

eSOMS guide for
Organisations:
**Applying for new Dangerous
Goods Permit (DGP)**

6 Stage Process

1. Register via eSOMS website
2. Submitting Formal Application
3. Completing Registration
4. Validation & Evaluation by CAAS Officer
5. Fee Payment
6. Approval & Downloading of DG Permit

Register via eSOMS website

Step 1: Select 'Apply for Approval/Permit' on esoms.caas.gov.sg

The screenshot shows the CAAS eSOMS website homepage. The CAAS logo is in the top left, and the Singapore Government logo is in the top right. The navigation bar includes 'Home', 'About eSOMS', and 'Help'. A search bar is located in the top right. The main content area is divided into three sections: 'New to eSOMS? I want to...', 'Quick Links', and 'Welcome to eSOMS'. The 'Apply for Approval/Permit' button is highlighted with a red box. The 'Quick Links' section includes 'Make Payment' and 'View Approval/Permit Holders'. The 'Welcome to eSOMS' section includes login options for SingPass, CorpPass, and eSOMSPass.

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: Select 'For An Organisation'.

The screenshot shows the CAAS eSOMS application interface. At the top left is the CAAS logo with the tagline 'Enabling opportunities through aviation'. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and navigation links for 'CONTACT US', 'SITEMAP', and 'CAAS CORPORATE SITE'. Below the logo is a search bar with the text 'Within CAAS eSOMS' and a search icon. A dark blue navigation bar contains 'Home' (highlighted in pink), 'About eSOMS', and 'Help'. A maintenance notice indicates 'Weekly Maintenance hours (Singapore time): Wed & Fri 6:00pm - 9:00pm'. The main content area is titled 'Select Approval Type' and contains the following elements:

- 'I am applying*' section with two radio buttons: 'As An Individual' and 'For An Organisation' (highlighted with a red box).
- 'Approval Type*' section with a dropdown menu showing 'Select...'.
- 'Cancel' and 'Submit' buttons.

Below this section is the 'Approval Lifecycle' section, which features a progress bar with three stages: 'Initiate' (highlighted in blue), 'Process', and 'Review'.

Step 3: Select 'Dangerous Goods Permit (DGP)' from the drop down bar.

I am applying *

As An Individual For An Organisation

Approval Type *

Select...

- Select...
- Air Operator**
 - Air Operator Certificate (AOC)
- Aircraft**
 - Alternate Means Of Compliance (AMOC)
 - Certificate of Registration (COR)
 - Permit To Fly (PTF)
- Dangerous Goods**
 - Approval Under ICAO Technical Instructions (DGAPP)
 - Exemptions Under ICAO Technical Instructions (DGEXE)
 - Dangerous Goods Permit (DGP)**
 - Postal Operator Approval (DGPOS)
 - Dangerous Goods Training Program (DGTRG)
- Design and Production**
 - Design Organisation Approval (DOA)
 - Production Organisation Approval (POA)
 - Repair Design Approval (RDA)
 - Supplemental Type Certificate (STC)
 - Singapore Technical Standard Order (STSO)
 - Type Certificate (TC)

Submit

Review

Overview of Approvals and Permits

Step 4: Select 'No' for 'Do you have a Corppass ID?'

CAAS
Civil Aviation Authority of Singapore
Enabling opportunities through aviation

Home About eSOMS Help

Select Approval Type

I am applying*

As An Individual For An Organisation

Approval Type*

Dangerous Goods Permit (DGP)

Applicants are strongly encouraged to apply for a Corppass ID before registering with eSOMS

Do you have a Corppass ID?*

Yes No

Cancel Submit

Approval Lifecycle

Note:
For DG Permit, Corppass ID will not be used.

Click 'Submit' when done.

Submitting Formal Application

Step 1: Enter Applicant and Organisation Details.

1 Applicant/Organisation Details 2 Formal Application Details (1 of 2) 3 Formal Application details (2 of 2) 4 Upload Documents 5 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
Dangerous Goods Permit (DGP)

Application Type
Initial

Applicant Details

Salutation*
Select... ▼

First Name/Given Name*

Note:
The application must be completed in one sitting. All progress will be lost if you exit before completion. Please ensure that you have all the information required before applying.

Cancel Continue

Step 1: Enter Applicant Details. All the fields with * are compulsory fields. Please ensure that you enter the details correctly. Any amendment required later will lead to delay in the application process.

Applicant Details

Salutation*
Select... ▾

First Name/Given Name*

Last Name/Surname*

Enter either NRIC or Passport Number*

NRIC/FIN

Designation*

Country/Region* Area Code Mobile Number (OTP will be sent to this number)*

Select... ▾

Country/Region* State City*

Select...

Street / Building* Postal Code*

Street and number , P.O. box, c/o

Cancel Continue 

Note:
Check that the country code and mobile number are entered correctly. Otherwise the user won't be able to receive the OTP via SMS, which is required to login.

Do not enter the area code if it is not applicable to the mobile number. Else, the OTP will be sent to the wrong number.

Step 1: Enter Organisation Details.

(This is a sample report only)

ACCOUNTING AND CORPORATE REGULATORY AUTHORITY
(ACRA)



INFORMATION RESOURCES

Organisation Details

Organisation Name *

Same Organisation and Regis

Country/Region *

Select...

Street / Building *

Street and number , P.O. box, c

Apartment, suite, unit, building,

Nature of Business *

Cancel

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Business Profile (Business) of 168 ENTERPRISE (16888888A)

Date: DD/MM/YYYY

The Following Are The Brief Particulars of :

Name of Business	:	168 ENTERPRISE
Former Name(s) if any	:	9413 ENTERPRISE
Date of Change of Name	:	10/10/2016
Registration No.	:	16888888A
Registration Date	:	08/08/2016
Commencement Date	:	08/08/2016
Status of Business	:	Live
Status Date	:	08/08/2016
Renewal Date	:	
Expiry Date	:	08/08/2017
Renewal via GIRO	:	NO
Constitution of Business	:	Sole-Proprietor
Principal Place of Business	:	888 ABC ROAD #08-08 ABC BUILDING SINGAPORE (888888)

Note:

Please ensure that the Registered Entity Name, UEN and Address provided here are the same as the details registered with ACRA or the Authority with which the organisation is registered.

Step 1: Enter Applicant and Organisation Details.

Organisation Details

Organisation Name*

Registered Entity Name*

Same Organisation and Registered Entity Names

Unique Entity Number (UEN)/Registered Entity Number*

Country/Region*

State

City*

Street / Building*

Postal Code*

Nature of Business*

Click 'Continue' when done.

Step 2: Enter formal application details (part 1 of 2).

1 Applicant/Organisation Details

2 Formal Application Details (1 of 2)

3 Formal Application details (2 of 2)

4 Upload Documents

5 Preview Application

Name and contact details of person within the operator's head office with overall responsibility for the carriage of dangerous goods by air.

First Name/Given Name*

Last Name/Surname*

Job Title*

Address

Country/Region* State City* Country/Region* Area Code Phone Number*

Street / Building* Postal Code* Email*

Apartment, suite, unit, building, floor, etc

Cancel Back

Click 'Continue' when done.

Continue

Step 3: Enter formal application details (part 2 of 2).

1 Applicant/Organisation Details 2 Formal Application Details (1 of 2) **3 Formal Application details (2 of 2)** 4 Upload D... 5

OPERATIONS MANUAL'S DANGEROUS GOODS SEGMENT

NATIONAL APPROVAL

State of the operator		<input type="text"/>	
Air Operator's Certificate (AOC) Number	<input type="text"/>	Valid From (dd/mm/yyyy)	<input type="text"/>
Validity of Approval / Authorisation for Carriage of Dangerous Goods issued by the State of the Operator	From * (dd/mm/yyyy)	<input type="text"/>	To (dd/mm/yyyy)

CAAS reserves the right to grant a Block Permit with a shorter permit period than that applied for if the validity of the Air Operator Certificate (AOC) and the national approval for the carriage of dangerous goods granted to the carrier by their national authority does not cover the full period of the permit applied for.

No	DESCRIPTION	REFERENCE FROM CARGO/OPS OR DG MANUAL	REMARKS BY APPLICANT (IF REFERENCE NOT PROVIDED)
1	DANGEROUS GOODS CO-ORDINATOR		

First Name * Last Name *

Cancel Back Continue

Note:
If certificate/approval has no expiry date, leave 'Valid To' blank

Valid To (dd/mm/yyyy)

To (dd/mm/yyyy)

Step 3: Enter formal application details (part 2 of 2).

Note:
All the fields under '2 TRAINING'
are mandatory

program	Country/Region *	Select...	✓
2 TRAINING			
2.1	The operator requires its employees including agents acting for the operator to be trained in dangerous goods; (ICAO TI 7;4.10 / IATA DGR 9.7) - Attach Training Records		
2.2	The operator has training programs that are reviewed and approved by the State of authority of the operator (ICAO TI 1;4.1.2 / IATA DGR 1.5.5)		
2.3	The operator maintains dangerous goods training records of its employees. (ICAO TI 1;4.2.5 / IATA DGR1.5.6)		
2.4	The operator ensures knowledge is current by specifying the duration before recurrent training is required. (ICAO TI 1,4.2.3 / IATA DGR 1.5.0.3)		

Cancel Back Continue

Step 3: Enter formal application details (part 2 of 2).

2.4	The operator ensures knowledge is current by specifying the duration before recurrent training is required. (ICAO TI 1,4.2.3 / IATA DGR 1.5.0.3)		
3 EMERGENCY PROCEDURES & ACCIDENT/INCIDENT REPORTING			
3.1	Emergency response information is available to the pilot-in-command/other crew members (ICAO TI 7;4.9 / IATA DGR 9.5.1.2)		
3.2	Procedures requiring the report of dangerous goods incidents and accidents to the authorities of the state in which it occurs. (ICAO TI 7;4.4 / IATA DGR 9.6.1)		
3.3	Procedures requiring the report of undeclared or mis-declared dangerous goods discovered in cargo, mail or passenger baggage to the authorities of the state in which it occurs. (ICAO TI 7;4.5 / IATA DGR 9.6.2)		
3.4	In the event of an aircraft accident or serious incident, the operator has procedures to provide information without delay to emergency service responders about dangerous goods on board (ICAO TI 7;4.7 / IATA DGR 9.6.3)		

Note:
All fields under '3 EMERGENCY PROCEDURES & ACCIDENT/INCIDENT REPORTING' are mandatory

Cancel Back **Click 'Continue' when done.** Continue

Step 4: Upload mandatory documents and additional documents.

1 Applicant/Organisation Details 2 Formal Application Details (1 of 2) 3 Formal Application details (2 of 2) **4 Upload Documents** 5 Preview Application

Mandatory Documents

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

	Name	File	Category	Attach	Remark	
1	<input type="text"/>		A	<input type="button" value="Upload"/>	<input type="text"/>	
2	<input type="text"/>		Approval for the Carriage of Dangerous Goods by the State of the Operator	<input type="button" value="Upload"/>	<input type="text"/>	
3	<input type="text"/>		Relevant extracts from DG/Ops Manual	<input type="button" value="Upload"/>	<input type="text"/>	

Additional Documents

Cancel Back **Continue**

Note: A red box highlights step 4 in the progress bar. A red box highlights the 'Upload' button in the first row of the table, with an arrow pointing to it from a text box that says 'Click on "Upload" and there will be a pop-out window to upload the file.'

Step 4: Upload mandatory documents and additional documents.

1 Applicant/Organisation Details 2 Formal Application Details (1 of 2) 3 Formal Application details (2 of 2) 4 Upload Documents 5 Preview Application

Mandatory Documents

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

	Name	File	Category	Attach	Remark
1	<input type="text"/>		AOC	Upload	<input type="text"/>
2	<input type="text"/>		Approval for the Ca	Upload	<input type="text"/>
3	<input type="text"/>		Relevant extracts fr	Upload	<input type="text"/>

Additional Documents

Cancel Back Continue

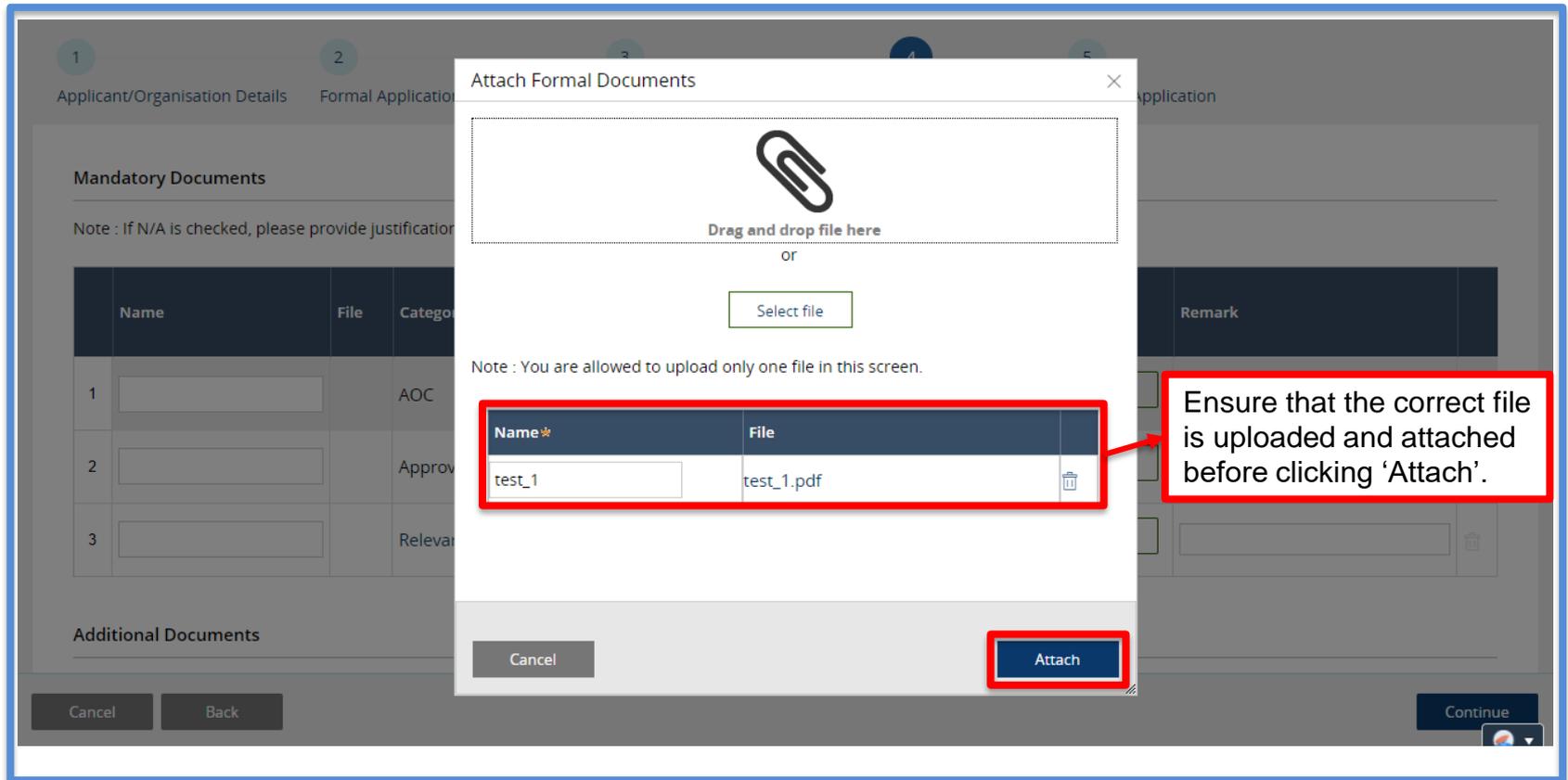
Attach Formal Documents

Drag and drop file here
or
Select file

Note : You are allowed to upload only one file in this screen.

Select the file to be uploaded.

Step 4: Upload mandatory documents and additional documents.



Attach Formal Documents

Drag and drop file here

or

Select file

Note : You are allowed to upload only one file in this screen.

Name*	File
test_1	test_1.pdf

Cancel

Attach

Ensure that the correct file is uploaded and attached before clicking 'Attach'.

Step 4: Upload mandatory documents and additional documents.

	Name	File	Category	Attach	Remark	
1	<input type="text"/>		AOC	<input type="button" value="Upload"/>	<input type="text"/>	
2	<input type="text"/>		Approval for the Carriage of Dangerous Goods by the State of the Operator	<input type="button" value="Upload"/>	<input type="text"/>	
3	<input type="text"/>		Relevant extracts from DG/Ops Manual	<input type="button" value="Upload"/>	<input type="text"/>	

Additional Documents

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

← **Click to upload documents**

Name	File	Category	Attach	Remark
No items				

Note:
Please upload the business registration document, e.g. ACRA Business Profile.
You may also add row to upload any other additional relevant supporting documents.

Cancel Back → **Click 'Continue' when done.**

Sample ACRA Business Profile

(This is a sample report only)

ACCOUNTING AND CORPORATE REGULATORY AUTHORITY (ACRA)



INFORMATION RESOURCES

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Business Profile (Business) of 168 ENTERPRISE (16888888A)

Date: DD/MM/YYYY

The Following Are The Brief Particulars of :

Name of Business	168 ENTERPRISE
Former Name(s) if any	9413 ENTERPRISE
Date of Change of Name	10/10/2016
Registration No.	16888888A
Registration Date	08/08/2016
Commencement Date	08/08/2016
Status of Business	Live
Status Date	08/08/2016
Renewal Date	
Expiry Date	08/08/2017
Renewal via GIRO	NO
Constitution of Business	Sole-Proprietor
Principal Place of Business	888 ABC ROAD #08-08 ABC BUILDING SINGAPORE (888888)
Date of Change of Address	10/10/2016

Principal Activities

Activities (I)	MONEY-CHANGING SERVICES (64993)
Description	FUND TRANSFER SERVICE
Activities (II)	
Description	

Particulars of Authorised Representative(s)

Name	ID	Nationality/Citizenship	Address	Address Source	Date of Appointment
NG AH MEI	S7788778H	SINGAPORE CITIZEN	78 ANSON ROAD #78-78 INTERNATIONAL PLAZA SINGAPORE (787878)	OSCARS	08/08/2016

Authentication No. : 000000049

Note: Authorised Representative was formerly known as Manager before 03/01/2016 for business firms

Page 1 of 2

(This is a sample report only)

ACCOUNTING AND CORPORATE REGULATORY AUTHORITY (ACRA)



INFORMATION RESOURCES

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Business Profile (Business) of 168 ENTERPRISE (16888888A)

Date: DD/MM/YYYY

Existing Sole-Proprietor(s) / Partner(s)

Name	ID	Nationality/Citizenship Place of Incorporation/ Origin/Registration	Address	Address Source	Date of Entry Position
LIM AH HUAT	88888888H	SINGAPORE CITIZEN	888 AMK AVENUE #08-08 DEF BUILDING SINGAPORE (888888)	OSCARS	08/08/2016 OWNER

Withdrawn Partner(s)

Name	ID	Nationality/Citizenship Place of Incorporation/ Origin/Registration	Address	Address Source	Date of Entry Position	Date of Withdrawal
------	----	---	---------	----------------	---------------------------	-----------------------

Abbreviation

OSCARS - One Stop change of Address Reporting Service by Immigration & Checkpoint Authority.

Note :

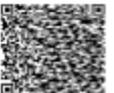
- The information contained in this product is collated from lodgements filed with ACRA, and/or information collected by other government sources.
- The list of officers for this entity is available for online authentication within 30 days from the date of purchase of this Business Profile. Please scan the QR code available on the last page of this profile to access the authentication page. For more information, please visit www.acra.gov.sg.

FOR REGISTRAR OF COMPANIES AND BUSINESS NAMES SINGAPORE

RECEIPT NO. : ACRAXXXXXXXXXX06

DATE : DDMMYYYY

This is computer generated. Hence no signature required.



Authentication No. : 000000049

Note: Authorised Representative was formerly known as Manager before 03/01/2016 for business firms

Page 2 of 2

Step 5: Preview all application details.

The screenshot shows a multi-step application process. At the top, a progress bar contains five steps: 1. Applicant/Organisation Details, 2. Formal Application Details (1 of 2), 3. Formal Application details (2 of 2), 4. Upload Documents, and 5. Preview Application. Step 5 is highlighted with a red box. Below the progress bar, the 'Preview Application' section is displayed. It is divided into two main sections: 'Application Details' and 'Applicant Details'. The 'Application Details' section shows 'Approval Type' as 'Dangerous Goods Permit (DGP)' and 'Application Type' as 'Initial'. The 'Applicant Details' section contains several fields, each with a dashed line indicating a missing value: 'Salutation', 'First Name/Given Name', 'NRIC/FIN', 'Designation', 'Last Name/Surname', 'Passport Number', and 'Email'. At the bottom of the form, there are three buttons: 'Cancel', 'Back', and 'Submit'. A small globe icon is visible in the bottom right corner.

1 Applicant/Organisation Details 2 Formal Application Details (1 of 2) 3 Formal Application details (2 of 2) 4 Upload Documents 5 Preview Application

Application Details

Approval Type
Dangerous Goods Permit (DGP)

Application Type
Initial

Applicant Details

Salutation

First Name/Given Name

NRIC/FIN

Designation

Last Name/Surname

Passport Number

Email

Cancel Back Submit

Step 6: Complete declaration before submitting.

No items

Declaration

I hereby declare that the information provided in this application and the accompanying documents are true and correct to the best of my knowledge. I understand that it is an offence under paragraph 61(1)(c) of the Air Navigation Order to make a false representation for the purpose of procuring this permit.

I hereby certify that:-

- A. All the supporting documents which are declared above are dully attached;
- B. Failure to submit complete supporting documents may result in undue delay in processing the application

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.

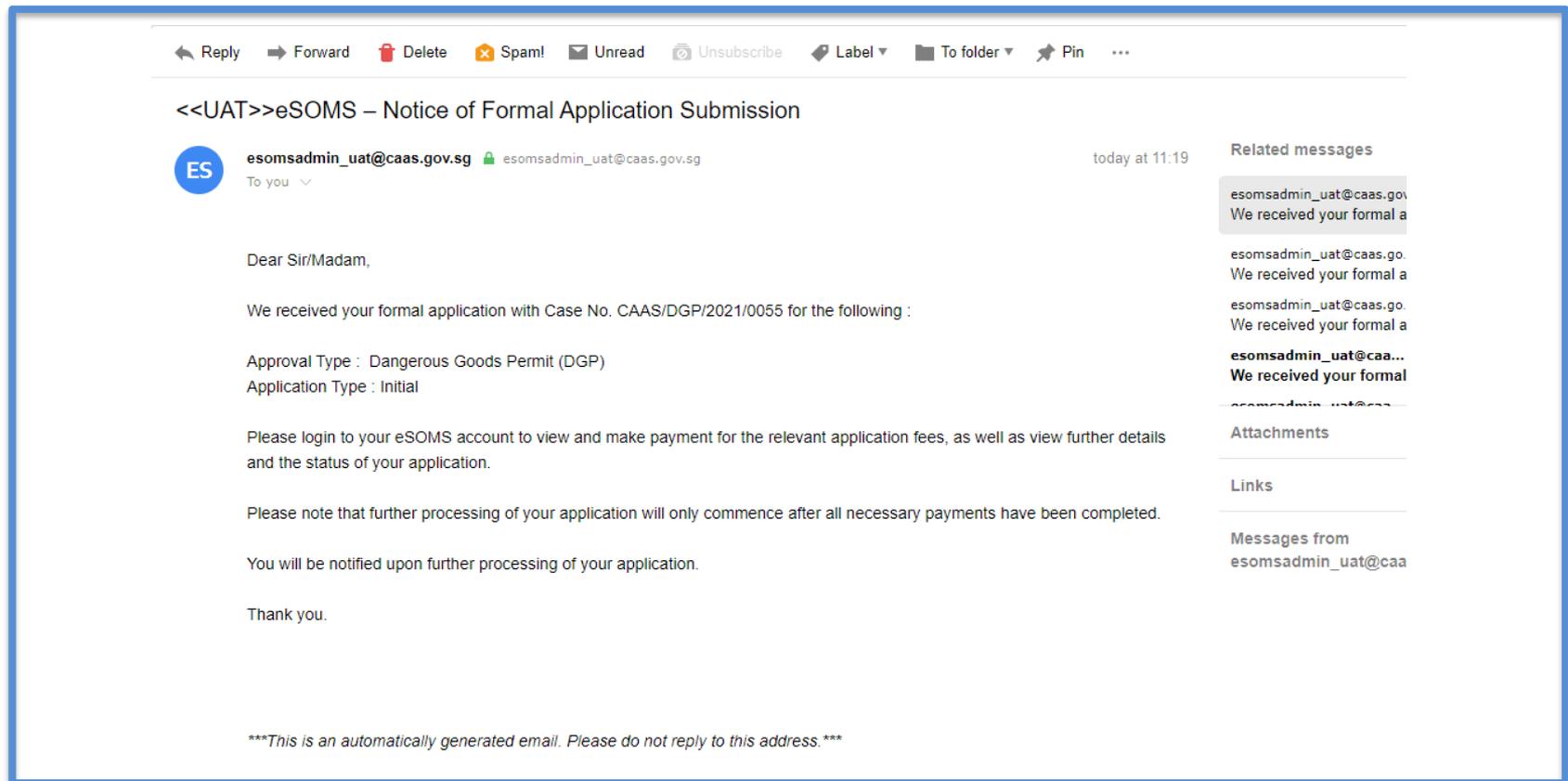
After a successful submission, you will be notified via a pop-up as shown below, as well as by email.

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.

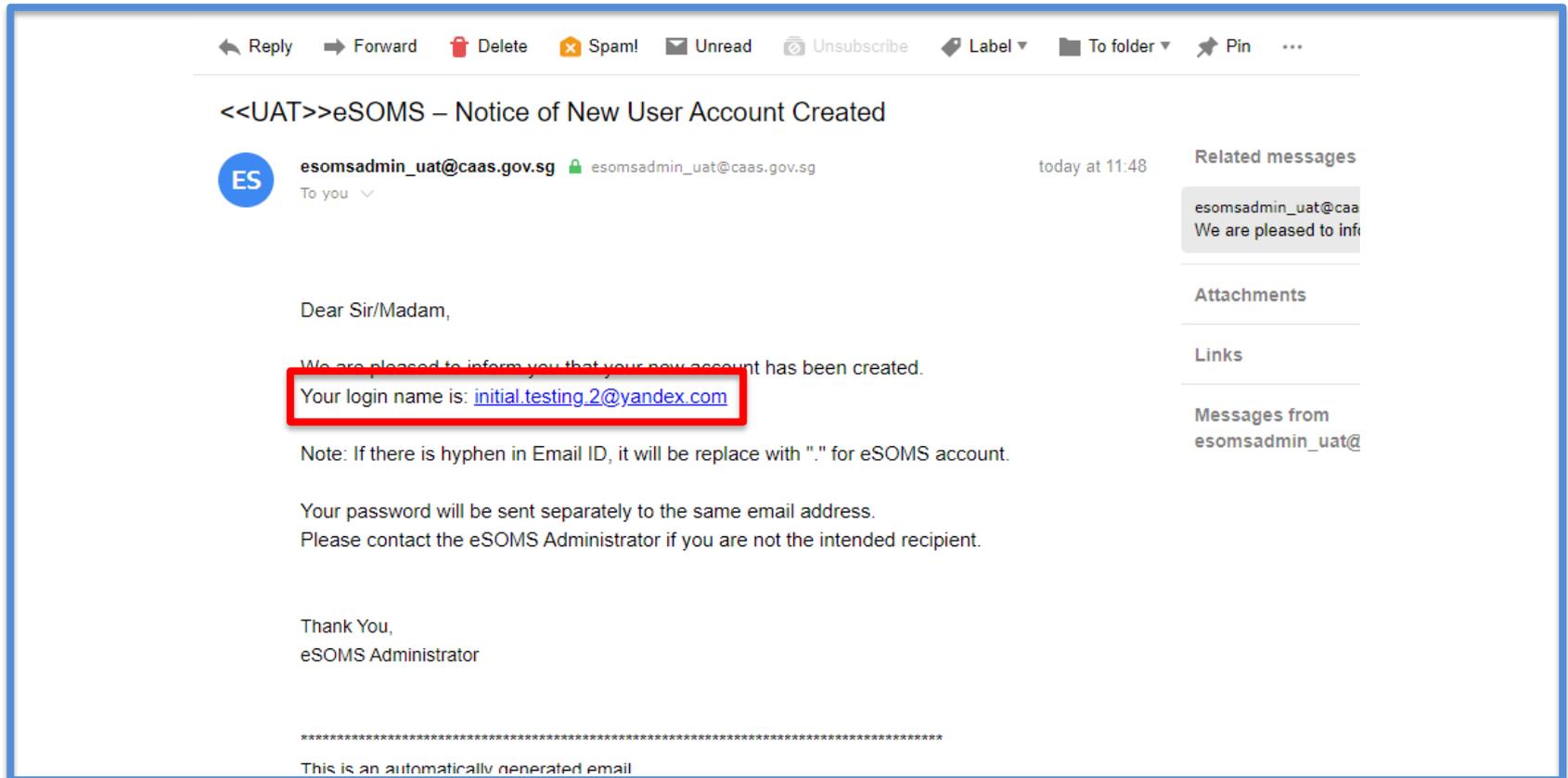
OK

An email notification will be sent to you regarding the application submission.

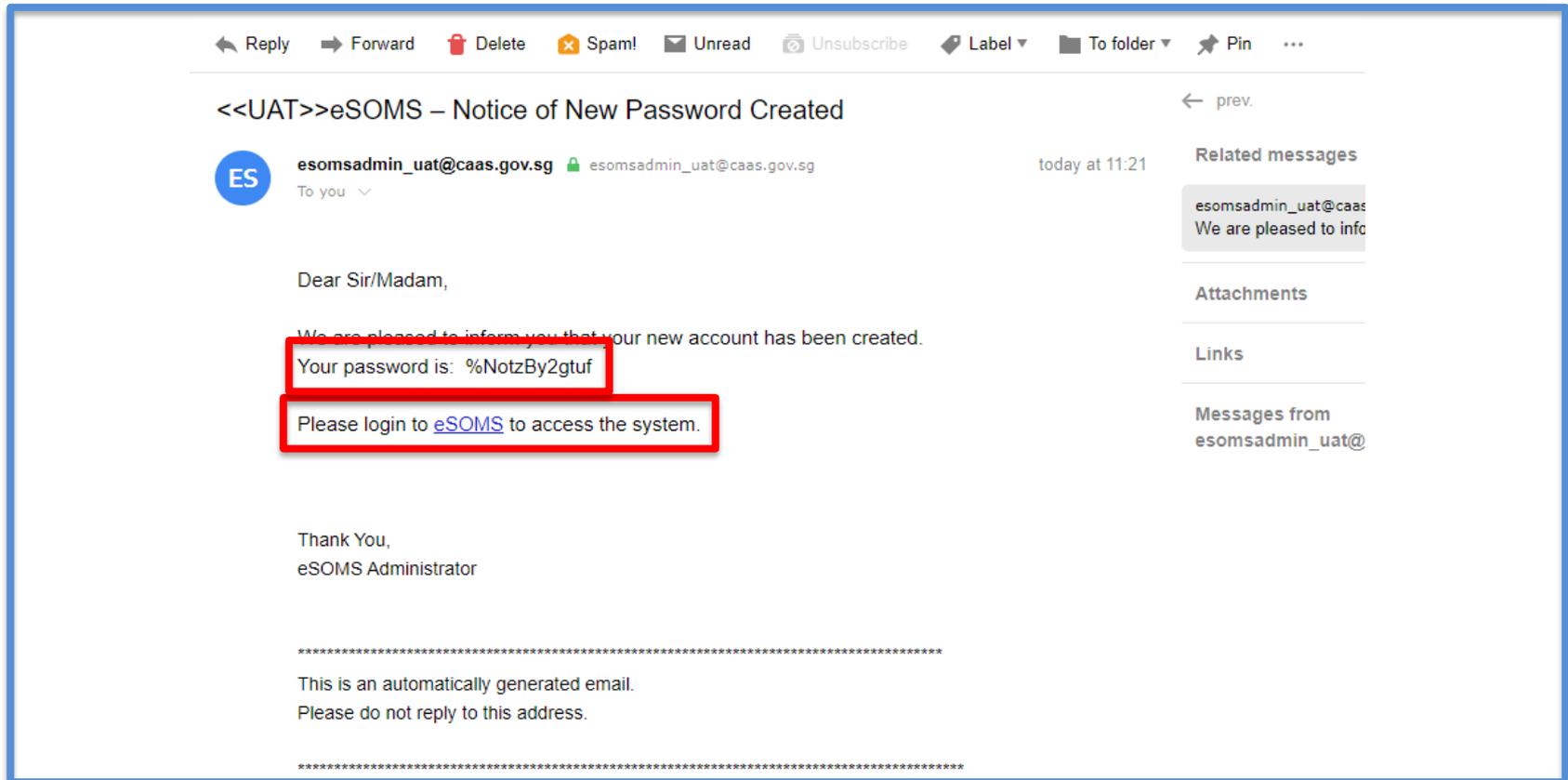


Completing Registration

Step 1: You will receive a notice of new user account being created with the login name.



Step 2: You will receive a temporary password for your account. Click on 'eSOMS' to access the system and change your password.



Step 3: Select 'eSOMSPass Login'.

The screenshot displays the CAAS eSOMS website interface. 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 navigation links for "CONTACT US", "SITEMAP", and "CAAS CORPORATE SITE". A search bar is present with the text "Within CAAS eSOMS" and a search icon. Below the header is a navigation bar with "Home" (highlighted in pink), "About eSOMS", and "Help". A maintenance notice indicates "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...**
 - 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** (highlighted with a red box)
 - More information on login methods here.

The background features a stylized illustration of an airport terminal and aircraft.

Step 4: Input the User name and Password sent to your email.

<<UAT>>eSOMS – Notice of New User Account Created

esomsadmin_uat@caas.gov.sg esomsadmin_uat@caas.gov.sg
To you

Dear Sir/Madam,

We are pleased to inform you that your new account has been created.
Your login name is: initial.testing.2@yandex.com

<<UAT>>eSOMS – Notice of New Password Created

esomsadmin_uat@caas.gov.sg esomsadmin_uat@caas.gov.sg
To you

Dear Sir/Madam,

We are pleased to inform you that your new account has been created.
Your password is: %NotzBy2gtuf

Please login to [eSOMS](#) to access the system.

eSOMS
Enterprise Safety Oversight Management System

User name

Password

Log in

[Home Screen](#)

[Forgot password?](#)

Step 5: Input the temporary password as 'Current Password' and your desired password as 'New password' and 'Confirm Password'. Click on 'Change password' when done.

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. At the top center is the eSOMS logo, with the text "Enterprise Safety Oversight Management System" below it. The background features a grid pattern and faint gear and airplane silhouettes. The main form contains three input fields: "Current Password", "New Password", and "Confirm Password". Below these fields are two blue buttons: "Change password" and "Cancel".

Overlaid on the left side is an email notification from "esomsadmin_uat@caas.gov.sg" with the subject "<<UAT>>eSOMS – Notice of New Password Created". The email body contains the following text:

Dear Sir/Madam,

We are pleased to inform you that your new account has been created. Your password is: %NotzBy2gtuf

Please login to [eSOMS](#) to access the system.

A red box highlights the email content, and a red arrow points from the highlighted text to the "Current Password" input field in the eSOMS interface.

Once done, the main page will be displayed.

The screenshot shows the eSOMS Enterprise Safety Oversight Management System dashboard. The top left features the eSOMS logo and the text "Enterprise Safety Oversight Management System". The top right has a notification bell icon and a user profile icon labeled "IT".

The left sidebar contains a navigation menu with the following items:

- Home
- My Applications
- Search Portal
- Mandatory Occurrence Report (MOR)
- Mandatory Defect Report (MDR)
- + New
- + Profile Settings

The main content area is titled "My Dashboard" and includes a breadcrumb trail: "Home > My Organizati...".

Below the dashboard title, there is a section for "My Outstanding Tasks" with a "Link" icon. It contains a table with the following columns:

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

Below this, there is a section for "My Involved Tasks" with a "Link" icon. It contains a table with the following columns:

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

The bottom right corner of the dashboard features a help icon (a question mark in a circle) and a small globe icon.

The application from earlier will appear under 'My Involved Task'.

The screenshot displays the eSOMS (Enterprise Safety Oversight Management System) interface. The top navigation bar includes the eSOMS logo and a notification bell icon. The left sidebar contains menu items: Home, My Applications, Search Portal, Mandatory Occurrence Report (MOR), Mandatory Defect Report (MDR), + New, and + Profile Settings. The main content area is divided into two sections. The first section, titled 'My Outstanding Tasks', contains a table with columns: Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. Below this table, it states 'No work assigned'. The second section, titled 'My Involved Tasks', is highlighted with a red box. It contains a table with columns: Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated. A single row in this table is also highlighted with a red box, showing the following data: 1, CAAS/DGP/2021/0071, Application, Initial, New, and 3 June, 2021 11:21:43 AM SGT. A help icon (?) is visible in the bottom right corner of the interface.

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1	CAAS/DGP/2021/0071	Application	Initial	New	3 June, 2021 11:21:43 AM SGT

After application process is complete, please submit the form [here](#) for us to create an eSOMS Administrator account for your organisation.

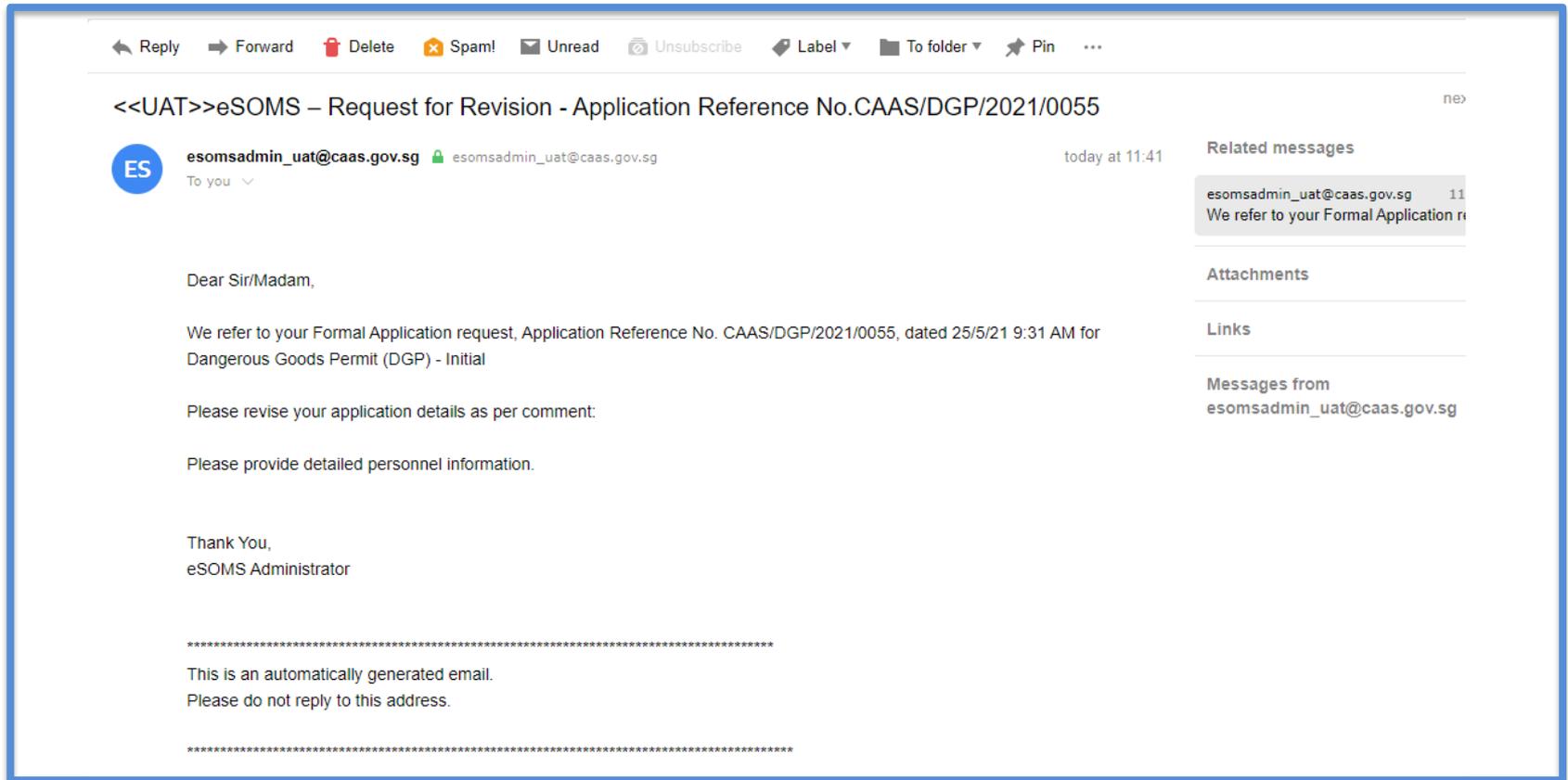


Particulars of eSOMS System Administrator / User

🕒 5 mins estimated time to complete

Validation & Evaluation by CAAS Officer

Scenario 1: During the process, more information/documents may be requested by the CAAS Officer. An email notification will be sent to inform you of the information required.



Step 1: In that case, the application will be routed back “My Outstanding Tasks” dashboard for follow-up.

The screenshot shows a web dashboard with a navigation bar at the top containing 'Home' and 'My Organizati...'. Below the navigation bar is a 'My Dashboard' section. A red box highlights the 'My Outstanding Tasks' link, which is accompanied by a refresh icon and the word 'Link'. Below this link is a table with the following data:

	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/DGP/2021/0055	CAAS/DGP/2021/0055	Initial	FormalApplication-Submitted		25 May, 2021 11:40:57 AM SGT

Below the table is a 'My Involved Tasks' section, also with a refresh icon and 'Link'. Below this section is another table with the following data:

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

Step 2: Click on the case reference number to make the necessary changes to the formal application. Repeat steps in 'Formal Application'.

The screenshot shows a web dashboard with a navigation bar at the top containing 'Home' and 'My Organizati...'. Below the navigation bar is a 'My Dashboard' section. The main content area is divided into two sections: 'My Outstanding Tasks' and 'My Involved Tasks'. The 'My Outstanding Tasks' section contains a table with the following data:

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1 CAAS/DGP/2021/0055	CAAS/DGP/2021/0055	Initial	FormalApplication-Submitted		25 May, 2021 11:40:57 AM SGT

The 'My Involved Tasks' section contains a table with the following headers:

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

A red box highlights the case reference number 'CAAS/DGP/2021/0055' in the first row of the 'My Outstanding Tasks' table. A red arrow points from the text 'Click here' to this highlighted cell.

Scenario 2: During the evaluation phase, applicant can upload additional document. Search for the submitted application in your home tab under 'My Involved Tasks' and click on the case.

Home My Organizati... CAAS/DGP/2021...

My Involved Tasks Link

Click here

Status during CAAS evaluation

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/DGP/2021/0055	Application	Initial	FormalApplication-Submitted		25 May, 2021 11:58:48 AM SGT

Under 'Case Information', scroll down to 'Attachments' Section.

Home My Organizati... **CAAS/DGP/2021...** ← **New tab is opened**

Approval
Application (CAAS/DGP/2021/0055) Actions ▾

Application Review

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

Case information

Approval Type	Application Type	Applicant
Dangerous Goods Permit (DGP)	Initial	initial.test
Organisation	Application Status	
Air New Zealand Limited	Formal Application Submitted	

CASE DETAILS

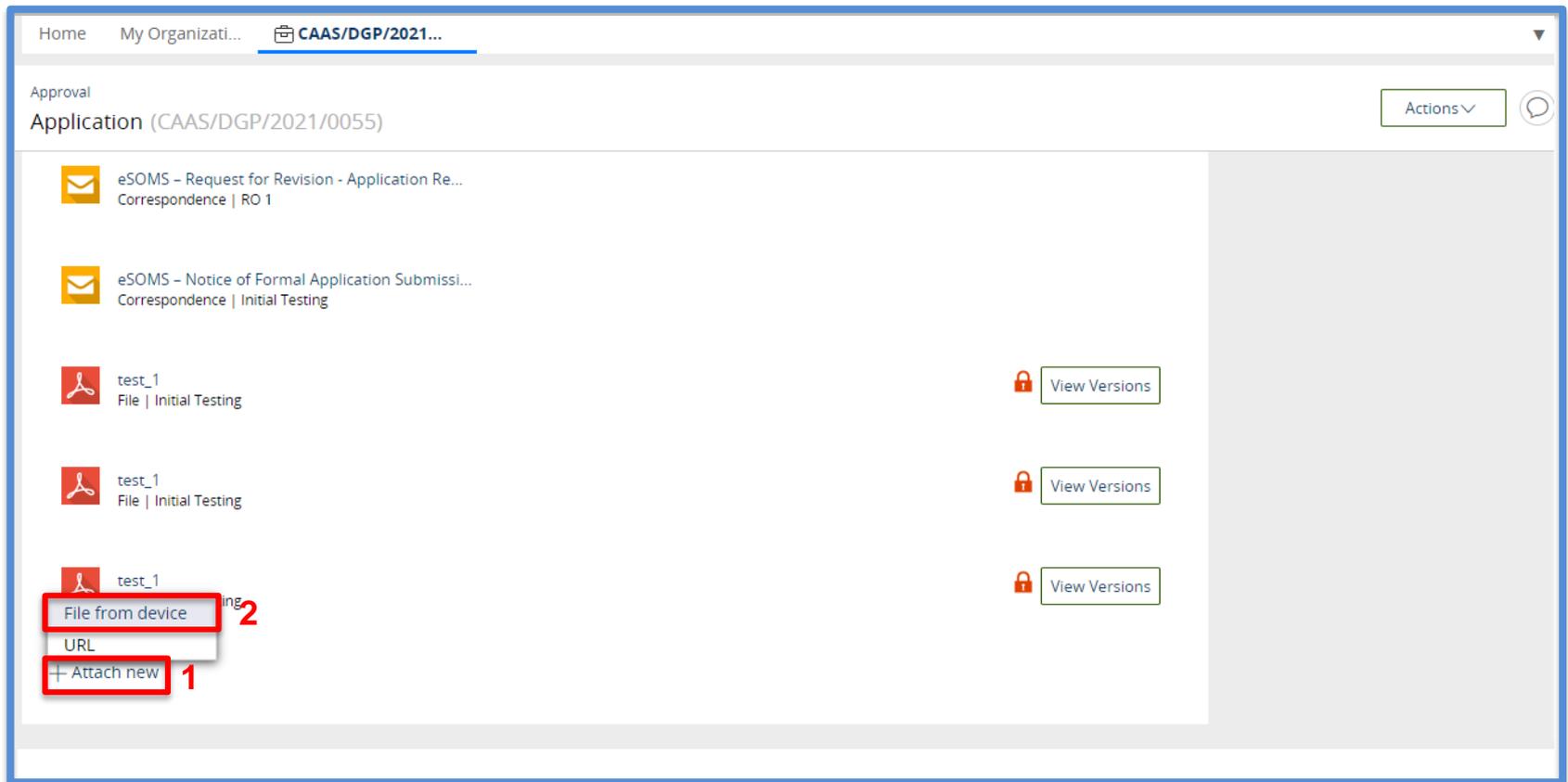
Last updated by
Initial Testing (1m ago)

Created by
Initial Testing (2h ago)

▾ **ATTACHMENTS**

eSOMS - Request for Revision - Application Re...
Correspondence | RO 1

Under 'Attachments' Section, click on '+ Attach new' then 'File from device' to upload additional document. A pop-out window will appear.



Select file to be uploaded.

Home My Organizati... CAAS/DGP/2021...

Approval

Application (CAAS/DGP/2021/0055)

Actions

Attach file(s)

Drag and drop file here

or

Select file

Name*	File
No items	

Cancel Attach

+ Attach new

- eSOMS - Request for Revision - Application Correspondence | RO 1
- eSOMS - Notice of Formal Application Correspondence | Initial Testing
- test_1 File | Initial Testing
- test_1 File | Initial Testing
- test_1 File | Initial Testing

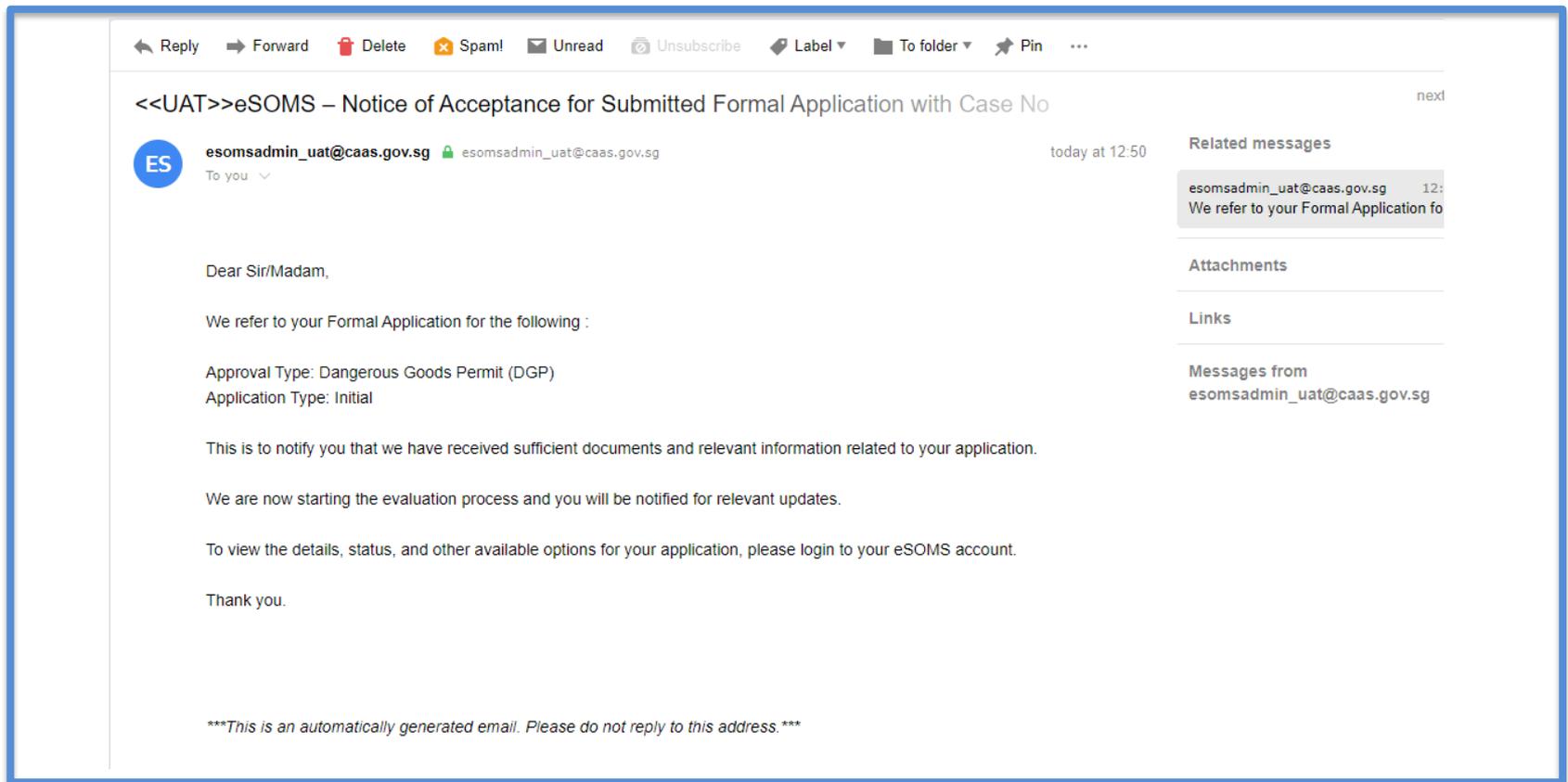
Ensure the correct file is uploaded and click 'Attach'.

The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'My Organizati...', and 'CAAS/DGP/2021...'. Below the navigation bar, there is a section for 'Approval' with the title 'Application (CAAS/DGP/2021/0055)'. On the left side, there is a list of items, each with an icon and text: 'eSOMS - Request for Revision - Applic Correspondence | RO 1', 'eSOMS - Notice of Formal Application Correspondence | Initial Testing', and three entries for 'test_1 File | Initial Testing'. A '+ Attach new' link is at the bottom left. A modal dialog box titled 'Attach file(s)' is open in the center. It features a dashed box with a paperclip icon and the text 'Drag and drop file here'. Below this is the word 'or' and a 'Select file' button. A table is displayed with the following data:

	Name*	File	
1	test_1	test_1.pdf	

At the bottom of the dialog box, there are 'Cancel' and 'Attach' buttons. The 'Attach' button is highlighted with a red rectangular box.

Scenario 3: When sufficient documents and relevant information has been received, evaluation process will begin, and an email will be sent to you.



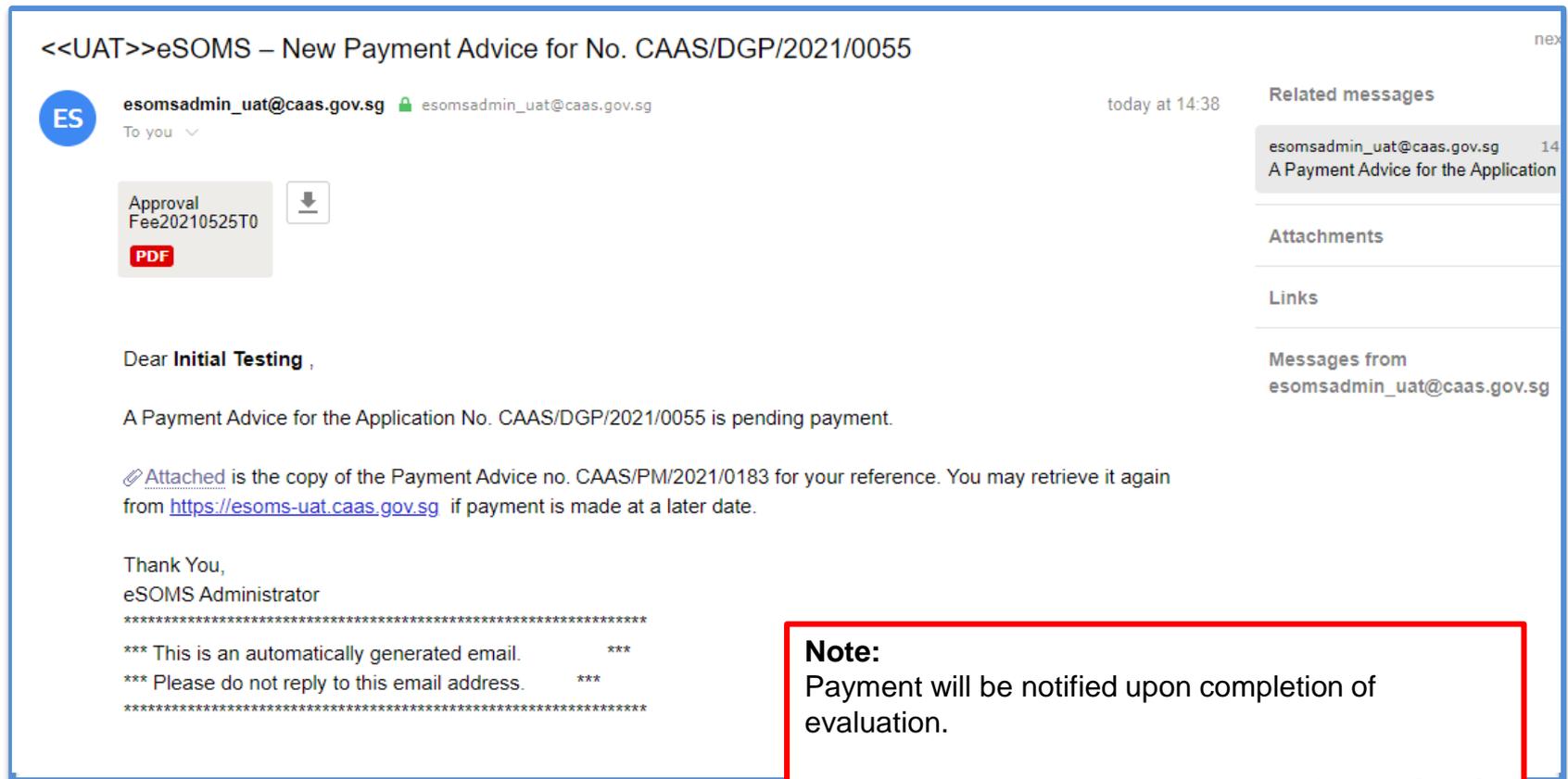
The application status will be updated to 'Evaluation-InProgress' under 'My Involved Tasks'.

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/DGP/2021/0055	Application	Initial	Evaluation-InProgress		25 May, 2021 12:49:17 PM SGT



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

Home My Organizati...

My Dashboard

My Outstanding Tasks Click here Status will be seen as 'Pending Payment' Link

	Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/PM/2021/0183	CAAS/DGP/2021/0055	Initial	Pending-Payment		25 May, 2021 2:37:12 PM SGT

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

Home My Organizati... CAAS/PM/2021/...

Approval > Application

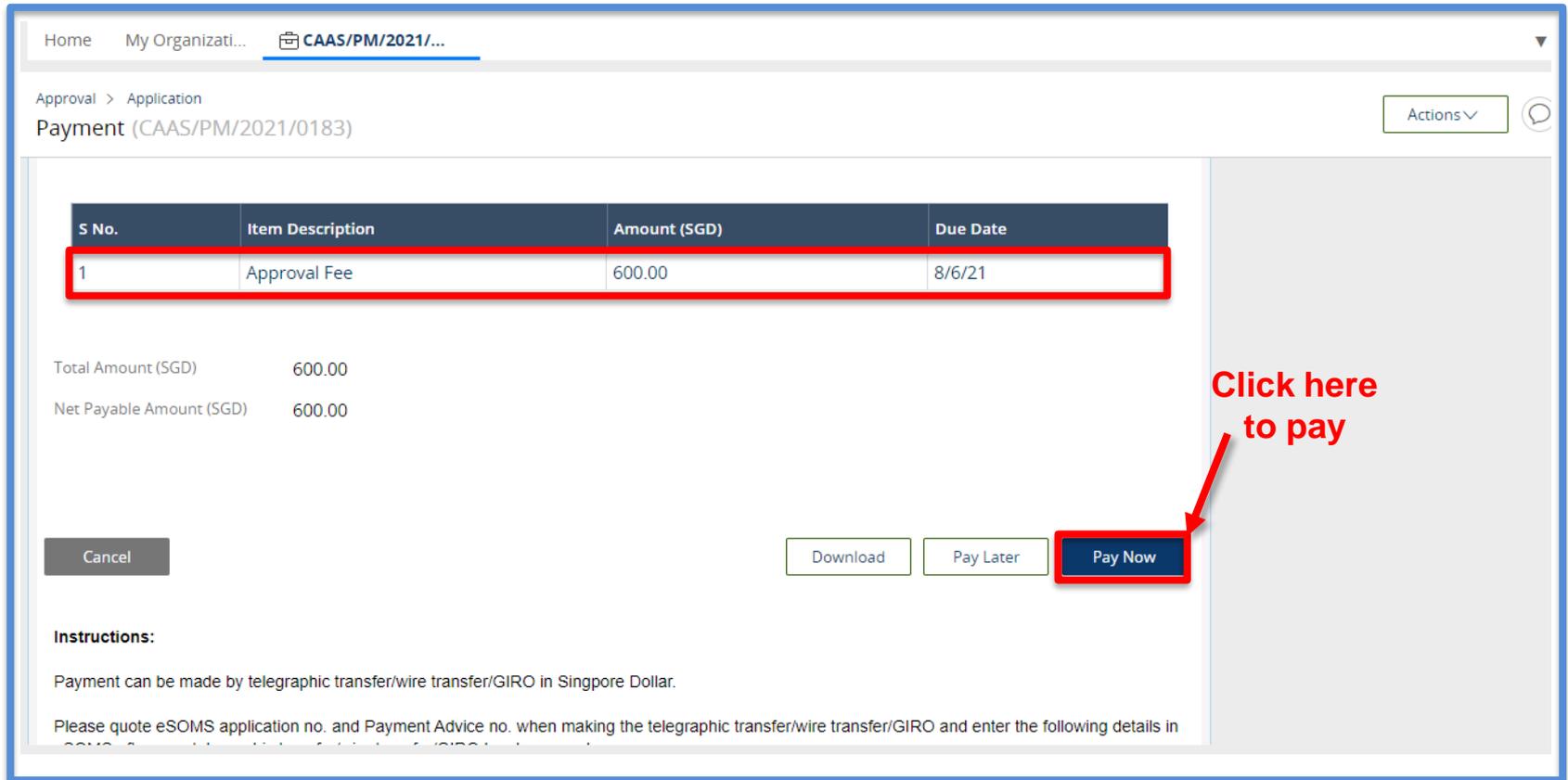
Payment (CAAS/PM/2021/0183) Actions

S No.	Item Description	Amount (SGD)	Due Date
1	Approval Fee	600.00	8/6/21

Total Amount (SGD) 600.00
Net Payable Amount (SGD) 600.00

Cancel Download Pay Later Pay Now

Instructions:
Payment can be made by telegraphic transfer/wire transfer/GIRO in Singapore Dollar.
Please quote eSOMS application no. and Payment Advice no. when making the telegraphic transfer/wire transfer/GIRO and enter the following details in



Alternatively, you can make a payment via 'Make Payment' on esoms.caas.gov.sg

The screenshot shows the CAAS eSOMS website homepage. At the top left is the CAAS logo (Civil Aviation Authority of Singapore) with the tagline "Enabling opportunities through aviation". At the top right is the Singapore Government logo with the tagline "Integrity · Service · Excellence" and navigation links for CONTACT US, SITEMAP, and CAAS CORPORATE SITE. Below the logo is a search bar and a dropdown menu for "Within CAAS eSOMS". A dark blue navigation bar contains "Home", "About eSOMS", and "Help". A maintenance notice indicates "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...**: Contains two buttons: "Apply for Approval/Permit" (with a document icon) and "Submit Enquiry" (with a document and question mark icon). The "Apply" button text reads: "Ready to apply for an approval/permit? Submit your application here." The "Submit" button text reads: "Not sure what approval/permit to apply for? Submit your enquiry here."
- Quick Links**: Contains two buttons: "Make Payment" (with a document and dollar sign icon) and "View Approval/Permit Holders" (with a document and magnifying glass icon). The "Make Payment" button is highlighted with a red border and its text reads: "Have an outstanding invoice or payment advice? Click here to make payment." The "View" button text reads: "Click here to view approval/permit holders."
- Welcome to eSOMS Enterprise Safety Oversight Management System**: Contains a login instruction: "For existing account holders, please login using one of the following methods:" followed by three login options: "For Individuals - Singpass Login", "For Businesses - Singpass Login (previously known as Corppass Login)", and "eSOMSPass Login". A link for "More information on login methods click here." is provided below.

The background features a stylized illustration of an airport tarmac with two aircraft and ground service equipment.

The Payment Advice No. can be found in the PDF attached in the email.

Online Payment Service

Make Payment

You can now make payment online for fees and charges. Please enter the Payment Advice No. (e.g. CAAS/PM/YYYY/XXXX) or Invoice No. (e.g. CAAS/INV/YYYY/XXXX).

Payment Advice No. Invoice No.

Please enter the words you see in the box.



Civil Aviation Authority of Singapore

Payment Advice

Payment Advice No : CAAS/PM/2021/0183
Payment Advice Date : 25/05/2021

Name of Company :
Organisation Address :
Applicant Name :
Approval Type :
Application Type :

Ensure all the details and amount are correct and click on 'Pay Now'

Payment Invoice Number
Date
Name of Organisation
Organisation Address
Applicant Name
Payment Status

S No.	Item Description	Amount (SGD)	Due Date
1	Approval Fee	600.00	8/6/21

Total Payment Amount (SGD) 600.00
Amount Received (SGD)
Net Payable Amount (SGD) 600.00

Pay Now

A late payment interest charge at the prevailing rate will be levied on the overdue amount.
For enquiries on payment advice, please contact the eSOMS Support Team at esoms@caas.gov.sg.
This is a computer generated payment advice. No signature is required.

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

Step 3: Select the payment mode: Credit Card, PayNow, or Telegraphic Transfer (TT).

Home My Organizati... CAAS/PM/2021/...

Approval > Application
Payment (CAAS/PM/2021/0183)

S No.	Item Description
1	Approval Fee

Total Amount (SGD) 600.00
Net Payable Amount (SGD) 600.00

Cancel

Instructions:
Payment can be made by telegraphic transfer
Please quote eSOMS application no. and Pay

Make Payment

Application No. CAAS/DGP/2021/0055
Payment Advice No. CAAS/PM/2021/0183
Payment Advice Date 25/05/2021

Note: Select one of the following payment modes:

- Credit Card (Visa/Mastercard)
- TT / WireTransfer / GIRO (your bank may take 3-5 workings days to process)
- PayNow

Payment Mode*

- Select...
- Select...
- Credit Card
- PayNow
- TT/Wire TRF/GIRO

Payer Details

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

Display Name	TEST: Civil Aviation Authority of Singapore
Merchant Reference Code	P-2589-162203993
Nets Reference Code	20210525150820181
Amount	SGD 600.00

Payment Methods



Name on Card

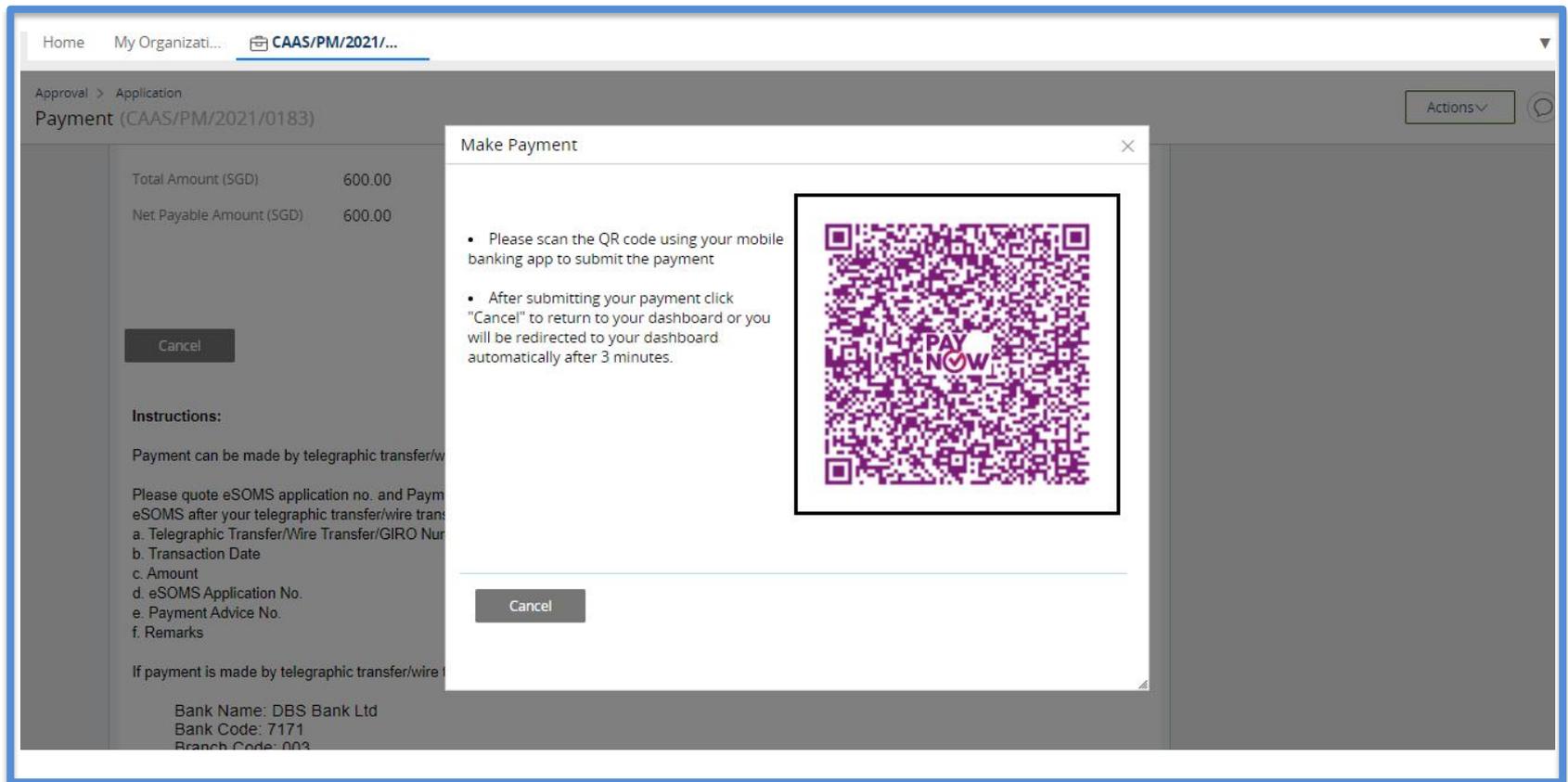
Card Number

CVV/CVV2

Expiry Date

Email (Optional)

Step 3b: If payment is via PayNow, a QR code will be generated, and you may scan to make payment.



The screenshot shows a web application interface for a payment process. The main page is titled "Payment (CAAS/PM/2021/0183)" and displays the following details:

Total Amount (SGD)	600.00
Net Payable Amount (SGD)	600.00

A "Cancel" button is visible below the table. The "Instructions:" section provides the following information:

Payment can be made by telegraphic transfer/wire transfer.

Please quote eSOMS application no. and Paym...
eSOMS after your telegraphic transfer/wire trans...

- Telegraphic Transfer/Wire Transfer/GIRO Nur...
- Transaction Date
- Amount
- eSOMS Application No.
- Payment Advice No.
- Remarks

If payment is made by telegraphic transfer/wire t...

Bank Name: DBS Bank Ltd
Bank Code: 7171
Branch Code: 003

The "Make Payment" dialog box is open, displaying the following instructions:

- Please scan the QR code using your mobile banking app to submit the payment
- After submitting your payment click "Cancel" to return to your dashboard or you will be redirected to your dashboard automatically after 3 minutes.

A QR code with the "PAY NOW" logo is displayed in the center of the dialog box. A "Cancel" button is located at the bottom of the dialog box.

Step 3c: 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/DGP/2021/0055

Payment Advice No. CAAS/PM/2021/0183

Payment Advice Date 25/05/2021

Note: Select one of the following payment modes:

- Credit Card (Visa/Mastercard)
- TT / WireTransfer / GIRO (your bank may take 3-5 working days to process)
- PayNow

Payment Mode ★

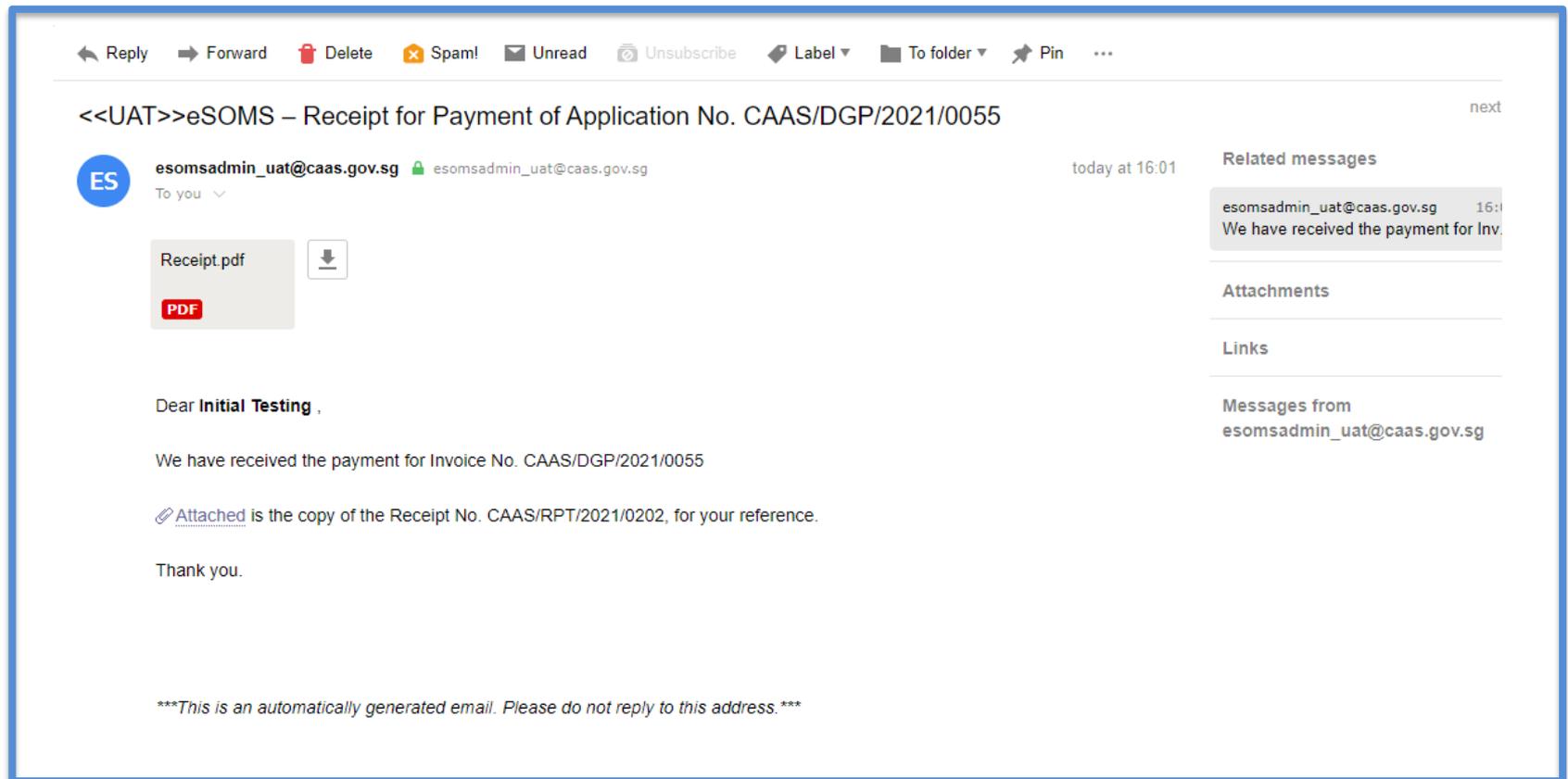
Amount

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.



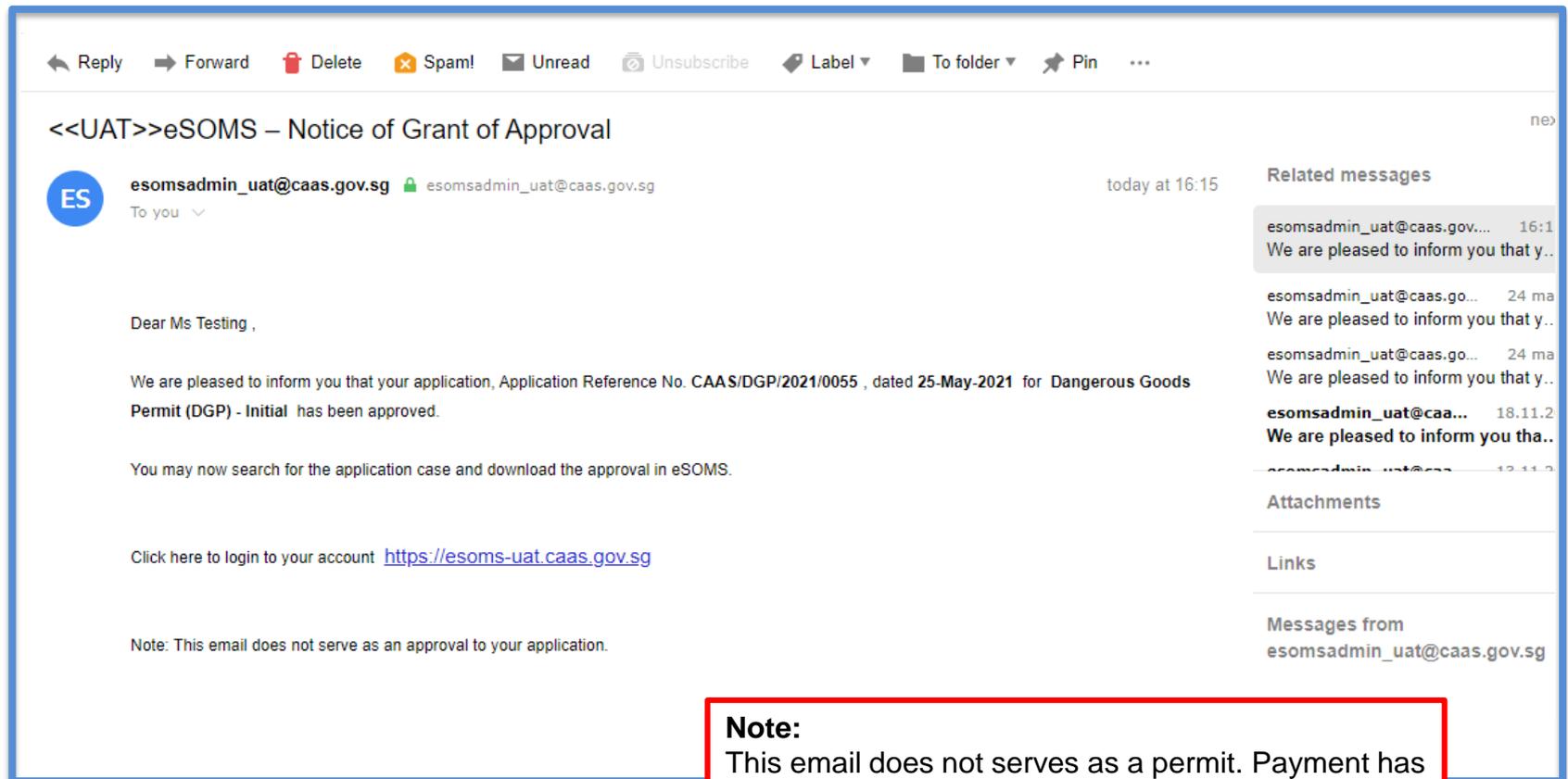
Once paid, status of application will be updated accordingly. Application will be moved from 'My Outstanding Tasks' to 'My Involved Tasks'.

The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'My Organizati...', and 'CAAS/DGP/2021...'. Below the navigation bar, there is a tab labeled 'My Involved Tasks' which is highlighted with a red box. To the right of this tab, there is a 'Link' icon. Below the tab is a table with the following columns: 'Case Reference Number', 'Description', 'Application Type', 'Status', 'Organisation', and 'Last Updated'. The table contains one row of data, which is highlighted with a red box. The status of this task is 'Payment-SuccessfulAppCompleted'. A red arrow points to the 'Status' column of this row, and the text 'Status updated' is written in red above the arrow.

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/DGP/2021/0055	Application	Initial	Payment-SuccessfulAppCompleted		25 May, 2021 4:03:14 PM SGT

Approval & Downloading of DG Permit

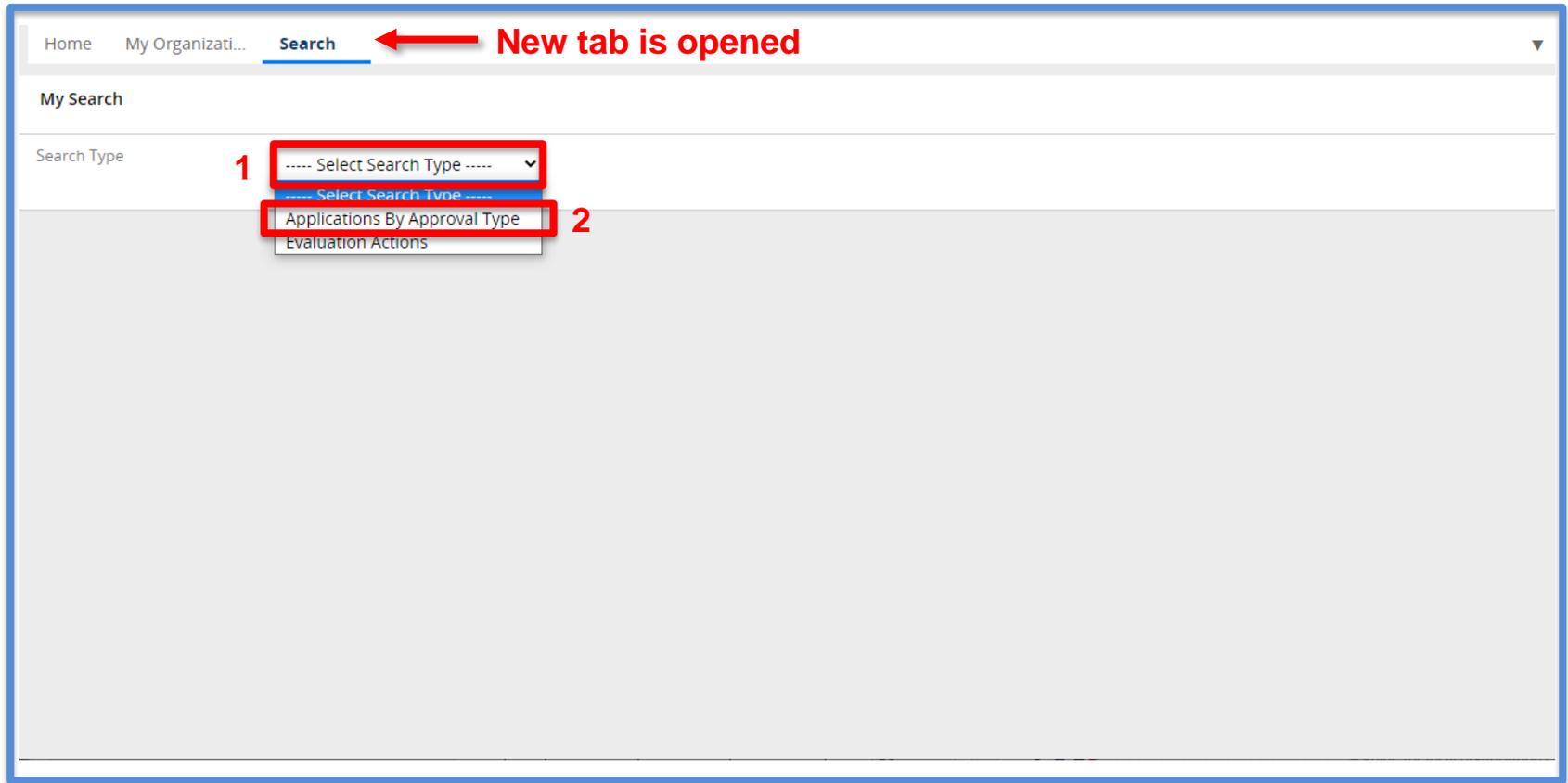
Upon approval of the application, an email will be sent to you.



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

The screenshot shows a web application interface. On the left is a sidebar menu with the following items: Home, My Applications, Search Portal (highlighted with a red box), 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 Organizati... Below this is a 'My Dashboard' section. Underneath is a 'My Outstanding Tasks' section with a refresh icon and a table with 6 columns: Case Reference Number, Application Reference No, Application Type, Status, CAAS Officer, and Last Updated. Below that is a 'My Involved Tasks' section with a refresh icon and a table with 6 columns: Case Reference Number, Description, Application Type, Status, Organisation, and Last Updated.

Step 2: Select “Applications by Approval Type”.



Step 3: Select Dangerous Goods Permit (DGP) under the mandatory field 'Approval Type'.

The screenshot shows a web application interface with a search bar and a dropdown menu for 'Approval Type'. The dropdown menu is open, displaying a list of approval types. The 'Dangerous Goods Permit (DGP)' option is highlighted in blue. A red arrow points to this option, and a red text box next to it says 'Click dropdown and select 'Dangerous Goods Permit (DGP)''. The interface also includes a 'Search Type' dropdown set to 'Applications By Approval Type', an 'Application Type' dropdown, and 'Reset' and 'Search' buttons at the bottom.

Home My Organizati... Search

Search Type Applications By Approval Type

Approval Type * Select Approval Type.....

Application Type Select Application Type.....

Select Approval Type.....

- Activity Permit Class 1 (AP1)
- Activity Permit Class 2 (AP2)
- Air Operator Certificate (AOC)
- Air Traffic Control Training Organisation (ATCTO)
- Aircraft Emergency Training Apparatus Approval (AETA)
- Aircraft Emergency Training Apparatus Trainer Approval (AETAI)
- Alternate Means Of Compliance (AMOC)
- Approval Under ICAO Technical Instructions (DGAPP)
- Aviation Training Organisation - Flying Training Organisation / Type Rating Training Organisation (ATO-FTO-TRTO)
- Certificate of Airworthiness (COA)
- Certificate of Registration (COR)
- Charter Flight (CF)
- Dangerous Goods Permit (DGP)**
- Dangerous Goods Training Program (DGTRG)
- Design Organisation Approval (DOA)
- Discharge Permit (DP)
- Exemptions Under ICAO Technical Instructions (DGEXE)
- FSTD Certificate of Qualification (SIM)
- FSTD User Approval (SIMUSR)

Reset Search

Click dropdown and select 'Dangerous Goods Permit (DGP)'

Step 3: Input the Application Reference No. from the email sent and proceed to search.

The screenshot shows the CAAS eSOMS search interface. On the left, there are search filters: Search Type (Applications By Approval Type), Approval Type (Dangerous Goods Permit (DGP)), Status (Select Status.....), Application Number (highlighted with a red box and arrow labeled '1'), Application Date From, Approval Issue Date From, and Approval Expiry Date From. On the right, there are fields for Application Type, Approval Number, Application Date, Approval Issue Date, and Approval Expiry Date. At the bottom, there are 'Reset' and 'Search' buttons (the 'Search' button is highlighted with a red box and arrow labeled '2').

Overlaid on the right is an email notification from esomsadmin_uat@caas.gov.sg titled '<<UAT>>eSOMS – Notice of Grant of Approval'. The email content includes: 'Dear Ms Testing,', 'We are pleased to inform you that your application Application Reference No. CAAS/DGP/2021/0055, dated 25-May-2021 for Dangerous Goods Permit (DGP) - Initial has been approved.', and 'You may now search for the application case and download the approval in eSOMS.' The application reference number 'CAAS/DGP/2021/0055' is highlighted with a red box.

Step 4: Click on the application to access the information.

Home My Organization... **Search**

Application Date From Approval Issue Date To

Approval Issue Date From Approval Expiry Date To

Approval Expiry Date From

Application Number	Approval Type	Application Type	Application Date	Approval Number	Final Approval Date	Approval Expiry Date	Case Status	Organisation Name
CAAS/DGP/2021/0055	Dangerous Goods Permit (DGP)	Initial	25/5/21 9:31 AM	DGP/008/2021	25/5/21 02:36 PM	24/11/21	Application Completed	

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

Home My Organizati... Search CAAS/DGP/2021...

Approval
Application (CAAS/DGP/2021/0055) Actions

Application Review

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

Case information

Approval Type	Application Type	Applicant
Dangerous Goods Permit (DGP)	Initial	
Organisation	Application Status	
	Application Completed	

ATTACHMENTS

DGP Approval Letter.pdf
SystemGenerated |

Note:
Payment has to be completed and verified by CAAS before DG permit can be downloaded and used.

Summary

1. Register via eSOMS website
2. Submitting Formal Application
3. Completing Registration
4. Validation & Evaluation by CAAS Officer
5. Fee Payment
6. Approval & Downloading of DG Permit

- END -