payment method

- 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.



The screenshot shows the eSOMS dashboard with a sidebar on the left and a main content area. The sidebar includes links for Home, My Approvals, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), Mandatory Defect Report (MDR), + New, + Profile Settings, and + Data Analytics. The main content area is titled 'My Dashboard' and contains two sections: 'My Outstanding Tasks' and 'My Involved Tasks'. The 'My Outstanding Tasks' section shows 'No work assigned'. The 'My Involved Tasks' section contains a table with the following data:

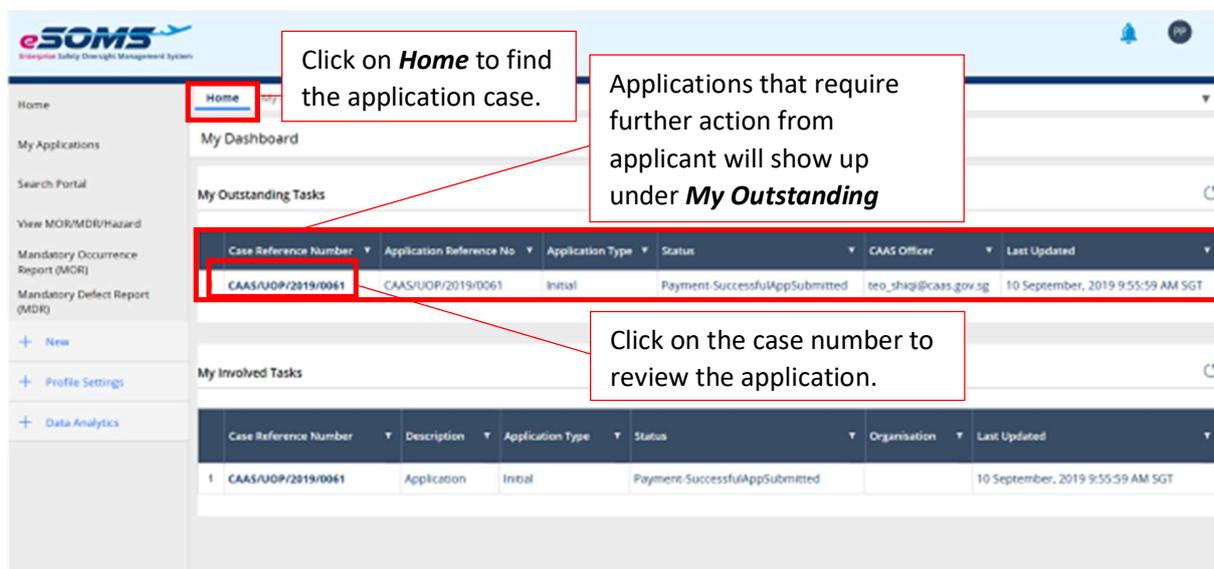
Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/UOP/2019/0061	Application	Initial	Payment-SuccessfulAppSubmitted		9 September, 2019 5:38:19 PM SGT

Annotations in the image include a red box around the 'Home' link in the sidebar with the text 'Click on **Home** to find the application case.', and another red box around the 'Status' column in the 'My Involved Tasks' table with the text 'Status of the application case.'.

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.



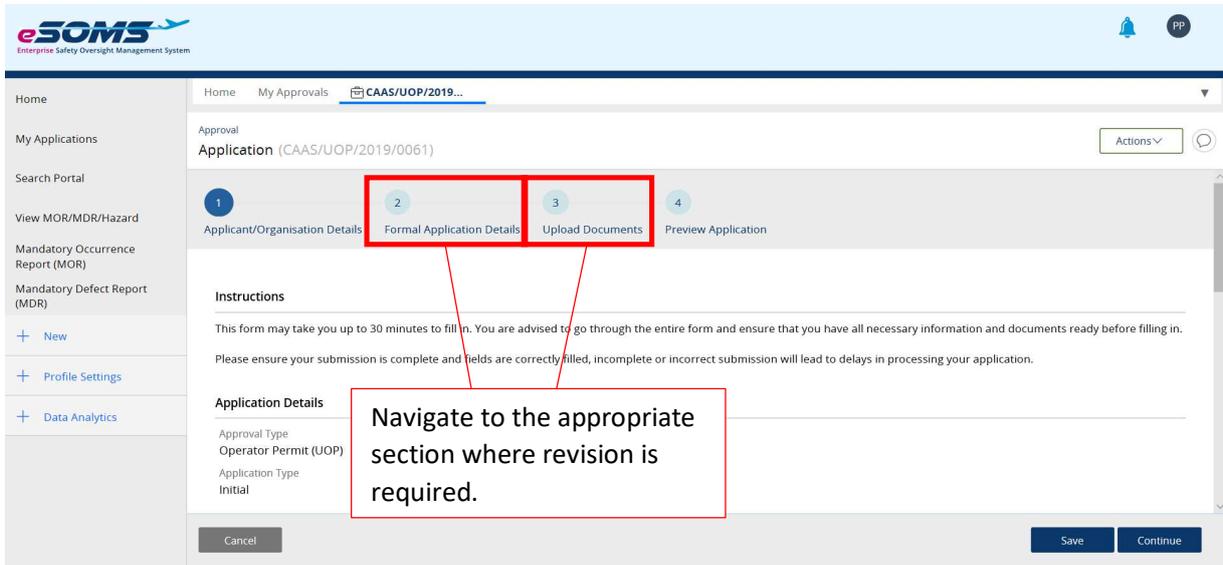
Click on **Home** to find the application case.

Applications that require further action from applicant will show up under **My Outstanding**

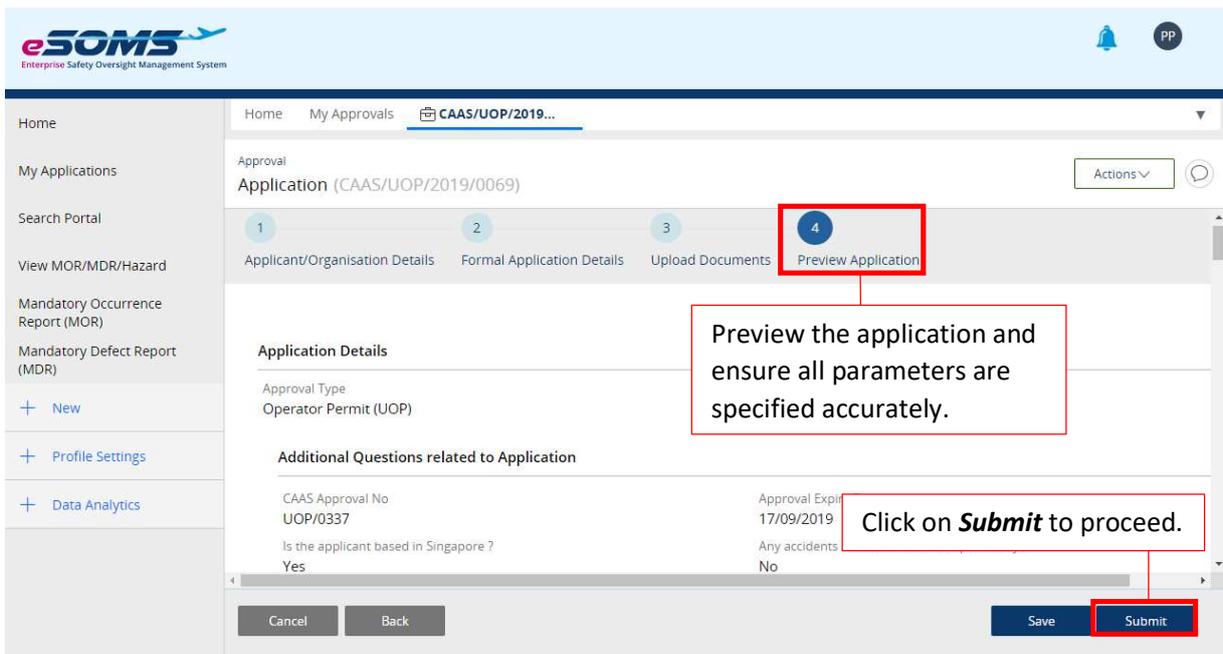
Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
CAAS/UOP/2019/0061	CAAS/UOP/2019/0061	Initial	Payment Successful/AppSubmitted	teo_shiq@caas.gov.sg	10 September, 2019 9:55:59 AM SGT

Click on the case number to review the application.

(Continued on next page)



The screenshot shows the eSOMS interface for an application. The breadcrumb trail is Home > My Approvals > CAAS/UOP/2019... The application title is "Approval Application (CAAS/UOP/2019/0061)". A progress bar at the top has four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application. Steps 2 and 3 are highlighted with red boxes. A red callout box points to step 2 with the text: "Navigate to the appropriate section where revision is required." The main content area contains "Instructions" and "Application Details" (Approval Type: Operator Permit (UOP), Application Type: Initial). At the bottom are "Cancel", "Save", and "Continue" buttons.



The screenshot shows the eSOMS interface for an application. The breadcrumb trail is Home > My Approvals > CAAS/UOP/2019... The application title is "Approval Application (CAAS/UOP/2019/0069)". The progress bar at the top has four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application. Step 4 is highlighted with a red box. A red callout box points to step 4 with the text: "Preview the application and ensure all parameters are specified accurately." The main content area contains "Application Details" (Approval Type: Operator Permit (UOP)) and "Additional Questions related to Application" with a table:

CAAS Approval No	UOP/0337	Approval Expi	17/09/2019
Is the applicant based in Singapore?	Yes	Any accidents	No

At the bottom are "Cancel", "Back", "Save", and "Submit" buttons. A red callout box points to the "Submit" button with the text: "Click on **Submit** to proceed."

Part II: Approved application

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

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 [REDACTED]

Approval No.: CFMS [REDACTED]

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.

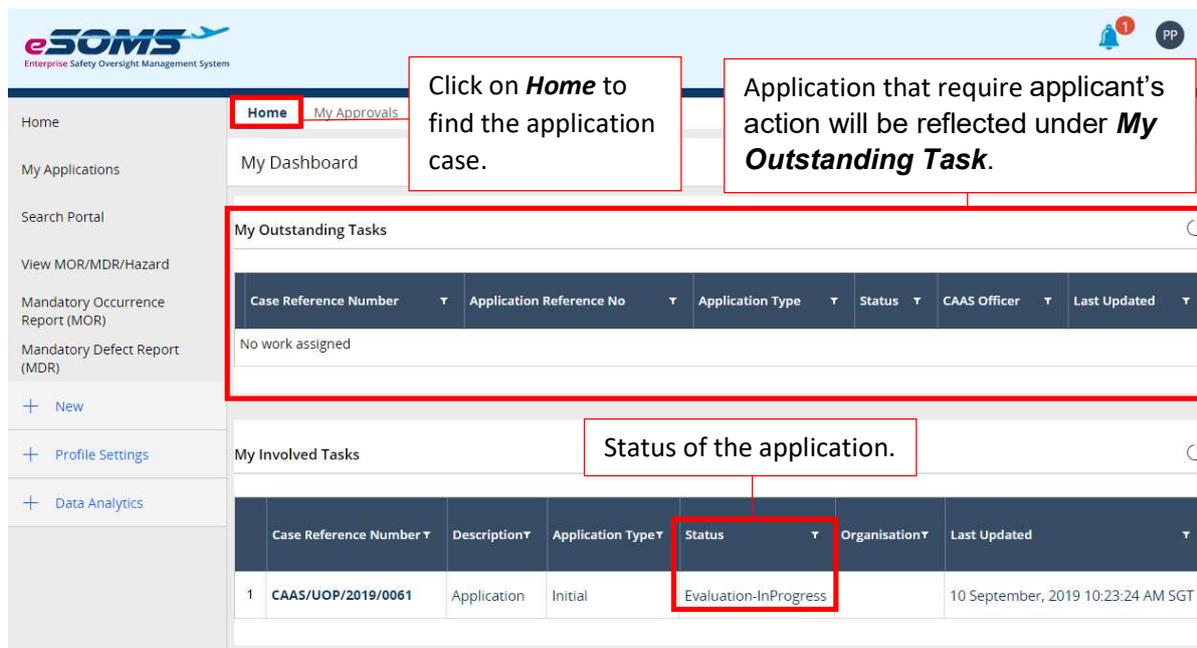
Thank you.

.....
This is an automatically generated email.
Please do not reply to this address.
.....

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**.



The screenshot shows the eSOMS (Enterprise Safety Oversight Management System) dashboard. The left sidebar contains navigation links: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), Mandatory Defect Report (MDR), + New, + Profile Settings, and + Data Analytics. The main content area is divided into sections: 'My Outstanding Tasks' and 'My Involved Tasks'. The 'My Outstanding Tasks' section shows a table with columns: Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. Below the table, it states 'No work assigned'. The 'My Involved Tasks' section shows a table with columns: Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated. A single row is visible with the following data: 1, CAAS/UOP/2019/0061, Application, Initial, Evaluation-InProgress, and 10 September, 2019 10:23:24 AM SGT. Red boxes and callouts highlight the 'Home' link, the 'My Outstanding Tasks' section, and the 'Status' column in the 'My Involved Tasks' table.

Click on **Home** to find the application case.

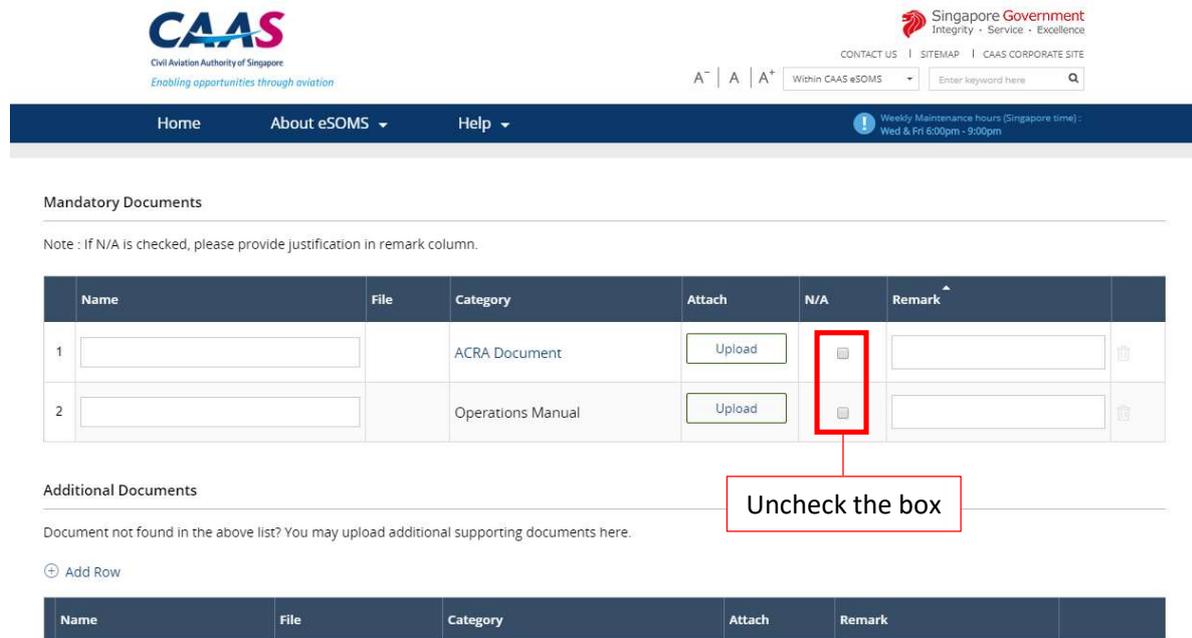
Application that require applicant's action will be reflected under **My Outstanding Task**.

Status of the application.

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1	CAAS/UOP/2019/0061	Application	Initial	Evaluation-InProgress	10 September, 2019 10:23:24 AM SGT

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

Kindly verify that the box under the **N/A** column is left unchecked. Applicants will be able to upload the supporting documents. Refer to **Section C** of the guide.



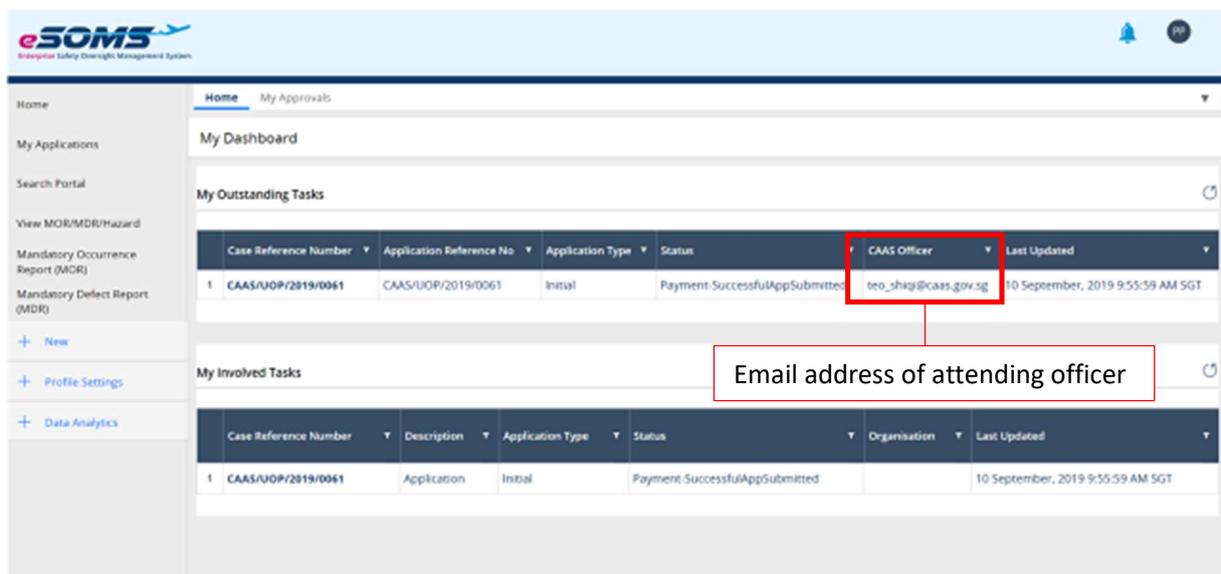
The screenshot shows the CAAS eSOMS portal interface. At the top, there is a navigation bar with 'Home', 'About eSOMS', and 'Help'. A search bar and a 'Weekly Maintenance hours' notification are also present. The main content area is titled 'Mandatory Documents' and includes a note: 'Note : If N/A is checked, please provide justification in remark column.' Below this is a table with columns: Name, File, Category, Attach, N/A, and Remark. Two rows are visible: Row 1 for 'ACRA Document' and Row 2 for 'Operations Manual'. In the 'N/A' column of the first row, a checkbox is checked, and a red box highlights it with a callout that says 'Uncheck the box'. Below the table is an 'Additional Documents' section with an 'Add Row' button and another table with columns: Name, File, Category, Attach, and Remark.

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



The screenshot shows the eSOMS dashboard with a sidebar on the left containing navigation options like Home, My Applications, Search Portal, and View MOR/MDR/Hazard. The main content area is titled 'My Dashboard' and features a section for 'My Outstanding Tasks'. This section contains a table with the following data:

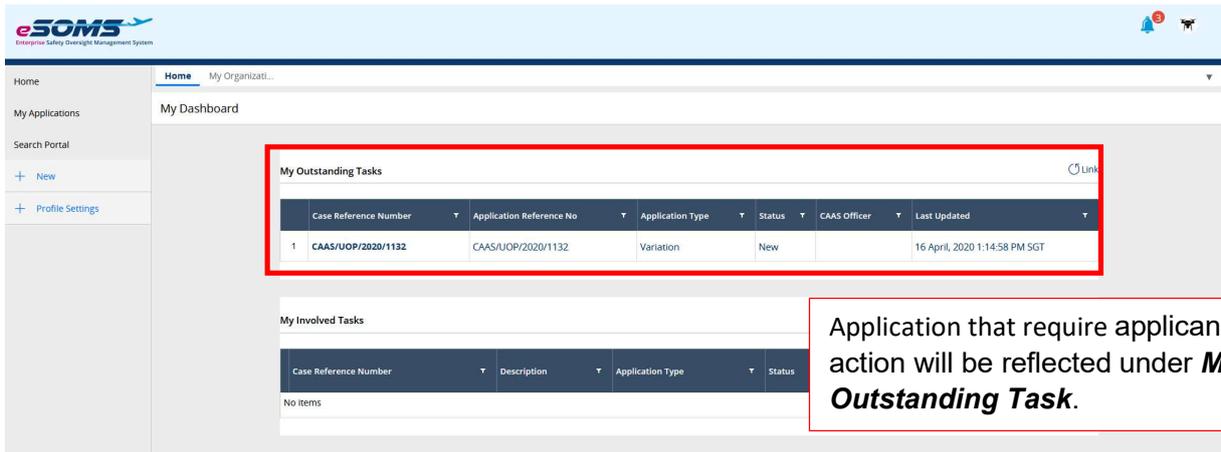
Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
CAAS/UOP/2019/0061	CAAS/UOP/2019/0061	Initial	Payment:SuccessfulAppSubmitted	teo_shig@caas.gov.sg	10 September, 2019 9:55:59 AM SGT

A red box highlights the 'CAAS Officer' column, and a callout box points to the email address 'teo_shig@caas.gov.sg' with the text '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.

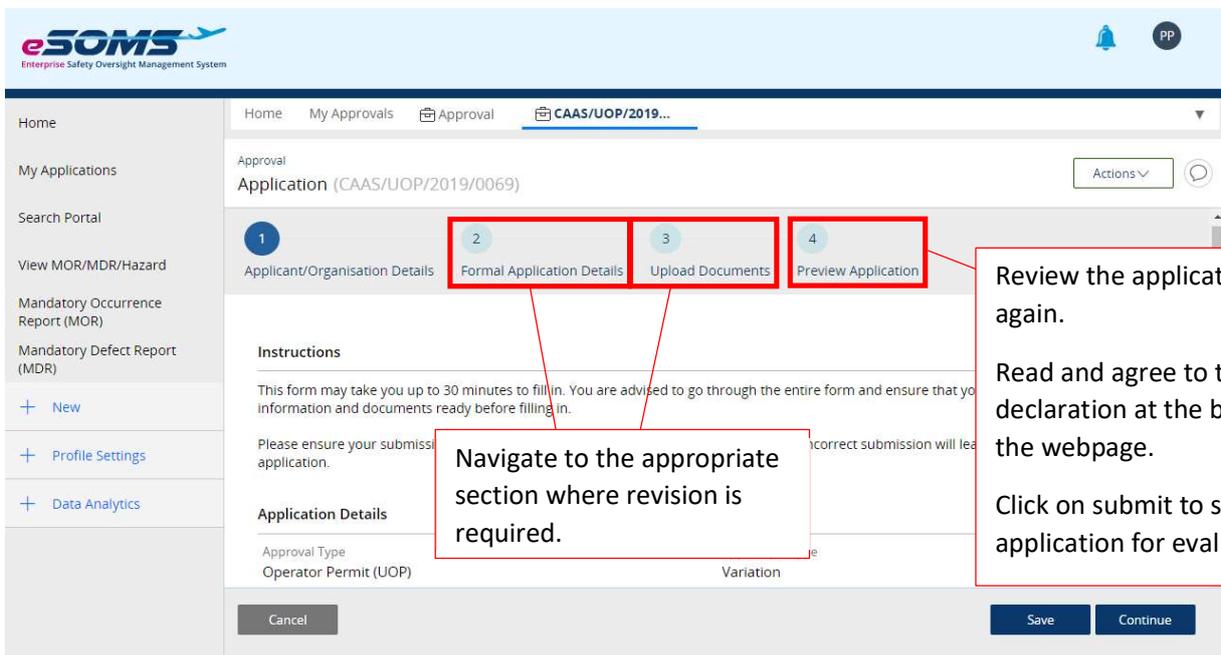


The screenshot shows the 'My Outstanding Tasks' section of the eSOMS dashboard. A table lists one task with the following details:

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1 CAAS/UOP/2020/1132	CAAS/UOP/2020/1132	Variation	New		16 April, 2020 1:14:58 PM SGT

Below this table is the 'My Involved Tasks' section, which currently shows 'No Items'.

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



The screenshot shows the 'Application (CAAS/UOP/2019/0069)' details page. The navigation tabs are:

- Applicant/Organisation Details
- Formal Application Details
- Upload Documents
- Preview Application

The 'Formal Application Details' tab is selected. The page includes an 'Instructions' section and an 'Application Details' section showing 'Approval Type: Operator Permit (UOP)' and 'Variation'.

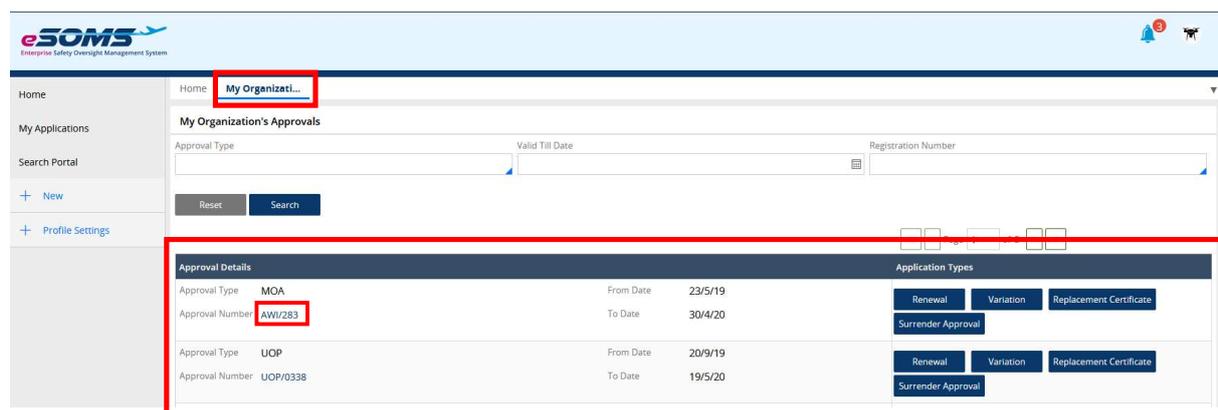
Navigate to the appropriate section where revision is required.

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.