



# A guide for local organisations: MOA renewal

**CAAS**

Civil Aviation Authority of Singapore

# Login via CorpPass

# Step 1: Select CorpPass Login

The screenshot shows the CAAS eSOMS website interface. 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 logo is a search bar with a dropdown menu set to "Within CAAS eSOMS" and a search icon. A navigation bar contains "Home", "About eSOMS", and "Help". A maintenance notice indicates "Weekly Maintenance hours (Singapore time): Wed & Fri 6:00pm - 9:00pm".

Under the heading "New to eSOMS? I want to...", there are three main action buttons:

- Apply for Approval/Permit**: Ready to apply for an approval/permit? Submit your application here.
- Submit Enquiry**: Not sure what approval/permit to apply for? Submit your enquiry here.
- Make Payment**: Have an outstanding invoice or payment advice? Click here to make payment.
- View Approval/Permit Holders**: Click here to view approval/permit holders.

Under the heading "Quick Links", there are no additional links shown.

Under the heading "Welcome to eSOMS Enterprise Safety Oversight Management System", it states: "For existing account holders, please login using one of the following methods:"

- SingPass Login
- CorpPass Login** (highlighted with a red box)
- eSOMSPass Login

More information on login methods here.

## Step 2: Enter UEN/ENTITY ID, CORPPASS ID and Password to login.

Singapore Corporate Access  
**CorpPass**  
BETA

Singapore Government  
Integrity - Service - Excellence

Contact Us | Feedback | Sitemap | FAQ

Sign up for CorpPass briefing today!  
Inviting all service providers and companies outsourcing corporate services such as CPF and IRAS tax submission - join us on 15 Mar 2018 to find out how you can use CorpPass to transact on behalf of your client or authorise service providers to transact for you. Register at <https://goo.gl/TPSCPA>.

### Log in with CorpPass

UEN/ENTITY ID ⓘ

CORPPASS ID ⓘ

Password ⓘ

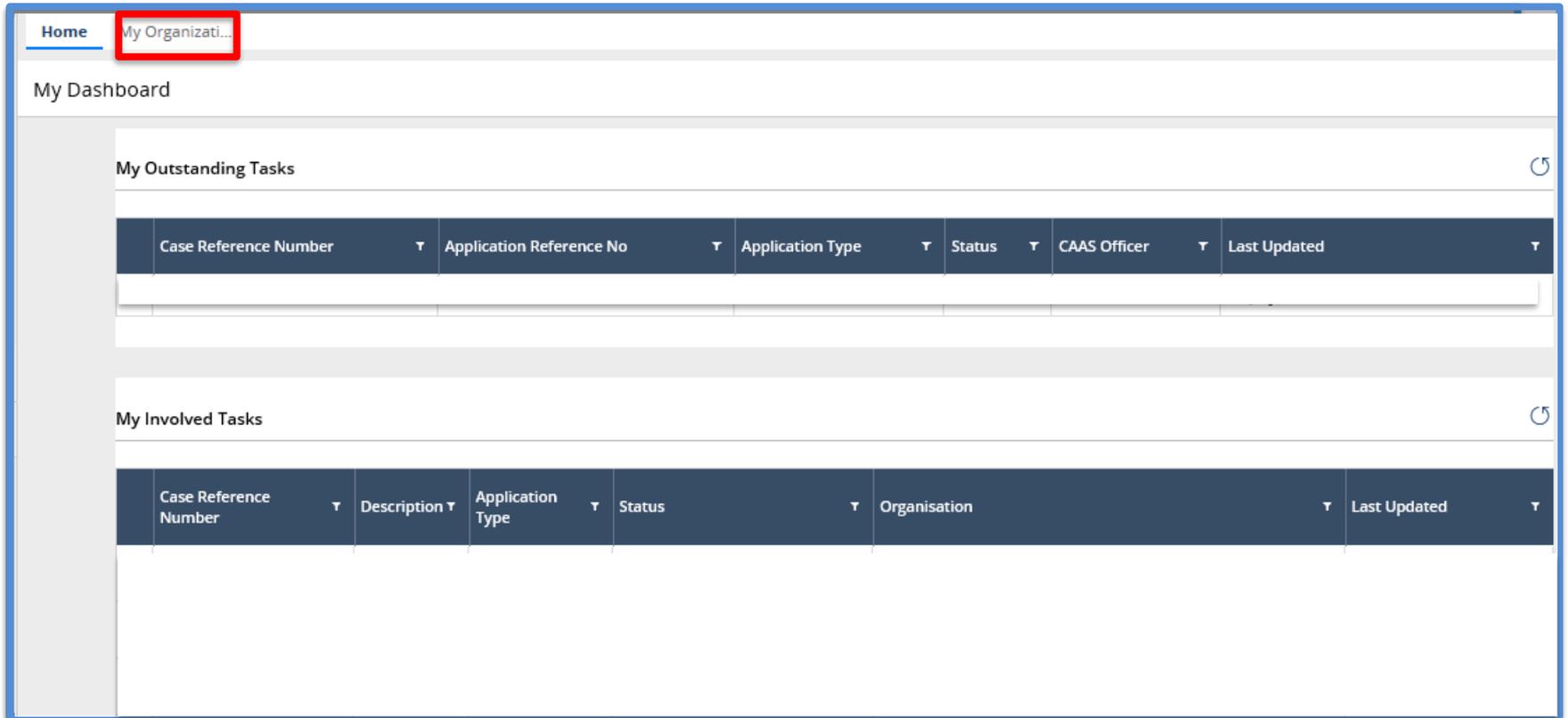
Remember Entity ID ⓘ

Forgot [Entity / CorpPass ID](#) or [Password](#)

Cancel Login ▶

# Applying for MOA renewal

# Step 1: Click on My organisation



The screenshot shows a web dashboard with a navigation bar at the top. The 'Home' tab is active, and the 'My Organization' tab is highlighted with a red box. Below the navigation bar is the 'My Dashboard' section. The dashboard contains two main sections: 'My Outstanding Tasks' and 'My Involved Tasks'. Each section has a table with columns for task details. The 'My Outstanding Tasks' table has columns for Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. The 'My Involved Tasks' table has columns for Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated. Both tables are currently empty.

Home My Organization

My Dashboard

My Outstanding Tasks

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
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My Involved Tasks

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
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## Step 2: Select the MOA and click on Renewal.

Home My Organizati...

### My Organization's Approvals

Approval Type Valid Till Date Registration Number

Reset Search

Approval Details		Application Types				
Approval Type	DOA	From Date	1/7/19	Renewal	Variation	Replacement Certificate
Approval Number	AWI/DOA/029	To Date	15/7/19	Surrender Approval		
Approval Type	MOA	From Date	10/7/19	Renewal	Variation	Replacement Certificate
Approval Number	AWI/284	To Date	19/7/19	Surrender Approval		

**Note:** Renewal button will be available 3 months before the expiry date of the approval

# Formal Application

Step 1: Please select “Yes” if you would like to apply for a variation during the renewal period.

Home My Organizati... **Approval**

Approval

**Capture Additional Approval Details**

Approval Type  
Maintenance Organisation Approval (MOA)

Application Type  
Renewal

**Renewal With Variation**

You have selected Renewal Application

Do you want to Vary the Approval In the same application? ★

Yes  No

**Additional Questions related to Application**

You have selected Renewal application for Maintenance Organisation Appro  
To help us process your application, kindly provide these details.

Variation refers to any changes to the following:

- MOE/capability list/certifying staff list
- SMS manual
- Personnel (senior management/certifying staff)
- Change of scope (approval rating)
- Add/remove maintenance location
- Change of HQ/maintenance location address
- Change of company name
- Change of business registered address

Step 1: Please select “Yes” if you would like to apply for a variation during the renewal period.

Home My Organization... **Approval**

Approval

**Capture Additional Approval Details**

Approval Type  
Maintenance Organisation Approval (MOA)

Application Type  
Renewal

**Renewal With Variation**

You have selected Renewal Application

Do you want to Vary the Approval in the same application? \*

Yes  No

**Additional Questions related to Application**

You have selected Renewal application for Maintenance Organisation /  
To help us process your application, kindly provide these details.

**Note:**

1. If “No” is selected, you will not be able to make any changes to your formal application details.
2. Only 1 formal application can be submitted at 1 point of time, i.e., if a renewal application is submitted, you cannot submit a variation application until the renewal application has been completely processed and vice versa.

## Step 2: Specify the type of variation if 'Yes' is selected.

The screenshot displays the 'Approval' form in a web application. At the top, there are navigation links for 'Home', 'My Organizati...', and 'Approval'. The form header includes 'Approval' and an 'Actions' dropdown menu. The main content area shows 'CAAS Approval No' as 'AWI/284' and 'Approval Expiry Date' as '19/7/19'. A 'Variation Type \*' dropdown menu is open, listing several options with checkboxes: 'Exposition / Capability List / Certifying Staff List', 'SMS Manual', 'Personnel (including senior management personnel / certifying staff)', 'Change of Scope (Rating)', 'New Satellite', 'Change of HQ/Maintenance location Address', 'Change of Company Name', and 'Change of Registered Address'. A red rectangular box highlights the 'Change of Scope (Rating)' option. At the bottom of the form, there are 'Cancel', 'Save', and 'Submit' buttons.

Home My Organizati... **Approval**

Approval Actions

CAAS Approval No  
AWI/284

Approval Expiry Date  
19/7/19

**Variation Type \***

- Exposition / Capability List / Certifying Staff List
- SMS Manual
- Personnel (including senior management personnel / certifying staff)
- Change of Scope (Rating)**
- New Satellite
- Change of HQ/Maintenance location Address
- Change of Company Name
- Change of Registered Address

Cancel Save Submit

## Step 3: Verify Applicant/Organisation Details

Home My Organizati... Approval CAAS/MOA/2019...

Approval  
Application (CAAS/MOA/2019/0551) Actions

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

**Instructions**

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.

**Application Details**

Approval Type Maintenance Organisation Approval (MOA)	Application Type Renewal
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**Renewal With Variation**

You have selected Renewal Application

Do you want to Vary the Approval in the same application?  
Yes

Cancel Save Continue

## Step 4: Enter formal application details

Home My Organizati... Approval CAAS/MOA/2019...

Approval  
Application (CAAS/MOA/2019/0551) Actions

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

### Maintenance Organisation Approval

MOE/ Supplement Reference No\*  
123

SAR Issue\*  
123

SAR Part 145 Issue\*  
123

Amendment\*  
123

Amendment\*  
123

**ADDRESS(ES) REQUIRING APPROVAL**

Headquarter Address

Country/Region\* State City\*

Cancel Back Save Continue

## Step 5: Click 'Add Row' to upload supporting documents

The screenshot shows a web application interface for CAAS/MOA/2019. The breadcrumb trail includes 'Home', 'My Organizati...', and 'CAAS/MOA/2019...'. The page title is 'Approval Application (CAAS/MOA/2019/0551)'. A message states: 'Please find below documents which have been previously approved/accepted, and are maintained at the approval level. Please modify (add/delete/update) this list of documents based on the desired variation(s)'. Below this is a table with columns: Name, File, Category, Attach, Remark, Status. The table is currently empty. There are two sections: 'Mandatory Documents' and 'Additional Documents'. The 'Mandatory Documents' section has a note: 'Note : If N/A is checked, please provide justification in remark column.' and a table with columns: Name, File, Category, Attach. The 'Additional Documents' section has a note: 'Document not found in the above list? You may upload additional supporting documents here.' At the bottom left, there is a red-bordered button labeled '+ Add Row' and a red-bordered box containing the text 'Click to upload Documents'. At the bottom right, there are 'Cancel', 'Back', 'Save', and 'Continue' buttons. A red-bordered box on the right side contains a 'Note:' with two instructions: 1. For the first renewal in eSOMS, please upload the latest approved/accepted MOE, capability list, certifying staff list and SMS manual. 2. If there's changes to any of the documents, please upload the revised document for CAAS' approval/acceptance.

Home My Organizati... CAAS/MOA/2019...

Approval Application (CAAS/MOA/2019/0551)

Please find below documents which have been previously approved/accepted, and are maintained at the approval level. Please modify (add/delete/update) this list of documents based on the desired variation(s).

Name	File	Category	Attach	Remark	Status
------	------	----------	--------	--------	--------

**Mandatory Documents**

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

Name	File	Category	Attach
No items			

**Additional Documents**

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

+ Add Row

Click to upload Documents

Cancel Back Save Continue

**Note:**

1. For the first renewal in eSOMS, please upload the latest approved/accepted **MOE, capability list, certifying staff list and SMS manual.**
2. If there's changes to any of the documents, please upload the revised document for CAAS' approval/acceptance.

## Step 6: Preview all application details. Remember to declare at the bottom of the page before submitting.

The screenshot displays a web application interface for CAAS/MOA/2019. The breadcrumb trail shows 'Home', 'My Organizati...', and 'CAAS/MOA/2019...'. The page title is 'Approval Application (CAAS/MOA/2019/0551)'. A progress bar at the top indicates four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application. The 'Declaration' section contains two checkboxes, both of which are highlighted with a red box. The first checkbox is for declaring the information is complete and accurate. The second checkbox is for agreeing to CAAS data collection and disclosure. Below the checkboxes, there are two paragraphs of text regarding data collection and consent. At the bottom of the form, there are 'Back', 'Save', and 'Submit' buttons.

Home My Organizati... CAAS/MOA/2019...

Approval Application (CAAS/MOA/2019/0551) Actions

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

**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, Singapore Airworthiness Notices and Singapore Airworthiness Requirements.

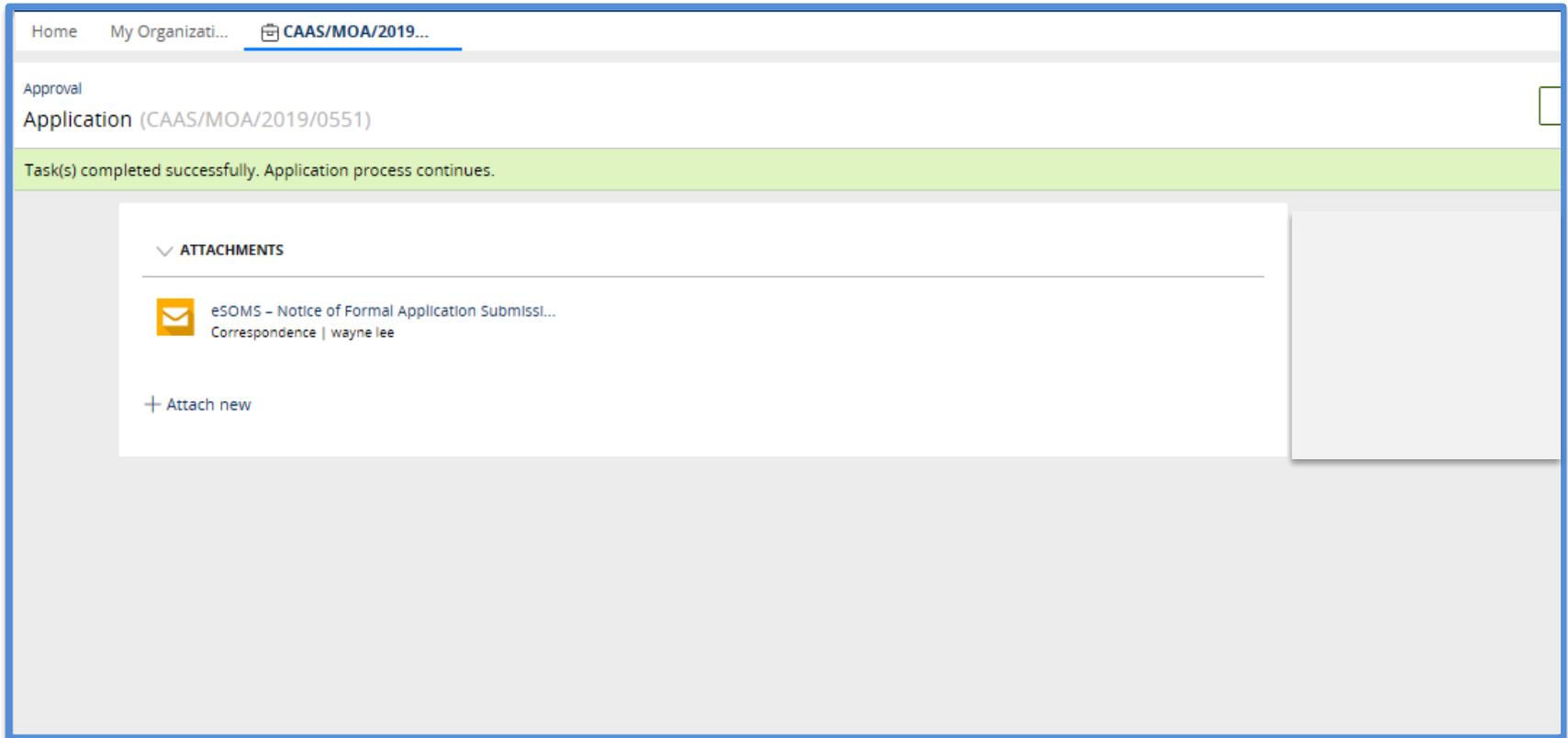
I agree that CAAS may collect, use, and disclose my personal data to the Government of the Republic of Singapore and other public agencies, and aviation authorities, as provided in this application form, or obtained by CAAS as a result of processing my application for the purposes of assessing my application 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.

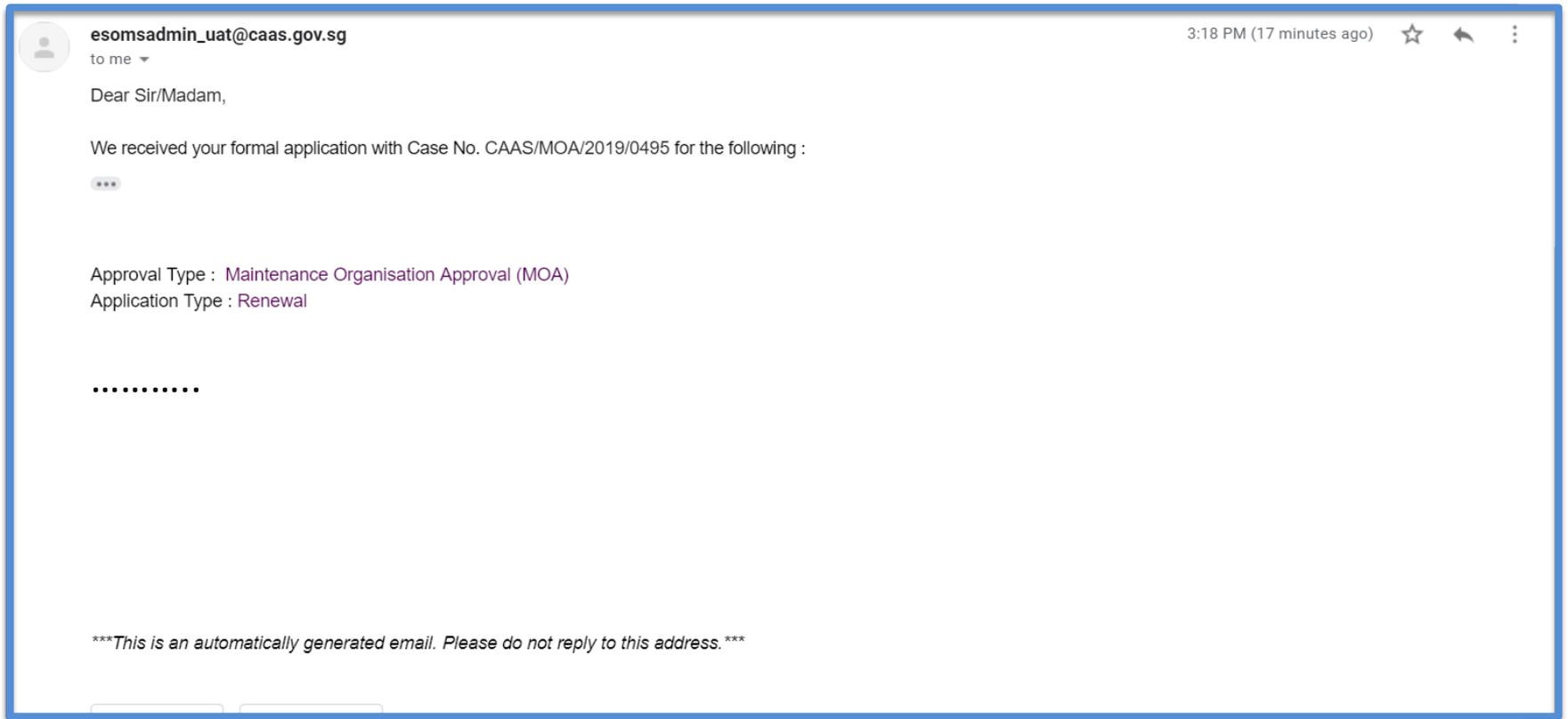
By providing to CAAS personal data on behalf of another individual, I warrant to CAAS that all the necessary consents required in accordance with all applicable personal data protection or data protection legislation, including but not limited to the PDPA, have been obtained from that individual, and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

Back Save Submit

After a successful submission, you will be notified as shown below as well as by email.



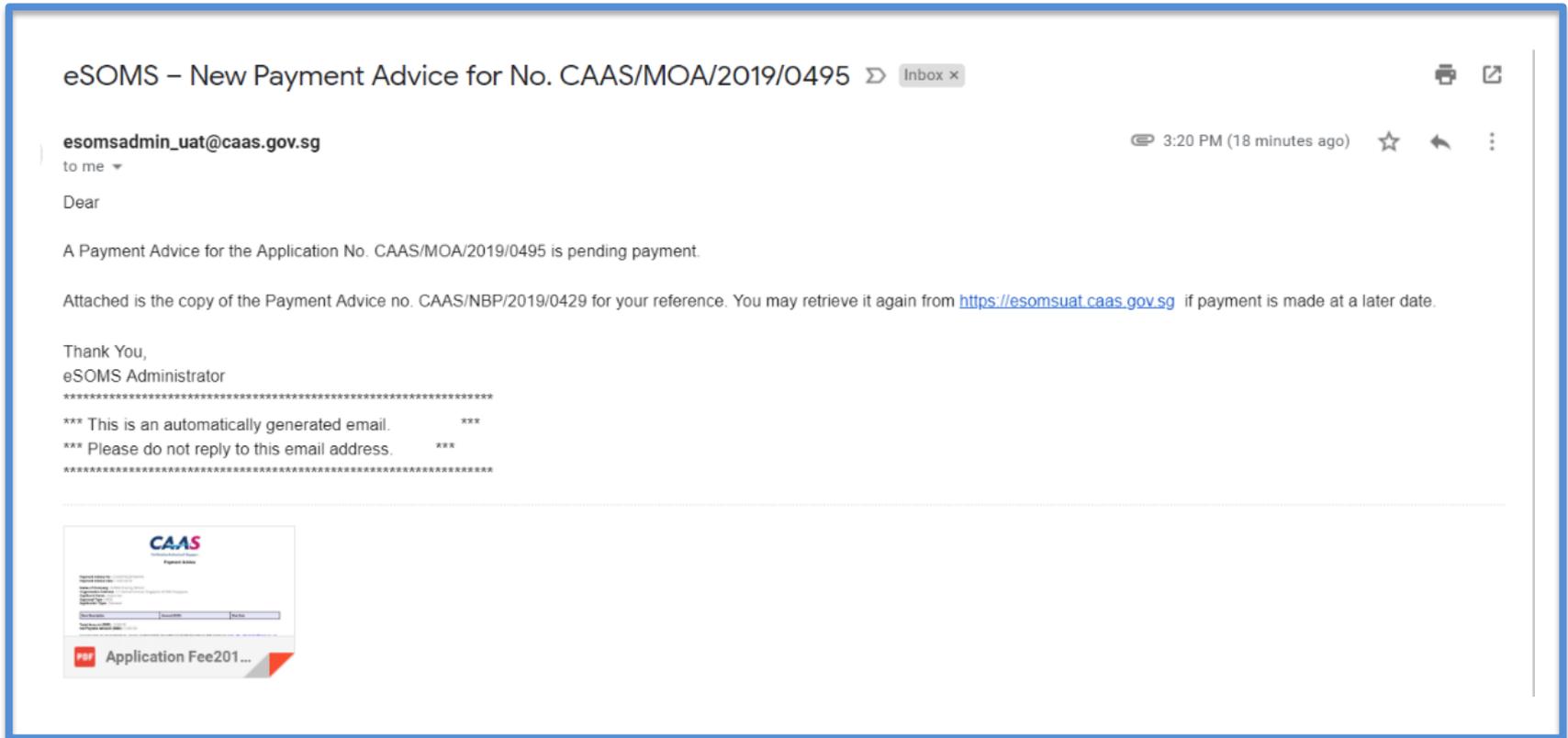
# Notification by email



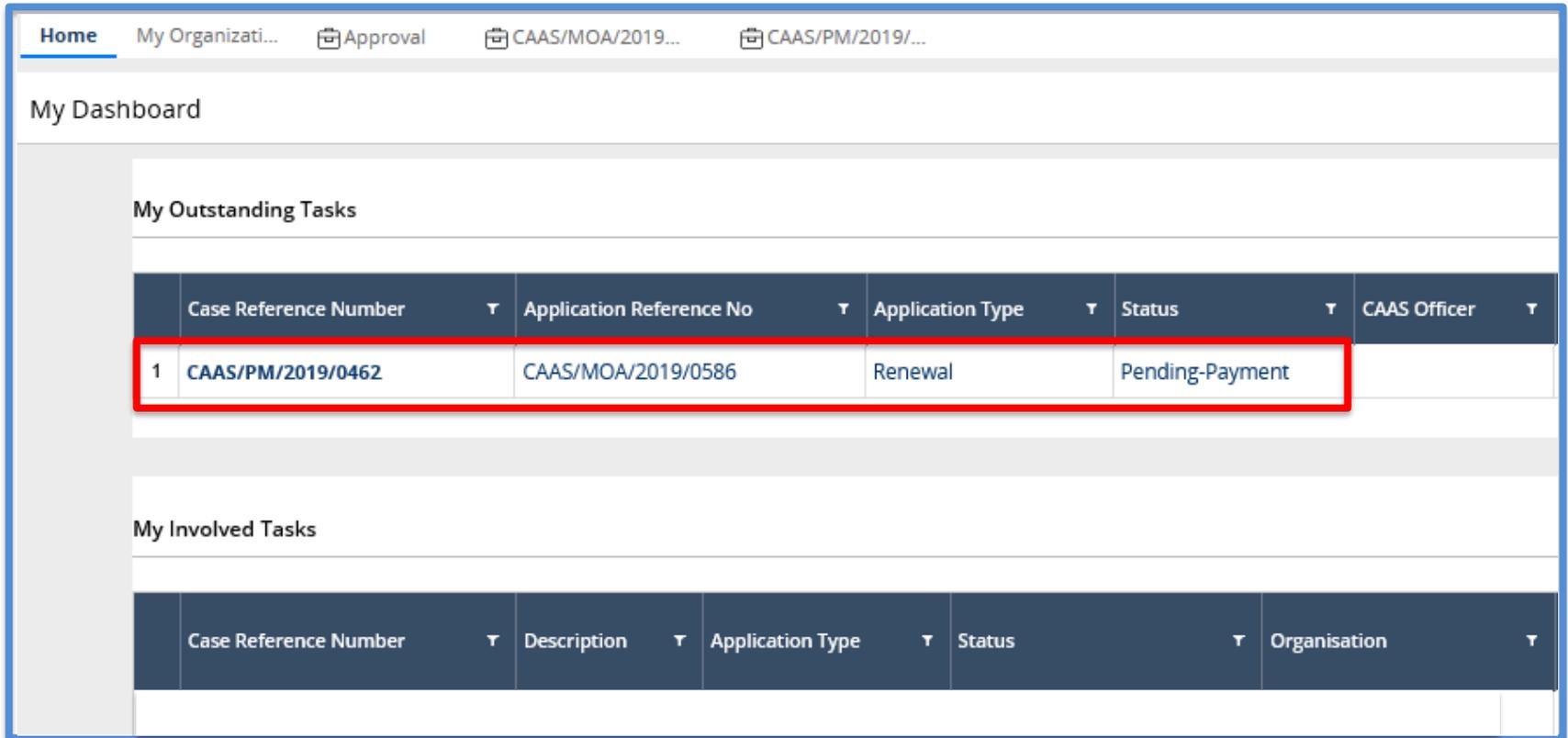


# Fee Payment

The case will be routed to your PMI to generate the application fee. Once this has been done, you will be notified via email and a payment case will be created in your dashboard under “My Outstanding Tasks”.



## Step 1: Login and click on the payment case



The screenshot shows a web dashboard with a navigation bar at the top containing 'Home', 'My Organizati...', 'Approval', 'CAAS/MOA/2019...', and 'CAAS/PM/2019/...'. Below the navigation bar is the 'My Dashboard' section. Underneath, there is a 'My Outstanding Tasks' section with a table. The table has five columns: 'Case Reference Number', 'Application Reference No', 'Application Type', 'Status', and 'CAAS Officer'. The first row of the table is highlighted with a red border and contains the following data: '1', 'CAAS/PM/2019/0462', 'CAAS/MOA/2019/0586', 'Renewal', and 'Pending-Payment'. Below this section is a 'My Involved Tasks' section with a table that has five columns: 'Case Reference Number', 'Description', 'Application Type', 'Status', and 'Organisation'. The table in this section is currently empty.

	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer
1	CAAS/PM/2019/0462	CAAS/MOA/2019/0586	Renewal	Pending-Payment	

	Case Reference Number	Description	Application Type	Status	Organisation
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## Step 2: Check that the amount is correct before paying.

S No.	Item Description	Amount (SGD)	Due Date
1	Renewal: BaseFee	1,100.00	25/7/19
2	Renewal: Certificate Fee	1,100.00	25/7/19
3	Renewal: Rating Fee- C7-Engine / APU - (49, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83)	150.00	25/7/19

Total Amount (SGD)      2,350.00

Net Payable Amount (SGD)      2,350.00

[Cancel](#)      [Download](#)      [Pay Later](#)      [Pay Now](#)

## Step 3: Select the payment mode: Credit Card (limited to SGD 5000) or Telegraphic Transfer (TT).

Approval > Application  
Payment (CAAS/PM/2019/0462)

**Review NonBillable Payments**  
Applicant Can Review Non Billable Payment

The Application will only be processed once p

Payment Invoice Number  
Date  
Organisation Name  
Organisation Address  
Applicant Name

S No.	Item Description
No items	

Total Amount (SGD)  
Net Payable Amount (SGD)

**Make Payment**

Application No. CAAS/MOA/2019/0586  
Payment Advice No. CAAS/PM/2019/0462  
Payment Advice Date 15/07/2019

**Payment Mode \***   
⚠ Value cannot be blank

**Payer Details**

Payer Name  
Payer Organisation  
Payer Contact Number  
Payer Email Address

Cancel Submit

Actions ▾

CASE DETAILS

Step 3: 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.

Approval > Application  
Payment (CAAS/PM/2019/0462)

**Review NonBillable Payments**  
Applicant Can Review Non Billable Payment

The Application will only be processed once

Payment Invoice Number  
Date  
Organisation Name  
Organisation Address  
Applicant Name

S No.	Item Description
No items	

Total Amount (SGD)  
Net Payable Amount (SGD)

**Make Payment**

Application No. CAAS/MOA/2019/0586  
Payment Advice No. CAAS/PM/2019/0462  
Payment Advice Date 15/07/2019

Payment Mode \* **TT/Wire TRF/GIRO**

Amount 7,000.00 SGD

TT/Wire TRF/GIRO Number \*

TT/Wire TRF/GIRO Date \*

Remarks

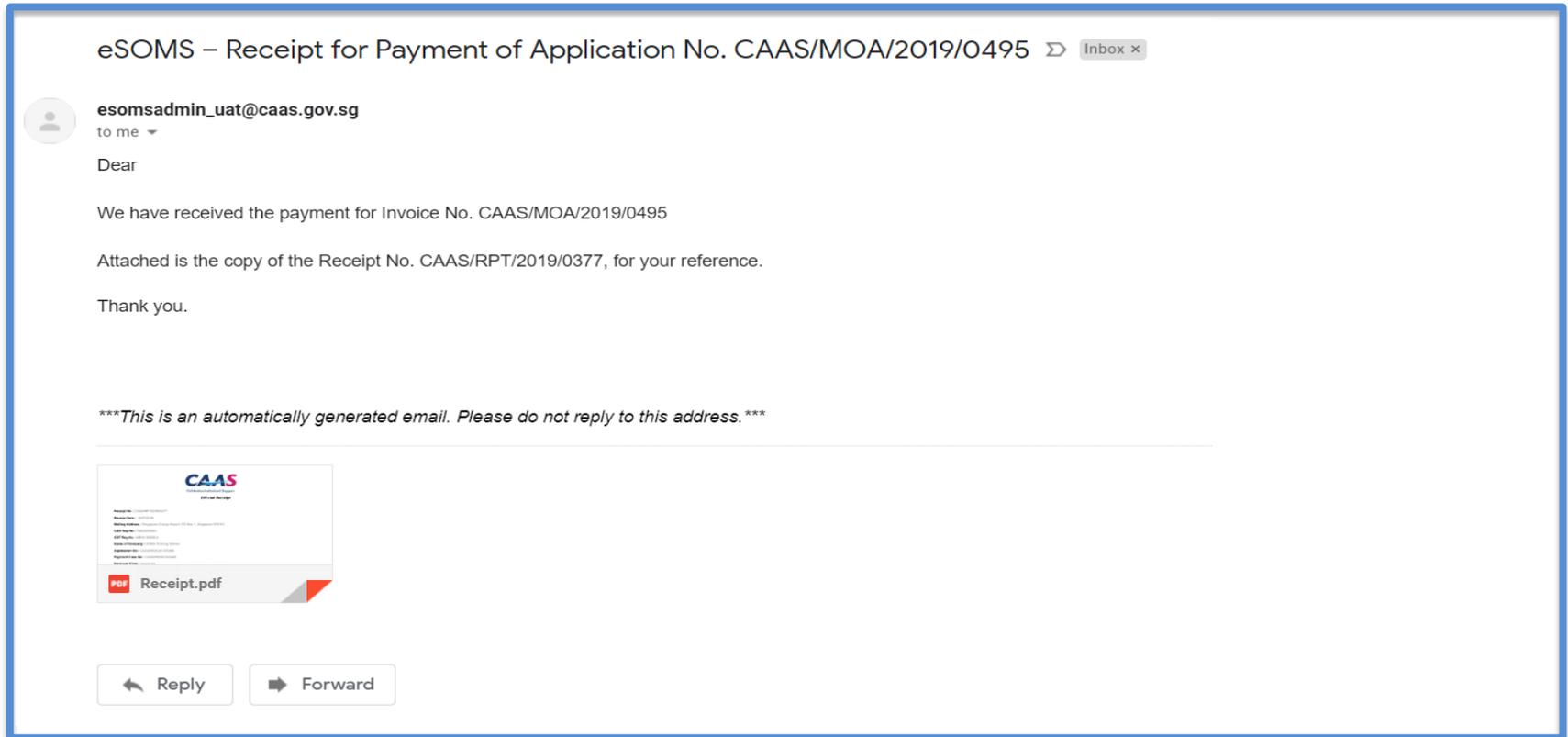
**Payer Details**

Payer Name  
Payer Organisation  
Payer Contact Number

**CASE DETAILS**

Actions

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



The status of the application will also be updated accordingly.

Home My Organizati...

My Dashboard

My Outstanding Tasks

Case Reference Number	Application Reference No	Application Type	Status	CAAS
No work assigned				

My Involved Tasks

Case Reference Number	Description	Application Type	Status	Organisation	
1	CAAS/MOA/2019/0586	Application	Renewal	Payment-SuccessfulAppSubmitted	ACMA Training Sch

Status is updated

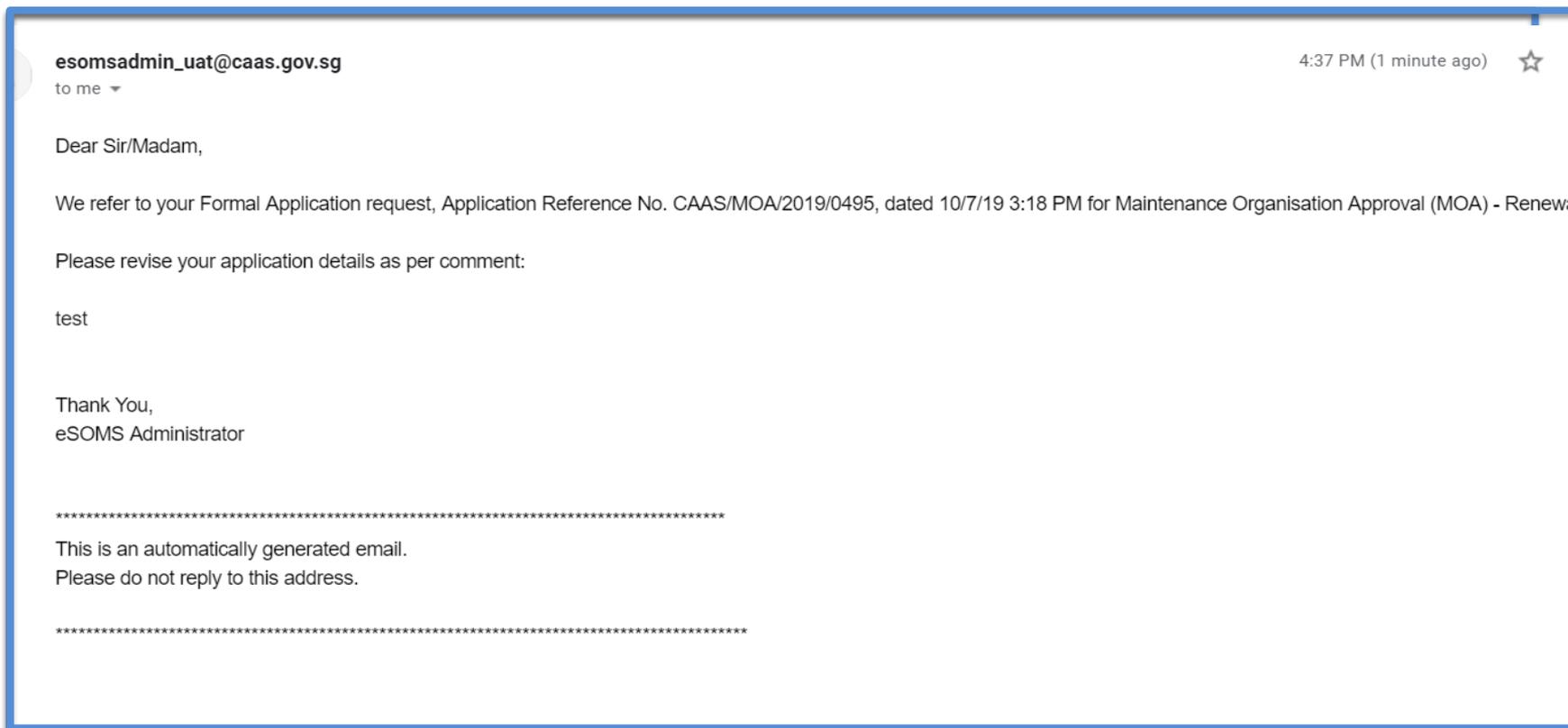
# Case Validation and Evaluation by PMI

During this process, more information/documents may be requested by the PMI. In that case, the application will be routed back to your dashboard for follow-up.

The screenshot shows a user interface with a navigation bar at the top containing 'Home' and 'My Organizati...'. Below this is a section titled 'My Dashboard'. Underneath, there is a sub-section 'My Outstanding Tasks' which contains a table. The table has five columns: 'Case Reference Number', 'Application Reference No', 'Application Type', 'Status', and a partially visible 'C' column. A single row is displayed with the following data: Case Reference Number 'CAAS/MOA/2019/0586', Application Reference No 'CAAS/MOA/2019/0586', Application Type 'Renewal', and Status 'Payment-SuccessfulAppSubmitted'. Below the table, there is another section titled 'My Involved Tasks'.

	Case Reference Number	Application Reference No	Application Type	Status	C
1	CAAS/MOA/2019/0586	CAAS/MOA/2019/0586	Renewal	Payment-SuccessfulAppSubmitted	w

An email notification will also be sent to inform you of the information required.



Step 1: Login and click on the case reference number to make the necessary changes to your formal application. Repeat steps from Formal Application

The screenshot shows a web dashboard with a navigation bar at the top containing 'Home' and 'My Organizati...'. Below the navigation bar is a section titled 'My Dashboard'. Underneath, there is a section for 'My Outstanding Tasks' which contains a table. The table has five columns: 'Case Reference Number', 'Application Reference No', 'Application Type', 'Status', and a partially visible 'C' column. The first row of the table is highlighted with a red border. Below the table is a section for 'My Involved Tasks'.

	Case Reference Number	Application Reference No	Application Type	Status	C
1	CAAS/MOA/2019/0586	CAAS/MOA/2019/0586	Renewal	Payment-SuccessfulAppSubmitted	w

During PMI evaluation phase, applicant can also upload additional document. Step 1: Search for the submitted application in your home tab under “My Involved Tasks” and click on the case.

The screenshot shows a web dashboard with a navigation bar at the top containing 'Home' and 'My Organizati...'. Below the navigation bar is a section titled 'My Dashboard'. Underneath, there are two main sections: 'My Outstanding Tasks' and 'My Involved Tasks'. The 'My Outstanding Tasks' section contains a table with columns: Case Reference Number, Application Reference No, Application Type, Status, and CAAS Office. Below this table, it says 'No work assigned'. The 'My Involved Tasks' section contains a table with columns: Case Reference Number, Description, Application Type, Status, and Organisation. The first row in this table is highlighted with a red box around the Case Reference Number 'CAAS/MOA/2019/0586'. The other columns for this row are: Description: Application, Application Type: Renewal, Status: Evaluation-InProgress, and Organisation: (empty).

Case Reference Number	Description	Application Type	Status	Organisation
1 CAAS/MOA/2019/0586	Application	Renewal	Evaluation-InProgress	

Step 2: In this screen, you will see the “Case Information”. Scroll down to the “Attachments” Section and click on “+ Attach new” to upload additional document.

Home My Organizati... CAAS/DOA/2019...

Approval  
Application (CAAS/DOA/2019/0119)

Application Review

Case Information Formal Application Details Previous Application Details Evaluation Action(s) Payment(s)

Case information

Approval Type Design Organisation Approval (DOA)	Application Type Variation	Applicant chunwayne96@gmail.com
Organisation ACMA Training School	Application Status Evaluation In-Progress	

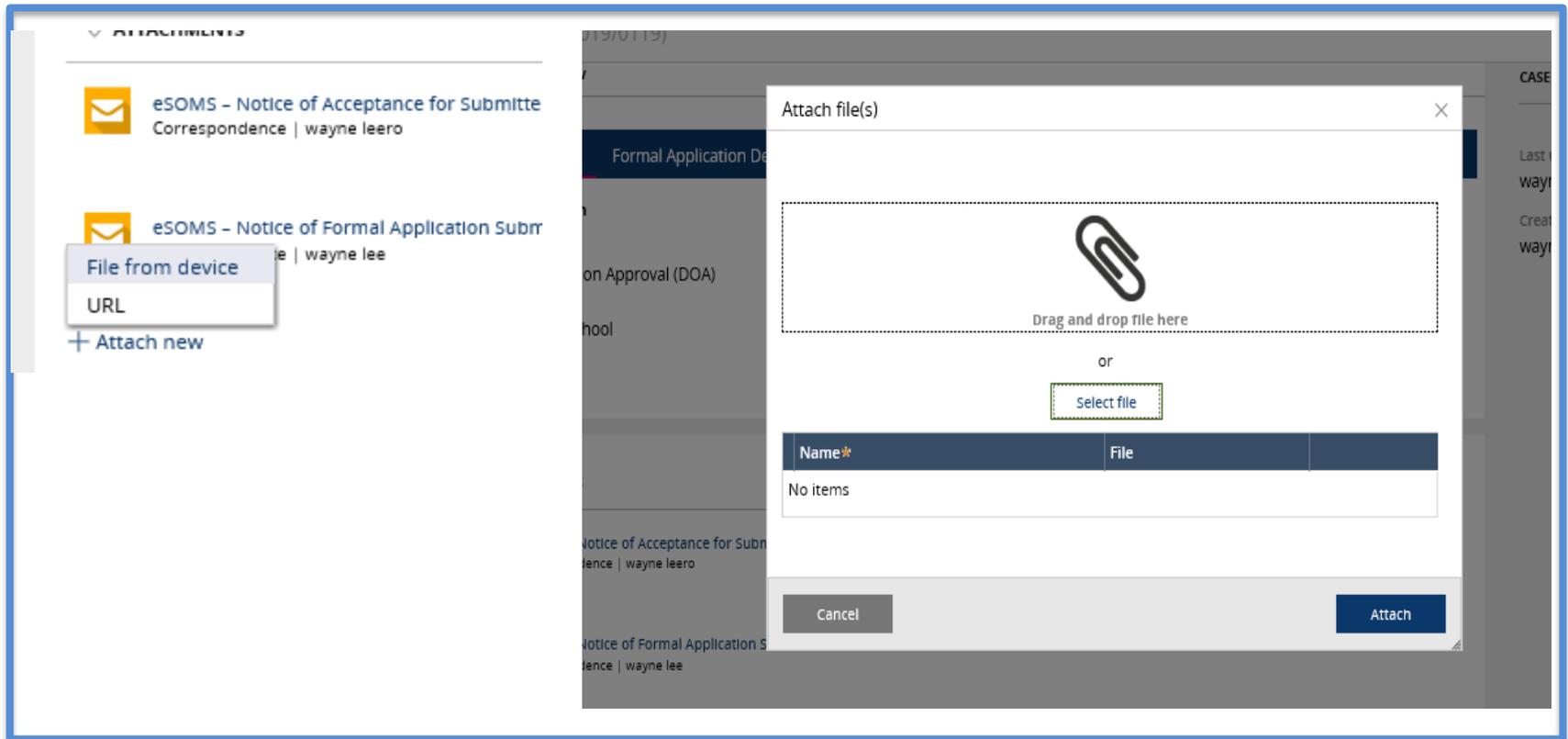
ATTACHMENTS

- eSOMS - Notice of Acceptance for Submitted Fo...  
Correspondence | wayne leero
- eSOMS - Notice of Formal Application Submissi...  
Correspondence | wayne lee

+ Attach new

CASE DET  
Last upd  
wayne l  
Created  
wayne l

# Step 3: Click on “File from device” and attach the document.



After successful evaluation, the status will be updated to “Certification-InProgress”

Home My Organizati...

My Dashboard

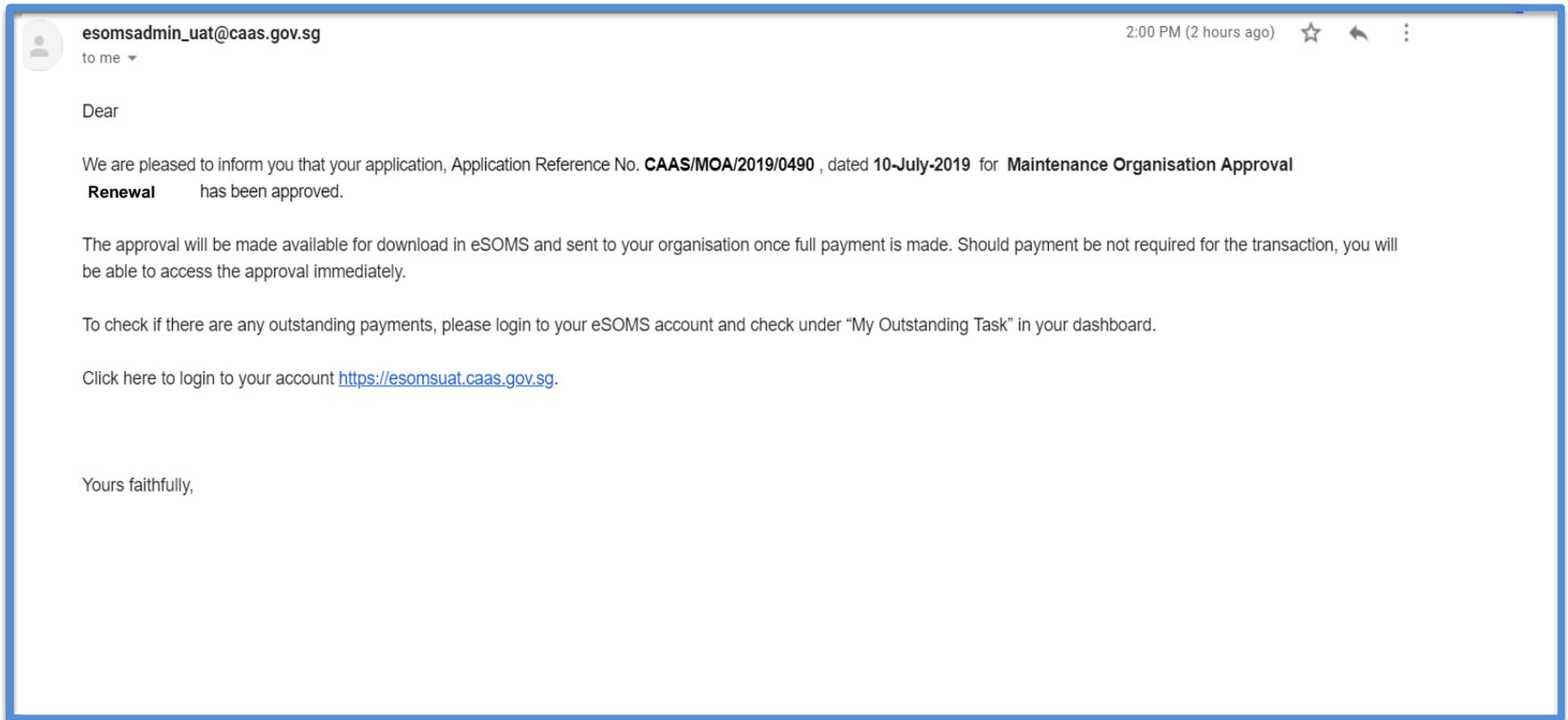
My Outstanding Tasks

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer
No work assigned				

My Involved Tasks

Case Reference Number	Description	Application Type	Status	Organisation
1 CAAS/MOA/2019/0586	Application	Renewal	Certification-InProgress	

Lastly, once certification has been completed, an email will be sent to you.

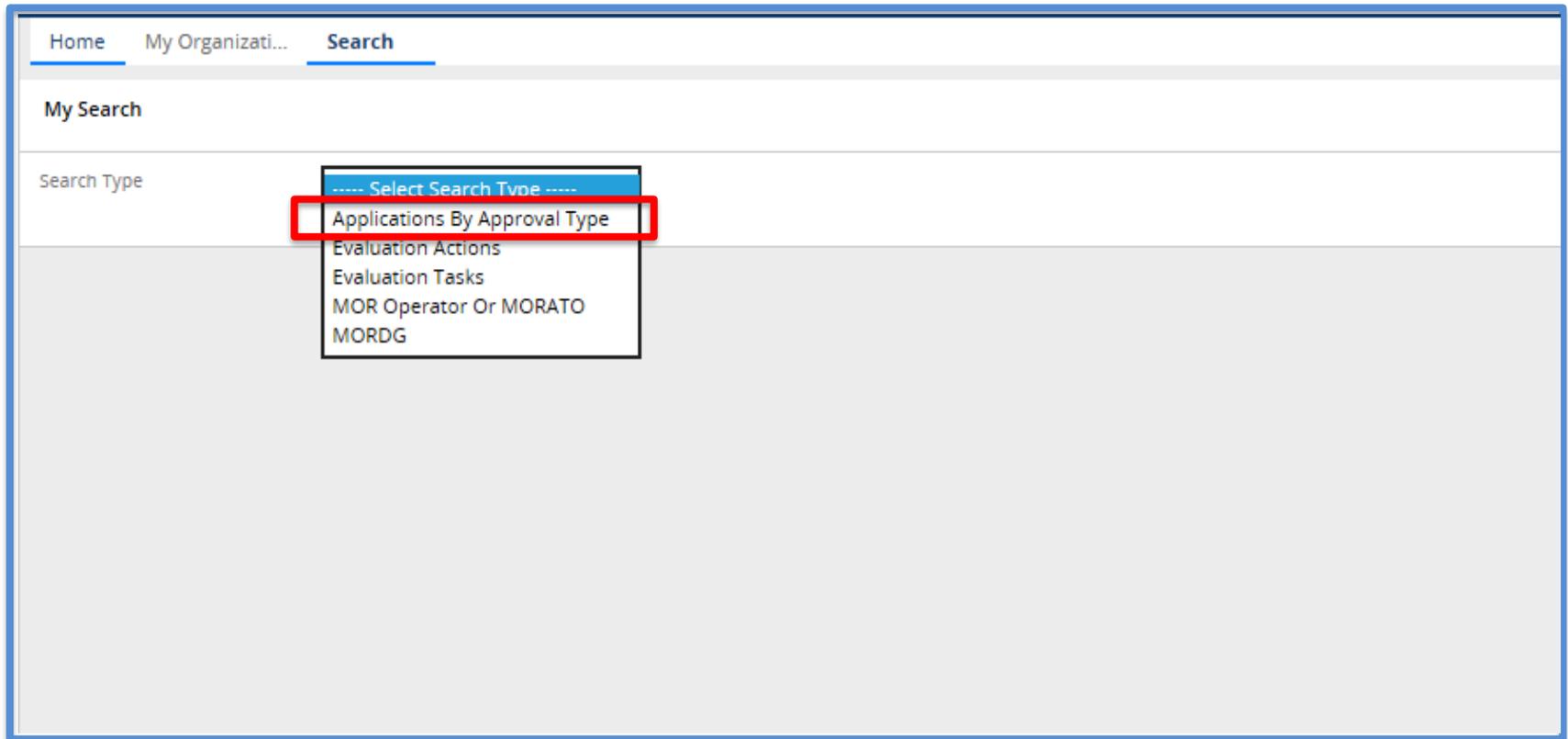


# Downloading of MOA certificate

Step 1: On your homepage, click on the Search Portal at the left column

The screenshot displays the eSOMS Enterprise Safety Oversight Management System interface. The left sidebar contains navigation options: Home, My Applications, Search Portal (highlighted with a red box), View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), Mandatory Defect Report (MDR), + New, and + Profile Settings. The main content area features a top navigation bar with 'Home', 'My Organizati...', 'CAAS/PM/2019/...', and 'Search'. Below this, the 'My Dashboard' section includes 'My Outstanding Tasks' and 'My Involved Tasks', each with a refresh icon. The 'My Outstanding Tasks' table has columns: Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. The 'My Involved Tasks' table has columns: Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated.

## Step 2: Select “Applications by Approval Type”



## Step 3: Select MOA under the mandatory field “Approval Type” and click Search

The screenshot shows a web application interface with a search section. At the top, there are navigation tabs: 'Home', 'My Organizati...', and 'Search'. Below this is a 'My Search' header. The search form includes a 'Search Type' dropdown set to 'Applications By Approval Type'. The 'Approval Type\*' field is a mandatory dropdown menu currently showing 'Maintenance Organisation Approval'. Other search criteria include 'Status' (dropdown), 'Application Number' (text input), 'Application Date From' (calendar), 'Approval Issue Date From' (calendar), 'Approval Expiry Date From' (calendar), 'Application Type' (dropdown), 'Approval Number' (text input), 'Application Date To' (calendar), 'Approval Issue Date To' (calendar), and 'Approval Expiry Date To' (calendar). At the bottom of the search form are 'Reset' and 'Search' buttons.

Step 4: Look for the latest application by clicking on the date to sort and select it.

Approval Issue Date To

Approval Expiry Date To

Reset Search

Export to Excel

Click to sort the date

Application Number	Approval Type	Application Type	Application Date	Approval Number	Final Approval Date
CAAS/MOA/2019/0586	Maintenance Organisation Approval (MOA) Renewal		15/7/19 2:22 PM	AWI/284	
CAAS/MOA/2019/0551	Maintenance Organisation Approval (MOA) Renewal		15/7/19 12:08 PM	AWI/284	
CAAS/MOA/2019/0543	Maintenance Organisation Approval (MOA) Renewal		12/7/19 10:41 AM	AWI/284	
CAAS/MOA/2019/0541	Maintenance Organisation Approval (MOA) Variation		12/7/19 8:56 AM	AWI/284	

Step 5: Under the case information, you will be able to see the generated certificate and any approved/accepted documents. Click on them to view or print.

The screenshot displays the 'Application Review' interface. At the top, a navigation bar contains several tabs: 'Case Information' (highlighted with a red box), 'Formal Application Details', 'Previous Application Details', 'Evaluation Action(s)', and 'Payment(s)'. Below the navigation bar, the 'Case information' section is visible, containing fields for 'Approval Type' (Maintenance Organisation Approval (MOA)), 'Application Type' (Renewal), 'Applicant' (with an empty input field), 'Organisation' (with an empty input field), and 'Application Status' (Application Completed). To the right, a 'CASE DETAILS' sidebar shows 'Last updated by' with a greyed-out area. Below the case information, an 'ATTACHMENTS' section is expanded, showing two PDF files: 'MOA Issue Control Page.pdf' and 'MOA Approval Certificate.pdf' (highlighted with a red box). A red-bordered box with the text 'Click to download and print the certificate' is overlaid on the 'MOA Approval Certificate.pdf' attachment.

# Summary

## 6 Stages:

1. Login
2. Applying for MOA renewal
3. Formal Application
4. Fee payment
5. Validation and Evaluation
6. Downloading of MOA certificate

- END -