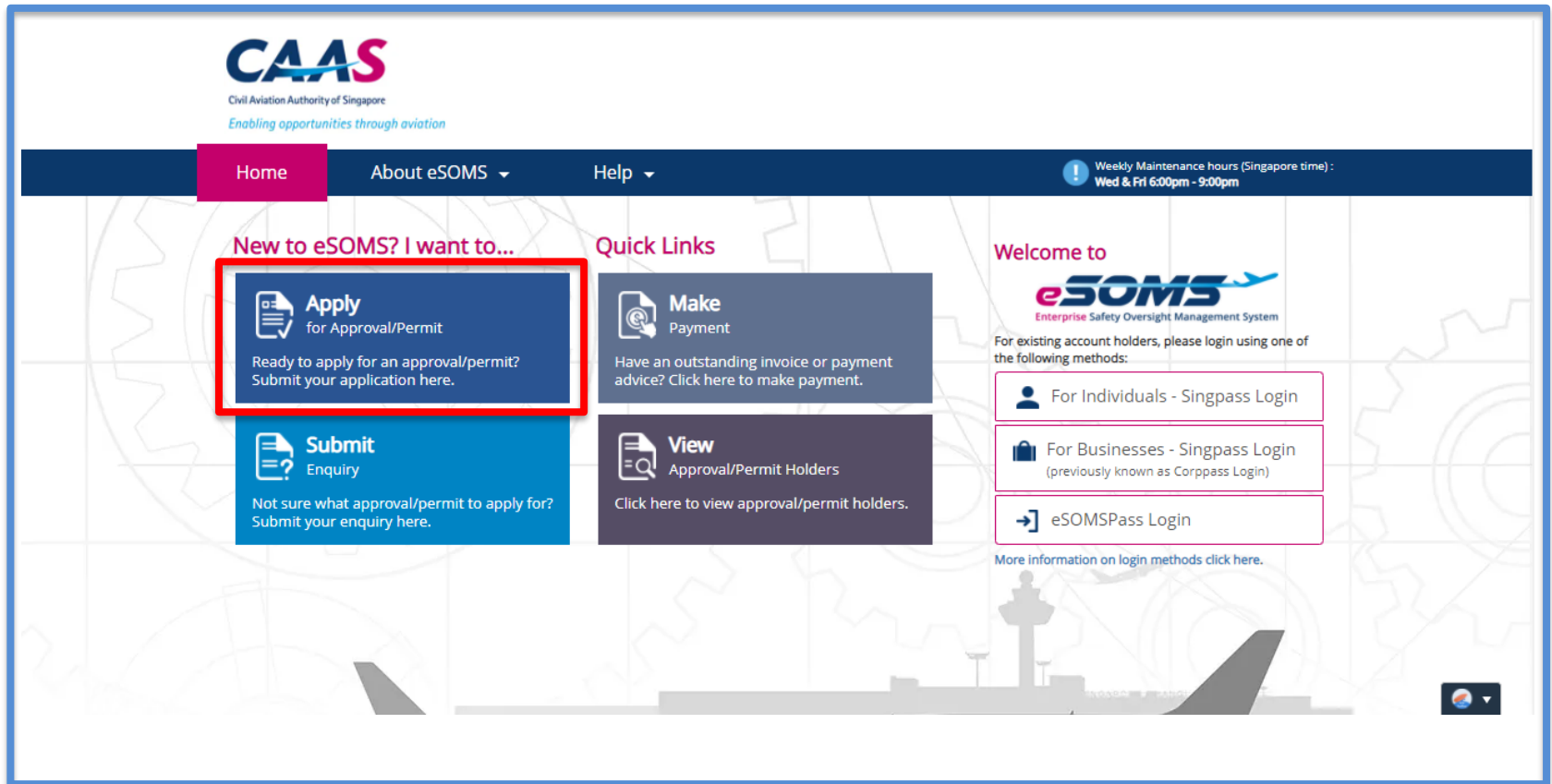# A guide for application process
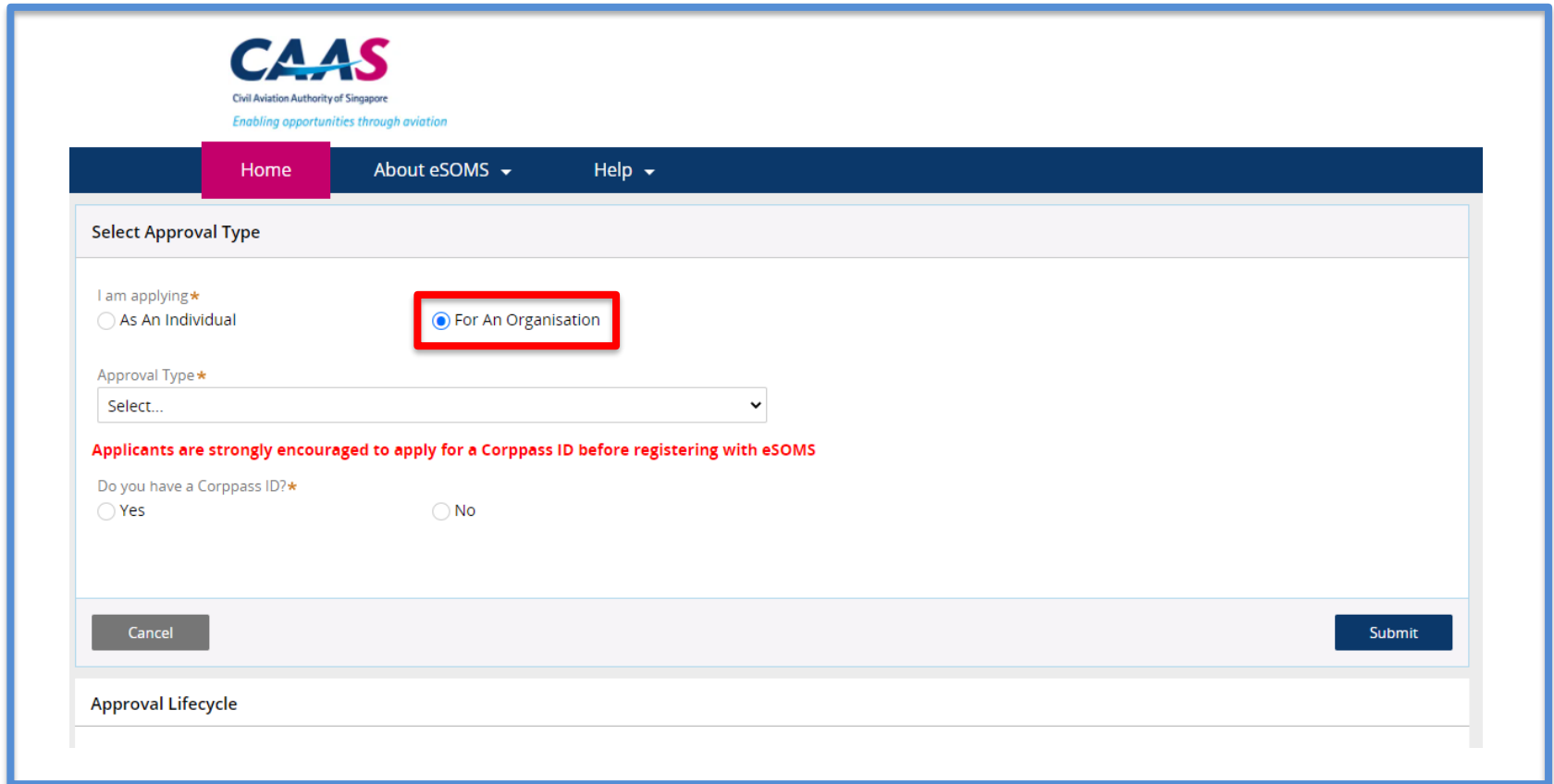## UA Operator Permit

4 Stages Process

1. Register via eSOMS website
2. Submitting Application
3. Making Payment
4. Evaluation
5. Downloading Approval

Register via eSOMS website

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

Step 2: Select 'For An Organisation'.

Step 3: Select 'Operator Permit (UOP)' from the drop down list.

Step 4: Select 'No' for Corppass

Step 1a: For first time applicant who have registered their UA via UA portal should already have an eSOMS account. Login via your respective login methods.

Submitting Application

Step 5: Fill up the 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.

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 6: Provide details of the Unmanned Aircraft

To add a record
Click on *Add item* to include additional record.

To remove a record
Click on any field of the unwanted record and click on *Delete* to remove the record.

Note:
Type of payload could include: Gimbal, camera. If you are using the default camera and gimbal, please state 'default camera and gimbal'.

Step 7: Provide frequency details

Step 8: Provide details on the type of operations that the unmanned aircraft will be performing

Step 10: Upload mandatory documents and additional documents

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Ensure that the correct file is uploaded and attached before closing the pop-out window

Step 11: Preview all application details and complete declaration before submitting.

You will see the following pop-out when you application is submitted successfully.

https://esoms-
uat.caas.gov.sg/esoms/mashupnewapproval.html

Your application has been successfully submitted. Please log into eSOMS to
view and make payment for applicable application fees, as well as view further
details and status of your application. Note: SingPass/CorpPass users should
log onto eSOMS using SingPass/CorpPass. Non-SingPass/CorpPass users will
receive login credentials for eSOMS at the email address you provided. Please
note that further processing of your application will only commence after all
necessary payments have been completed.

OK

You will receive a notice of new user account being created with the login name.
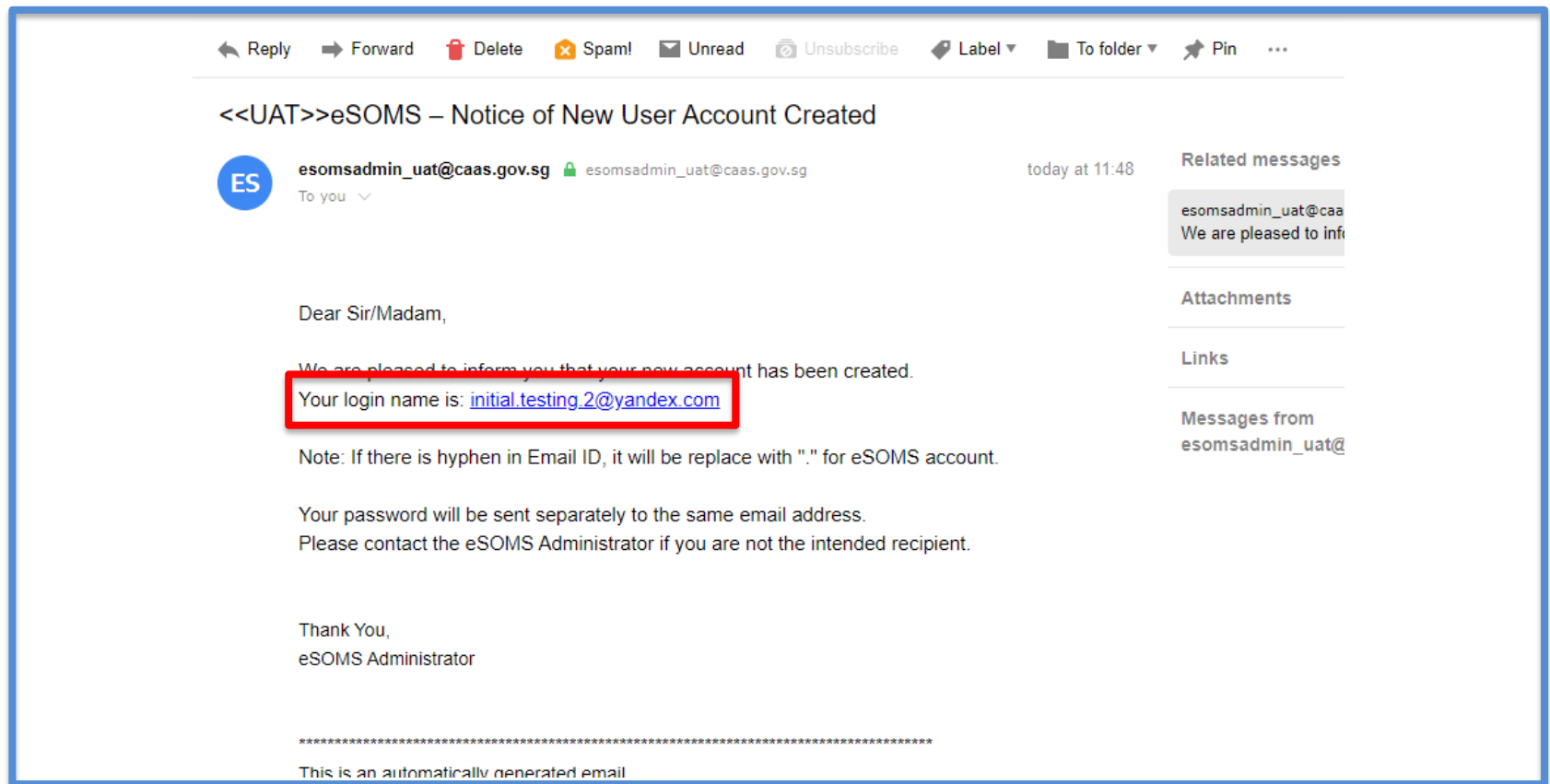
An email notification will be sent to you regarding the application submission.
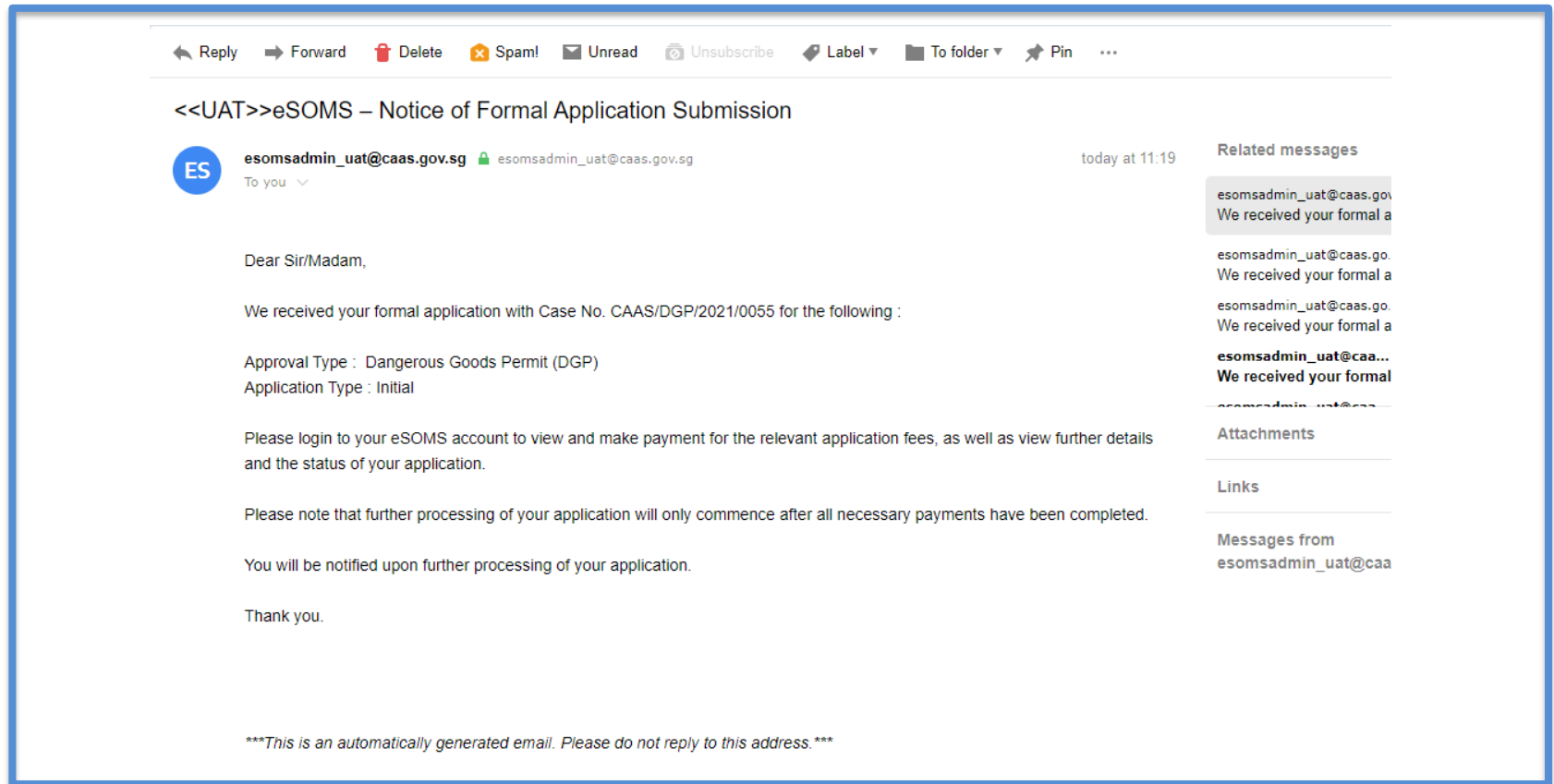
Making Payment

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

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

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

Click here to pay

Cancel   Download   Pay Later   Pay Now

Instructions:

Payment can be made by telegraphic transfer/wire transfer/GIRO in Singpore 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

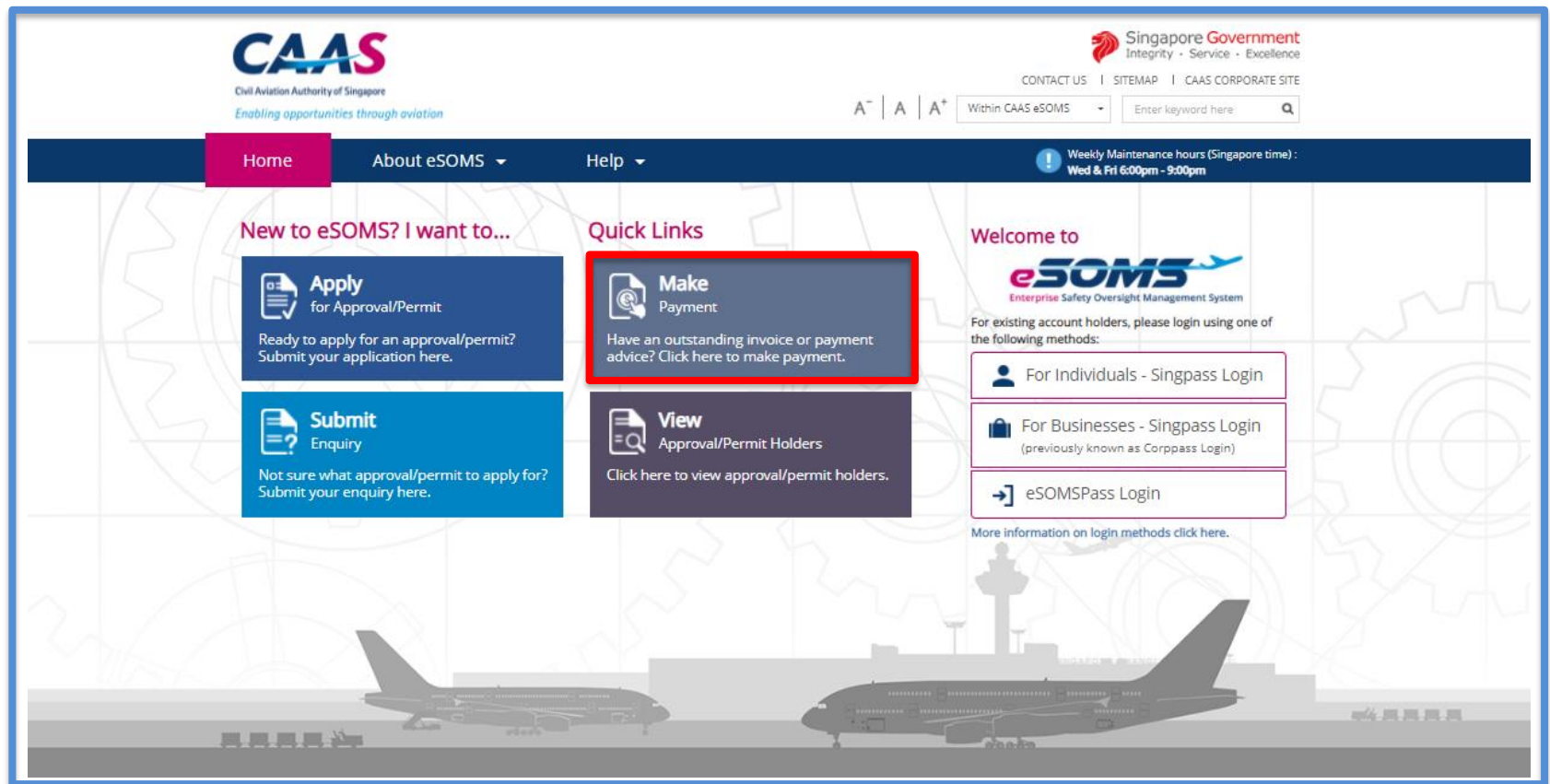# The Payment Advice No. can be found in the PDF attached in the email.

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.

ybrnx3   [   ]   Refresh

Reset   Search

CAAS
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 Singpore Dollar.

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

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

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

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.
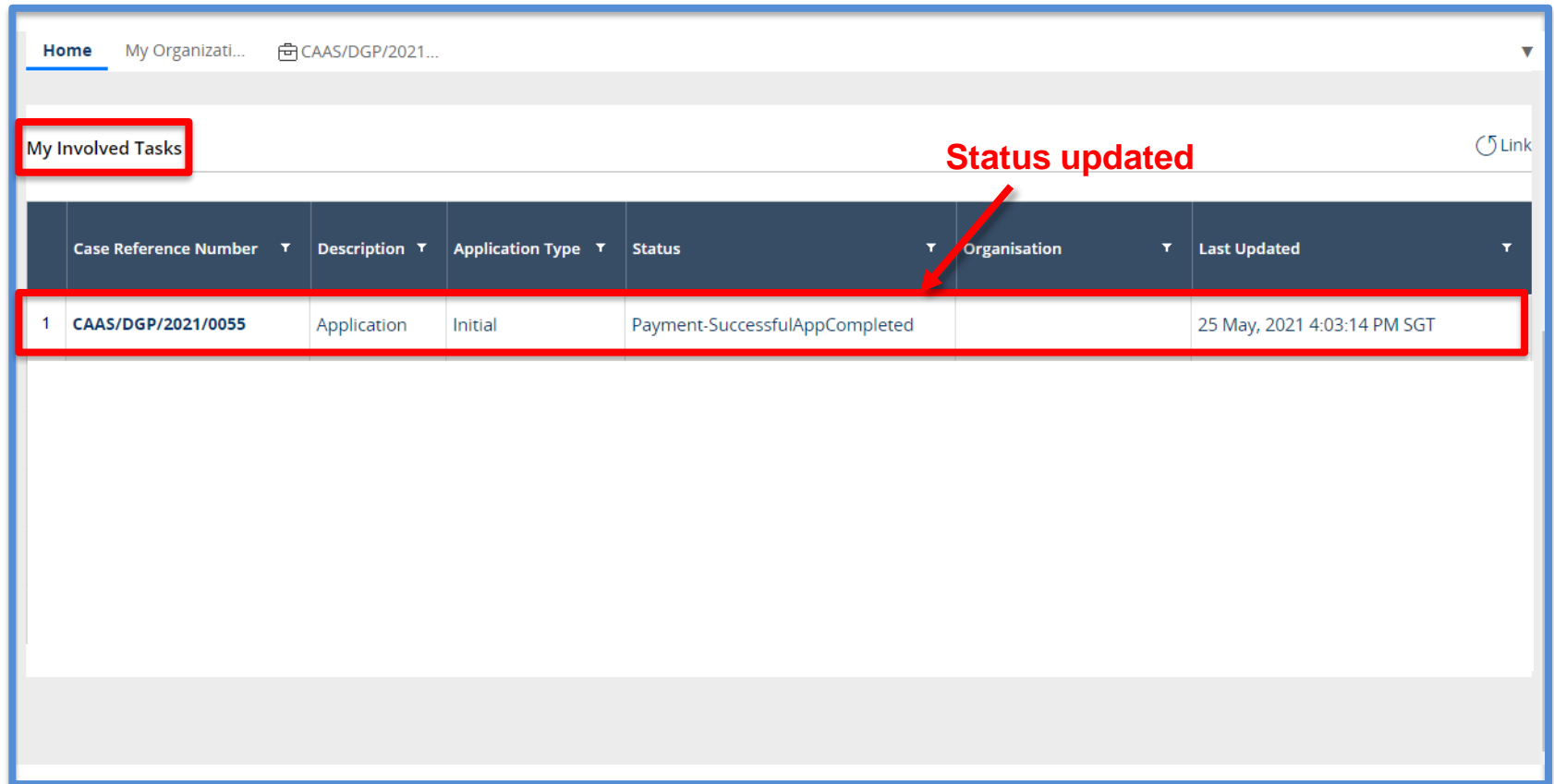
Once we have verified your payment, you will be notified via email with an attached receipt.
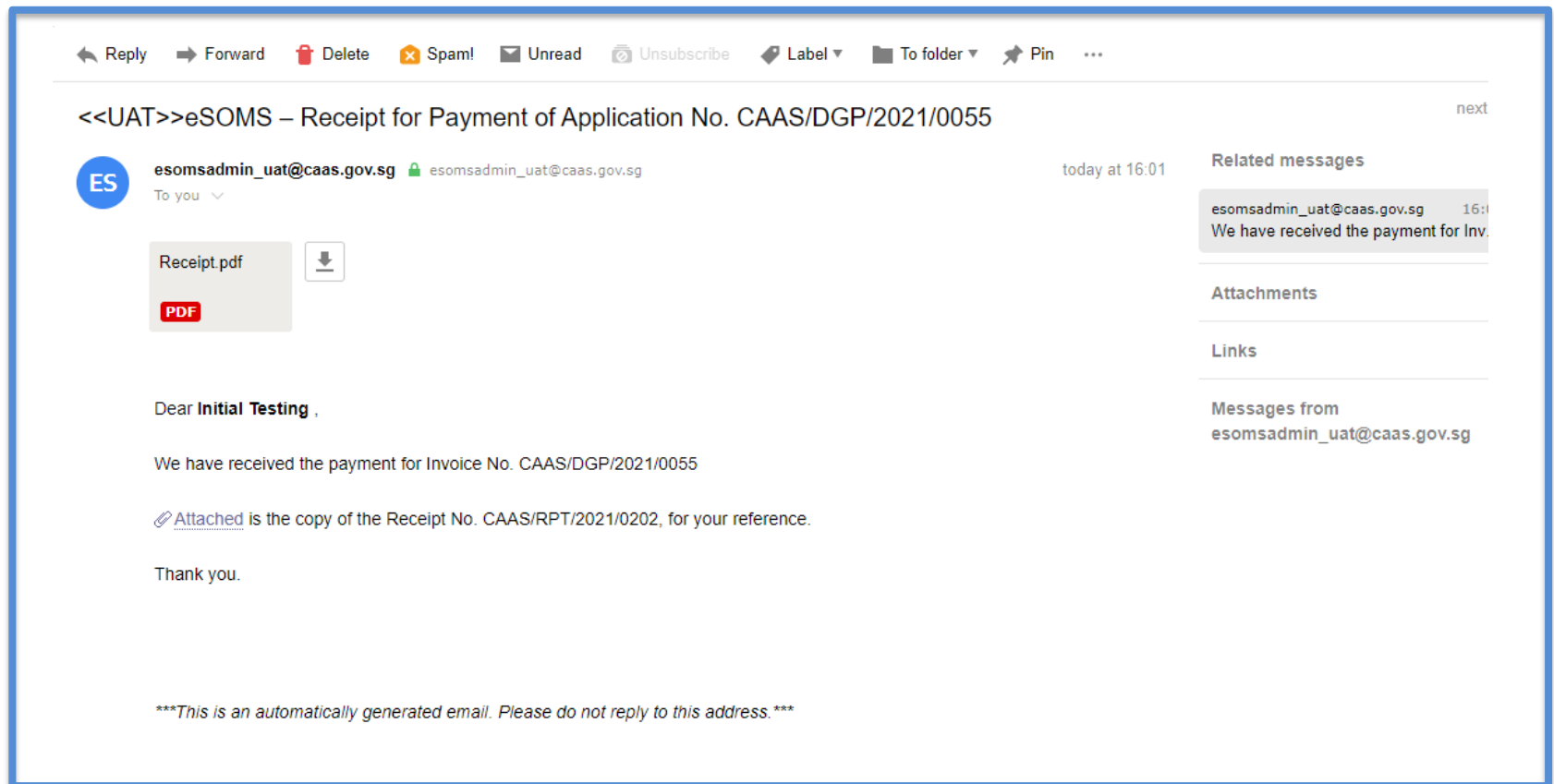
Once paid, status of application will be updated accordingly. Application will be moved from 'My Outstanding Tasks' to 'My Involved Tasks'.

Evaluation

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.
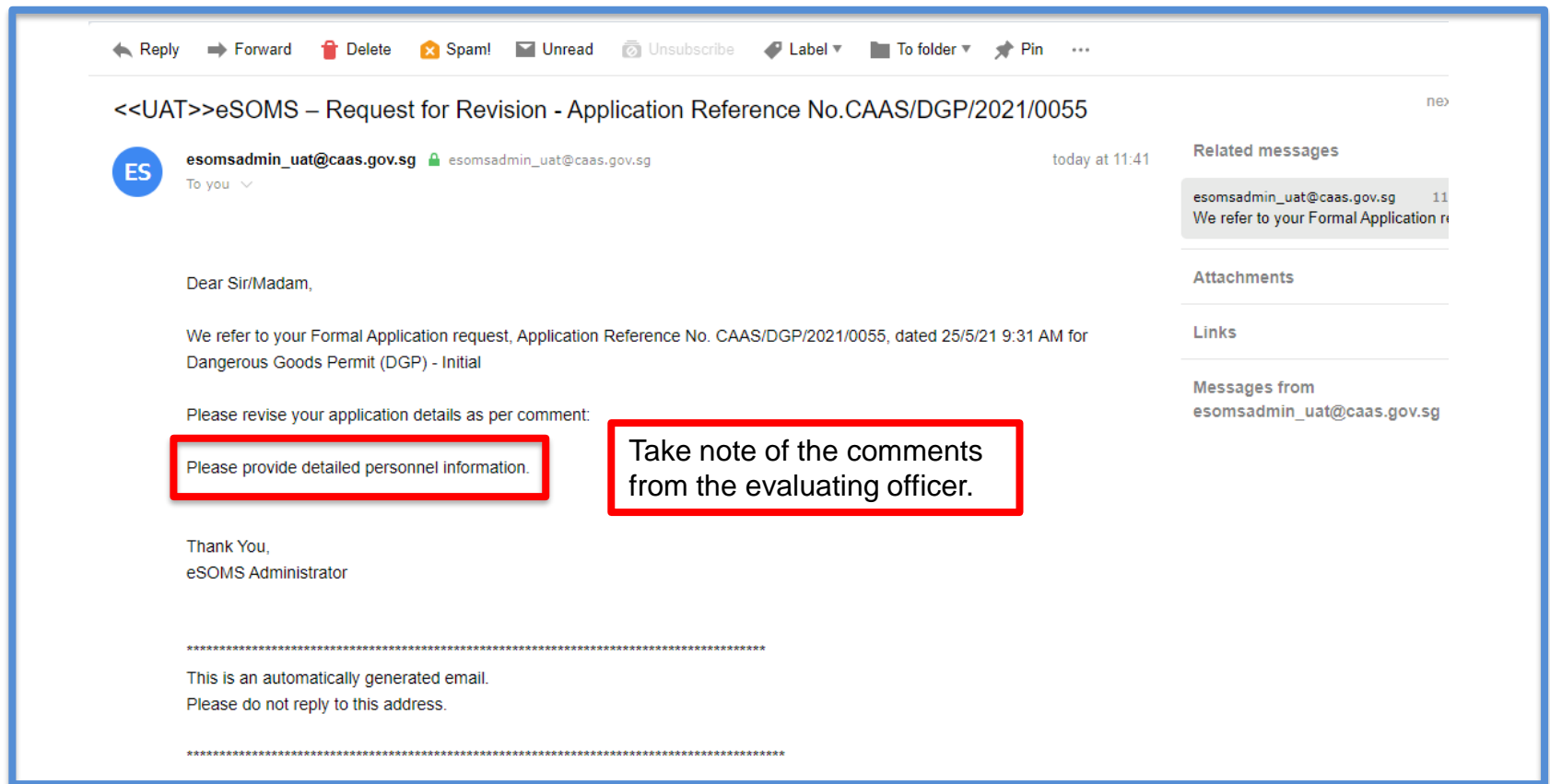
Step 1: The application will be routed back "My Outstanding Tasks". Click on the case reference number to make the necessary changes to the formal application.

Step 2: Make necessary amendments according to comments by CAAS officer.

Step 3: Ensure amendments are made correctly and submit.
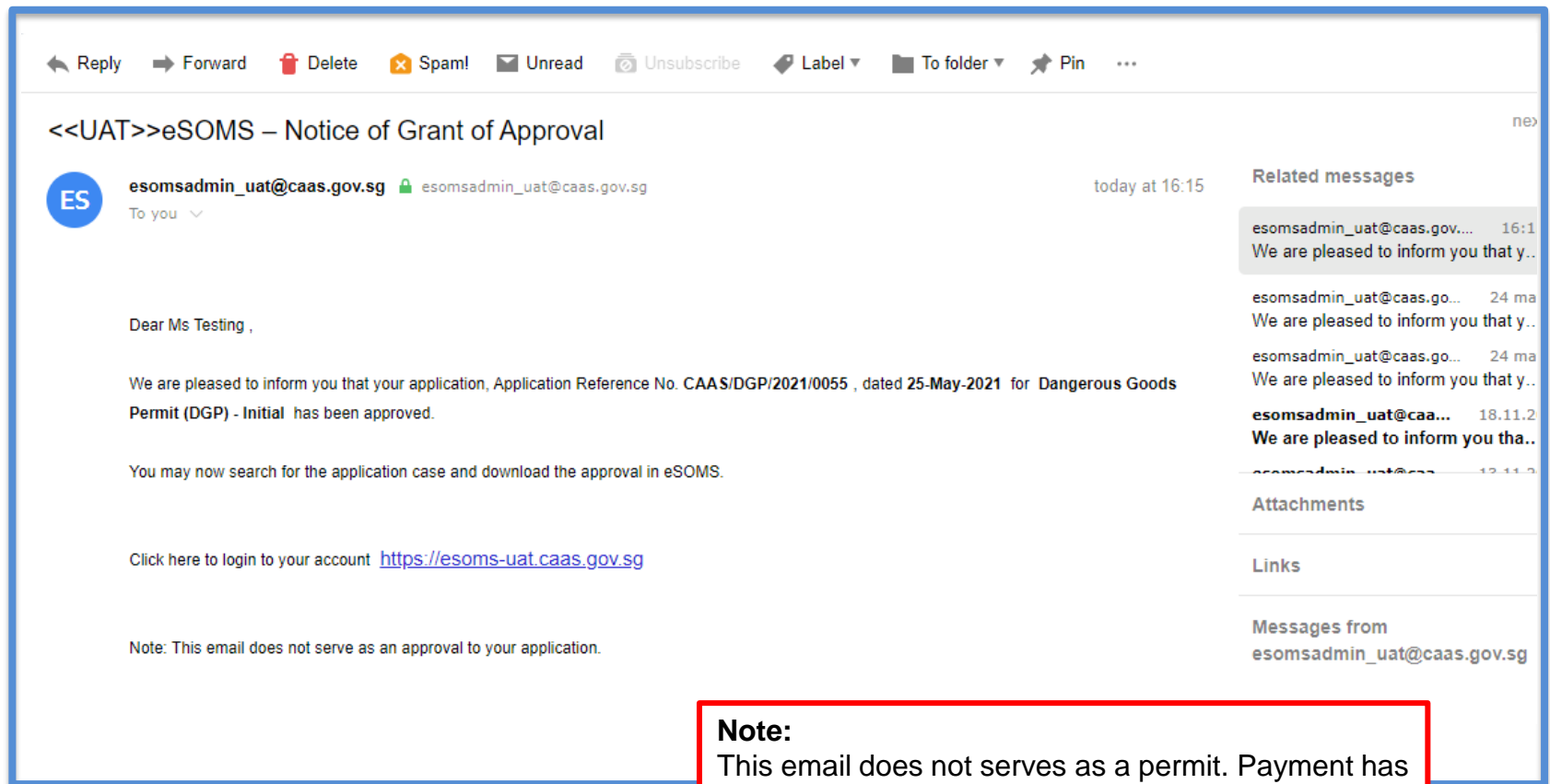

Preview the application and ensure all parameters are specified accurately.

Click o *Submit* to proceed.

Downloading Approval

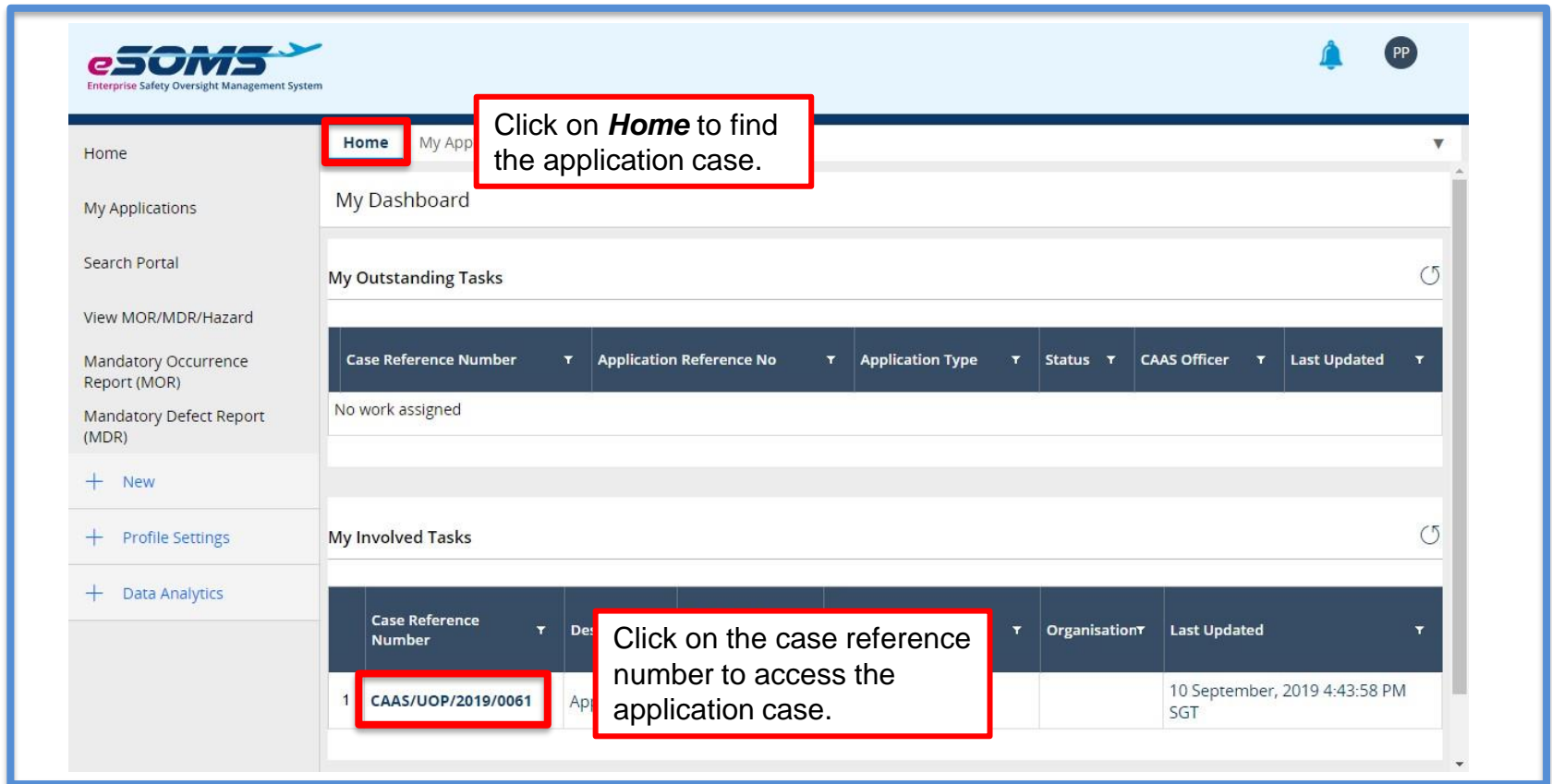# Upon approval of the application, an email will be sent to you.

Note:
This email does not serves as a permit. Payment has to be completed and verified by CAAS before DG permit can be downloaded and used.

Step 1: Look for the case reference number under 'My Involved Tasks' in 'Home'.

Step 2: Click on the certificate to download.

Summary

1. Register via eSOMS website

2. Submitting Application

3. Making Payment

4. Evaluation

5. Downloading Approval

- END -