



# A guide for local organisations: **MTO Renewal**

**CAAS**

Civil Aviation Authority of Singapore

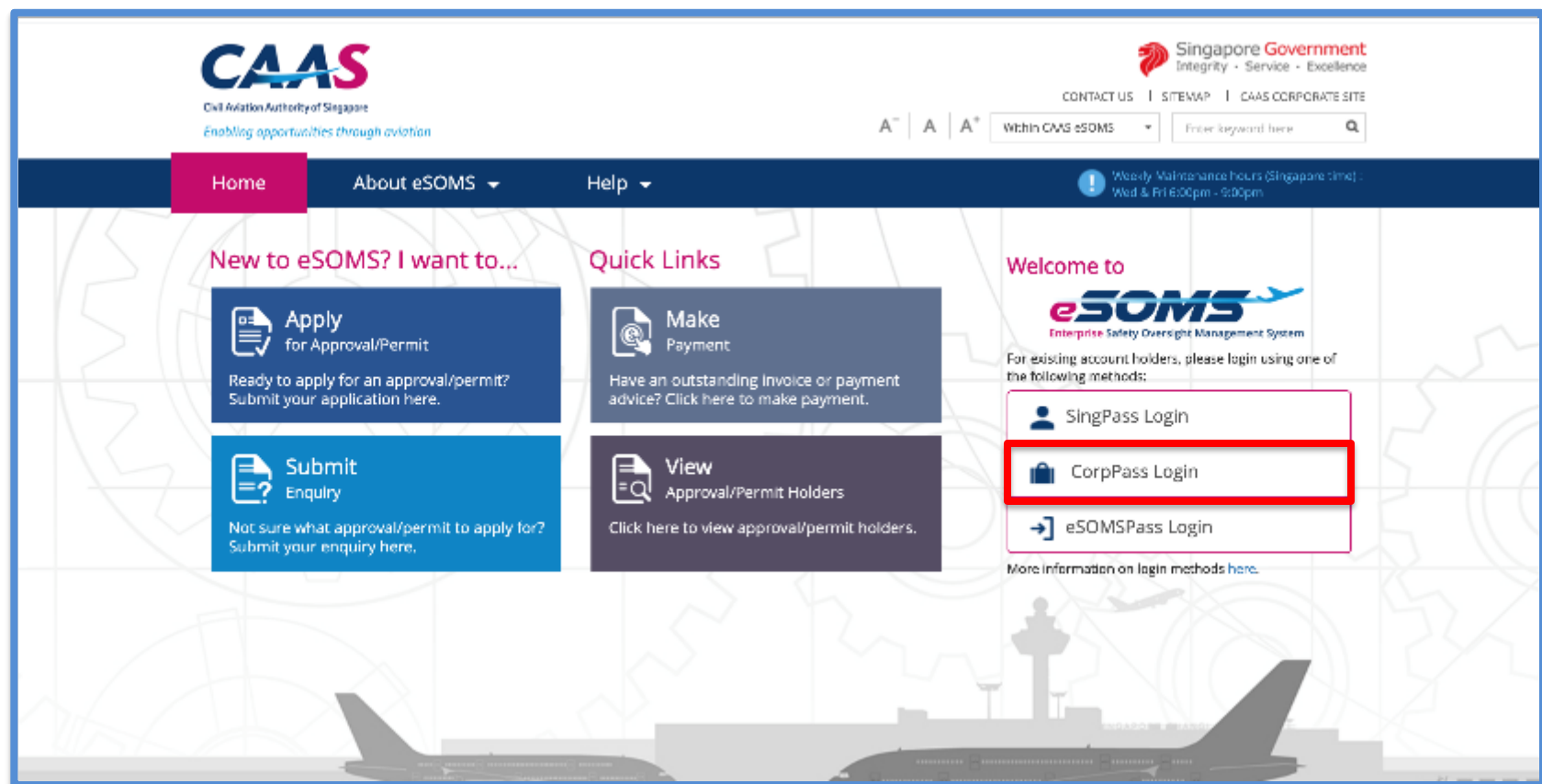
# 6 Stages Process

1. Login via CorpPass
2. Applying for MTO Renewal
3. Formal Application
4. Fee Payment
5. Validation & Evaluation by CAAS Officer
6. Approval & Downloading of MTO certificate

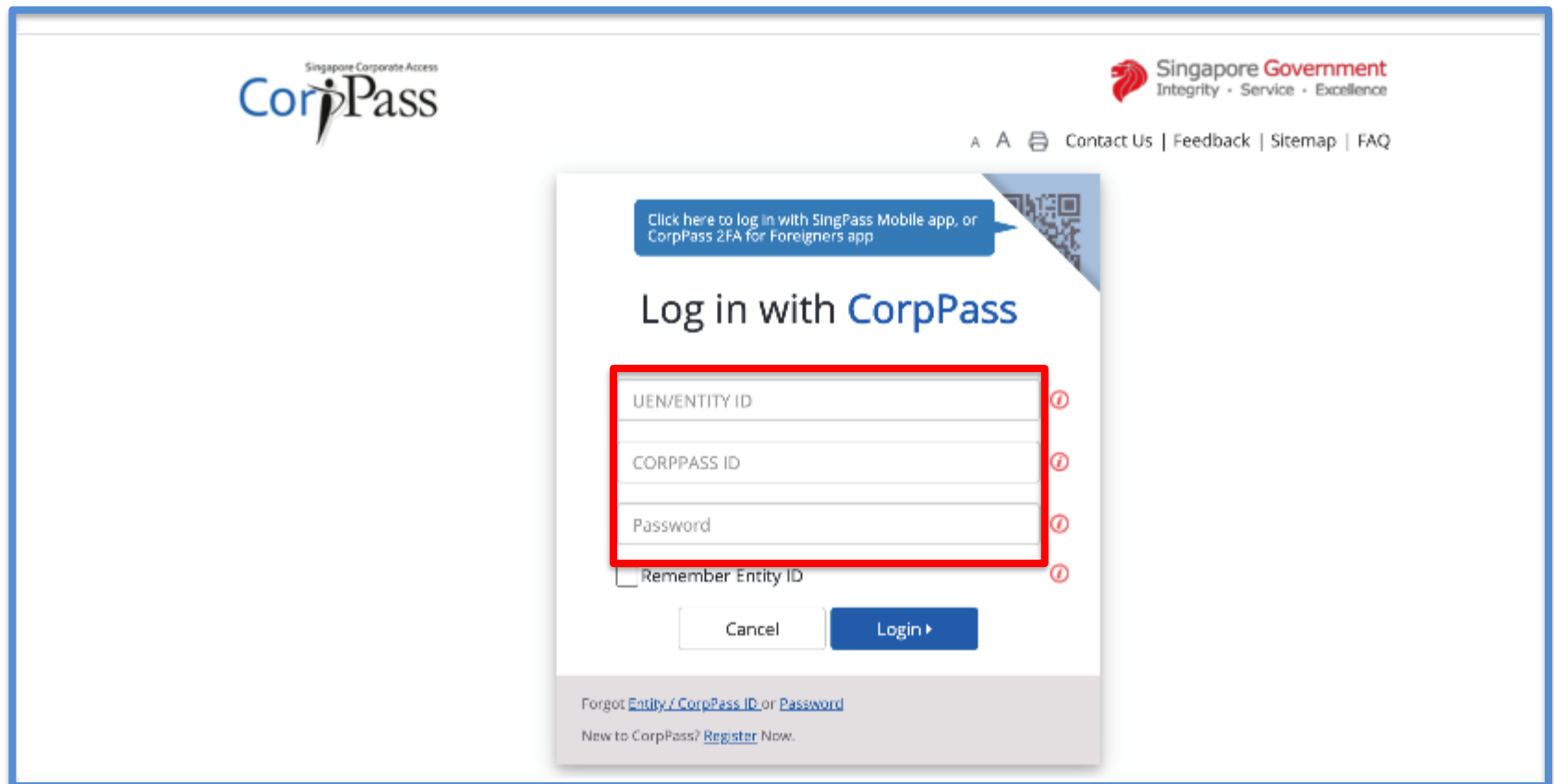


# Login via CorpPass

## Step 1: Select 'CorpPass Login' method on [esoms.caas.gov.sg](https://esoms.caas.gov.sg)



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



Singapore Corporate Access

CorpPass

Singapore Government  
Integrity · Service · Excellence

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Click here to log in with SingPass Mobile app, or CorpPass 2FA for Foreigners app

### Log in with CorpPass

UEN/ENTITY ID ⓘ

CORPPASS ID ⓘ

Password ⓘ

☐ Remember Entity ID ⓘ

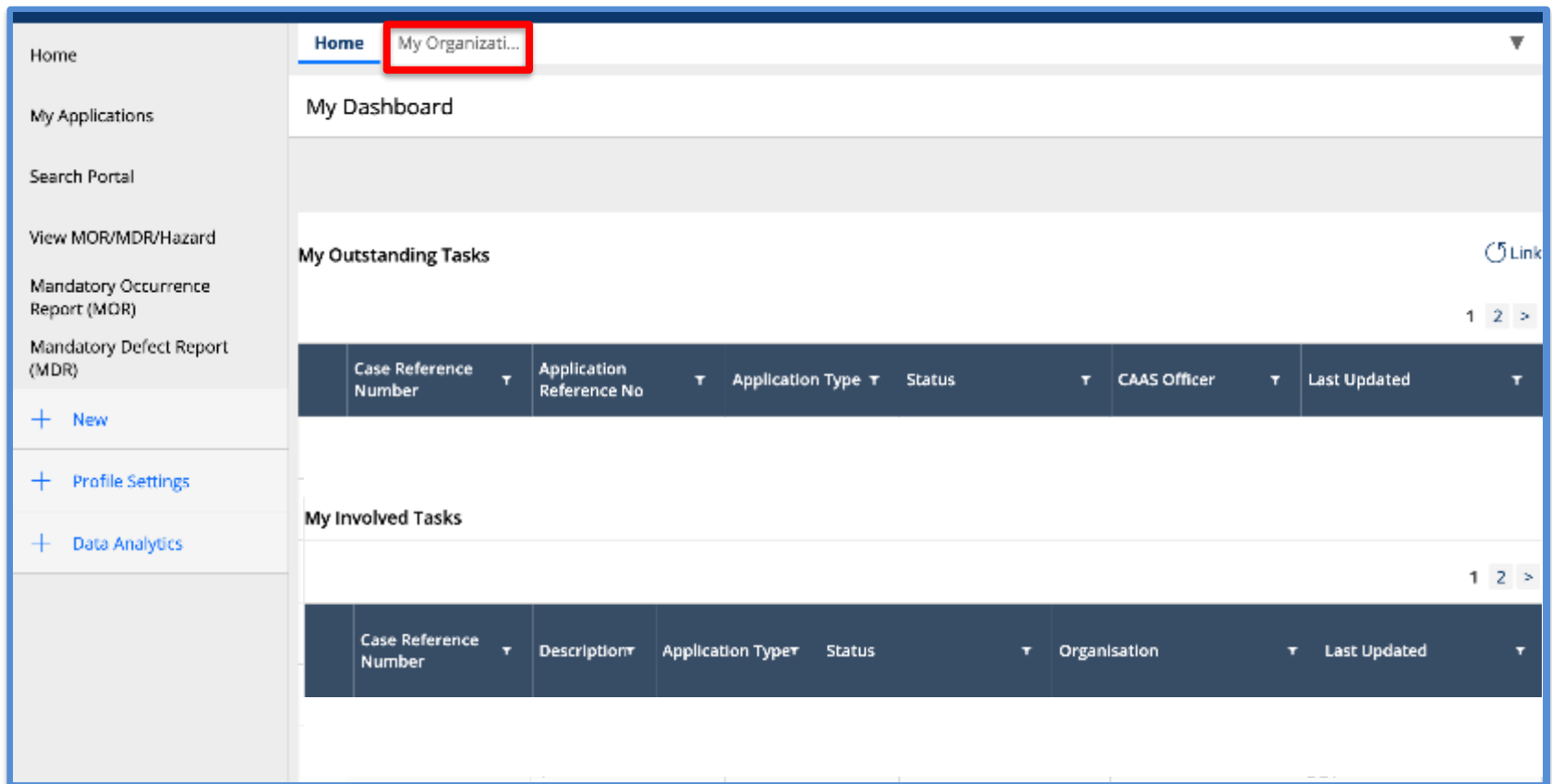
Cancel Login ▶

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

New to CorpPass? [Register Now](#).

# Applying for MTO renewal

## Step 1: Upon login, click on 'My Organisation'



The screenshot displays the CAAS user interface. On the left is a vertical sidebar with 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 top navigation bar has two tabs: 'Home' and 'My Organization...', with the latter highlighted by a red rectangle. The main content area is titled 'My Dashboard' and contains two sections: 'My Outstanding Tasks' and 'My Involved Tasks'. Each section includes a table with task details and a pagination control.

**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 MTO and click on 'Renewal'

Home **My Organization's Approvals**

My Organization's Approvals

Approval Type Valid Till Date Registration Number

Reset Search

Approval Details		Application Types	
Approval Type	MTO	From Date	1/8/20
Approval Number	MTO/006	To Date	30/10/20

Renewal Variation Replacement Certificate Surrender Approval

**Note:** Renewal button will only 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

The screenshot shows the 'Approval' page in the CAAS system. The left sidebar contains navigation links: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), and Mandatory Defect Report (MDR). Below these are links for New, Profile Settings, and Data Analytics. The main content area is titled 'Approval' and includes a breadcrumb trail: Home > My Organization > Approval. A green 'Actions' button is in the top right. The 'Capture Additional Approval Details' section shows 'Approval Type: Maintenance Training Organisation (MTO)' and 'Application Type: Renewal'. A purple badge indicates 'MA MTO PEL Applicant'. The 'CASE DETAILS' sidebar shows 'Last updated by: MTO PEL Applicant (1m ago)' and 'Created by: MTO Applicant 1 (2mo ago)'. The 'Renewal With Variation' section asks 'Do you want to Vary the Approval in the same application?' with 'Yes' (selected) and 'No' radio buttons. A red-bordered callout box explains: 'Variation refers to any changes to the following: Change of Training Location, Change of Scope, Change of Company Name and/or Registered Address, Revision to Manuals, Changes to Organisation Key Personnel, Change of Training Personnel'. The 'Additional Questions related to Application' section shows 'You have selected Renewal application for Maintenance Training Organisation (MTO)'. At the bottom, it displays 'CAAS Approval No: MTO/006' and '31/10/2020'.

Home My Organization Approval

Approval

Actions

Capture Additional Approval Details MA MTO PEL Applicant

Approval Type: Maintenance Training Organisation (MTO) 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 Training Organisation (MTO)

To help us process your application, kindly provide the following details:

CAAS Approval No: MTO/006

31/10/2020

**CASE DETAILS**

Last updated by: MTO PEL Applicant (1m ago)

Created by: MTO Applicant 1 (2mo ago)

Variation refers to any changes to the following:

- Change of Training Location
- Change of Scope
- Change of Company Name and/or Registered Address
- Revision to Manuals
- Changes to Organisation Key Personnel
- Change of Training Personnel

## Step 1: Please select 'Yes' if you would like to apply for a variation during the renewal period

The screenshot shows the 'Approval' page in the CAAS system. The left sidebar contains navigation links: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), and Mandatory Defect Report (MDR). Below these are links for New, Profile Settings, and Data Analytics. The main content area is titled 'Approval' and includes a breadcrumb trail: Home > My Organization > Approval. The 'Capture Additional Approval Details' section shows 'Approval Type: Maintenance Training Organisation (MTO)' and 'Application Type: Renewal'. The 'Renewal With Variation' section asks 'Do you want to Vary the Approval in the same app?' with 'Yes' selected. The 'CASE DETAILS' sidebar shows 'Last updated by: MTO PEL Applicant (1m ago)' and 'Created by: MTO Applicant 1 (2mo ago)'. A red-bordered note box contains the following text:

**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 any one point in 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” was selected

The screenshot displays the 'Approval' section of the CAAS portal. 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 titled 'Approval' and includes an 'Actions' dropdown and a help icon. Below the title, a section 'Additional Questions related to Application' provides context: 'You have selected Renewal application for Maintenance Training Organisation (MTO). To help us process your application, kindly provide these details.' It shows 'CAAS Approval No' as MTO/006 and 'Approval Expiry Date' as 31/10/2020. A 'Variation Type' section with a red box highlights a list of checkboxes: Change of Training Location, Change of Scope, Change of Company Name and/or Registered Address, Changes to Organisation Key Personnel, Revision to Manuals, and Change of Training Personnel. At the bottom are 'Cancel', 'Save', and 'Submit' buttons.

Home My Organizati... **Approval**

Approval Actions

**Additional Questions related to Application**

You have selected Renewal application for Maintenance Training Organisation (MTO). To help us process your application, kindly provide these details.

CAAS Approval No MTO/006 Approval Expiry Date 31/10/2020

**Variation Type \***

- ☐ Change of Training Location
- ☐ Change of Scope
- ☐ Change of Company Name and/or Registered Address
- ☐ Changes to Organisation Key Personnel
- ☐ Revision to Manuals
- ☐ Change of Training Personnel

Cancel Save Submit

## Step 3: Verify Applicant/Organisation Details

The screenshot displays the 'Approval' section for 'CAAS/MTO/2020...'. 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 shows a progress bar with 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: Maintenance Training Organisation (MTO)' and 'Application Type: Renewal'. At the bottom, there are 'Cancel', 'Save', and 'Continue' buttons.

Home My Organizati... Approval CAAS/MTO/2020...

Approval

Application (CAAS/MTO/2020/0136) 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 Training Organisation (MTO) Application Type: Renewal

Cancel Save Continue

## Step 4: Enter formal application details

The screenshot shows a web application interface for CAAS/MTO/2020. 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 has a breadcrumb trail: Home > My Organization > Approval > CAAS/MTO/2020... The page title is 'Approval Application (CAAS/MTO/2020/0136)' with an 'Actions' button. A progress bar shows four steps: 1. Applicant/Organisation Details, 2. Formal Application Details (highlighted with a red box), 3. Upload Documents, and 4. Preview Application. The 'Formal Application Details' section is expanded, showing a table for 'Training Location' with one row. The row contains fields for Country/Region (dropdown), State (dropdown), City (text, pre-filled with 'Singapore'), Street / Building (text), and Postal Code (text). Below the table is a section for 'Scope of Training Course' with a 'Description of Training Course' field. At the bottom are 'Cancel', 'Back', 'Save', and 'Continue' buttons.

Home My Organization Approval CAAS/MTO/2020...

Approval Application (CAAS/MTO/2020/0136) Actions

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

Training Location

+ Add Row

1	Country/Region*	State	City*	
			Singapore	
	Street / Building*		Postal Code*	

Scope of Training Course

Description of Training Course\*

Cancel Back Save Continue

## Step 5: Upload relevant, mandatory, additional documents

The screenshot displays the 'CAAS/MTO/2020...' application page. 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 shows the application progress with four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents (highlighted with a red box), and 4. Preview Application. Below the progress bar, the 'Approval Documents' section includes a text prompt: '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)'. A table with columns: Name, File, Category, Attach, Remark, Status, and an empty row follows. Below the table, the 'Mandatory Documents' section contains a note: 'Note : If N/A is checked, please provide justification in remark column.' At the bottom, there are buttons for Cancel, Back, Save, and Continue.

Home My Organizati... Approval CAAS/MTO/2020...

Approval

Application (CAAS/MTO/2020/0136) Actions

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

**Approval Documents**

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
No Items					

**Mandatory Documents**

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

Cancel Back Save Continue

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

Home My Organizati... Approval CAAS/MTO/2020...

Approval

Application (CAAS/MTO/2020/0136) 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** ← Click to upload documents

Name	File
No Items	

Cancel Back

### Note:

1. For the first renewal in eSOMS, please upload the latest approved/accepted:
  - a. MTOE (including list of approved training personnel)
  - b. Protocol Questions with MTOE Reference
  - c. Procedures Manual (if any).
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

The screenshot shows a web application interface for CAAS/MTO/2020. 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 has a breadcrumb trail: Home > My Organization > Approval > CAAS/MTO/2020... The page title is 'Approval Application (CAAS/MTO/2020/0136)' with an 'Actions' dropdown. A progress bar shows four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application (highlighted with a red box). Below the progress bar, the 'Application Details' section shows 'Approval Type: Maintenance Training Organisation (MTO)' and 'Application Type: Renewal'. The 'Renewal With Variation' section contains the text: 'You have selected Renewal Application. Do you want to Vary the Approval in the same application? Yes'. At the bottom, there are buttons for 'Cancel', 'Back', 'Save', and 'Submit'.

Home My Organization... Approval CAAS/MTO/2020...

Approval Application (CAAS/MTO/2020/0136) Actions

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

**Application Details**

Approval Type: Maintenance Training Organisation (MTO) Application Type: Renewal

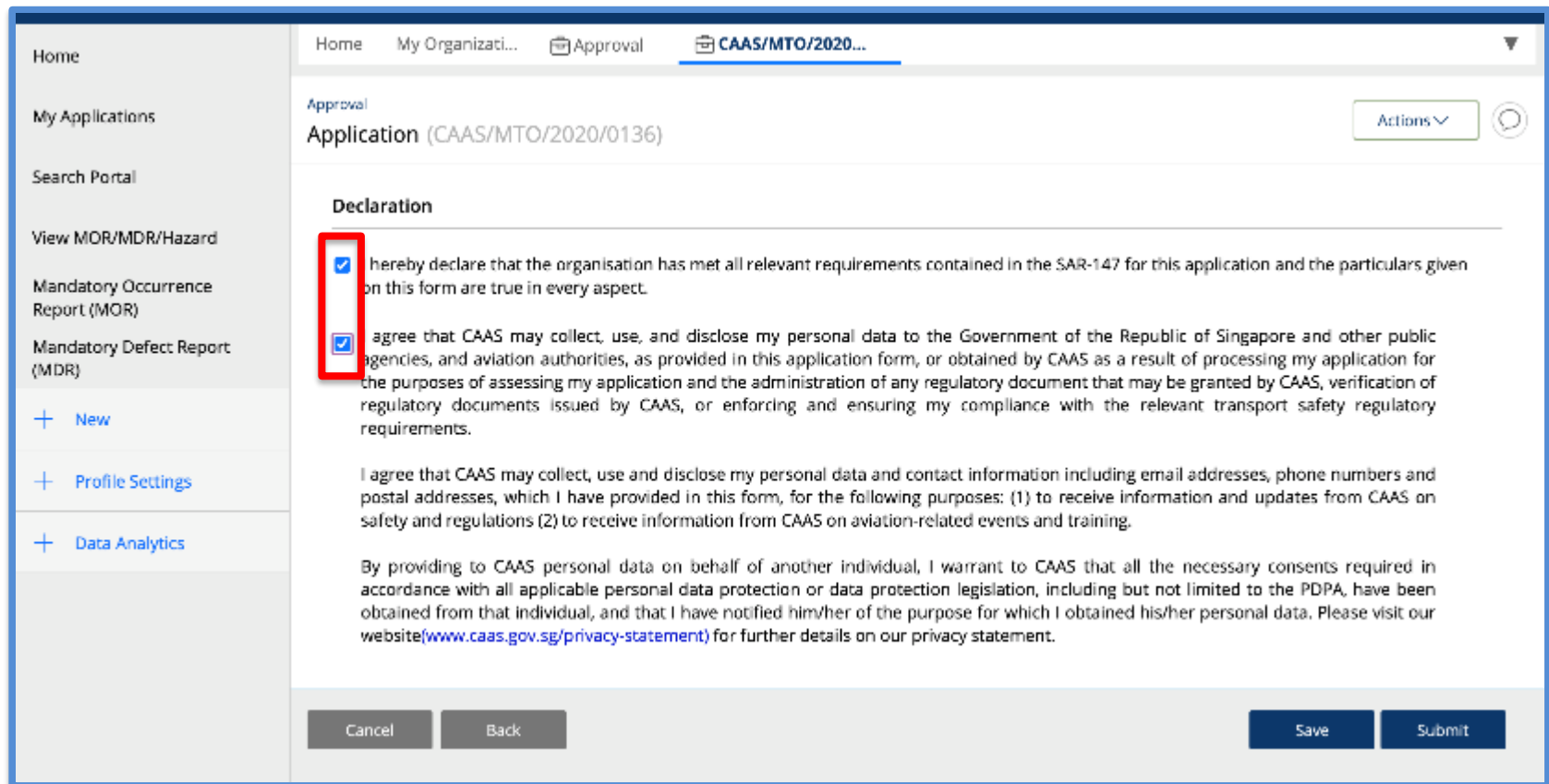
**Renewal With Variation**

You have selected Renewal Application

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

Cancel Back Save Submit

## Step 6: Complete declaration before submitting



The screenshot shows a web application interface for CAAS MTO/2020. 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 titled 'Approval' and 'Application (CAAS/MTO/2020/0136)'. It features a 'Declaration' section with two checkboxes, both of which are checked and highlighted by a red rectangle. The first checkbox is for declaring compliance with SAR-147 requirements. The second checkbox is for agreeing to CAAS's data collection and disclosure policies. Below the checkboxes, there is a paragraph explaining the purposes of data collection and a paragraph regarding the warrant provided by the user on behalf of another individual. At the bottom of the form, there are buttons for 'Cancel', 'Back', 'Save', and 'Submit'.

Home My Organization... Approval CAAS/MTO/2020...

Approval

Application (CAAS/MTO/2020/0136) Actions

**Declaration**

☒ I hereby declare that the organisation has met all relevant requirements contained in the SAR-147 for this application and the particulars given on this form are true in every aspect.

☒ 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.

Cancel Back Save Submit

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

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. A notification box at the top center states: "esoms-uat.caas.gov.sg says: Your application has been successfully submitted. You will be directed to make payment for applicable application fees. Please ensure that the necessary payments are made, in order for CAAS to proceed with the evaluation of your application. Please note that further processing of your application will only commence after all necessary payments have been completed." Below the notification, the "Review NonBillable Payment" section is visible, indicating that the application will only be processed once payment is made. It shows the Payment Invoice Number as CAAS/PM/2020/0795 and the Date as 31/08/2020 12:09 PM. The right sidebar contains "CASE DETAILS" with fields for "Last updated by" and "Created by".

**Payment (CAAS/PM/2020/0795)**

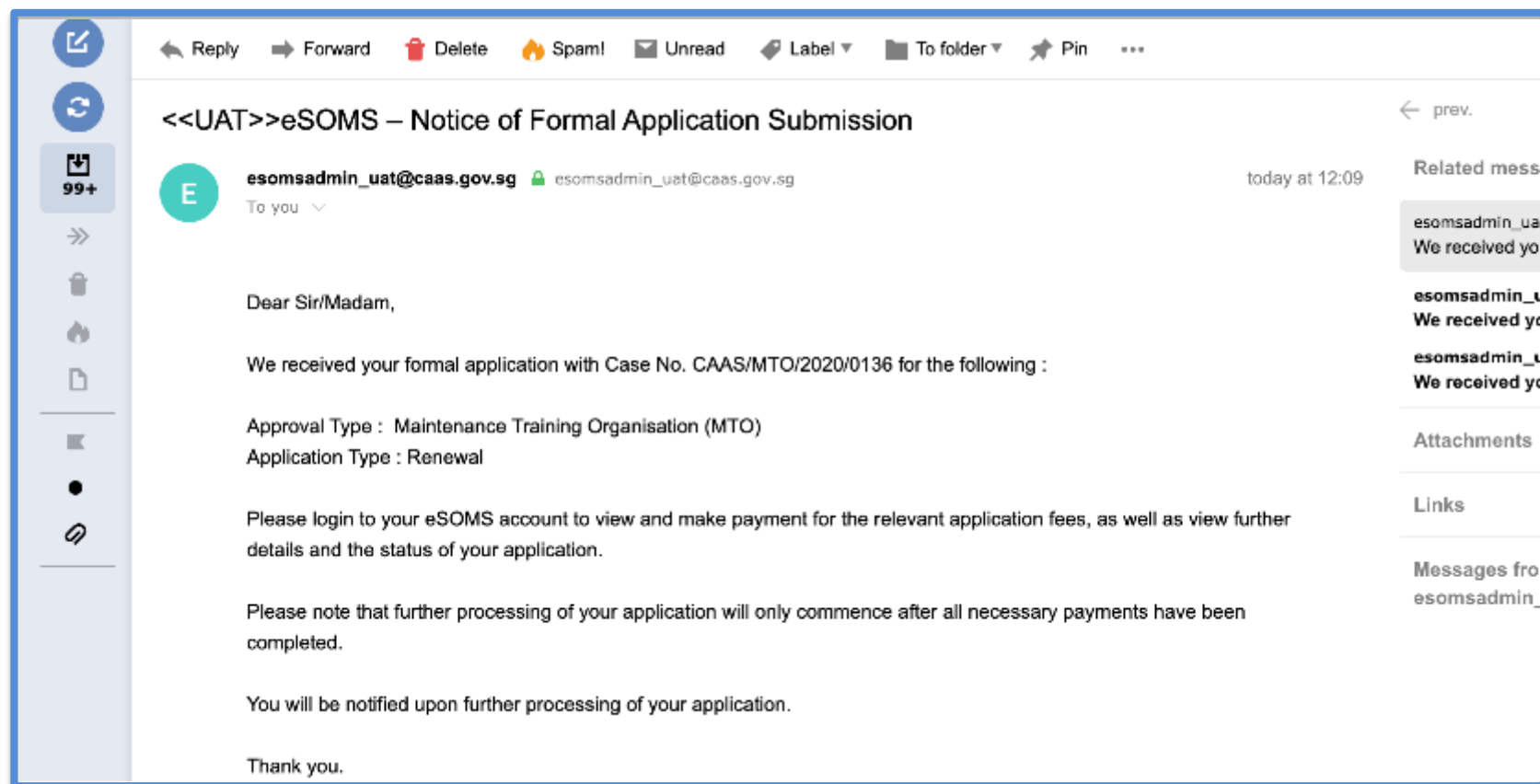
**Review NonBillable Payment**  
Applicant Can Review Non Billable Payment

The Application will only be processed once payment is made.

Payment Invoice Number: CAAS/PM/2020/0795  
Date: 31/08/2020 12:09 PM  
Organisation Name: [Redacted]  
Organisation Address: [Redacted]  
Applicant Name: [Redacted]

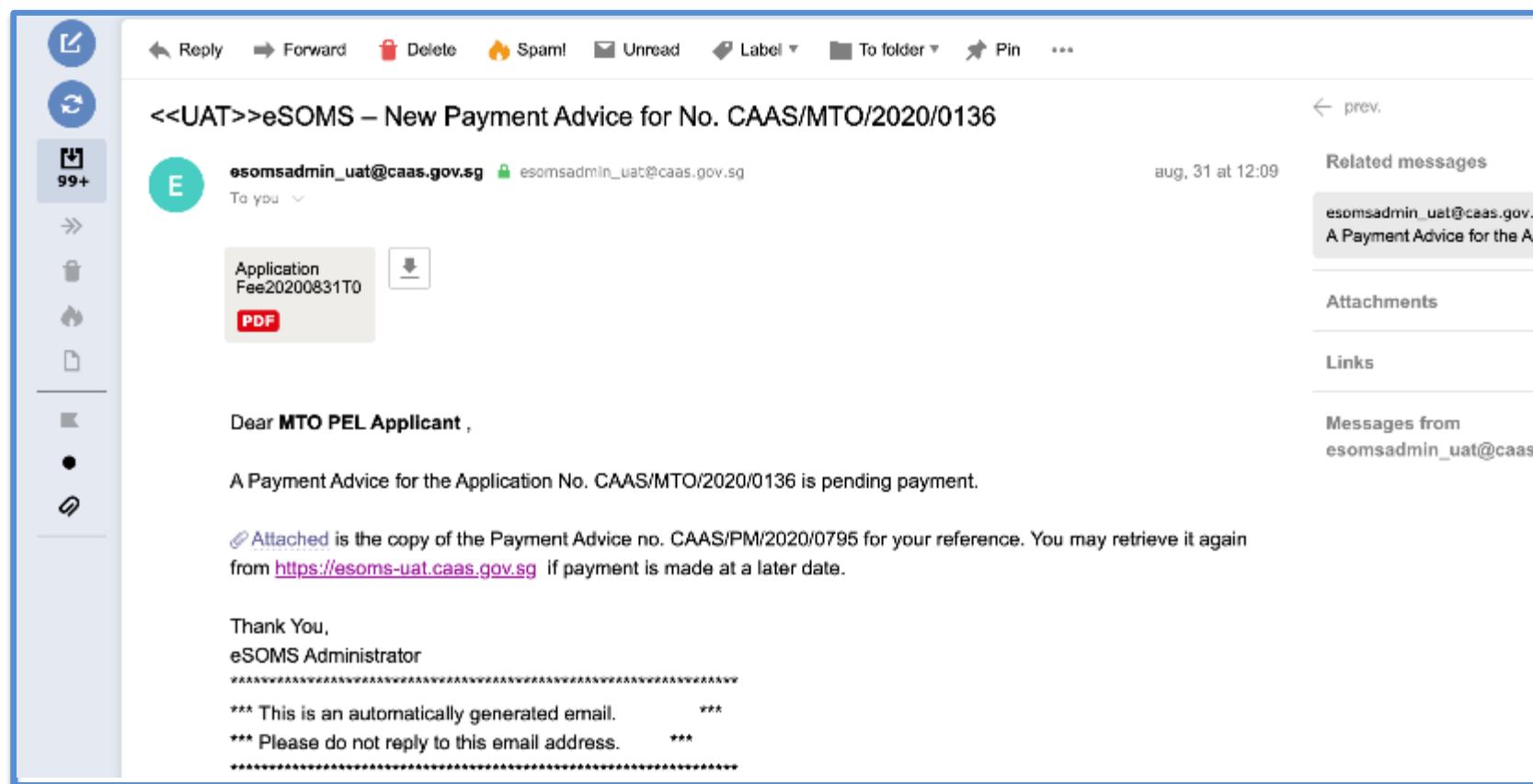
S No.	Item Description	Amount (SGD)	Due Date
1	Renewal Fee for MTO Application	....	14/9/20
2	Variation Fee for MTO Application	.....	14/9/20

## Notification by email



# Fee Payment

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



Payment case will be created “My Outstanding Tasks” in dashboard  
**Step 1:** Login and click on the payment case

The screenshot shows the CAAS dashboard interface. On the left is a sidebar menu with options: 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 titled 'My Dashboard' and features a section 'My Outstanding Tasks' highlighted with a red box. Below this is a table with the following data:

	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/PM/2020/0798	CAAS/MTO/2020/0137	Renewal	Pending-Payment		1 September, 2020 9:42:06 AM SGT

A red arrow points from the text 'Status will be seen as 'Pending Payment'' to the 'Status' column of the table row.

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

Home My Organization... Approval **CAAS/PM/2020/...**

Approval > Application

Payment (CAAS/PM/2020/0795) Actions

S No.	Item Description	Amount (SGD)	Due Date
1	Renewal Fee for MTO Application		14/9/20
2	Variation Fee for MTO Application		14/9/20

Total Amount (SGD)

Net Payable Amount (SGD)

Cancel Download Pay Later Pay Now

**Instructions:**

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



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

The screenshot displays the 'Make Payment' interface within the CAAS PM/2020/... application. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links such as 'Home', 'My Applications', 'Search Portal', 'View MOR/MDR/Hazard', 'Mandatory Occurrence Report (MOR)', 'Mandatory Defect Report (MDR)', '+ New', '+ Profile Settings', and '+ Data Analytics'.
- Top Navigation:** Includes 'Home', 'My Organization...', 'Approval', and 'CAAS/PM/2020/...'.
- Main Content Area:**
  - Approval > Application:** Shows a table with columns 'S No.' and 'Item Des'. It lists two items: '1 Renewal' and '2 Variation'.
  - Total Amount (SGD):** A field for the total amount.
  - Net Payable Amount (SGD):** A field for the net payable amount.
  - Cancel:** A button to cancel the payment.
  - Instructions:** A section stating 'Payment can be made by'.
- Make Payment Modal:**
  - Application No.:** CAAS/MTO/2020/0136
  - Payment Advice No.:** CAAS/PM/2020/0795
  - Payment Advice Date:** 31/08/2020
  - Payment Mode:** A dropdown menu with options: 'Select...', 'Credit Card', and 'TT/Wire TRF/GIRO'. This dropdown is highlighted with a red box.
  - Payer Details:**
    - Payer Name:** MTO PEL Applicant
    - Payer Organisation:**
    - Payer Contact Number:**
    - Payer Email Address:**
  - Buttons:** 'Cancel' and 'Submit' buttons at the bottom.

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



The image shows a screenshot of a Wirecard EASYPAY payment page. The page has a white background with a blue border. At the top, the 'wirecard' logo is displayed in blue, with a red dot above the 'i'. Below the logo is an orange horizontal line, and under that, the word 'EASYPAY' is written in white on an orange rectangular background. The text 'IMPORTANT:' is in bold. Below it, the following details are listed: 'Pay to Merchant : Civil Aviation Authority of Singapore UAT Account', 'Reference No : CAAS/PM/2020/0794-1598959892', and 'Amount : SGD'. Below this information, the text 'Please click a logo below to select your payment type' is displayed. There are three logos: the VISA logo in blue, the Mastercard logo (two overlapping red and orange circles) with the word 'mastercard' below it, and a black button with 'PAY WITH MasterPass' and the MasterPass logo. Below the logos is a 'Cancel' button. At the bottom, a copyright notice reads 'Copyright © 2018 Wirecard Singapore Pte Ltd. All rights reserved.'.


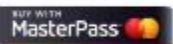
**wirecard**

**EASYPAY**

**IMPORTANT:**

**Pay to Merchant** : Civil Aviation Authority of Singapore UAT Account  
**Reference No** : CAAS/PM/2020/0794-1598959892  
**Amount** : SGD

Please click a logo below to select your payment type

**VISA**  **mastercard** 

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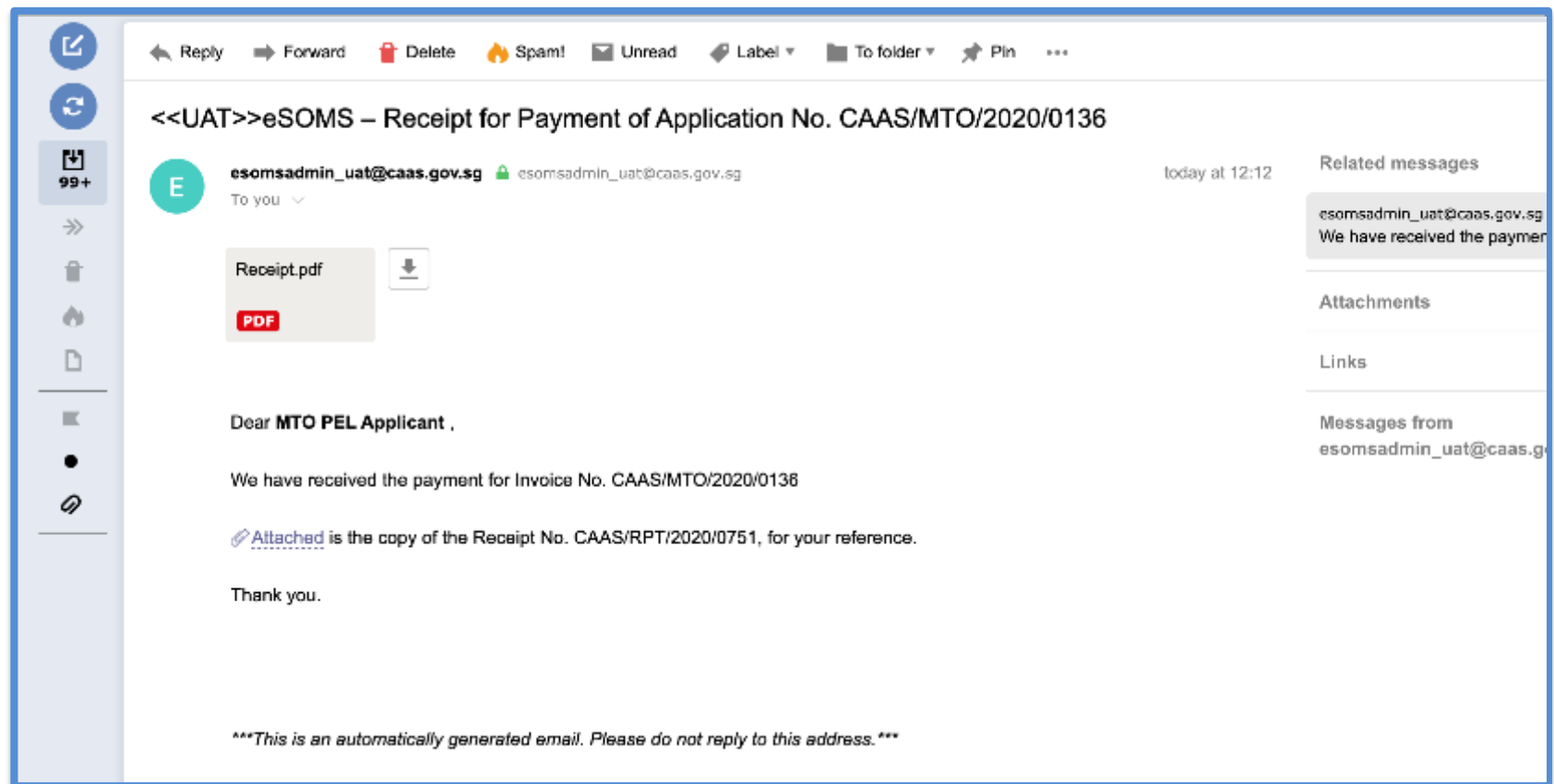
**Step 3b:** If payment is via TT, please arrange with your Finance to initiate the transaction separately. Upon successful transaction, please fill in the transaction reference number and date in the page as shown below.

The screenshot shows the 'Make Payment' form in the CAAS/PM/2020/... system. The form is titled 'Make Payment' and contains the following fields:

- Application No.: CAAS/MTO/2020/0136
- Payment Advice No.: CAAS/PM/2020/0795
- Payment Advice Date: 31/08/2020
- Payment Mode: TT/Wire TRF/GIRO (selected from a dropdown)
- Amount: SGD
- TT/Wire TRF/GIRO Number: (empty field, highlighted with a red box)
- TT/Wire TRF/GIRO Date: (empty field with a calendar icon, highlighted with a red box)
- Remarks: (empty text area)

The form also includes a 'Cancel' button and an 'Instructions' section stating 'Payment can be made by'. The 'Payer Details' section is partially visible at the bottom.

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'.

The screenshot shows a web application interface for CAAS/MTO/2020... 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 titled 'My Involved Tasks' and displays a table of application details. A red box highlights the 'My Involved Tasks' tab and the first row of the table. A red arrow points to the 'Status' column of the first row, with the text 'Status updated' in red above it.

	Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1	CAAS/MTO/2020/0136	Application	Renewal	Payment-SuccessfulAppSubmitted		31 August, 2020 12:11 PM SGT

# Validation & Evaluation by CAAS Officer

During this process, more information/documents may be requested by the PMI. In that case, the application will be routed back “My Outstanding Tasks” dashboard for follow-up.

Home My Organization...

My Dashboard

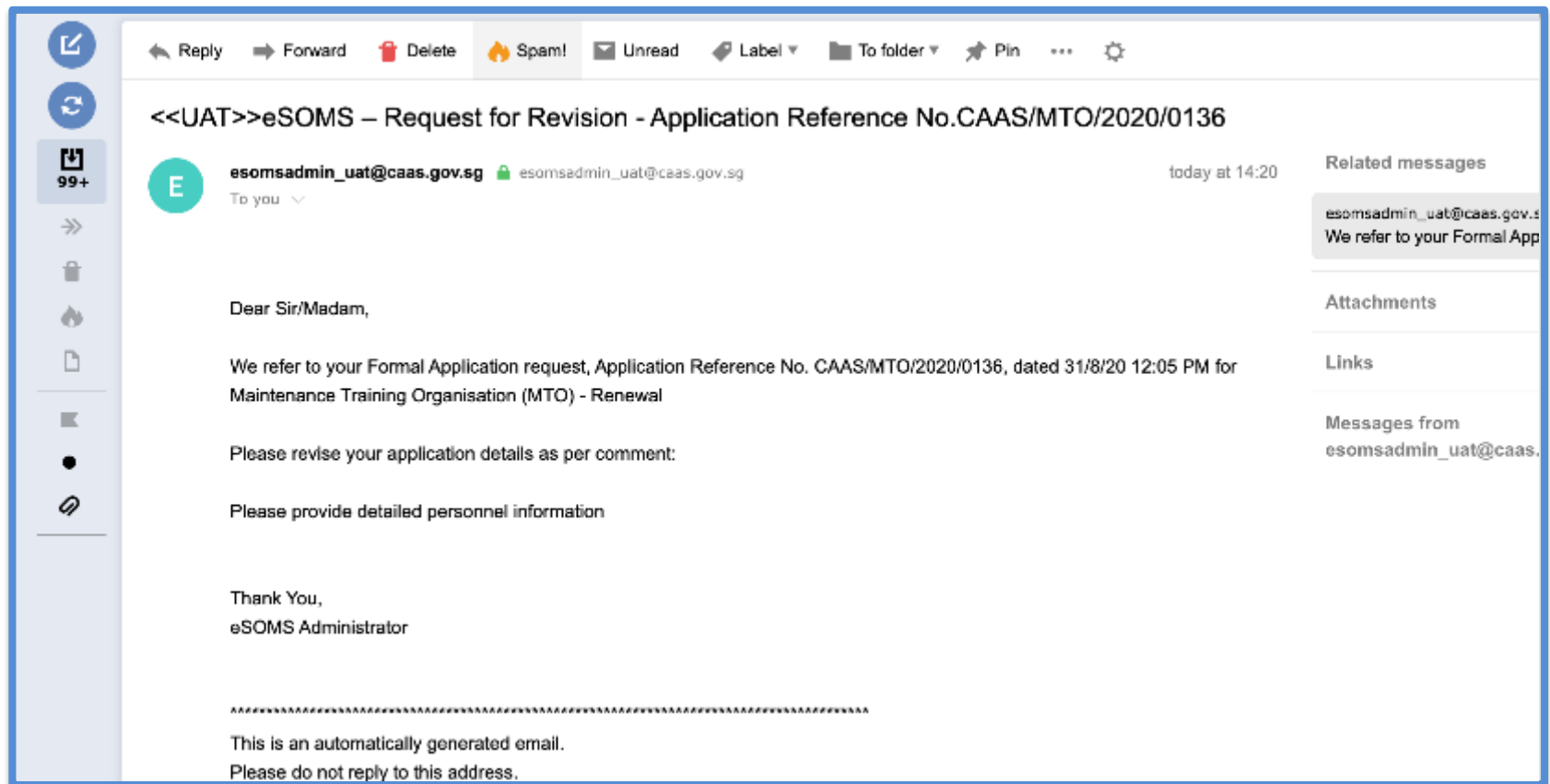
My Outstanding Tasks

	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/MTO/2020/0136	CAAS/MTO/2020/0136	Renewal	Payment-SuccessfulAppSubmitted		31 August, 2020 2:20:12 PM SGT

My Involved Tasks

	Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
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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 the formal application. Repeat steps in 'Formal Application'.

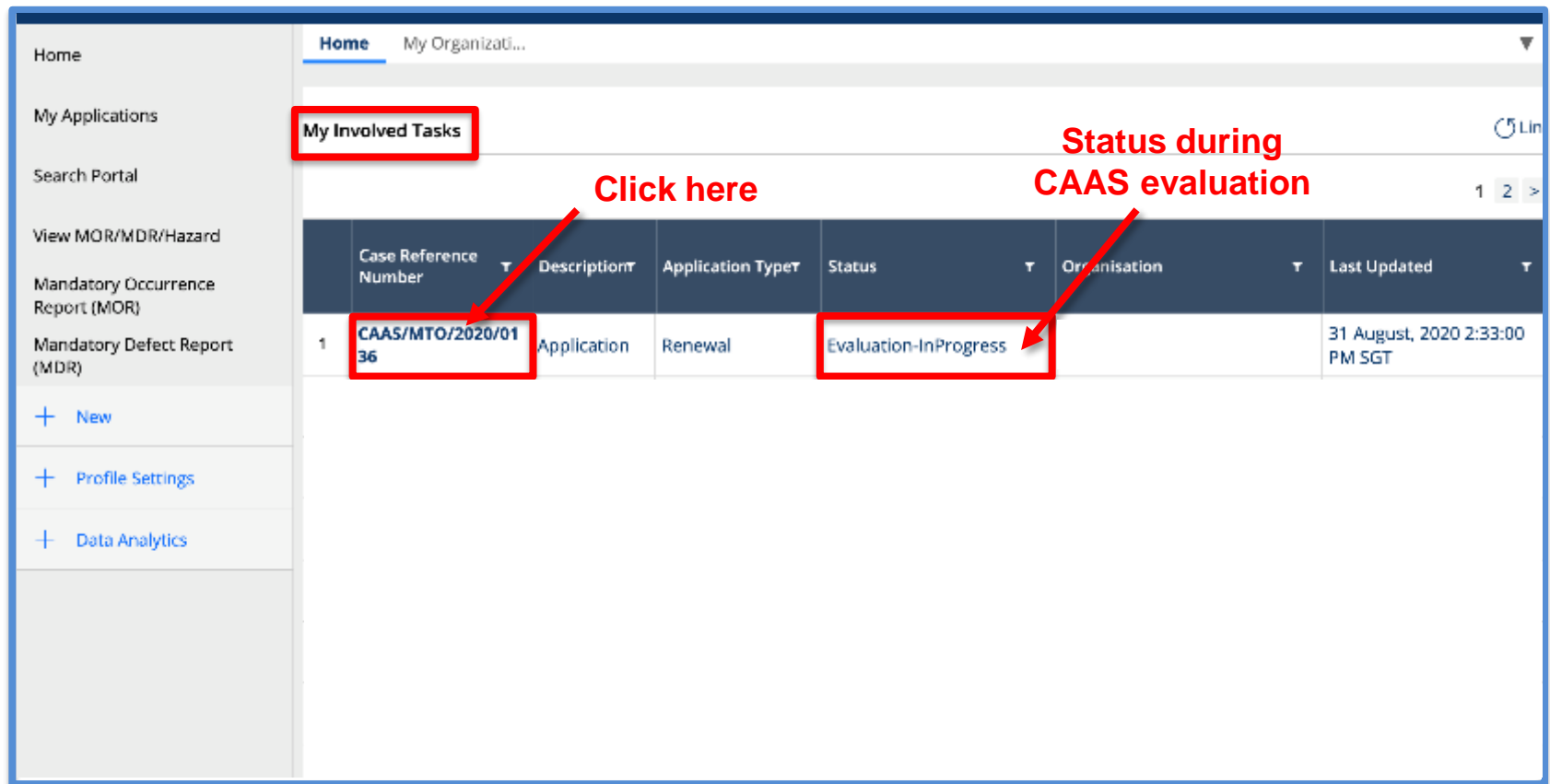
The screenshot shows the CAAS user interface. On the left is a sidebar with navigation links: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), Mandatory Defect Report (MDR), + New, + Profile Settings, and + Data Analytics. The main content area has a top bar with 'Home' and 'My Organization...'. Below this is a 'My Dashboard' section. The 'My Outstanding Tasks' section is highlighted with a red box. It contains a table with the following data:

	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/MTO/2020/0136	CAAS/MTO/2020/0136	Renewal	Payment-SuccessfulAppSubmitted		31 August, 2020 2:20:12 PM SGT

Below the 'My Outstanding Tasks' section is the 'My Involved Tasks' section, which is currently empty. A red arrow points to the 'Case Reference Number' column header in the 'My Outstanding Tasks' table with the text 'Click here'.

During PMI evaluation phase, applicant can 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 displays the CAAS system interface. On the left is a sidebar with navigation options: 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 has tabs for 'Home' and 'My Organization...'. Below the 'Home' tab, there is a section titled 'My Involved Tasks' (highlighted with a red box). This section contains a table with the following columns: Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated. The first row of the table is highlighted and contains the following data: Case Reference Number: CAAS/MTO/2020/0136 (highlighted with a red box), Description: Application, Application Type: Renewal, Status: Evaluation-InProgress (highlighted with a red box), Organisation: (blank), and Last Updated: 31 August, 2020 2:33:00 PM SGT. Red arrows point from the text 'Click here' to the 'Case Reference Number' and from the text 'Status during CAAS evaluation' to the 'Status' column.

	Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1	CAAS/MTO/2020/0136	Application	Renewal	Evaluation-InProgress		31 August, 2020 2:33:00 PM SGT

## Step 2: Under 'Case Information', scroll down to 'Attachments' Section

Home My Organization... **CAAS/MTO/2020...** ← **New tab is opened**

Approval  
Application (CAAS/MTO/2020/0136) Actions ▾

**Application Review**  
**Under this section, scroll down**

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

**Case information**

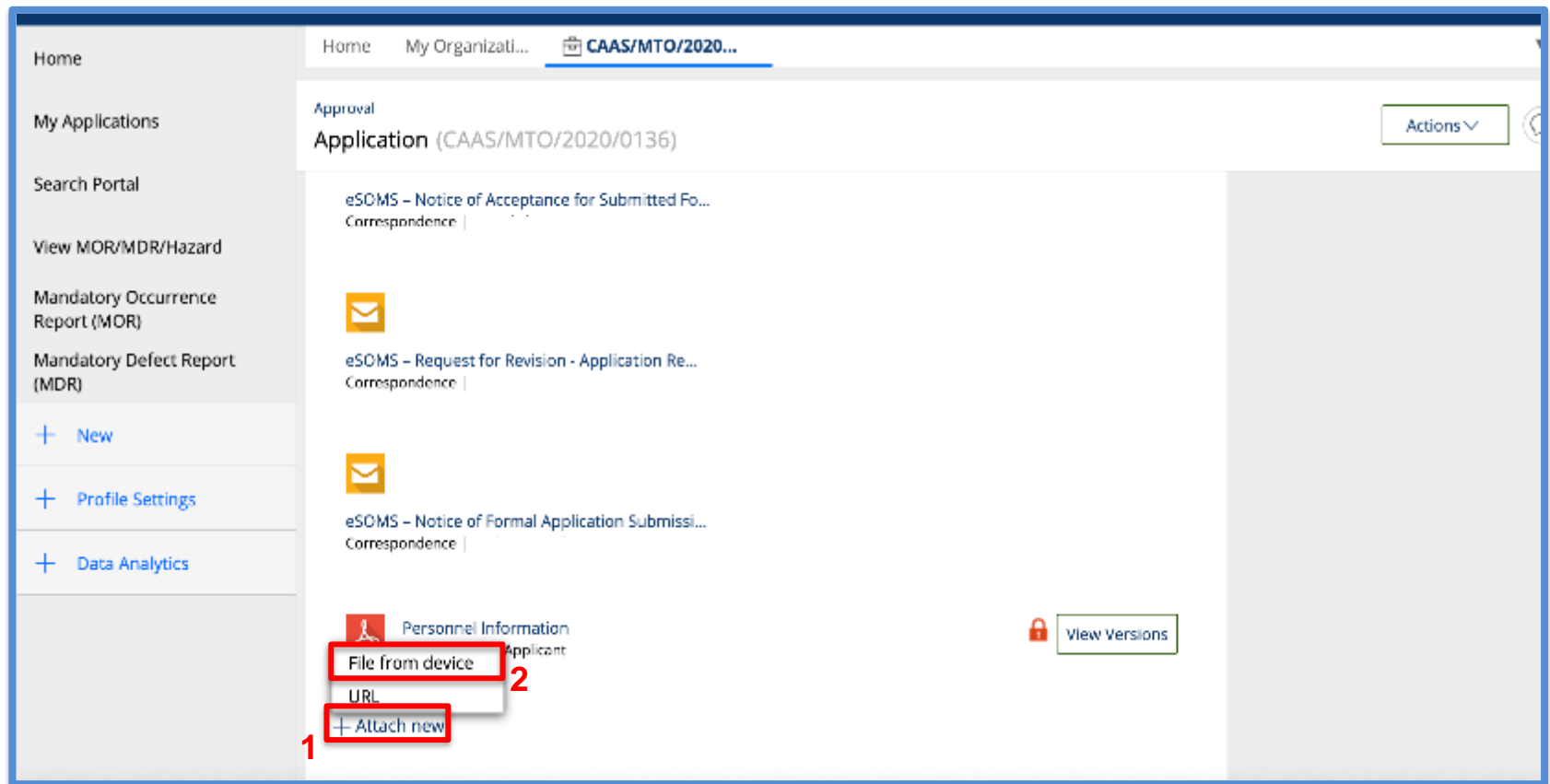
Approval Type	Application Type	Applicant
Maintenance Training Organisation (MTO)	Renewal	
Organisation	Application Status	
	Evaluation In-Progress	

**Payment(s)**

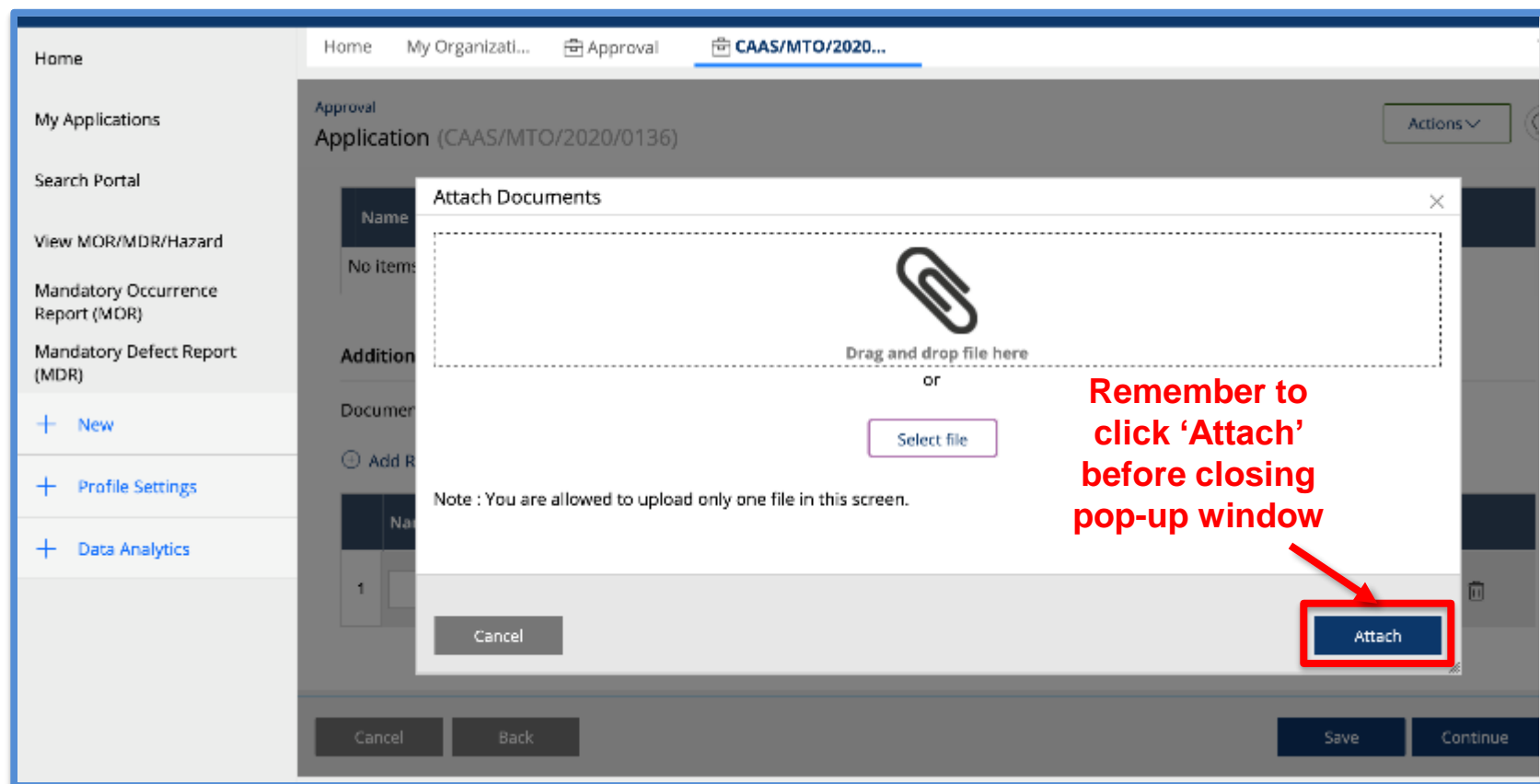
▼ **ATTACHMENTS**

**CASE DETAILS**  
Last updated by

**Step 2:** Under 'Attachments' Section, click on '+ Attach new' then 'File from device' to upload additional document



## Step 3: Then attach document

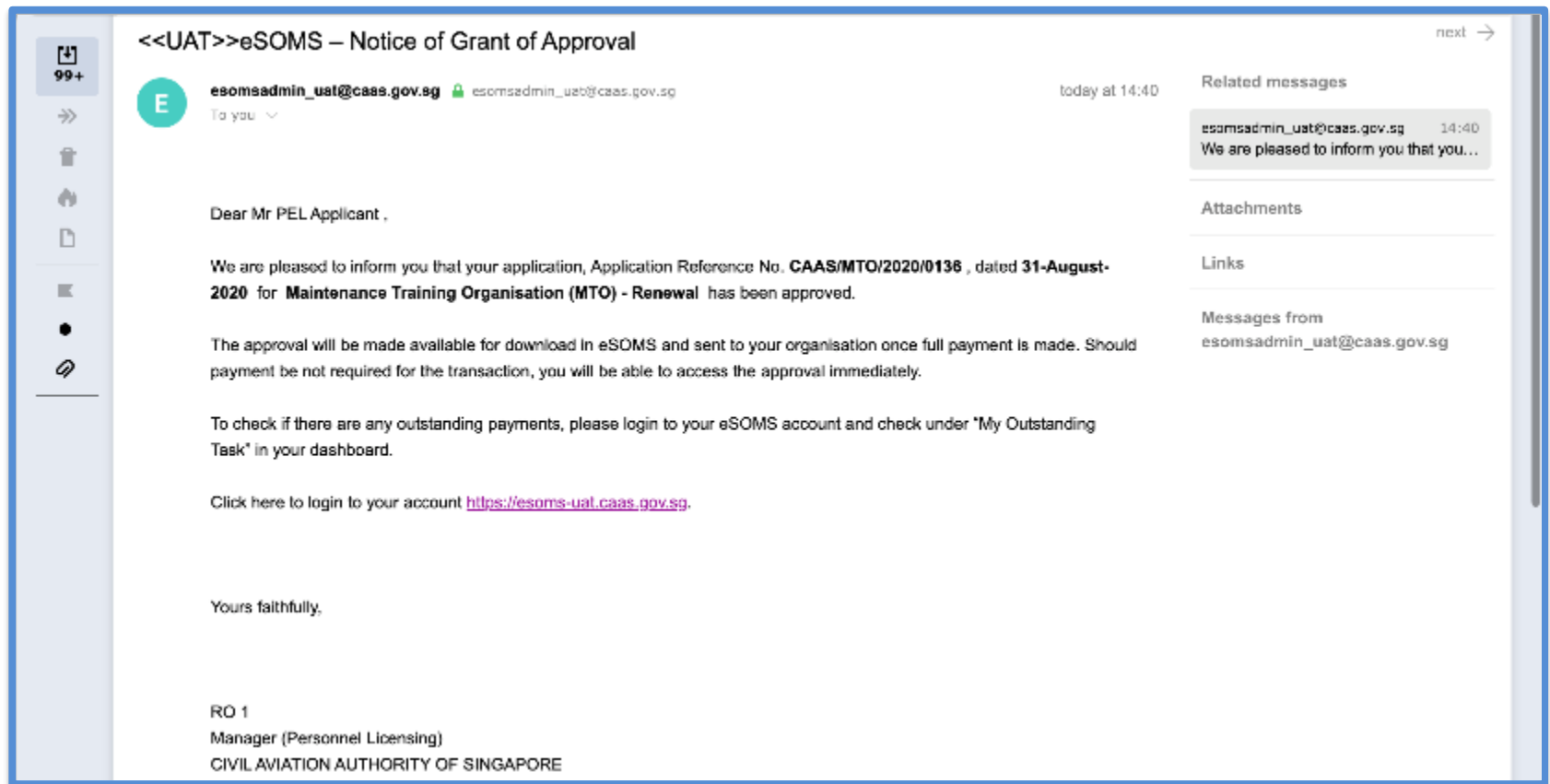


After successful evaluation, the application status will be updated to “Certification-InProgress” under ‘My Involved Tasks’

The screenshot displays the CAAS application portal interface. On the left is a sidebar menu with options: 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 has a top navigation bar with 'Home' and 'My Organizati...'. Below this, a tab labeled 'My Involved Tasks' is highlighted with a red box. A table lists tasks, with the first row highlighted. The 'Status' column for this row is 'Certification-InProgress', which is also highlighted with a red box. A red arrow points from the text 'Status updated' to this status cell. The table has columns: Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated. The first row contains: 1, CAAS/MTO/2020/0136, Application, Renewal, Certification-InProgress, and 31 August, 2020 2:38:20 PM SGT.

	Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1	CAAS/MTO/2020/0136	Application	Renewal	Certification-InProgress		31 August, 2020 2:38:20 PM SGT

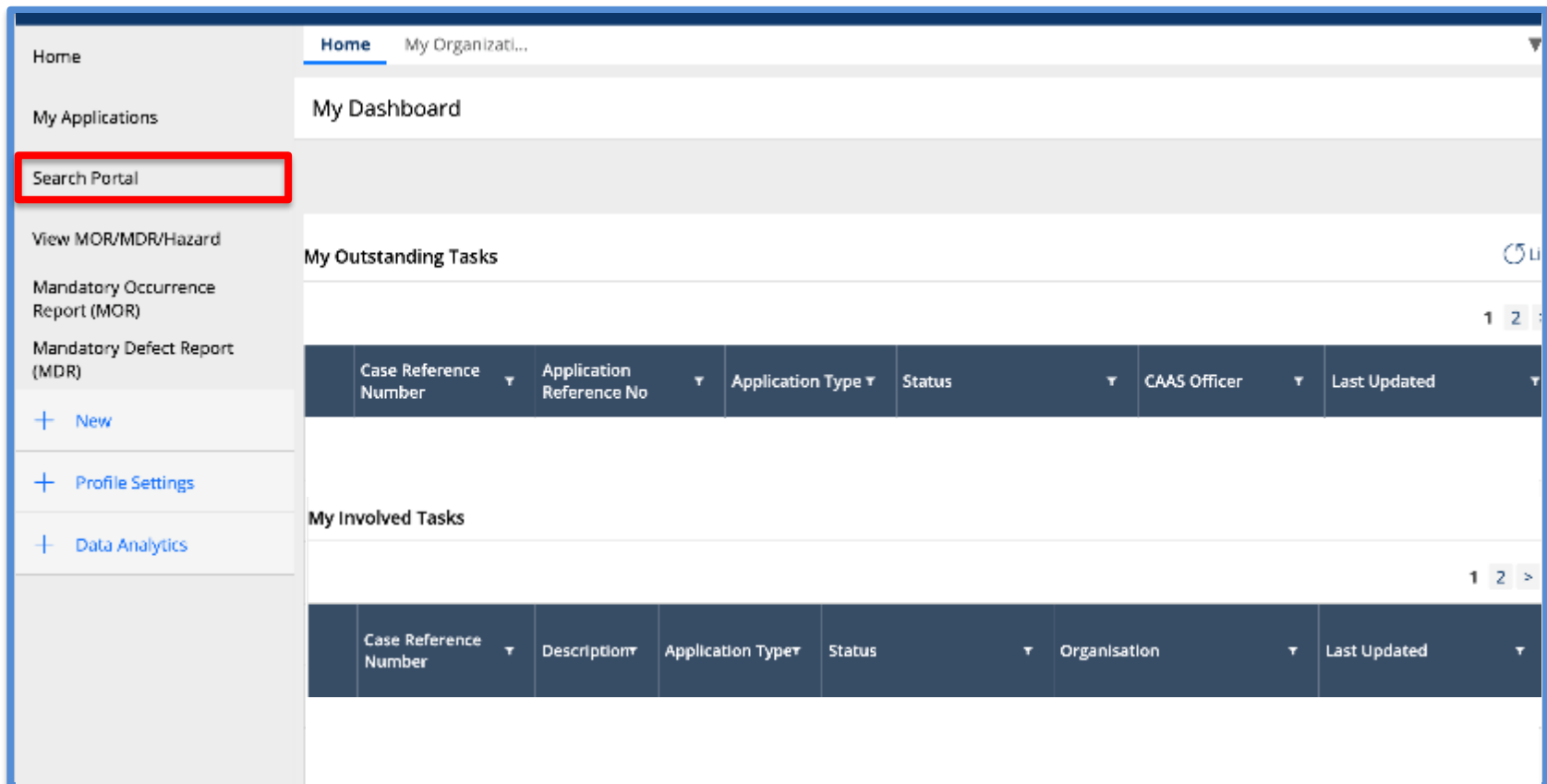
Lastly, once certification has been completed, an email will be sent to you.



# Approval & Downloading of MTO certificate



## Step 1: Click on the 'Search Portal' on the left column



The screenshot displays the CAAS portal interface. On the left sidebar, the 'Search Portal' option is highlighted with a red rectangle. The main content area shows the 'My Dashboard' section, which includes 'My Outstanding Tasks' and 'My Involved Tasks' tables. 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.

Home

My Applications

**Search Portal**

View MOR/MDR/Hazard

Mandatory Occurrence Report (MOR)

Mandatory Defect Report (MDR)

+ New

+ Profile Settings

+ Data Analytics

Home My Organizati...

My Dashboard

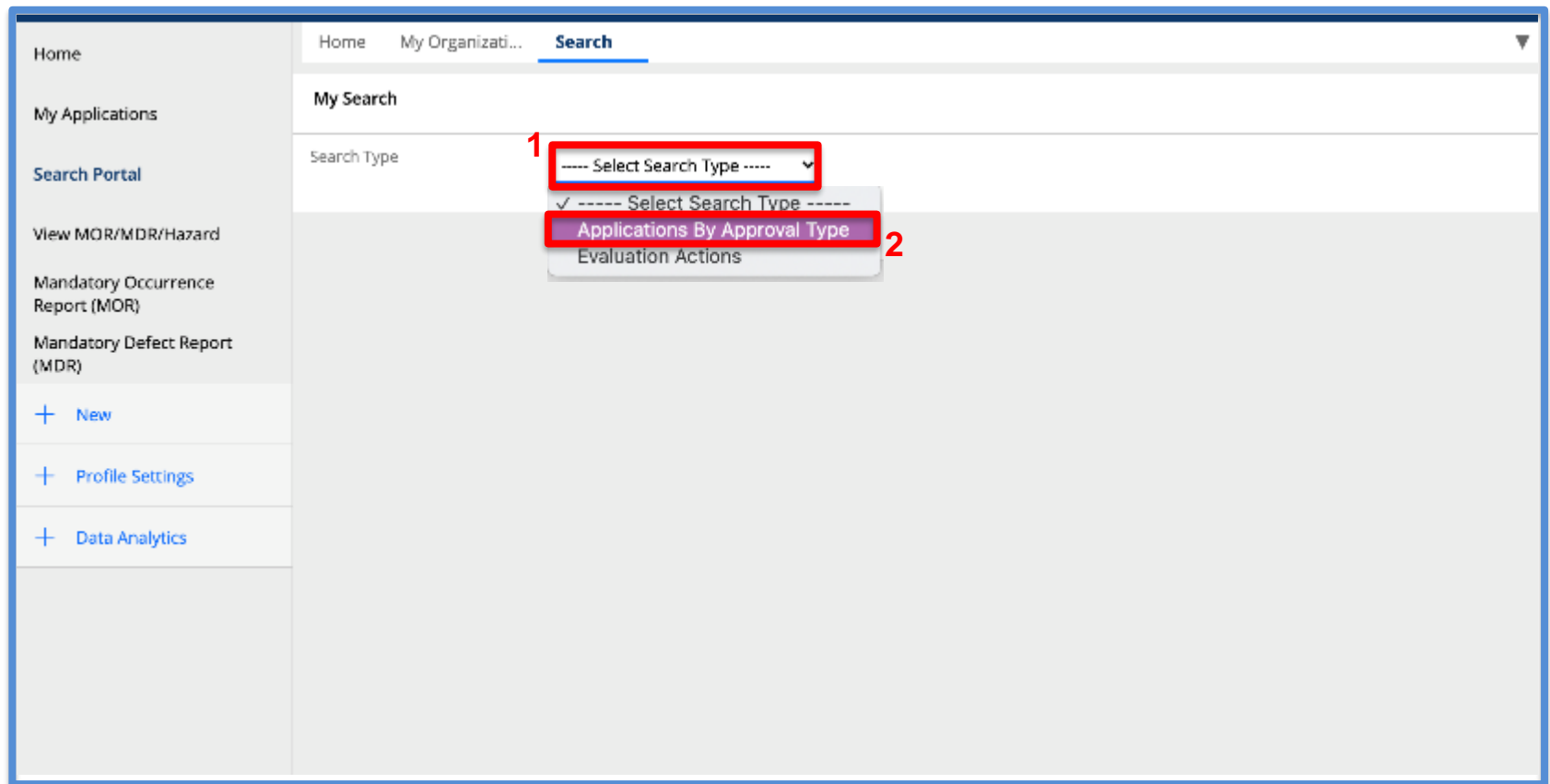
My Outstanding Tasks

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 “Applications by Approval Type”



**Step 3:** Select MTO under the mandatory field 'Approval Type' and click 'Search' (asterisk denotes mandatory field)

The screenshot shows the 'Search Portal' interface. On the left is a sidebar with navigation links: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), and Mandatory Defect Report (MDR). Below these are links for '+ New', '+ Profile Settings', and '+ Data Analytics'. The main content area is titled 'My Search' and has tabs for 'Home', 'My Organization...', and 'Search'. The 'Search' tab is active. Below the tabs, there's a 'Search Type' dropdown set to 'Applications By Approval Type'. A red box labeled '1' highlights the 'Approval Type' dropdown menu, which is currently set to 'Maintenance Training Organisation (MTO)'. A red arrow points from the text 'Click dropdown and select 'Maintenance Training Organisation (MTO)'' to this dropdown. Below the 'Approval Type' dropdown are several other search filters: 'Status' (set to 'Select Status.....'), 'Application Number', 'Application Date From', 'Approval Issue Date From', and 'Approval Expiry Date From'. To the right of these are 'Application Type' (set to 'Select Application Type.....'), 'Approval Number', 'Application Date To', 'Approval Issue Date To', and 'Approval Expiry Date To'. At the bottom of the search area, there are 'Reset' and 'Search' buttons. A red box labeled '2' highlights the 'Search' button, with a red arrow pointing from the text 'Click here' to it.

Click dropdown and select 'Maintenance Training Organisation (MTO)'

1

2

Click here

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

Home My Organization... **Search**

My Applications

Search Portal

Approval Expiry Date From

Reset Search

Export to Excel

Click to sort date:  
Click once – oldest to newest  
Click twice – newest to oldest

Application Number	Approval Type	Application Type	Application Date	Approval Number	Final Approval Date	Approval Expiry Date
CAAS/MTO/2020/0136	Maintenance Training Organisation (MTO)	Renewal	31/8/20 12:05 PM	MTO/006	31/8/20 02:39 PM	29/9/20

**Step 5:** In 'Case information', under 'ATTACHMENTS', click to view/print/download generated certificate and any approved/accepted documents.

The screenshot shows a web application interface for CAAS/MTO/2020... 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 titled 'Approval Application (CAAS/MTO/2020/0136)' and includes an 'Actions' button. Below this is the 'Application Review' section with tabs: Case Information (selected), Formal Application Details, Previous Application Details, and Evaluation Action(s). The 'Case Information' tab displays a table with the following data:

Approval Type	Application Type	Applicant
Maintenance Training Organisation (MTO)	Renewal	
Organisation	Application Status	
	Application Completed	

Below the table is the 'ATTACHMENTS' section, which contains two items:

- MTO Issue Control Page.pdf SystemGenerated |
- MTO Approval Certificate.pdf Certificate |

The 'MTO Approval Certificate.pdf' item is highlighted with a red box, and a red arrow points to it with the text 'Click to view, print, download'.

# Summary

## 6 Stages:

1. Login via CorpPass
2. Applying for MTO Renewal
3. Formal Application
4. Fee Payment
5. Validation & Evaluation by CAAS Officer
6. Approval & Downloading of MTO certificate

- END -