



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

CAAS

Civil Aviation Authority of Singapore

6 Stages Process

1. Login via eSOMSPass
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 eSOMSPass

Step 1: Select 'eSOMSPass Login' method on esoms.caas.gov.sg

CAAS
Civil Aviation Authority of Singapore
Enabling opportunities through aviation

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

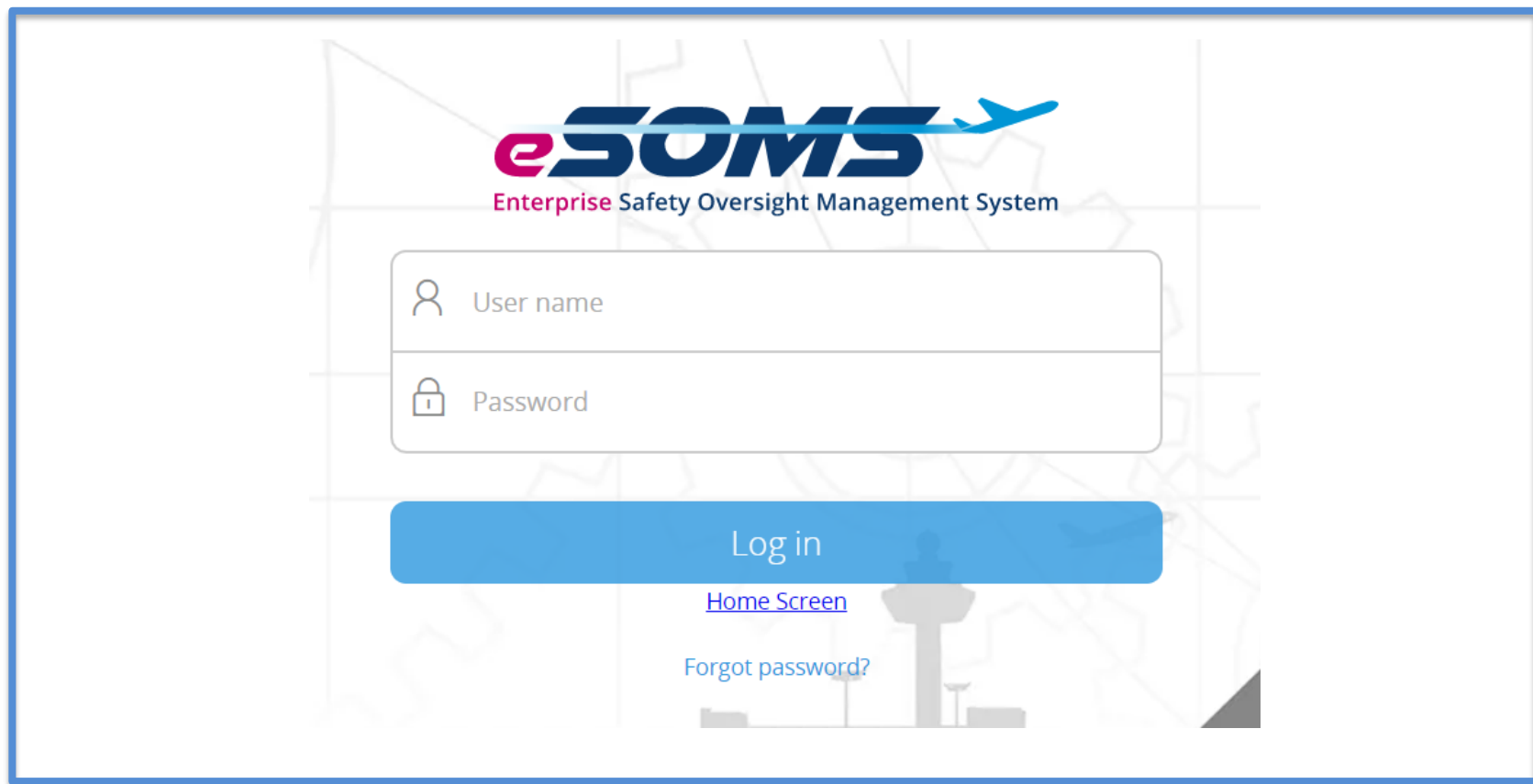
For existing account holders, please login using one of
the following methods:

- For Individuals - Singpass Login
- For Businesses - Singpass Login
(previously known as Corppass Login)
- eSOMSPass Login**

More information on login methods click here.

Step 2: Enter the credentials of your **applicant account** to login.

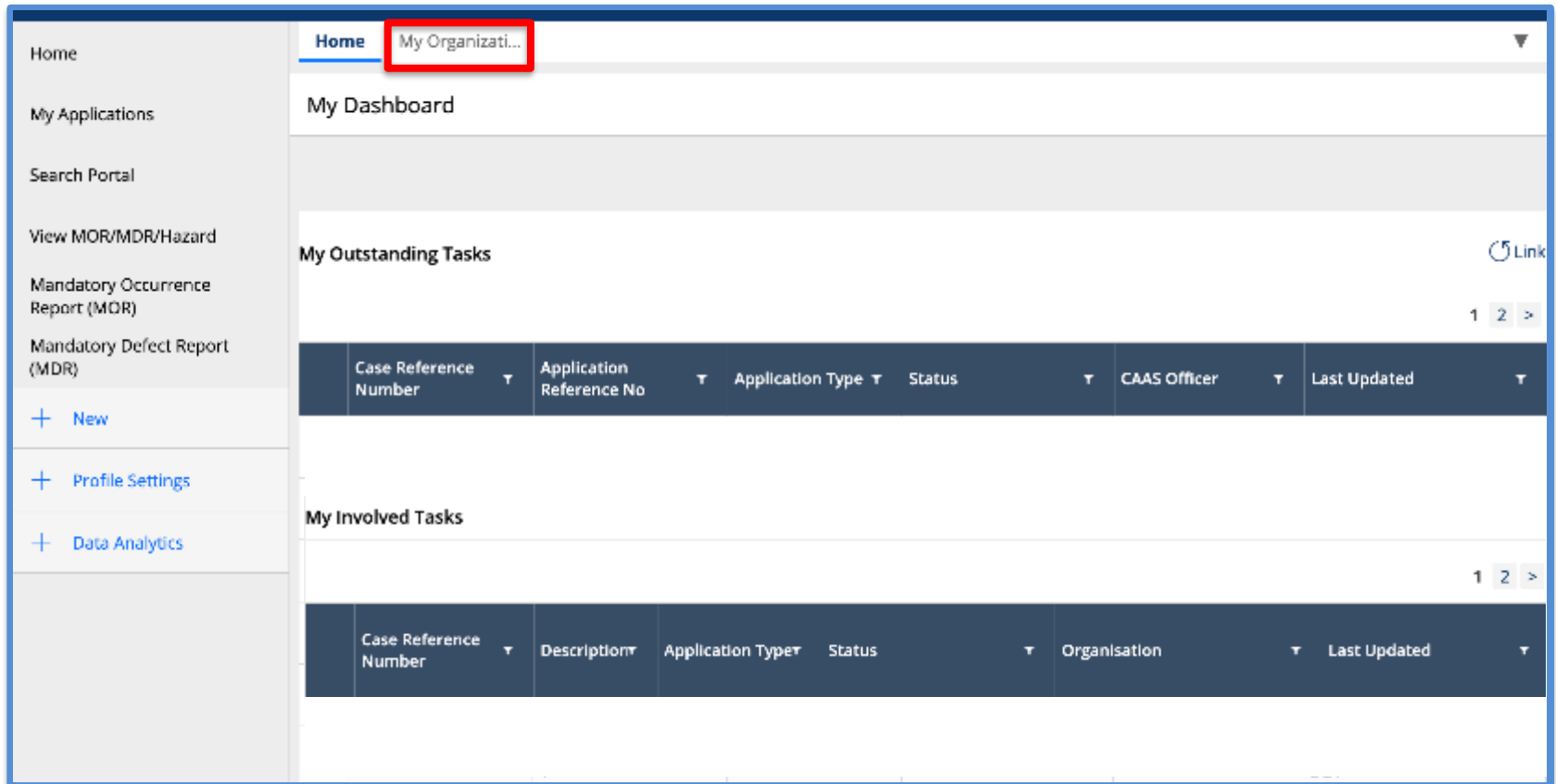
Note: If you have both the admin and applicant accounts, do check that you are logging in with your applicant and not admin account.



The screenshot displays the login interface for the eSOMS (Enterprise Safety Oversight Management System). At the top, the logo features the text "eSOMS" in a bold, dark blue font, with a stylized blue and red wing graphic to its right. Below the logo, the full name "Enterprise Safety Oversight Management System" is written in a smaller, dark blue font. The login form consists of two input fields: the first is labeled "User name" with a person icon, and the second is labeled "Password" with a lock icon. A prominent blue button with the text "Log in" is positioned below these fields. Underneath the button, there are two links: "Home Screen" and "Forgot password?". The background of the page is a light gray with a faint, abstract geometric pattern.

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 of tasks with columns for Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. The 'My Outstanding Tasks' table has a pagination control showing '1 2 >'. The 'My Involved Tasks' table also has a pagination control showing '1 2 >'. A 'Link' icon is visible in the top right corner of the 'My Outstanding Tasks' section.

Home My Organization...

My Dashboard

My Outstanding Tasks [Link](#)

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
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1 2 >

My Involved Tasks

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

1 2 >

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 the date '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 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 title bar indicates 'Approval Application (CAAS/MTO/2020/0136)' with an 'Actions' dropdown and a help icon. A progress bar shows four steps: 1. Applicant/Organisation Details (highlighted with a red box), 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application. 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 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

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 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 'Application (CAAS/MTO/2020/0136)' with an 'Actions' dropdown. Below the title is a progress bar with four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents (highlighted with a red box), and 4. Preview Application. The 'Upload Documents' section is titled 'Approval Documents' and contains a text block: '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, and an empty column. The table is currently empty, showing 'No Items'. Below the table is a section titled 'Mandatory Documents' with a note: 'Note : If N/A is checked, please provide justification in remark column.' At the bottom are buttons for 'Cancel', 'Back', 'Save', and 'Continue'.

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

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 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 'Cancel', 'Back', 'Save', and 'Submit' 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

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

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) for further details on our privacy statement.

Cancel Back Save Submit

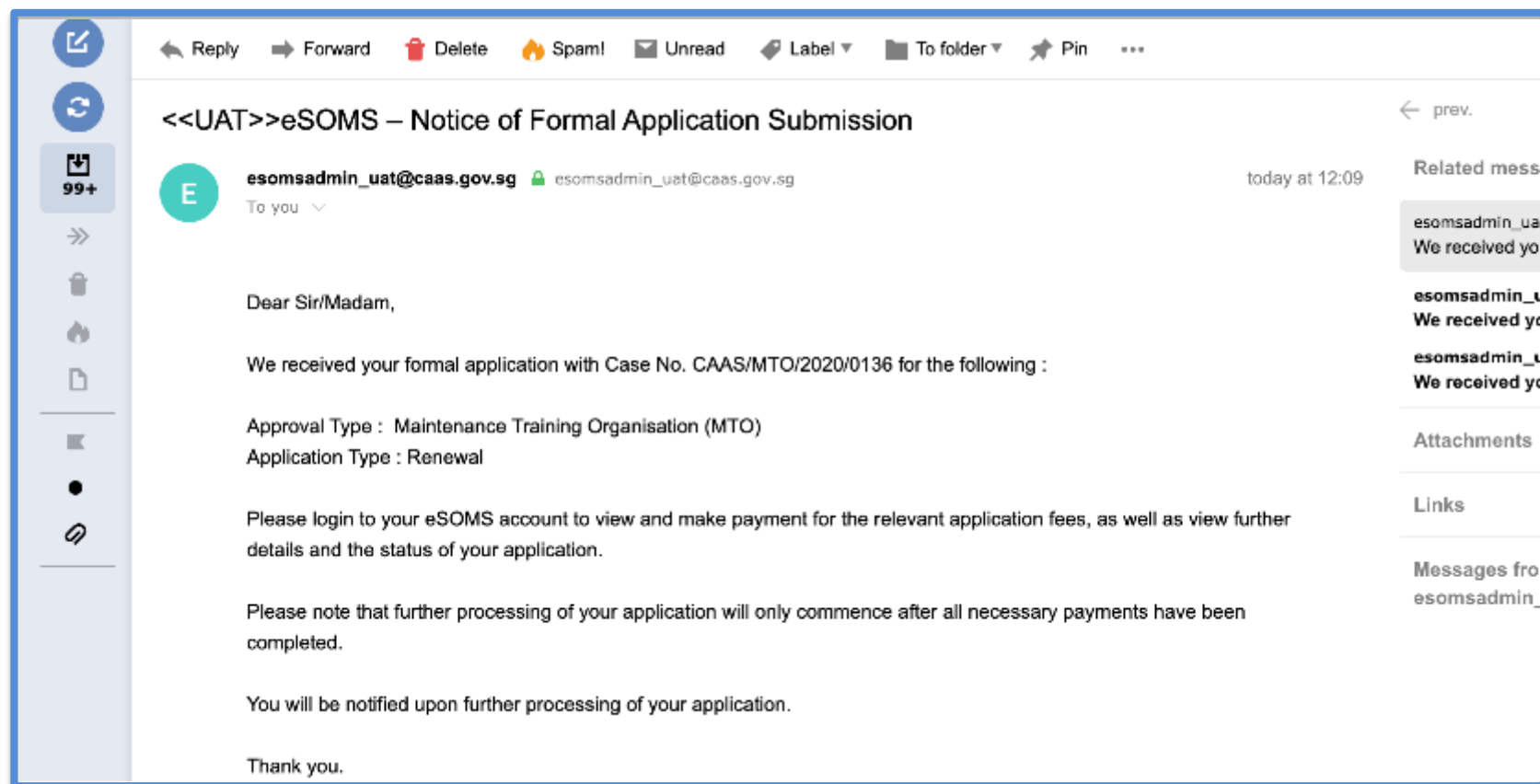
After a successful submission, you will be notified as shown below as well as by email.

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 Invoice Details:

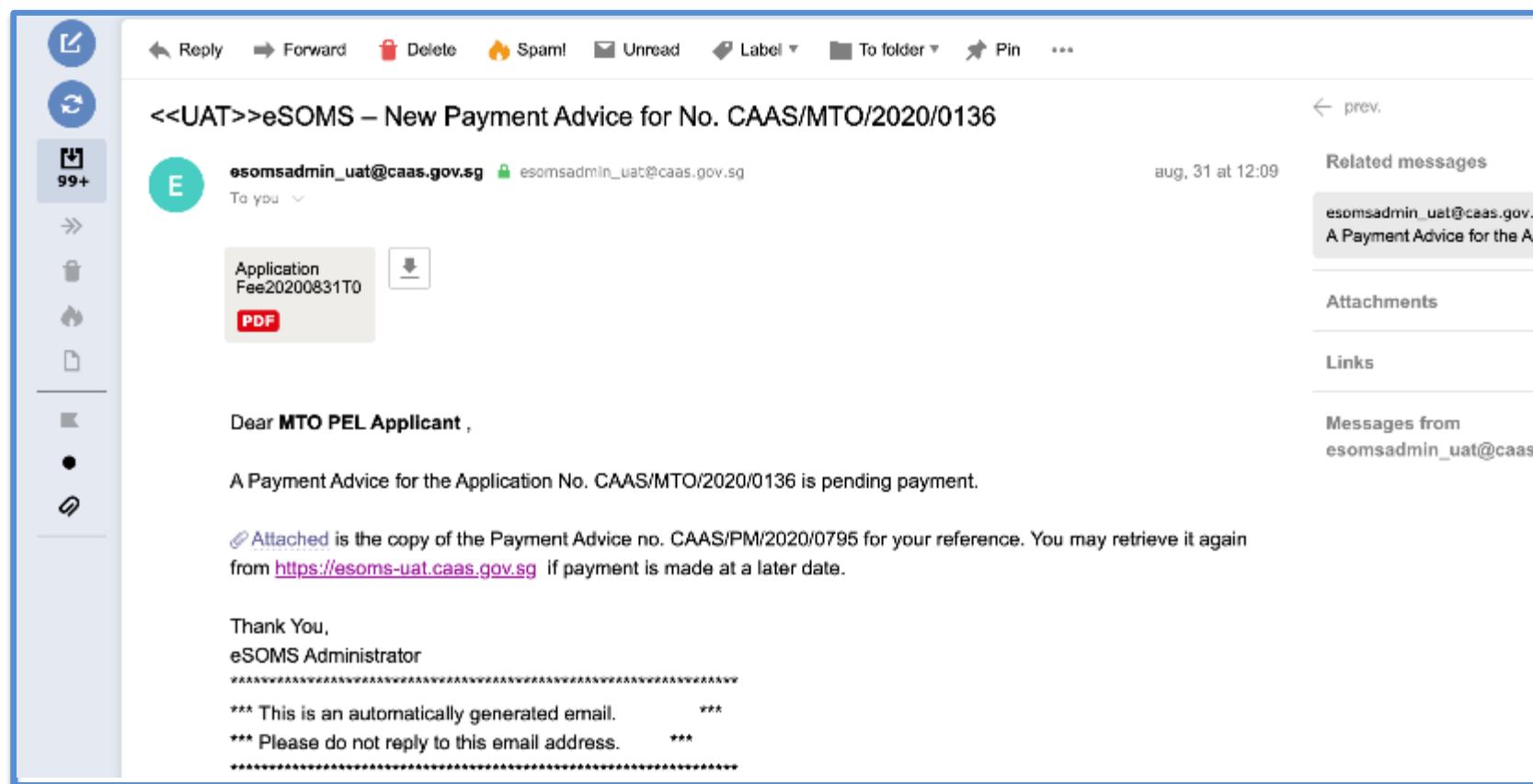
S No.	Item Description	Amount (SGD)	Due Date
1	Renewal Fee for MTO Application	14/9/20
2	Variation Fee for MTO Application	14/9/20

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 the current application path '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 process.
 - 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 is open, showing options: 'Select...', 'Credit Card', and 'TT/Wire TRF/GIRO'. The 'Credit Card' option 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 are located at the bottom of the modal.

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.'


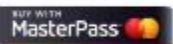
wirecard

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** 

Copyright © 2018 Wirecard Singapore Pte Ltd. All rights reserved.

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.

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

Approval > Application

Payment (CAAS/PM/2020/...)

S No.	Item Des
1	Renewal
2	Variation

Total Amount (SGD)

Net Payable Amount (SGD)

Cancel

Instructions:

Payment can be made by

Make Payment

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 ▼

Amount SGD

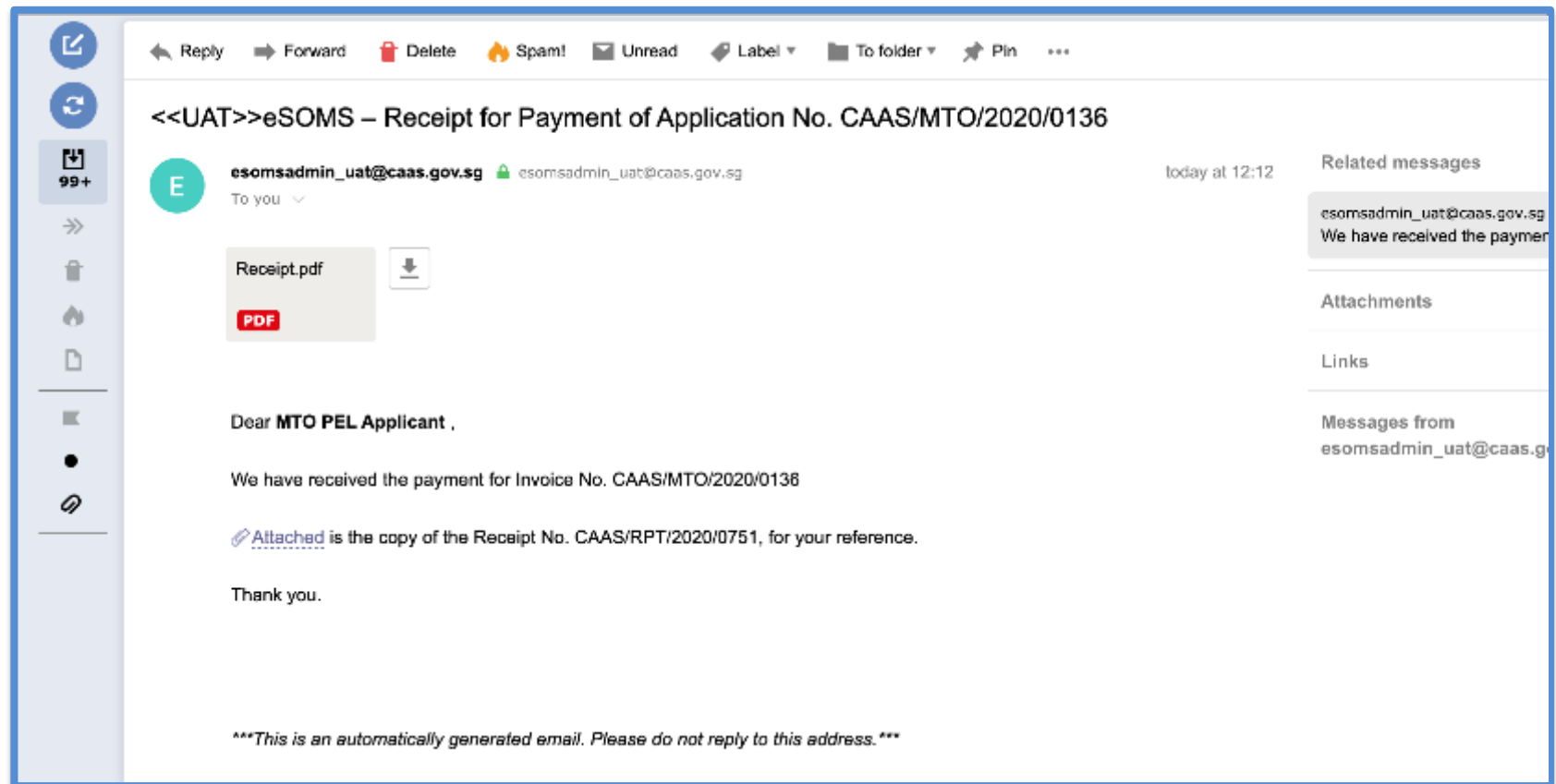
TT/Wire TRF/GIRO Number ★

TT/Wire TRF/GIRO Date ★

Remarks

Payer Details

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' written 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

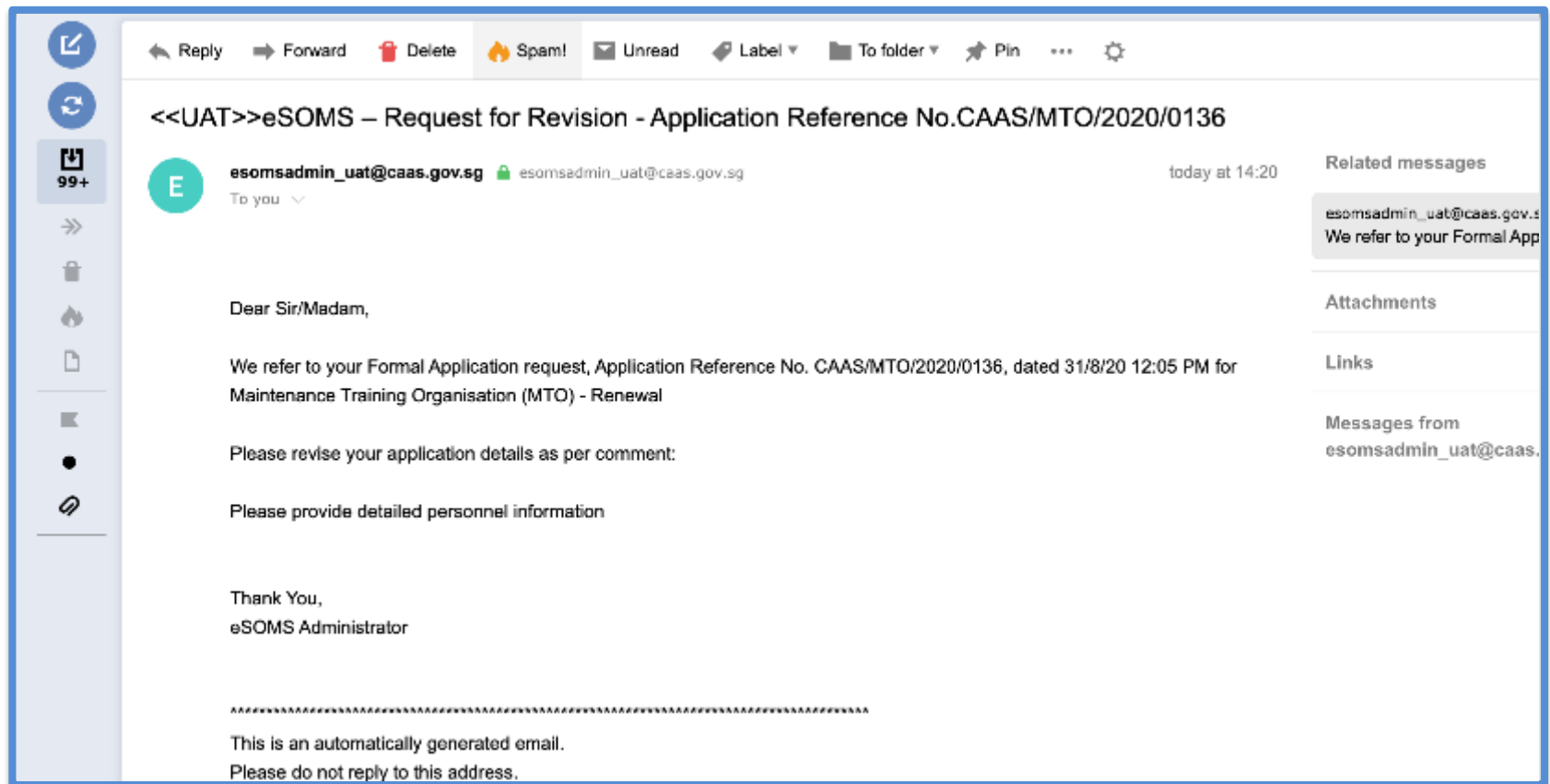
My Outstanding Tasks

	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. A red box highlights the 'My Outstanding Tasks' header. Below the header is a table with the following data:

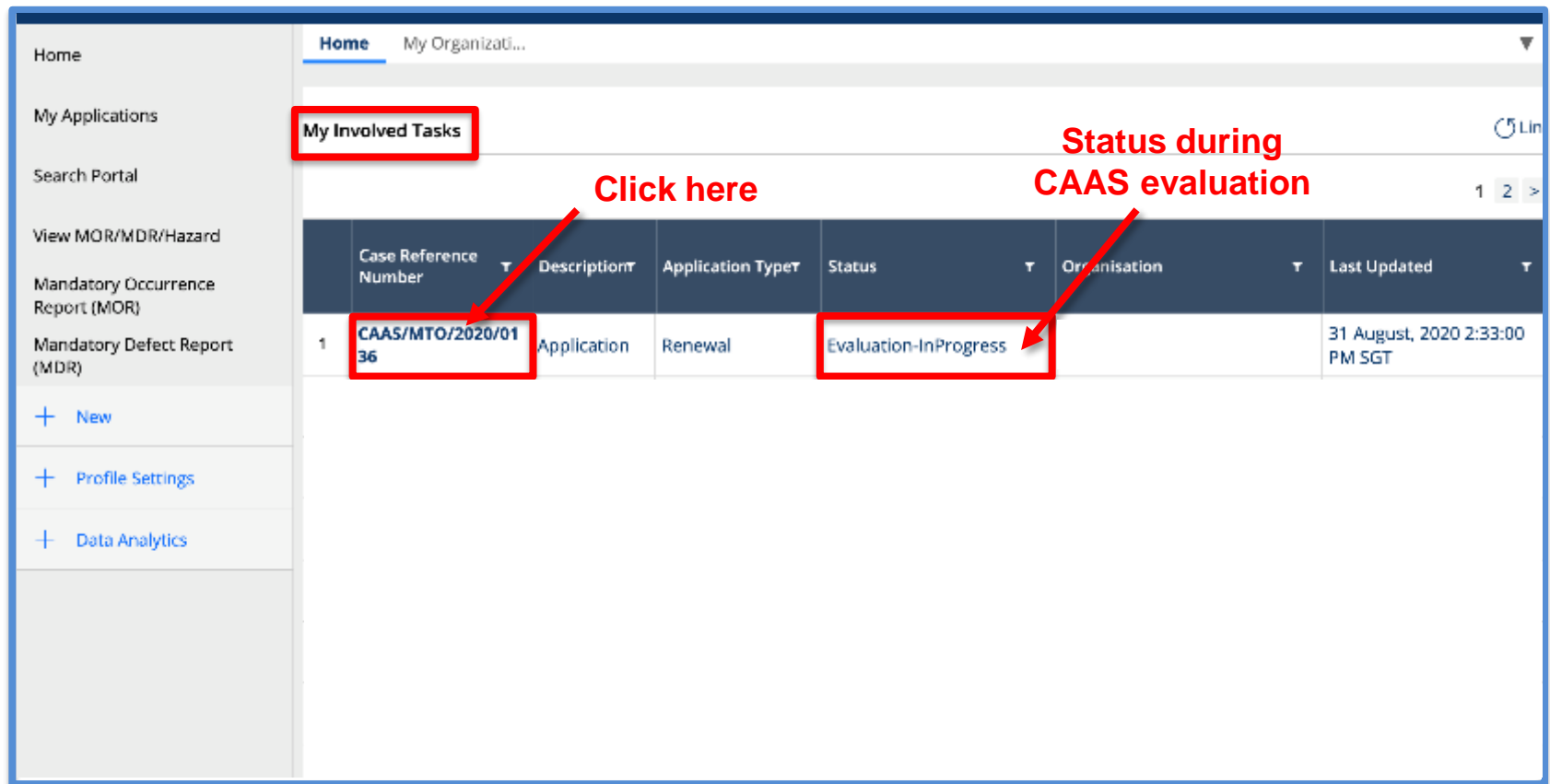
	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/MTO/2020/0136	CAAS/MTO/2020/0136	Renewal	Payment-SuccessfulAppSubmitted		31 August, 2020 2:20:12 PM SGT

A red arrow points to the 'Case Reference Number' 'CAAS/MTO/2020/0136' with the text 'Click here'.

Below the table is a 'My Involved Tasks' section, which is currently empty.

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 Organizati... **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	

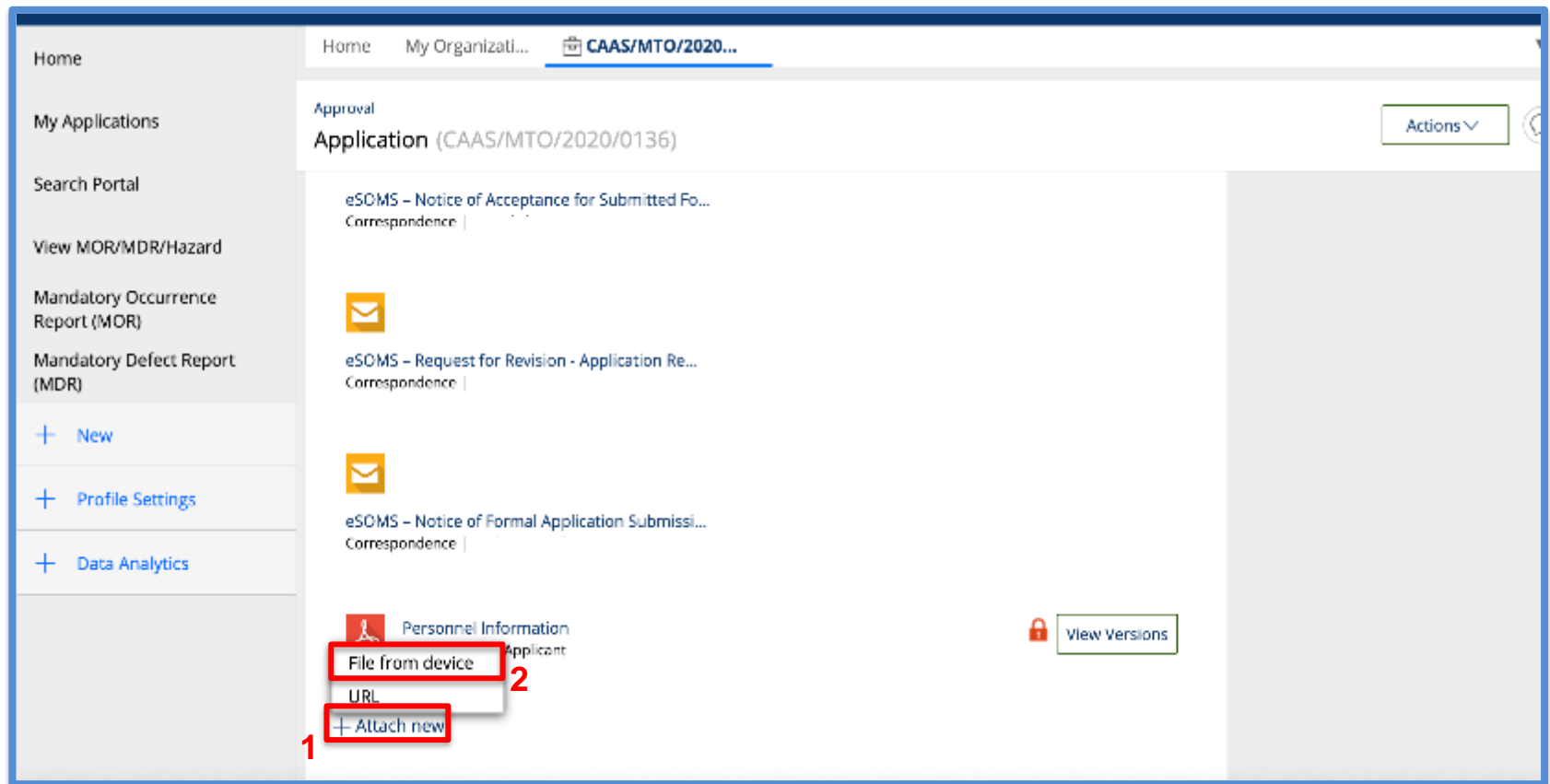
Payment(s)

▼ **ATTACHMENTS**

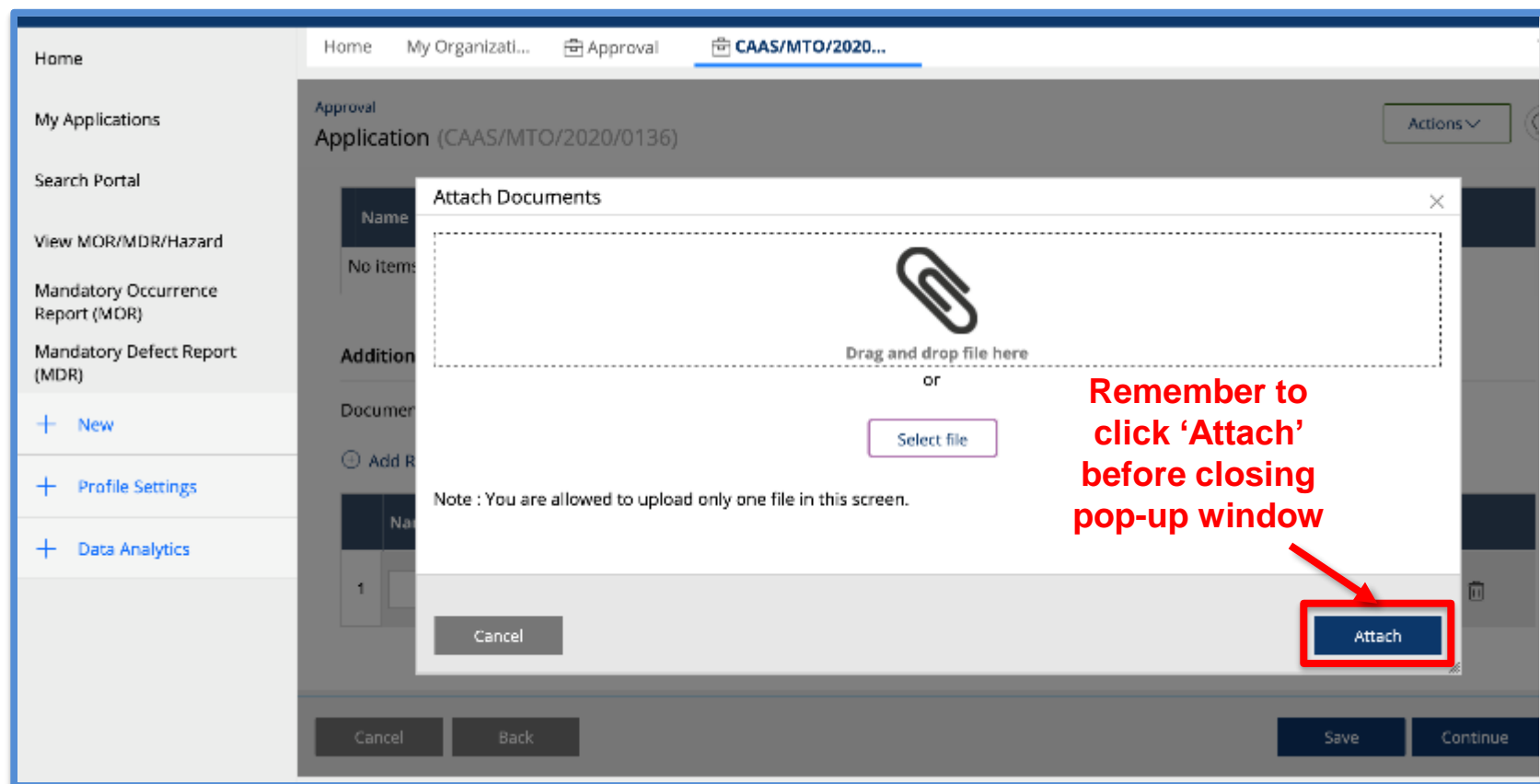
CASE DETAILS

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

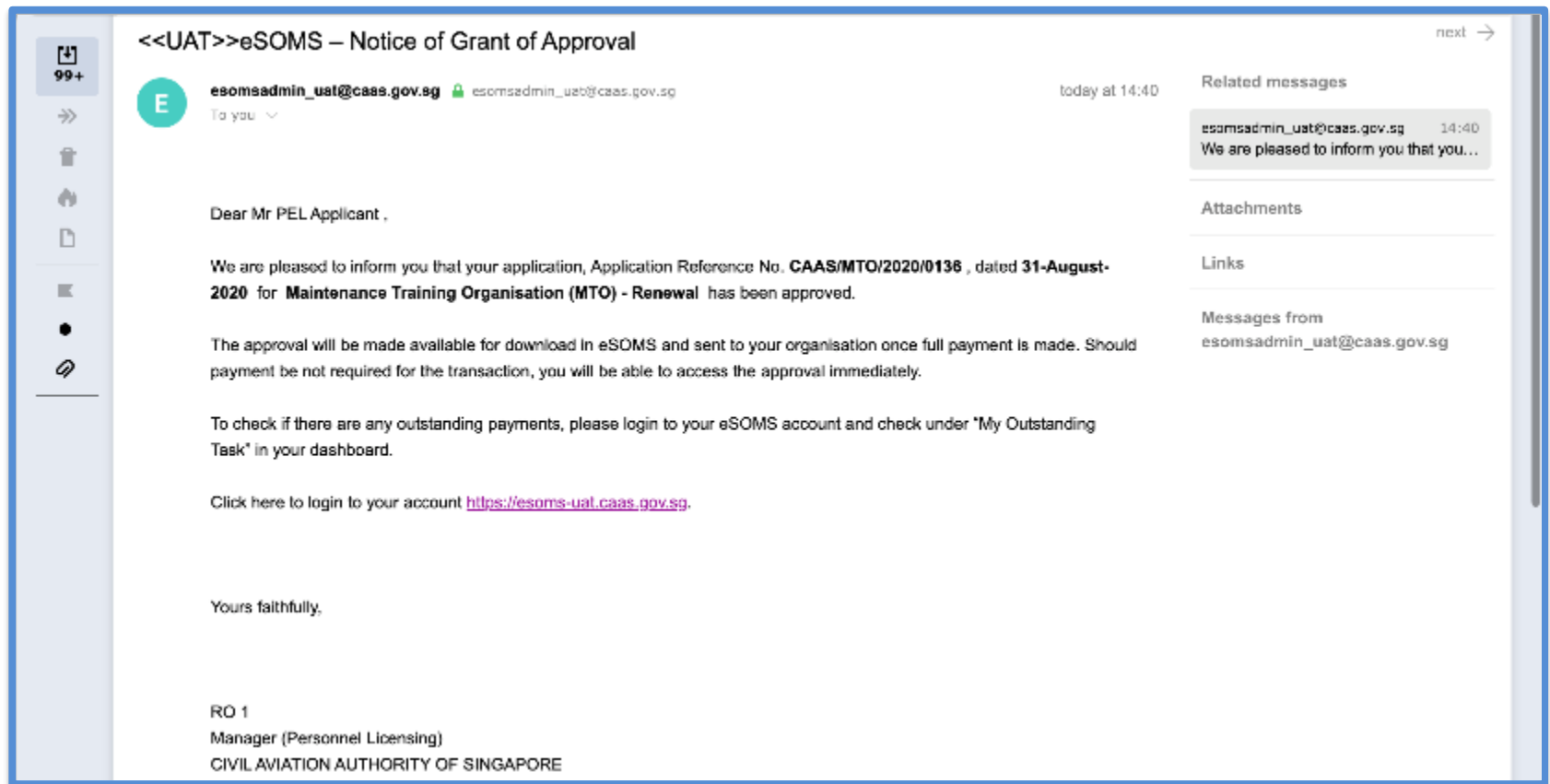


After successful evaluation, the application status will be updated to “Certification-InProgress” under ‘My Involved Tasks’

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.

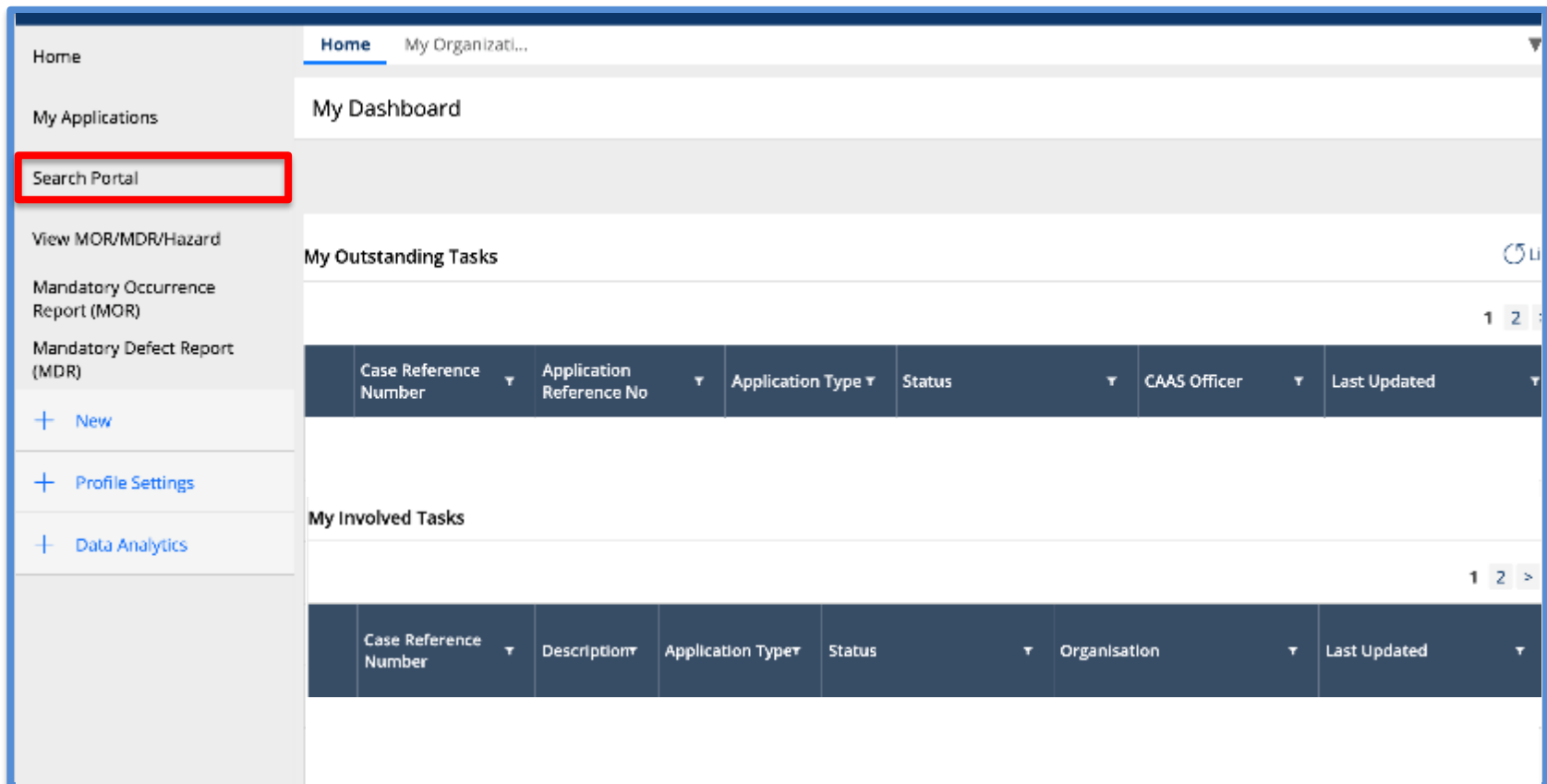
	Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1	CAAS/MTO/2020/0136	Application	Renewal	Certification-InProgress		31 August, 2020 2:38:20 PM SGT

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

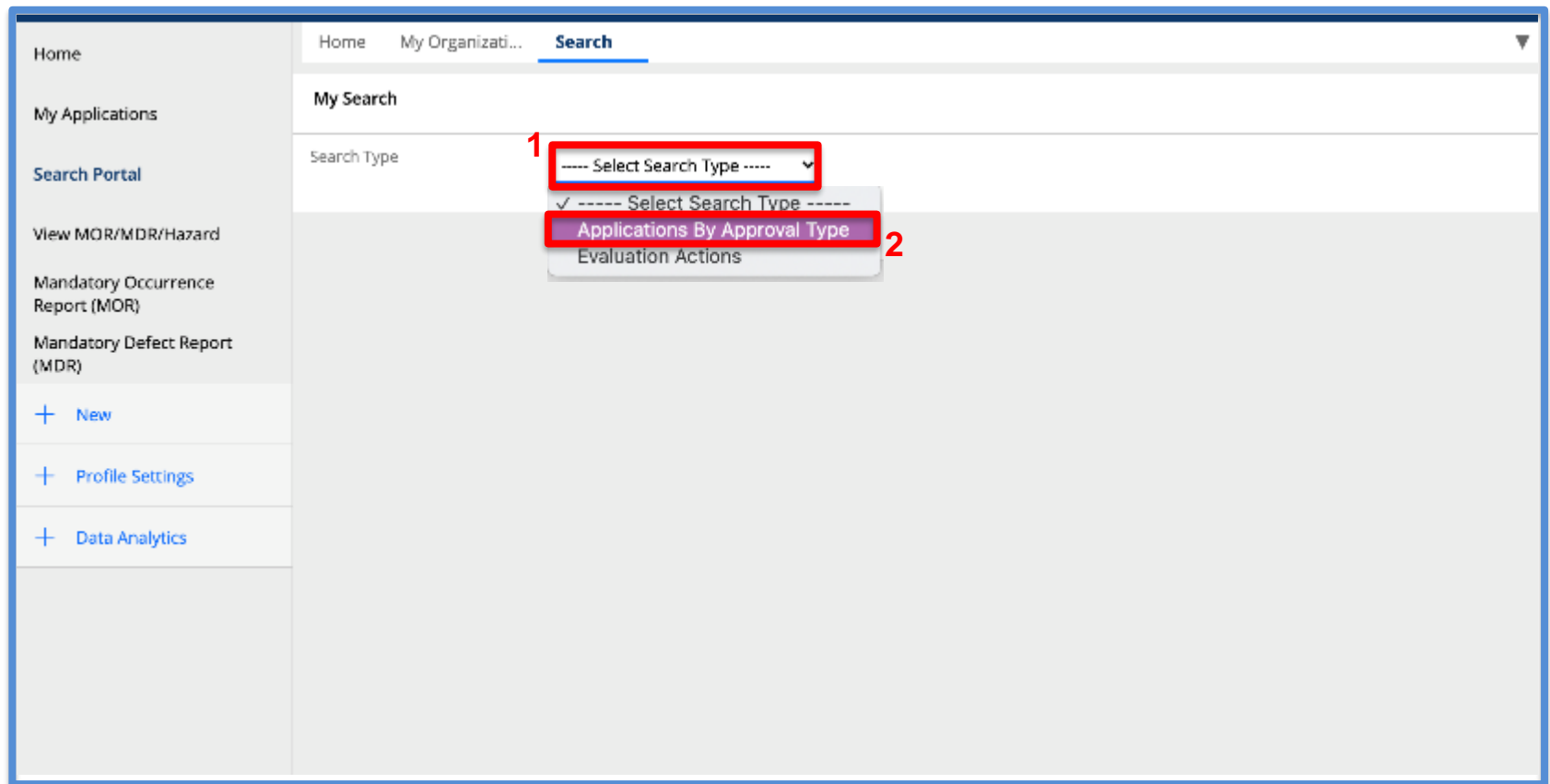


The screenshot displays the CAAS user interface. On the left, a sidebar contains navigation links: 'Home', 'My Applications', 'Search Portal' (highlighted with a red rectangle), 'View MOR/MDR/Hazard', 'Mandatory Occurrence Report (MOR)', 'Mandatory Defect Report (MDR)', '+ New', '+ Profile Settings', and '+ Data Analytics'. The main content area is titled 'My Dashboard' and includes sections for 'My Outstanding Tasks' and 'My Involved Tasks'. The 'My Outstanding Tasks' section features a table with columns: Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. The 'My Involved Tasks' section features a table with columns: Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated. Both tables have pagination controls at the bottom right.

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
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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 a web application interface for a search portal. 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 (which is active). Under the Search tab, there are several search filters. The 'Approval Type' field is marked with an asterisk (*) and is highlighted with a red box and the number '1'. A red arrow points to the dropdown menu of this field, which is open and shows 'Maintenance Training Organisation (MTO)'. A red text annotation above the dropdown says 'Click dropdown and select 'Maintenance Training Organisation (MTO)''. Other search filters include 'Application Type' (with a dropdown showing 'Select Application Type.....'), 'Status' (with a dropdown showing 'Select Status.....'), 'Application Number', 'Application Date To', 'Application Date From', 'Approval Issue Date To', 'Approval Issue Date From', 'Approval Expiry Date To', and 'Approval Expiry Date From'. At the bottom of the search filters, there are 'Reset' and 'Search' buttons. The 'Search' button is highlighted with a red box and the number '2', with a red arrow pointing to it and the text 'Click here'.

Home My Organization... **Search**

My Search

Search Type Applications By Approval Type

1 **Approval Type ***
Maintenance Training Organisation (MTO)

Application Type
Select Application Type.....

Status
Select Status.....

Application Number

Application Date To

Application Date From

Approval Issue Date To

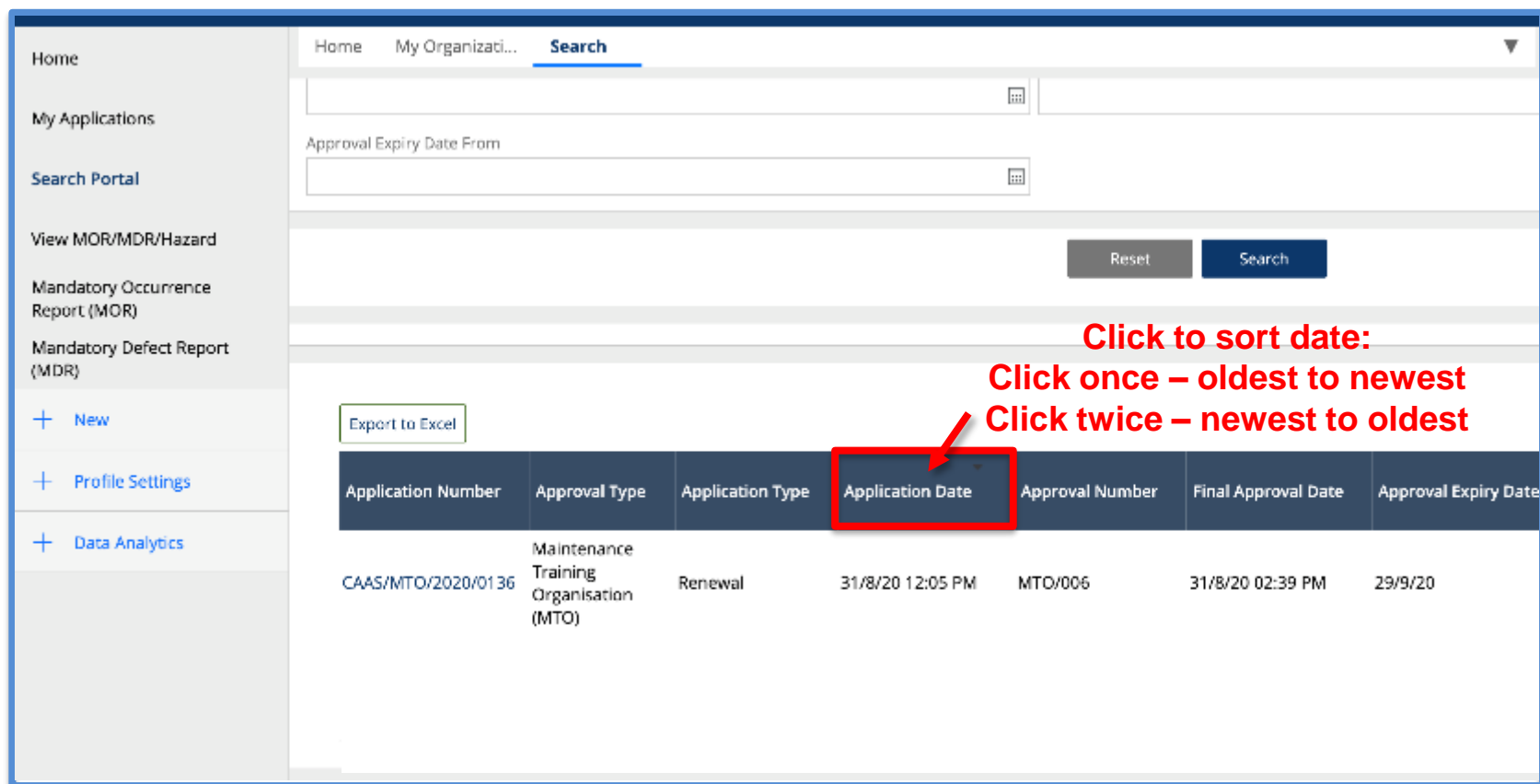
Approval Issue Date From

Approval Expiry Date To

Approval Expiry Date From

2 **Search** Click here

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



The screenshot shows the CAAS 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), Mandatory Defect Report (MDR), + New, + Profile Settings, and + Data Analytics. The main content area has tabs for Home, My Organization, and Search. Below the tabs are search filters for 'Approval Expiry Date From' and a date picker. There are 'Reset' and 'Search' buttons. Below the filters is a table of applications. The table has columns: Application Number, Approval Type, Application Type, Application Date, Approval Number, Final Approval Date, and Approval Expiry Date. The first row of data shows: CAAS/MTO/2020/0136, Maintenance Training Organisation (MTO), Renewal, 31/8/20 12:05 PM, MTO/006, 31/8/20 02:39 PM, and 29/9/20. A red box highlights the 'Application Date' column header, and a red arrow points to it with the text: 'Click to sort date: Click once – oldest to newest Click twice – newest to oldest'. There is also an 'Export to Excel' button above the table.

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 the 'Application Review' page for 'Application (CAAS/MTO/2020/0136)'. The 'Case Information' tab is selected. The 'Case Information' section displays the following details:

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

Organisation	Application Status
	Application Completed

The 'ATTACHMENTS' section is expanded, showing two files:

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

A red arrow points to the 'MTO Approval Certificate.pdf' file with the text 'Click to view, print, download'.

Summary

6 Stages:

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

- END -