

A guide for overseas organisations: DOA/POA Renewal

Login via eSOMSPass

Step 1: Select eSOMSPass Login

The screenshot displays the CAAS eSOMS website. At the top left is the CAAS logo with the tagline 'Civil Aviation Authority of Singapore' and 'Enabling opportunities through aviation'. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and links for 'CONTACT US', 'SITEMAP', and 'CAAS CORPORATE SITE'. Below these 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 states '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...' with 'Apply for Approval/Permit' and 'Submit Enquiry' buttons; 'Quick Links' with 'Make Payment' and 'View Approval/Permit Holders' buttons; and a 'Welcome to eSOMS' section with login options for 'SingPass Login', 'CorpPass Login', and 'eSOMSPass Login' (highlighted with a red box). A link for 'More information on login methods here.' is also present.

CAAS
Civil Aviation Authority of Singapore
Enabling opportunities through aviation

Singapore Government
Integrity · Service · Excellence
CONTACT US | SITEMAP | CAAS CORPORATE SITE

A⁻ A A⁺ Within CAAS eSOMS Enter keyword here

Home About eSOMS Help Weekly Maintenance hours (Singapore time): Wed & Fri 6:00pm - 9:00pm

New to eSOMS? I want to...

- 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.

Quick Links

- 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.

Welcome to eSOMS
Enterprise Safety Oversight Management System

For existing account holders, please login using one of the following methods:

- SingPass Login
- CorpPass Login
- eSOMSPass Login**

More information on login methods [here](#).

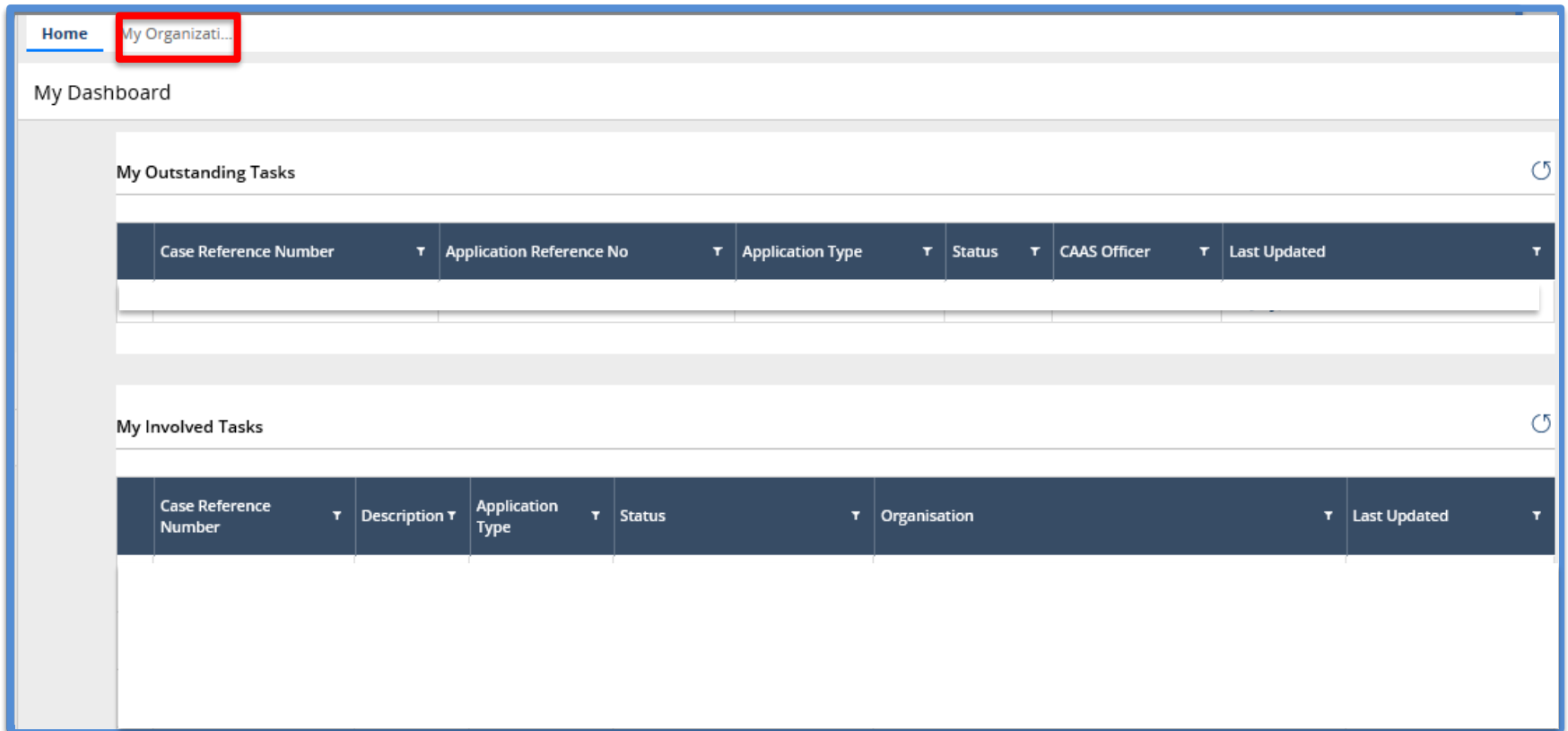
Step 2: Enter user name and password to login.



The image shows the login interface for the eSOMS (Enterprise Safety Oversight Management System). The background features a light gray grid and faint gear patterns. At the top center is the eSOMS logo, with 'eSOMS' in blue and red, and 'Enterprise Safety Oversight Management System' in smaller black text below it. Below the logo are two input fields: the first is labeled 'User name' with a person icon, and the second is labeled 'Password' with a lock icon. A blue 'Log in' button is positioned below these fields. Under the button is a link that says 'Click Here to Home Screen'. Below the link is a 'Forgot password?' link. At the bottom of the screen, there is a silhouette of an airport terminal and a runway.

Applying for DOA/POA renewal

Step 1: Click on My organisation



The screenshot shows a web application interface with a top navigation bar. The 'Home' tab is selected, and the 'My Organization...' tab is highlighted with a red rectangle. Below the navigation bar, the page is titled 'My Dashboard'. There are two main sections: 'My Outstanding Tasks' and 'My Involved Tasks'. Each section has a table of tasks. 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. 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
-----------------------	--------------------------	------------------	--------	--------------	--------------

My Involved Tasks

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
-----------------------	-------------	------------------	--------	--------------	--------------

Step 2: Select the DOA/POA and click on Renewal.

Home **My Organizati...**

My Organization's Approvals

Approval Type Valid Till Date

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

Approval Details		Application Types	
Approval Type	DOA	From Date	14/9/18
Approval Number	AWI/DOA/014	To Date	13/9/19
		<input type="button" value="Renewal"/>	<input type="button" value="Variation"/>
		<input type="button" value="Replacement Certificate"/>	<input type="button" value="Surrender 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 VC VIKEU CAAS

Approval Type
Design Organisation Approval

Application Type
Renewal

Renewal With Variation

You have selected Renewal Application

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

☒ Yes ☐ No

Variation refers to any changes to the following:

- Change of scope
- Exposition
- Personnel (senior management / certifying staff / DS)
- Change of company name
- Change of business registered address.
- Change of HQ/maintenance location address

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 VC VIKEU CAAS

Approval Type
Design Organisation Approval

Renewal With Variation

You have selected Renewal Application

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

☒ Yes ☐ No

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.

Additional Questions related to Application

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

CAAS Approval No
AWI/DOA/014

Approval Expiry Date
13/09/2019

Variation Type *

- ☐ Change Of Scope
- ☐ Exposition
- ☐ Personnel (AM, QM, HoD, DS)
- ☐ Change Of Company Name
- ☐ Change of Registered Address
- ☐ Change of HQ/Maintenance location Address

Step 3: Verify Applicant/Organisation Details

The screenshot displays a web application interface for CAAS/DOA/2019. The top navigation bar includes links for Home, My Organization, Approval, and CAAS/DOA/2019... The main content area is titled 'Approval' and 'Application (CAAS/DOA/2019/0178)'. A progress bar at the top shows 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, the 'Instructions' section states: '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.' The 'Application Details' section shows 'Approval Type: Design Organisation Approval (DOA)' and 'Application Type: Renewal'.

Home My Organization Approval CAAS/DOA/2019...

Approval

Application (CAAS/DOA/2019/0178) Actions

1 2 3 4

Applicant/Organisation Details Formal Application Details Upload Documents 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
Design Organisation Approval (DOA)

Application Type
Renewal

Step 4: Enter formal application details

Approval

Application (CAAS/DOA/2019/0178)

Actions ▾

1

2

3

4

Applicant/Organisation Details

Formal Application Details

Upload Documents

Preview Application

Address(es) requiring Approval

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

Approval

Application (CAAS/DOA/2019/0178)

Actions

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
No items		

Note:

1. For the first DOA renewal in eSOMS, please upload the latest approved **Exposition**.
2. For the first POA renewal in eSOMS, please upload the latest approved **Exposition, printed proof of ARC, and Capability list** (if it is maintained as a separate document other than the Exposition).
3. 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.

Approval

Application (CAAS/DOA/2019/0178)

Actions ▾

1

2

3

4

Applicant/Organisation Details

Formal Application Details

Upload Documents

Preview Application

Declaration

☒

I hereby declare that the particulars on this form are true in every respect and based on these particulars, I apply for the Renewal of Design Organisation Approval (DOA).

☒

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.


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

Approval

Application (CAAS/DOA/2019/0178)

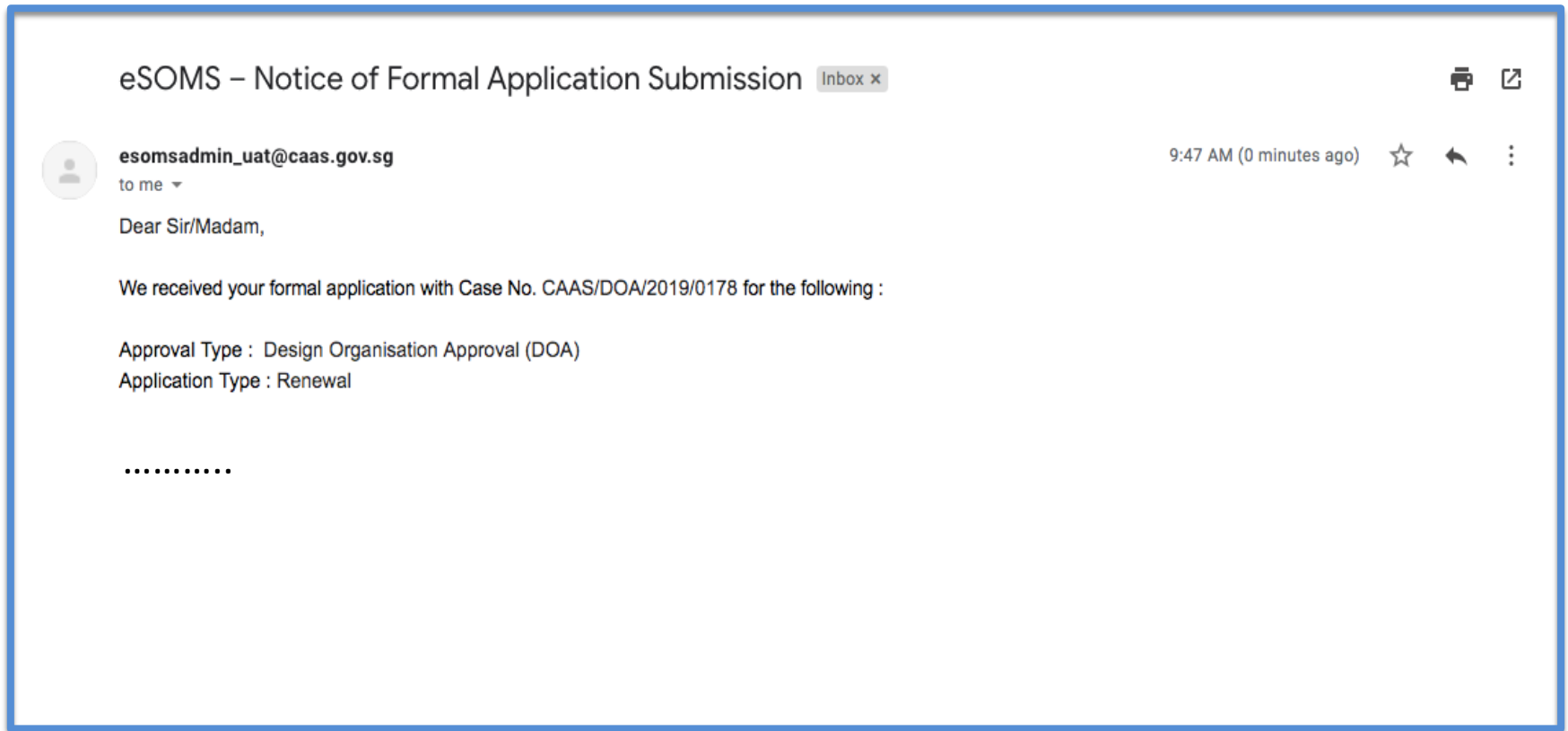
Task(s) completed successfully. Application process continues.

▼ ATTACHMENTS

 eSOMS – Notice of Formal Application Submissi...
Correspondence | VIKEU CAAS

+ Attach new

Notification by email



Case Validation and Evaluation by POC

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

Home

My Organization

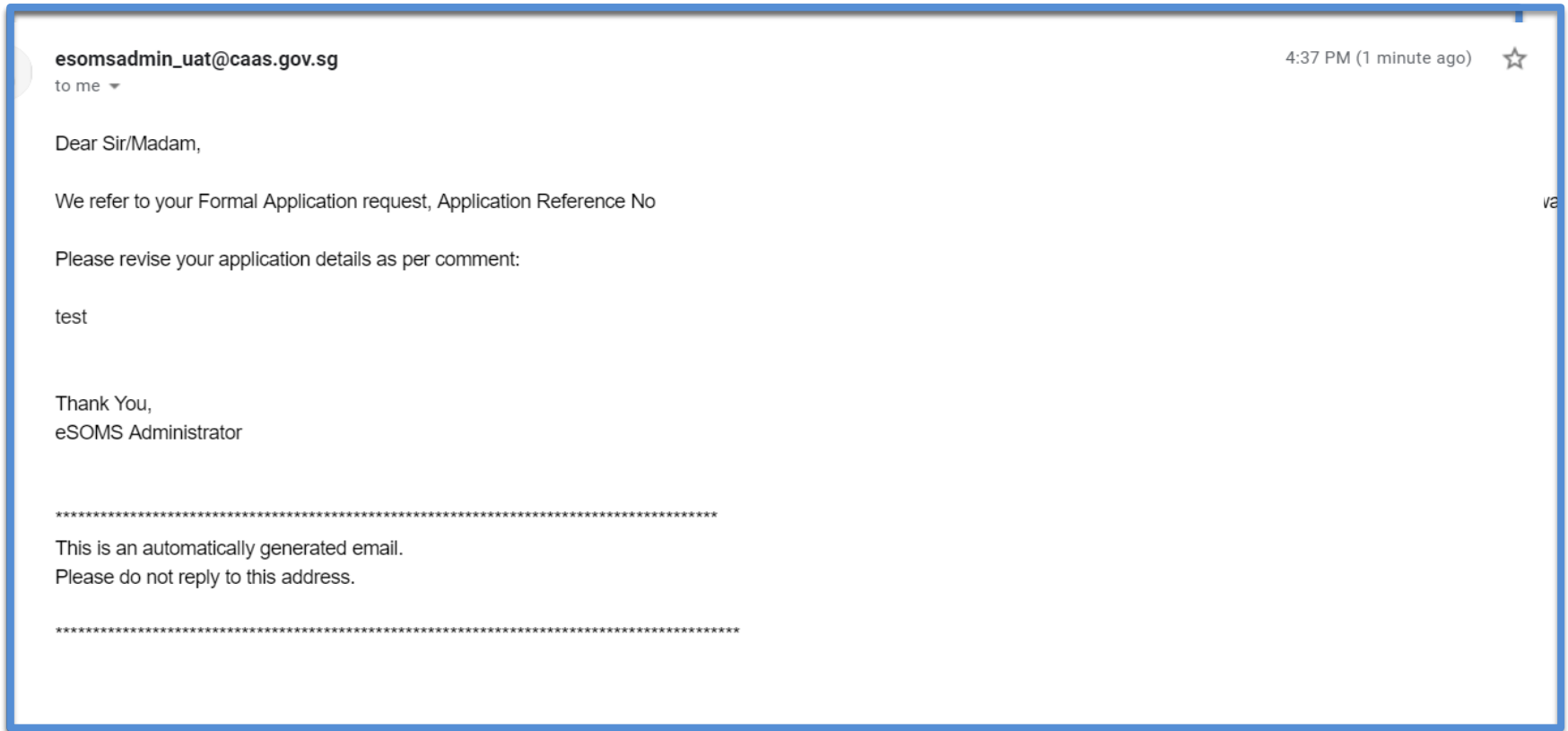
My Dashboard

My Outstanding Tasks

	Case Reference Number	Application Reference No	Application Type	Status	
1					W

My Involved Tasks

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

[Home](#) [My Organizati...](#)

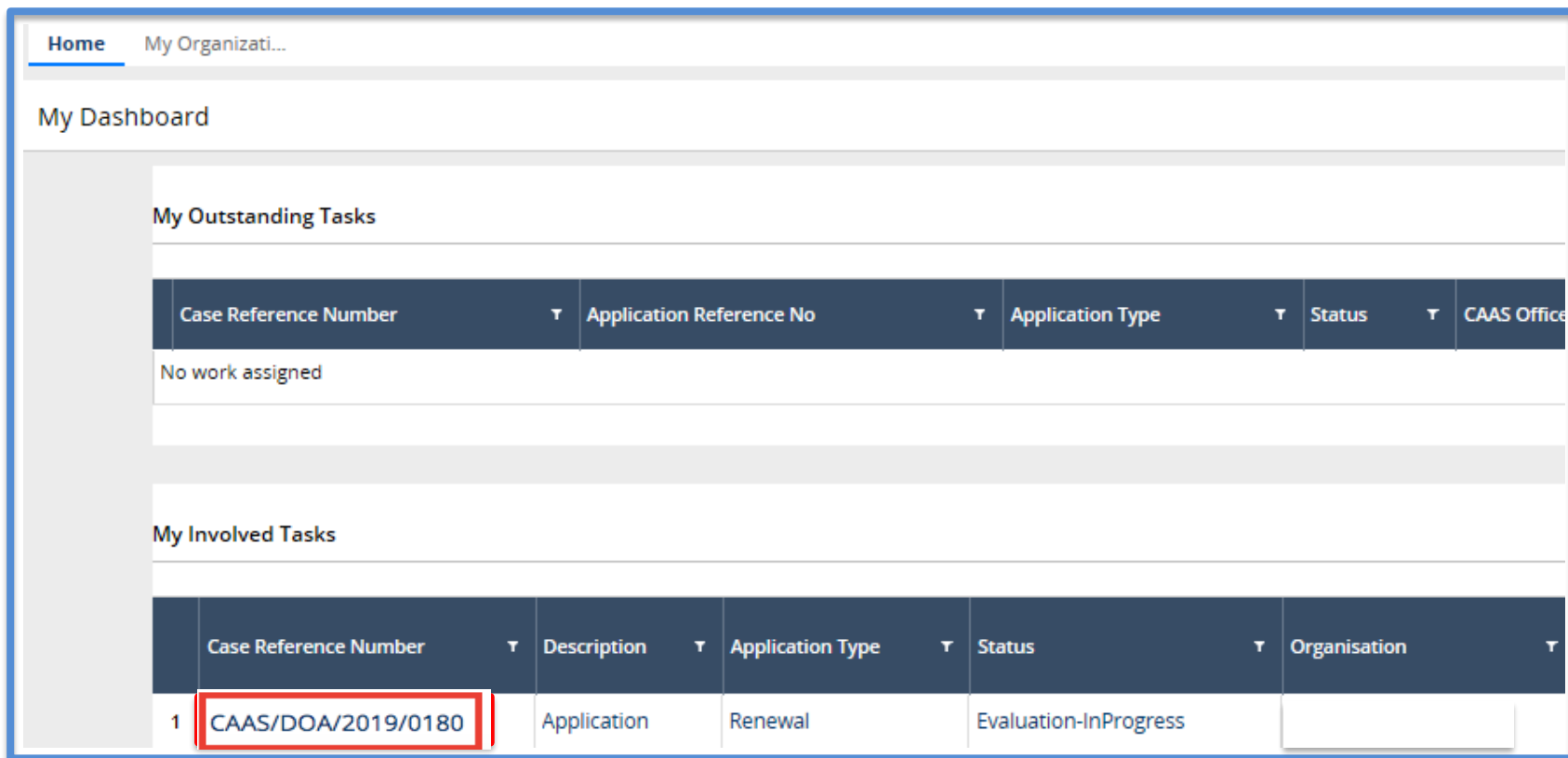
My Dashboard

My Outstanding Tasks

	Case Reference Number	Application Reference No	Application Type	Status	C
1	CAAS/DOA/2019/0180		Renewal		W

My Involved Tasks

During POC 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 application interface with a top navigation bar containing 'Home' and 'My Organization...'. Below this is a 'My Dashboard' section. The dashboard is divided into two main areas: '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, and CAAS Office. Below this table, it states 'No work assigned'. The 'My Involved Tasks' section shows 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' cell, which contains the value 'CAAS/DOA/2019/0180'. The other cells in this row are 'Application', 'Renewal', 'Evaluation-InProgress', and an empty 'Organisation' cell.

	Case Reference Number	Description	Application Type	Status	Organisation
1	CAAS/DOA/2019/0180	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.

The screenshot displays the 'Application Review' page for 'CAAS/DOA/2019/0119'. The 'Case Information' tab is selected and highlighted with a red box. The page shows the following details:

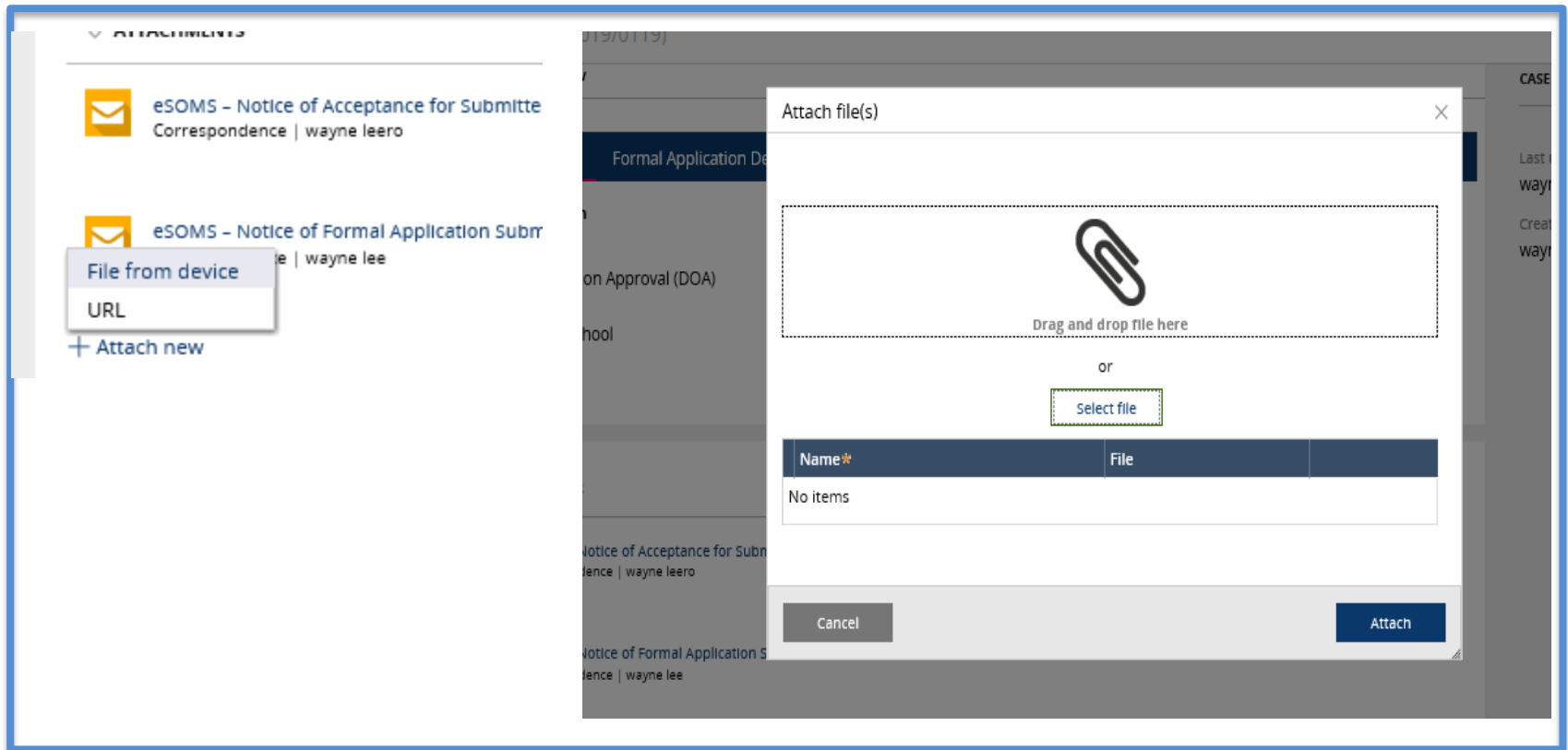
Case information	
Approval Type Design Organisation Approval (DOA)	Application Type Applicant
Organisation	Application Status Evaluation In-Progress

Below the case information, the 'ATTACHMENTS' section is visible, showing two existing attachments:

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

A red box highlights the '+ Attach new' button at the bottom of the attachments section.

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

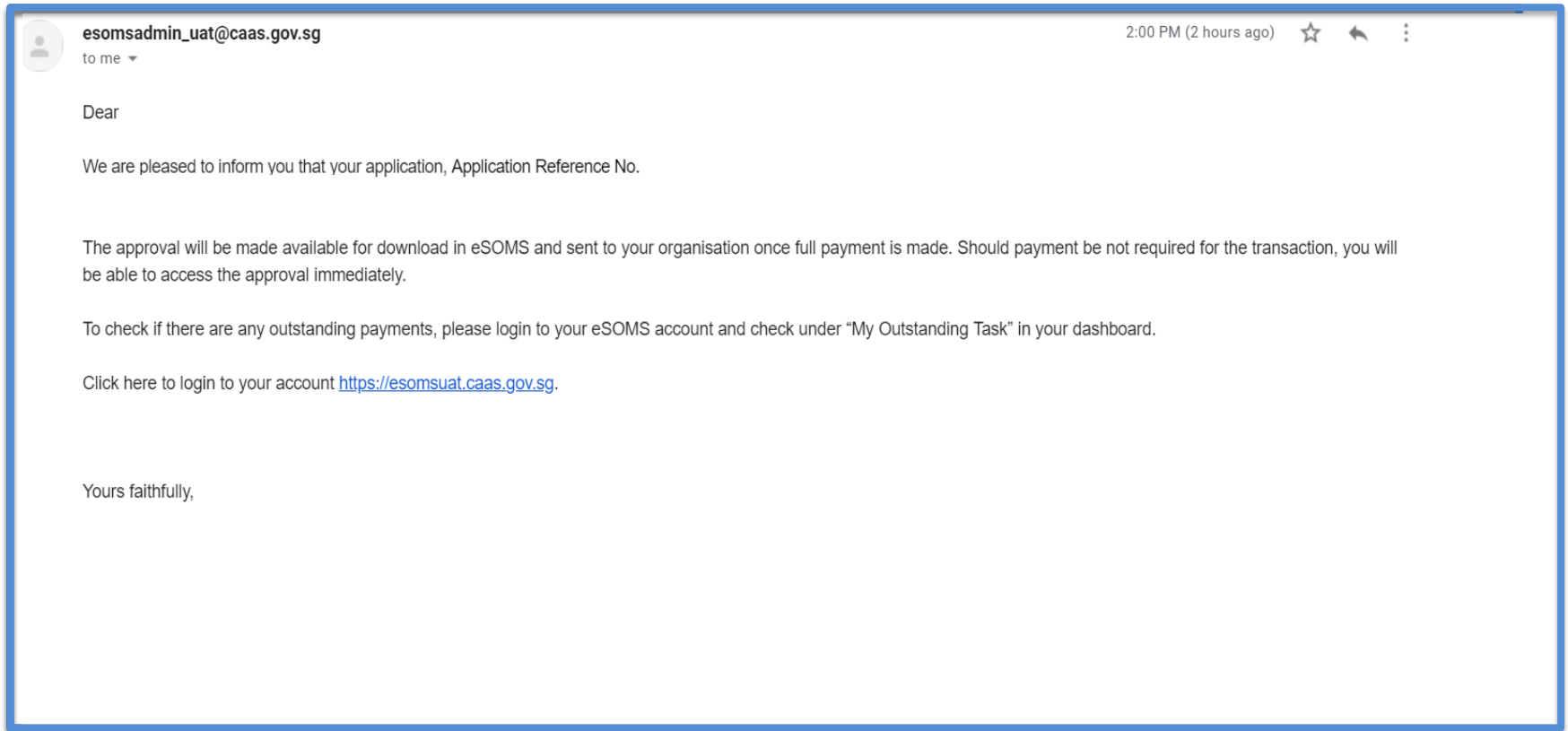
My Outstanding Tasks

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/DOA/2019/0180	Application	Renewal	Certification-InProgress

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



Fee Payment

Step 1: Upon completion of certification, payment cases for approval fee and man-hour charges will be created in your dashboard under “My Outstanding Tasks”

My Dashboard						
My Outstanding Tasks						
	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/PM/2019/0480	CAAS/DOA/2019/0180	Renewal	Pending-Payment		18 July, 2019 10:06:45 AM SGT

Step 1: Click on the payment case, and check that the amount is correct before paying.

S No.	Item Description	Amount (SGD)	Due Date
1	Approval Fee	1,100.00	29/7/19

Total Amount (SGD) 1,100.00

Net Payable Amount (SGD) 1,100.00

Cancel

Download

Pay Later

Pay Now

Step 2: Select the payment mode: Credit Card (limited to SGD 5000) or Telegraphic Transfer (TT).

Make Payment

Application No.	CAAS/DOA/2019/0180
Payment Advice No.	CAAS/PM/2019/0480
Payment Advice Date	18/07/2019
Payment Mode★	<div>✓ Select... Credit Card TT/Wire TRF/GIRO</div>

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.

Make Payment

Application No.

CAAS/DOA/2019/0180

Payment Advice No.

CAAS/PM/2019/0480

Payment Advice Date

18/07/2019

Payment Mode★

TT/Wire TRF/GIRO ▾

Amount

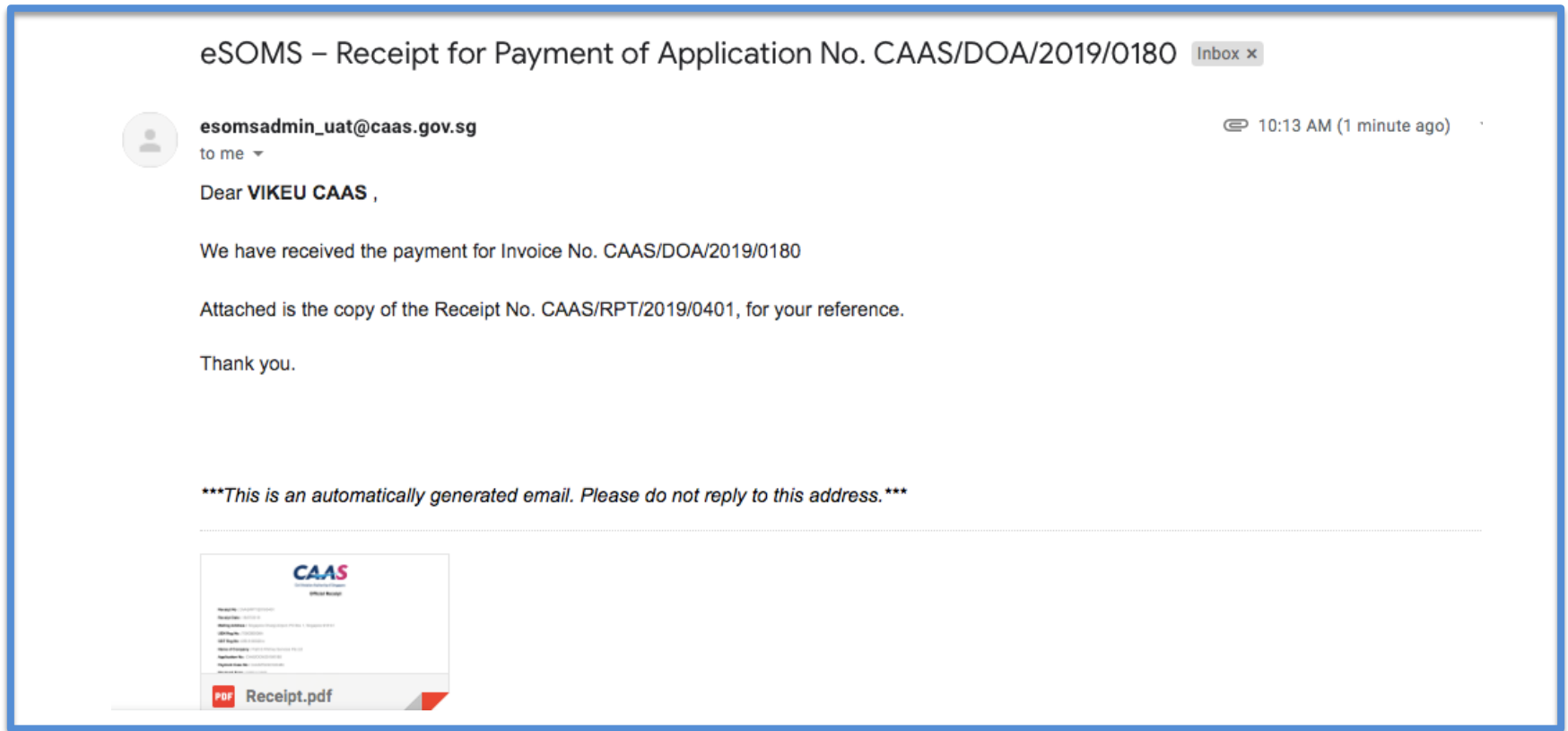
1,100.00 SGD

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.



The status of the payment case will also be updated as completed.

Approval

Application (CAAS/DOA/2019/0180)

Application Review

Case Information

Formal Application Details

Previous Application Details

Evaluation Action(s)

Payment(s)

Payment Details

	Payment Case Reference No	Status
1	CAAS/PM/2019/0480	Payment Completed

Downloading of DOA/POA certificate

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

The screenshot displays the eSOMS Enterprise Safety Oversight Management System homepage. The left sidebar contains the following navigation links: 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 shows 'My Dashboard' with sections for 'My Outstanding Tasks' and 'My Involved Tasks', each containing a table of tasks with columns for Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated.

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated







Step 2: Select “Applications by Approval Type”

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) web application. The top header features the eSOMS logo and navigation links for Home, My Organization, and Search. A notification bell icon with a red '47' badge and a user profile icon labeled 'WL' are in the top right corner. The left sidebar contains a menu with links: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), Mandatory Defect Report (MDR), a '+ New' button, and a '+ Profile Settings' button. The main content area is titled 'My Search' and includes a 'Search Type' dropdown menu. This menu is open, showing a list of options: 'Select Search Type', 'Applications By Approval Type' (highlighted with a red box), 'Evaluation Actions', 'Evaluation Tasks', 'MOR Operator Or MORATO', and 'MORDG'.

Step 3: select DOA or POA under the mandatory field “Approval Type” and click Search

My Search

Search Type Applications By Approval Type ▾

Approval Type★	Design Organisation Approval (DOA) ▾	Application Type	Select Application Type..... ▾
Status	Select Status..... ▾	Approval Number	<input type="text"/>
Application Number	<input type="text"/>	Application Date To	<input type="text"/> 
Application Date From	<input type="text"/> 	Approval Issue Date To	<input type="text"/> 
Approval Issue Date From	<input type="text"/> 	Approval Expiry Date To	<input type="text"/> 
Approval Expiry Date From	<input type="text"/> 		

Reset Search

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

Approval Type★

Design Organisation Approval (DOA) ▾

Status

Select Status..... ▾

Application Number

Application Date From

Approval Issue Date From

Approval Expiry Date From

Reset

Search

Export to Excel

Application Number	Approval Type	Application Type	Application Date	Approval Number	Final Approval Date
CAAS/DOA/2019/0180	Design Organisation Approval (DOA) Renewal		18/7/19 9:51 AM	AWI/DOA/014	18/7/19 09:58 AM

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

Application Review

Case Information

Formal Application Details

Previous Application Details

Evaluation Action(s)

Payment(s)


Case information

Approval Type
Design Organisation Approval (DOA)
Organisation

Application Type
Renewal
Application Status
Application Completed

Applicant

ATTACHMENTS

 Approval Of Design Signatory.pdf
SystemGenerated | Service Level Agent

Summary

5 Stages:

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

- END -