GETTING STARTED WITH SONAR

For CTR filers

(Updated on 26 Apr 2022)

Suspicious Transaction Reporting Office
STRO Online Notices And Reporting Platform (SONAR)

TECHNICAL REQUIREMENTS

Compatible Web Browsers

SONAR platform has been tested to be compatible with the following web browsers:

- Internet Explorer 11
- Microsoft Edge (recommended)
- Mozilla Firefox 50+
- Google Chrome 60+

! We recommend clearing your cache each time before starting a new SONAR session using a private browser.

To optimise your experience, you may wish to check with your IT department to ensure that the following settings have been made on your organisation's workstations and proxy servers.

Proxy Server Settings

- Allow internet traffic from the domain *.gov.sg
- Proxy server should not terminate or refresh internet access sessions automatically

Internet Explorer Settings

- Enable cookies
- Do not use the <Back>, <Forward> and <Refresh> buttons on your browser or use "Ctrl + N" to launch a new window when the SONAR application is open. Keyboard shortcuts such as <Backspace> to go to the previous page will also cause your session to be terminated prematurely.

Compatible Adobe Readers

Use only the following Adobe software:

- **Acrobat DC (release note 15 or later)** (Available for free on the Adobe website); OR
- Acrobat XI (release note 11 or later)

If you submit a report using an incompatible Adobe software or third party PDF editor, you may be required to file your report again.

Do also install the necessary Adobe Font Pack(s) to use certain font type(s) in the form (available for free on the Adobe website).

If you have created draft forms with outdated Adobe software or third party PDF editors, you should:

1. Delete the old drafts or templates;
2. Download a fresh template from SONAR; and
3. Use a compatible Adobe software to create a new draft

INTRODUCTION AND CONTENTS

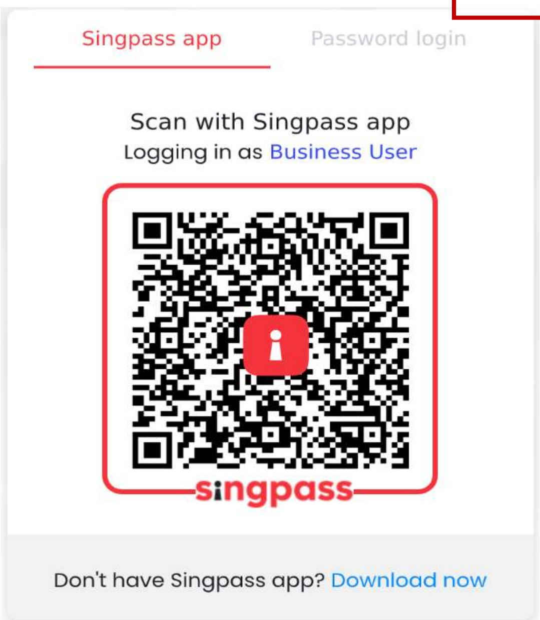
Introduction

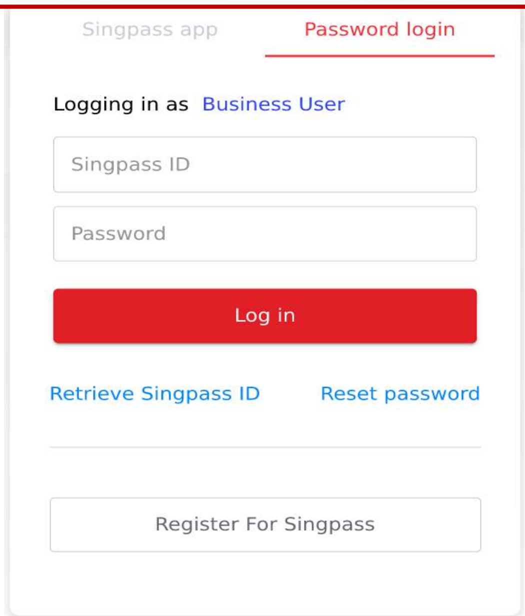
In August 2018, the STRO Online Notices And Reporting platform (SONAR) replaced the Suspicious Transaction On-Line Lodging System (STROLLS) to allow electronic submission of Suspicious Transaction Reports. SONAR is also the consolidated platform to allow electronic submission of Cash Movement Reports (Form NP 728) and Cash Transaction Reports (Form NP 784). This guide serves to inform Suspicious Transaction Report filers on the functions of SONAR and how they can use SONAR to electronically submit Suspicious Transaction Reports.

Getting Started

To begin, access SONAR through the Police e-Services webpage for **Business**.
Select “STRO Online Notices and Reporting Platform”.
Select “Log in for Business Users (SingPass)”. You will be redirected to the SingPass sign in page.
- You may choose to log in via the SingPass App or by entering your SingPass credentials.

Do not bookmark this SingPass login page because this is a redirected link. Always access SONAR via the Police e-Services webpage.





Click on the relevant section you would like to know more about.

GENERAL INFORMATION ON SONAR USER RIGHTS

SONAR User Rights

There are 3 main user rights on SONAR – Submitter, Reviewer and Administrator. Each SONAR user can hold any combination of the 3 user rights.

	SUBMITTER	REVIEWER	ADMINISTRATOR
Submit Reports	Yes	No	No
Search and View submitted Reports	Yes (for own submissions)	Yes (for all submissions in the organisation)	No
Manage SONAR user accounts	No	No	Yes
Approval required from STRO?	No	No	Yes (Need to submit application)

! Users can hold a combination of user rights. If you are a submitter and reviewer, you will be able to submit reports **and** search for all reports submitted by the organisation.

ADMINISTRATOR APPLICATION

Each organisation can only have a maximum of 2 users holding the Administrator user right.
Before you apply as an Administrator, please ensure that you have the following:

1. A valid CorpPass and SingPass account (Your entity's CorpPass Admin has to create a CorpPass user account for each individual user)
2. Access to SPF Digital Services (Your entity's CorpPass Admin should assign users to "SPF e-Services (G2B)")
3. Coloured copies of the following documents (to be submitted on SONAR):
   a. **Authorization letter** with company letterhead (endorsed by Supervisor/Director whose position is Head of Compliance or above*)
   b. Endorser's **photo ID** (front & back) in colour
   c. If the endorser is an ACRA-listed Director/Partner, please provide the **company's ACRA Profile**

PDF
Click on the PDF for Template Letter

** If you are an ACRA-listed Director/Partner (except for sole proprietors), the authorization letter needs to be endorsed by **another** ACRA-listed Director/Partner of the same company.*

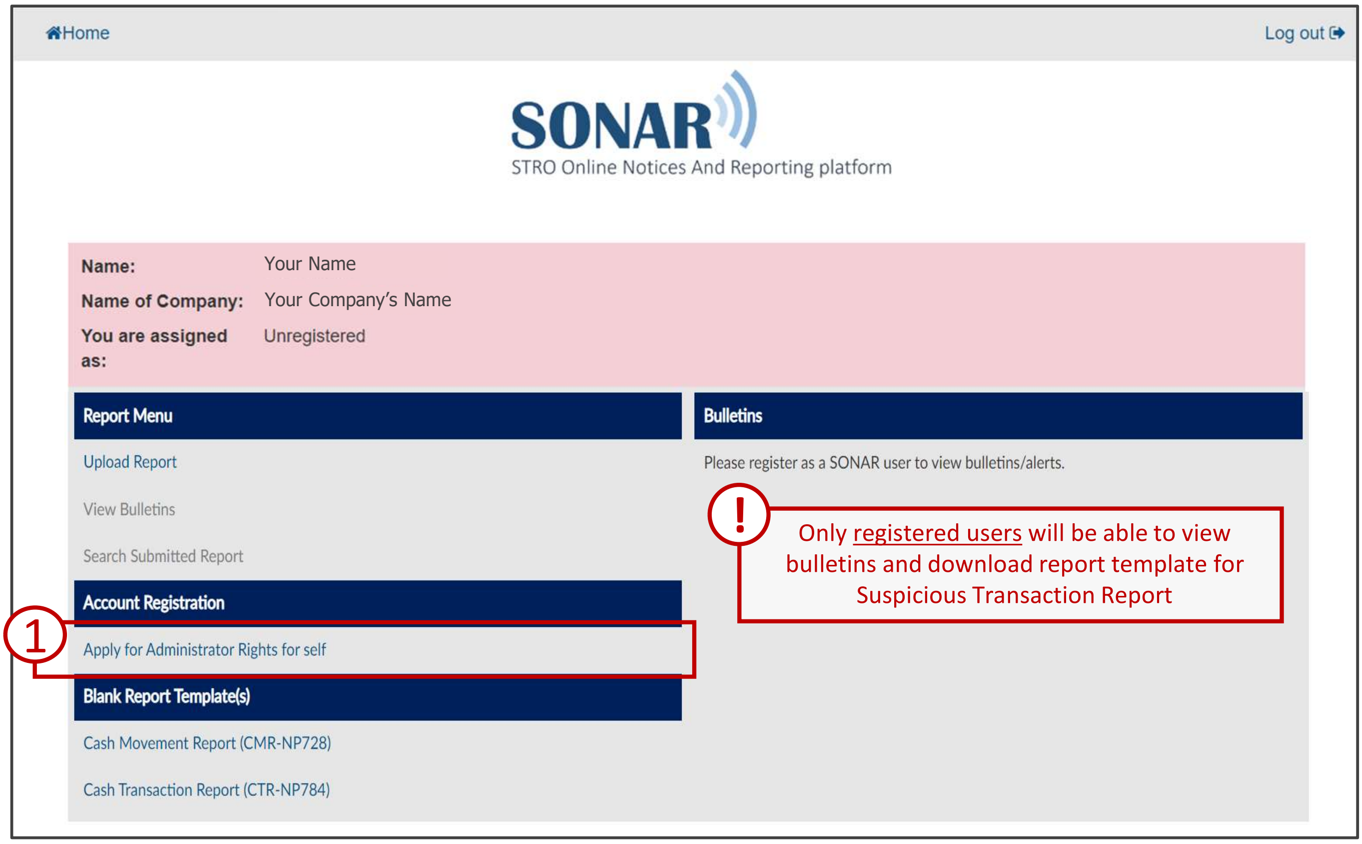
The following pages contains detailed steps on how to apply for the administrator user right on SONAR.
Please note that turnaround time for approval may take up to 5 working days.

APPLY FOR ADMINISTRATOR USER RIGHT

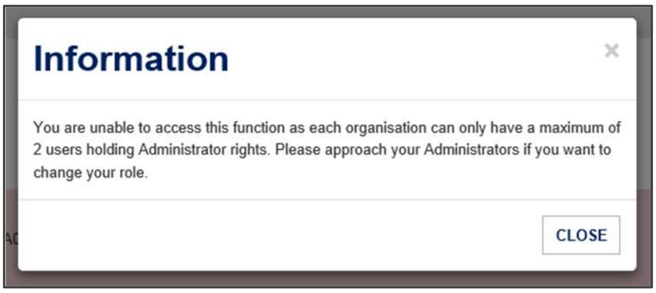
Applying for Administrator rights

You should see the following Homepage after logging in if you are an unregistered user. You will notice that you are unable to view Bulletins and unable to submit Suspicious Transaction Reports.

1. Click on "Apply for Administrator Rights for self"



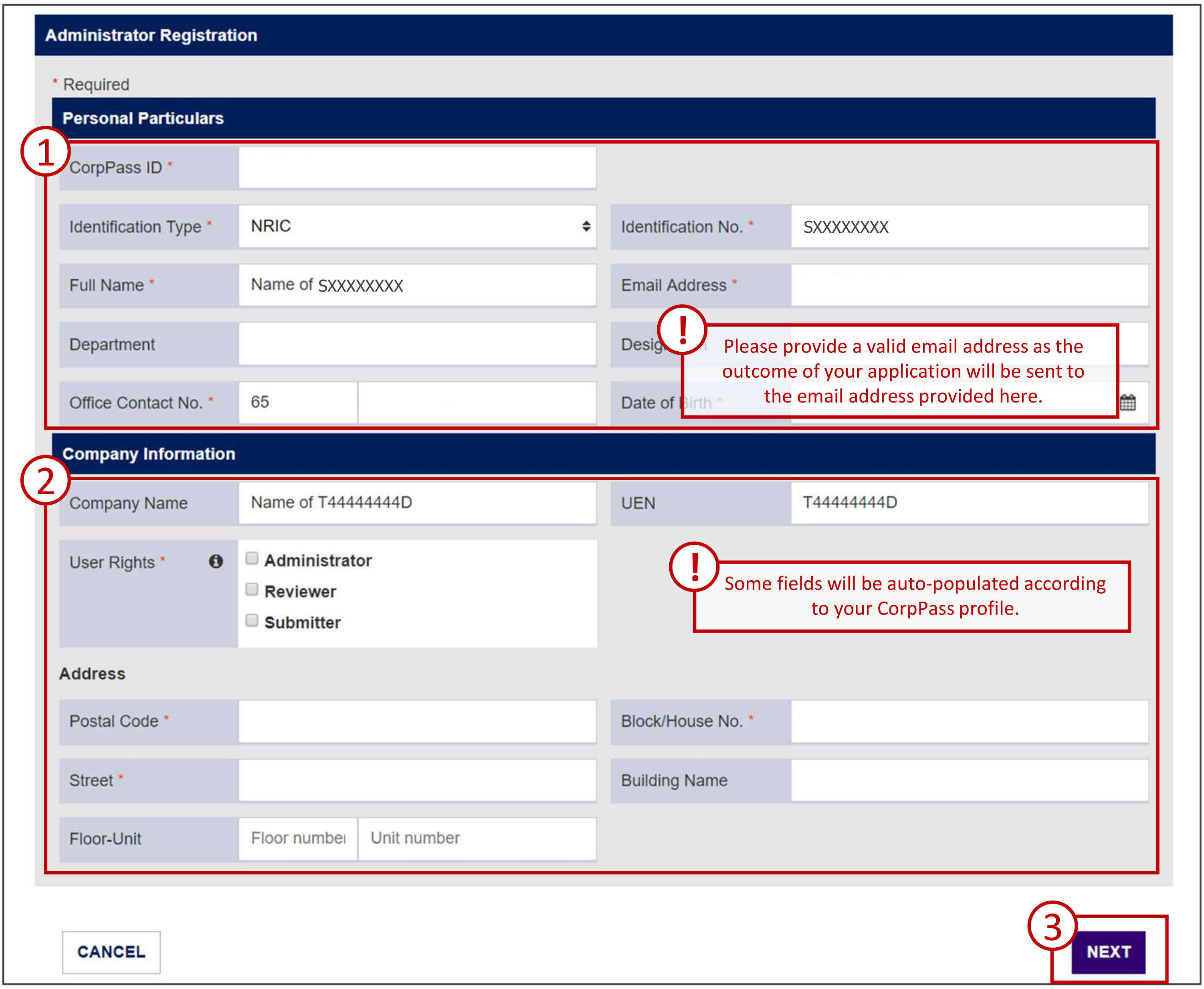
You will not be allowed to proceed further with your registration if your organisation already has 2 Administrators. The following prompt will appear. At least 1 of the existing Administrators will have to deactivate his/her SONAR account in order for a new user to apply as Administrator.



APPLY FOR ADMINISTRATOR USER RIGHT

Administrator Registration – Personal Particulars

1. Complete your Personal Particulars. You may notice that some fields have been auto-populated from CorpPass
   - Fill in the CorpPass ID field with <u>any ID that is unique to each user </u>(e.g. NRIC no.) and consists of between 5 to 20 alphanumerical characters
2. Select your required User Rights (If you select all three User Rights, you will be able to access all functions on SONAR) and fill in details of your organisation's registered address
3. Click "NEXT"

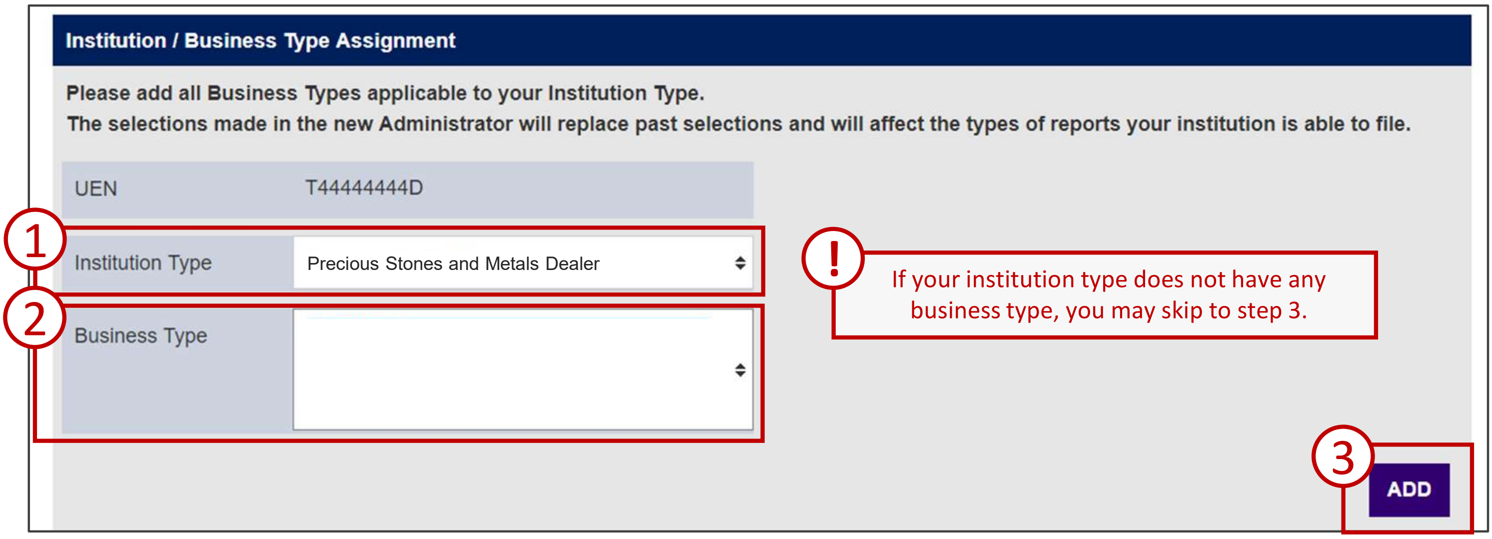


APPLY FOR ADMINISTRATOR USER RIGHT

Administrator Registration – Select Institution and Business Type

Select the applicable Institution and Business Type that applies to your organisation. This includes business activities that your organisation is licensed to carry out.

1. Select an applicable Institution Type
2. Select an applicable Business Type - you may use *Ctrl* or *Shift* keys to select multiple items
3. Click "ADD"
4. Select another Institution and Business Type, if your company operates in more than one business activity.



The Institution and Business Types will be added to the list at the bottom of the screen.

5. To remove an Institution Type/Business Type, click "Remove"
6. After adding all the applicable Institution Type and Business Type that applies to your organisation, click "NEXT"

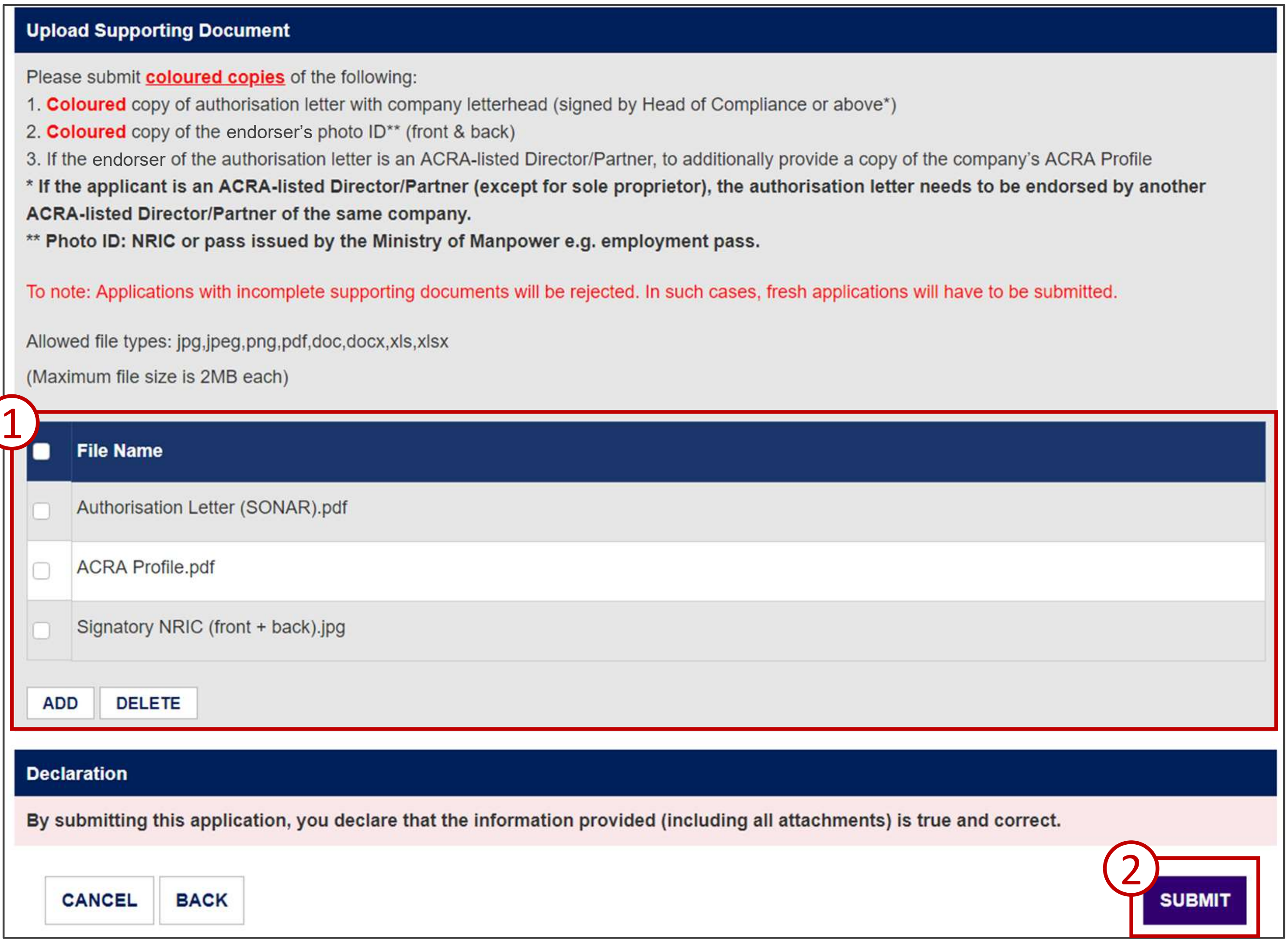
! Institution Type and Business Type affects what bulletins your organisation will receive

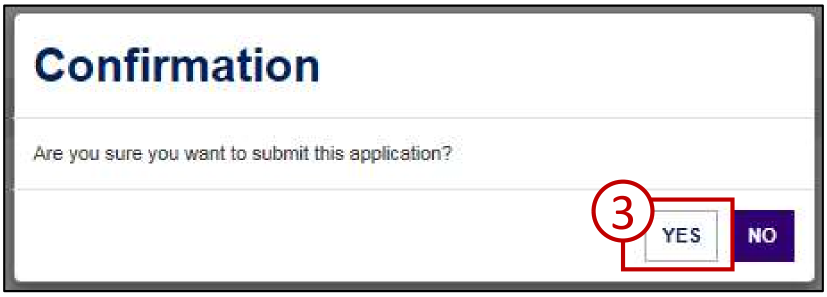
APPLY FOR ADMINISTRATOR USER RIGHT

Administrator Registration – Supporting Documents

Supporting documents are required for users applying to be Administrators. Please follow the instructions on the types of supporting documents required. If insufficient or erroneous documents are provided, the application will be rejected and fresh applications will have to be submitted.

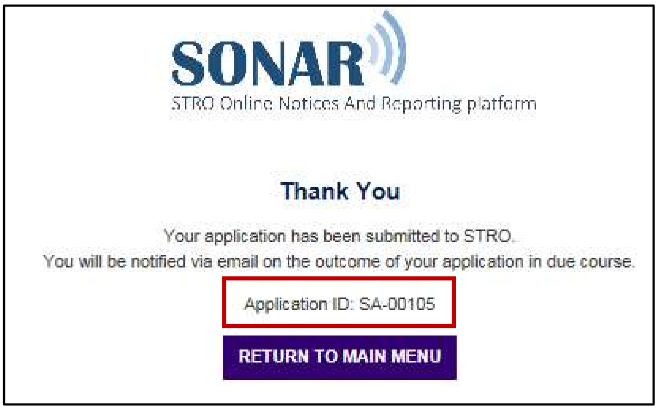
1. Click “ADD” to upload supporting documents. Use the checkboxes and click “DELETE” to remove uploaded documents
2. Click “SUBMIT” when all the necessary supporting documents have been uploaded
3. A confirmation prompt will appear. Click “YES” to proceed.





Administrator Registration – Acknowledgement

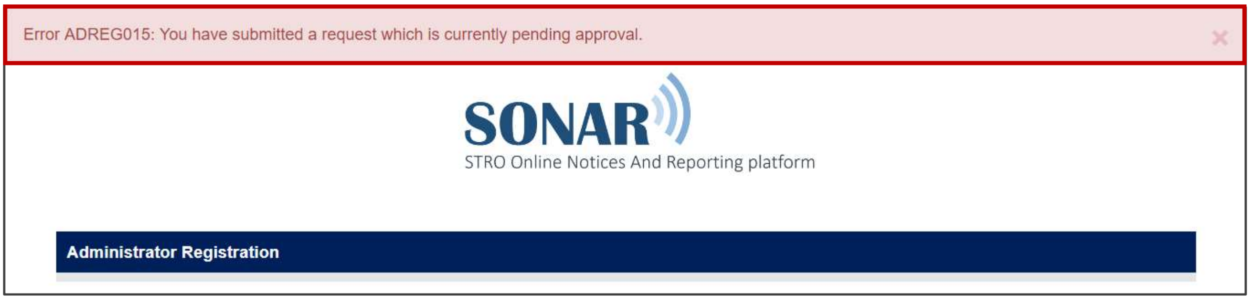
If your application is successfully submitted, you will be assigned an Application ID.
Please provide your Application ID when making queries to STRO for us to better assist you.



The Administrator application process is complete. You will be notified on the outcome of your application via email. The approval process may take up to 5 working days.

!

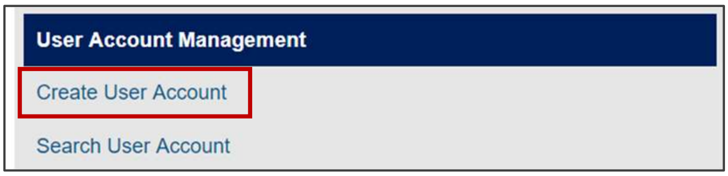
You will not be allowed to submit another administrator application while we are reviewing the submitted application. You will encounter the following error message.



CREATE NON-ADMINISTRATOR USERS

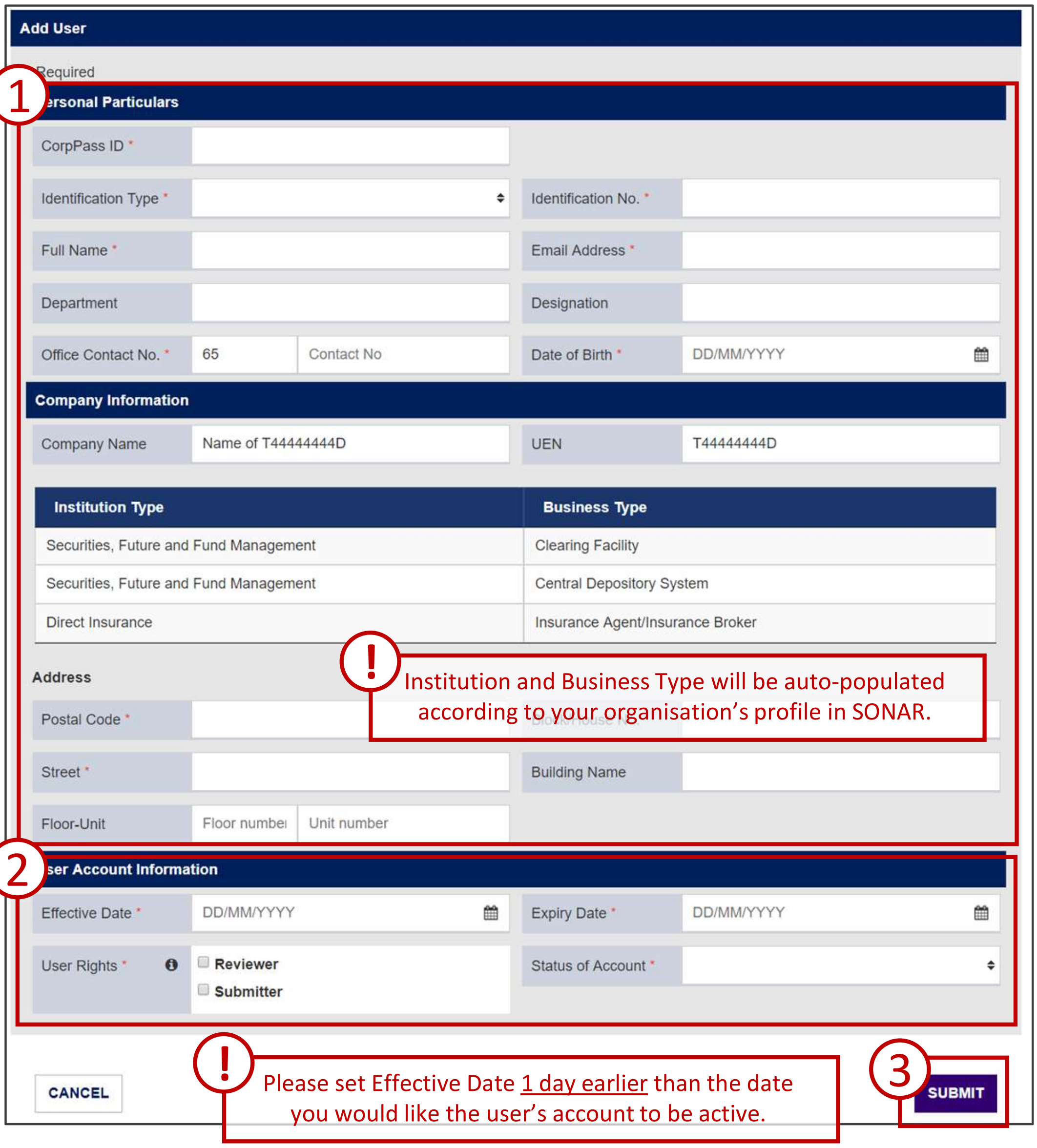
Account Creation – Submitters and Reviewers

This section is a guide on how to create non-administrator accounts. Click here to learn how to create administrator accounts on SONAR.
To begin, click on "Create User Account" under the User Account Management menu.



! Only users with the Administrator user right will be able to access User Account Management functions

1. Complete the required fields in the form
2. Indicate the effective period, status of account and user right(s) to be appointed
3. Click "SUBMIT"

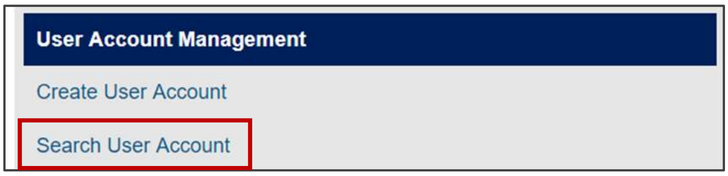


The user account will be created immediately. There is no approval process for non-administrator accounts.

SEARCH, EDIT AND DELETE USERS

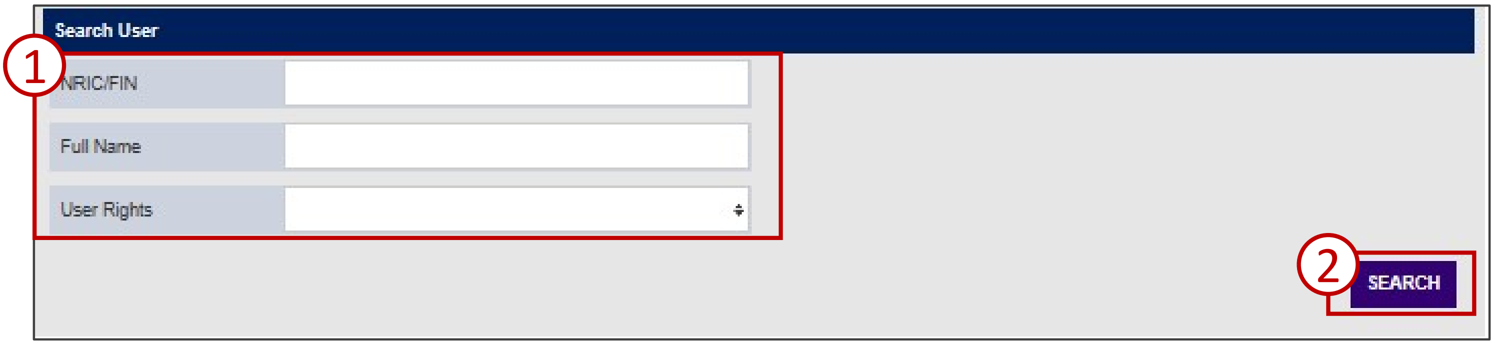
Search SONAR Accounts

To retrieve the list of SONAR users in your organisation, click “Search User Account”.



! Only users with the Administrator user right will be able to access User Account Management functions

1. Key in either the NRIC/FIN, Full Name or User Rights of the user you would like to search for
2. Click “SEARCH”

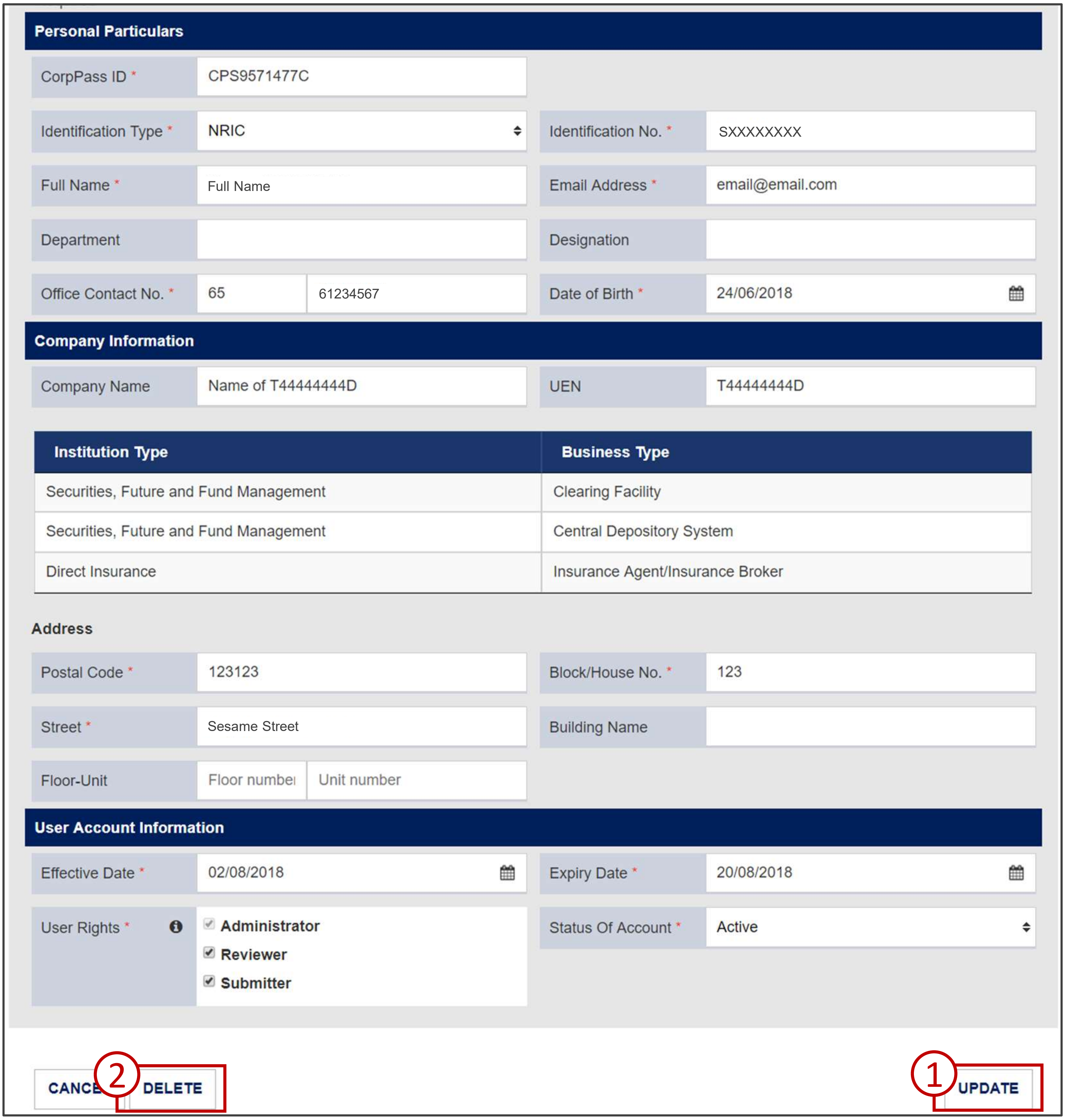


3. The list of users that match your search parameters will be returned. Click on the NRIC/FIN of the user you would like to edit/delete

Edit and Delete SONAR Accounts

You may make amendments to the user profile on this page.

1. Click “UPDATE” to save changes made to the profile
2. Click “DELETE” to delete this user’s SONAR account

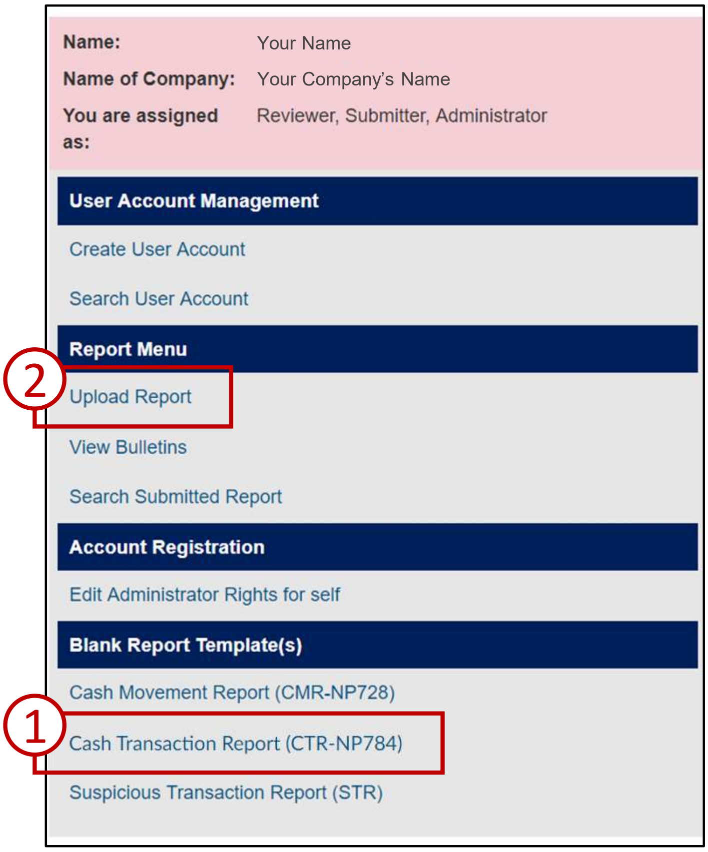


SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

Submit CTRs on SONAR

SONAR will only accept submissions of the validated CTR Offline Forms.

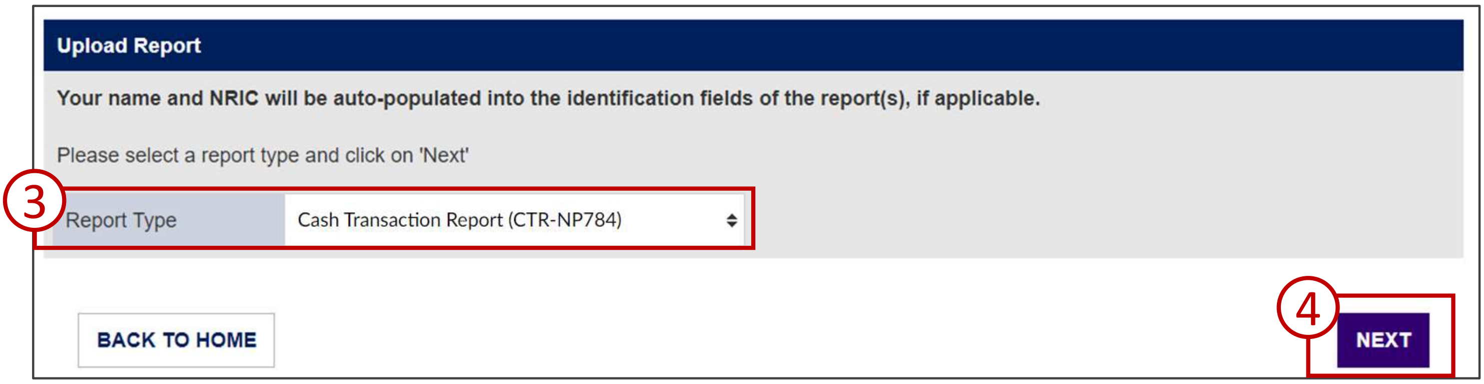
1. To obtain a copy of the form template, click on "Cash Transaction Report (CTR-NP784)" under the Blank Report Template(s) Menu.
2. To begin filing reports, click on "Upload Report" under the Report Menu



! If you have pre-registered as a SONAR user, please check that your assigned user right(s) are accurate. Please contact STRO if you notice any discrepancy or if you are reflected as an unregistered user.

! If prompted to "Open" or "Save As", choose "Save As" and download the file to your local disk. You will encounter an error message if you open the file in your web browser.

3. In the form selection page that appears, select "Cash Transaction Report (CTR-NP784)" in the drop-down list to file CTRs.
4. Click "NEXT"

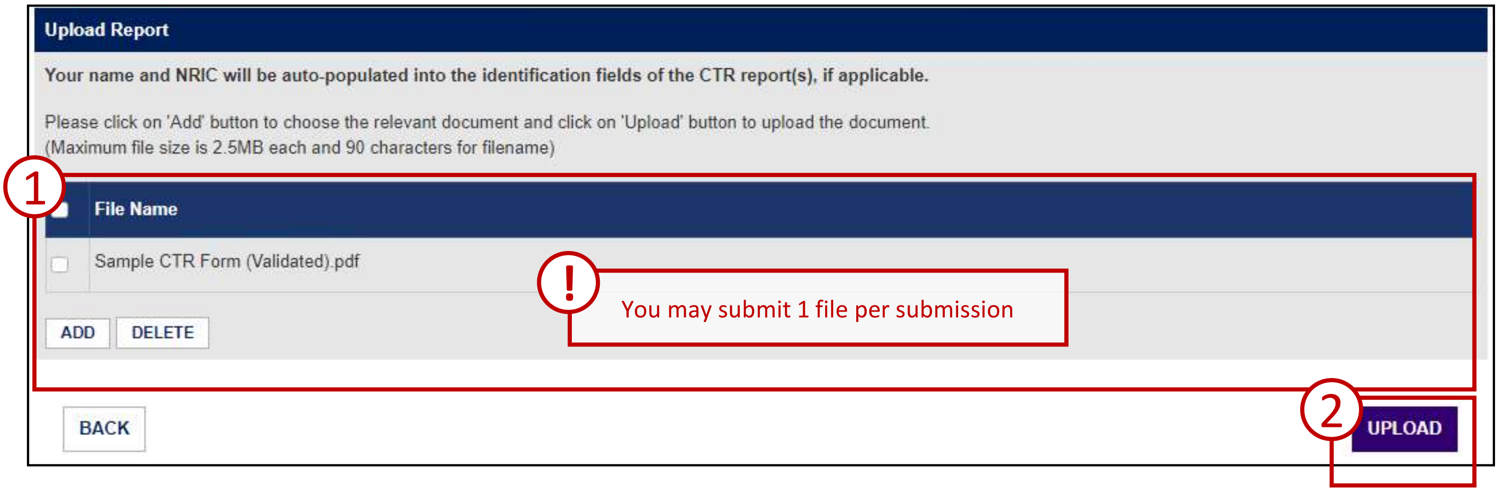


SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

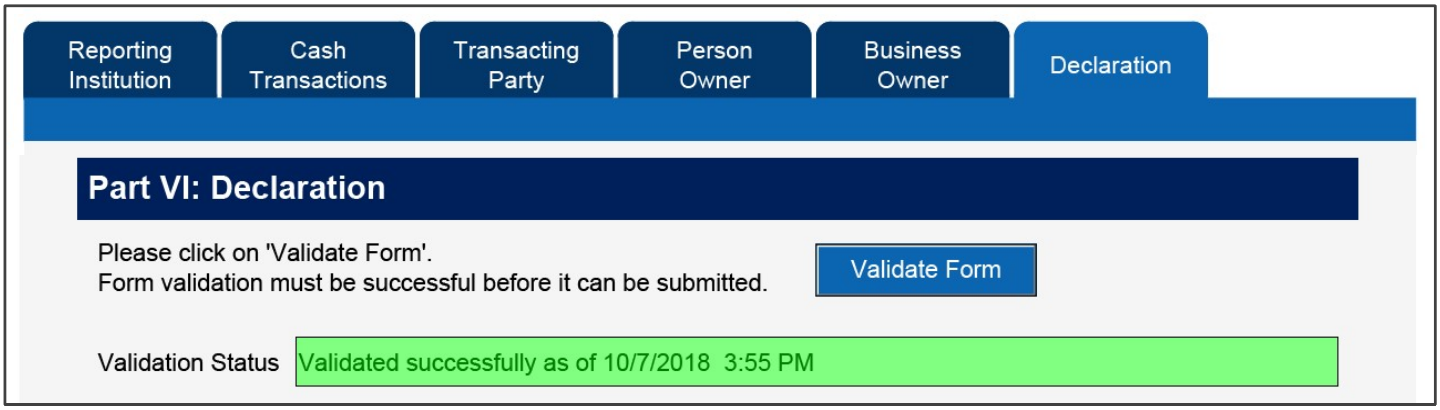
Submit CTRs on SONAR

Upload only validated CTR forms at the Upload Report screen

1. Click “ADD” to upload your form. Use the checkbox and click “DELETE” to remove uploaded documents
2. Click “UPLOAD”



! Make sure that your forms have been validated (validation status is green) before submitting them on SONAR



SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

Submit CTRs on SONAR

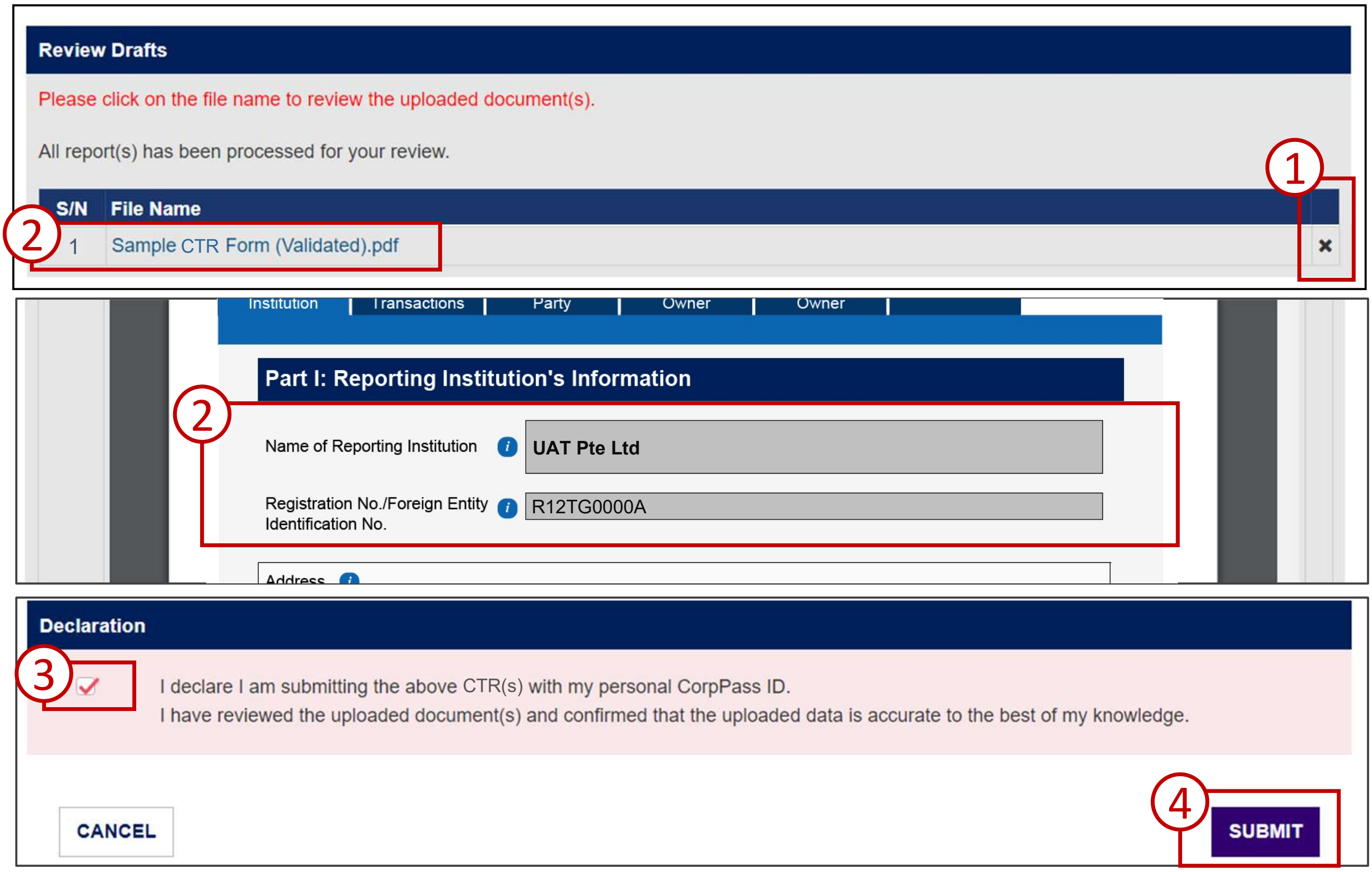
If you upload erroneous files, you will be prompted on the error encountered.

1. Click on the “x” beside the file to remove erroneous file or a file you do not wish to submit
2. Click on the file you wish to submit to preview them. You will notice that your organisation’s name, Registration Number and your name will be auto-populated into the form. Please ensure that the information within the form is correct before submitting the form
3. Check on the declaration checkbox
4. Click “SUBMIT”

Sample Error Messages

The file uploaded is erroneous and will not be submitted.
Sample CMR Form.pdf
Error AEMWB006: Do not upload a different Form type from the Report Type you selected previously. Please cancel your transaction and try again with the correct Report Type.

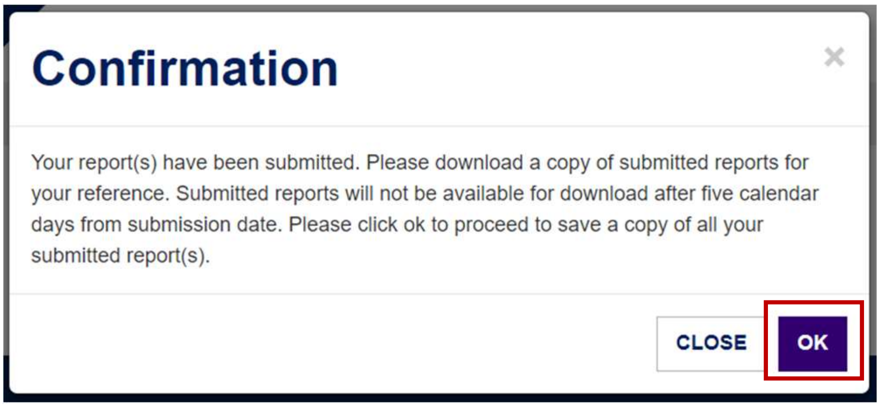
The file uploaded is erroneous and will not be submitted.
Sample CTR Form (Not Validated).pdf
Error AEMWB008: Do not upload forms that have not been successfully validated. Please cancel your transaction and try again with a valid f orm.



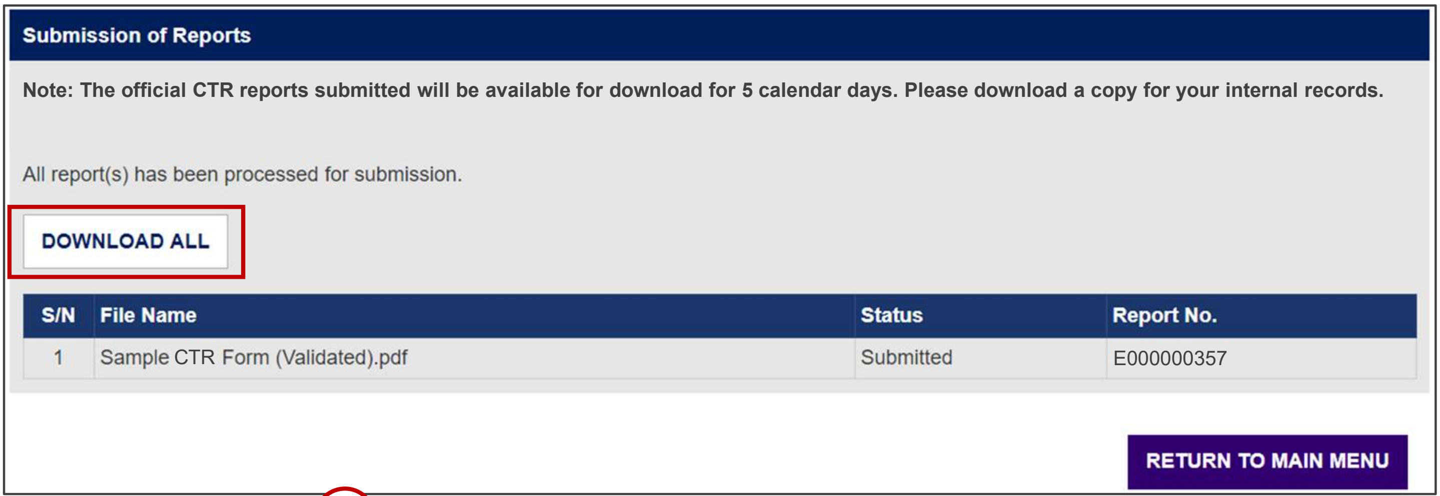
SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

Submit CTRs on SONAR

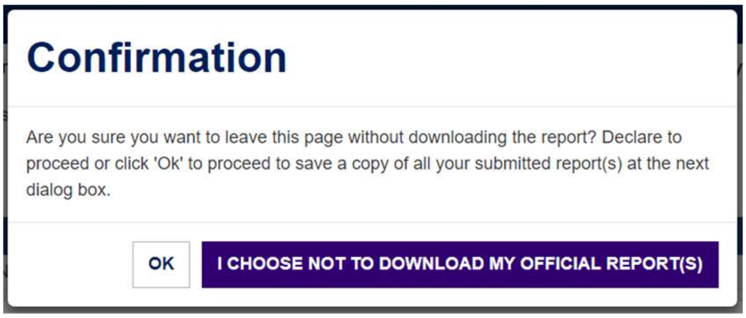
Upon successful submission, you will receive a confirmation prompt. Click “OK” to download a zip file containing the official copy of your submitted report.



You can also download an official copy of your submitted report by clicking on “DOWNLOAD ALL”. All successfully submitted reports will be issued a report number. **Please note that Submitted reports will only be retrievable for 5 calendar days upon submission. You are encouraged to download the reports before returning to the Main Menu.**



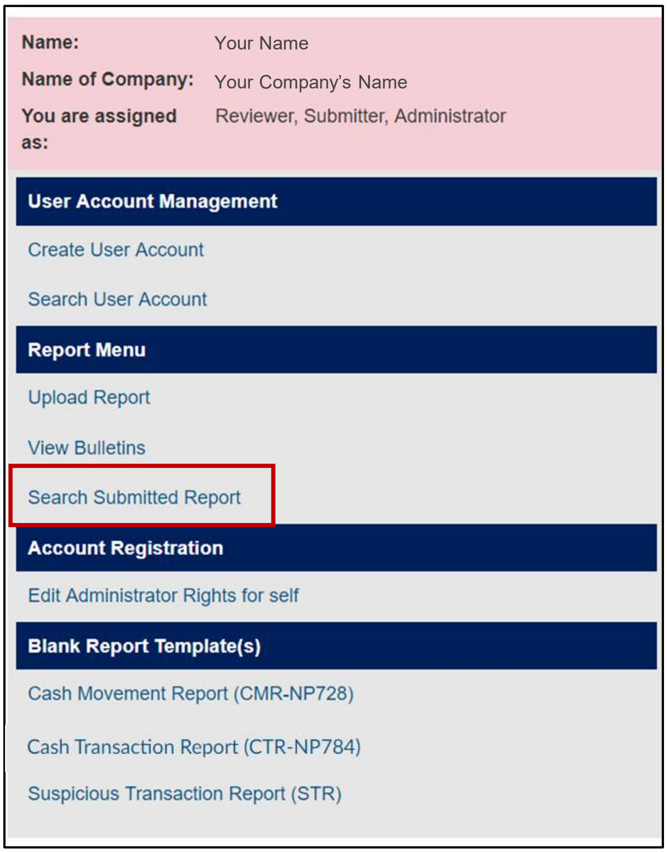
You are encouraged to download the submitted reports before leaving this page. You will encounter the following prompt if you do not download the reports.



SEARCH AND VOID SUBMITTED REPORTS

Retrieving and Voiding Submitted Reports on SONAR

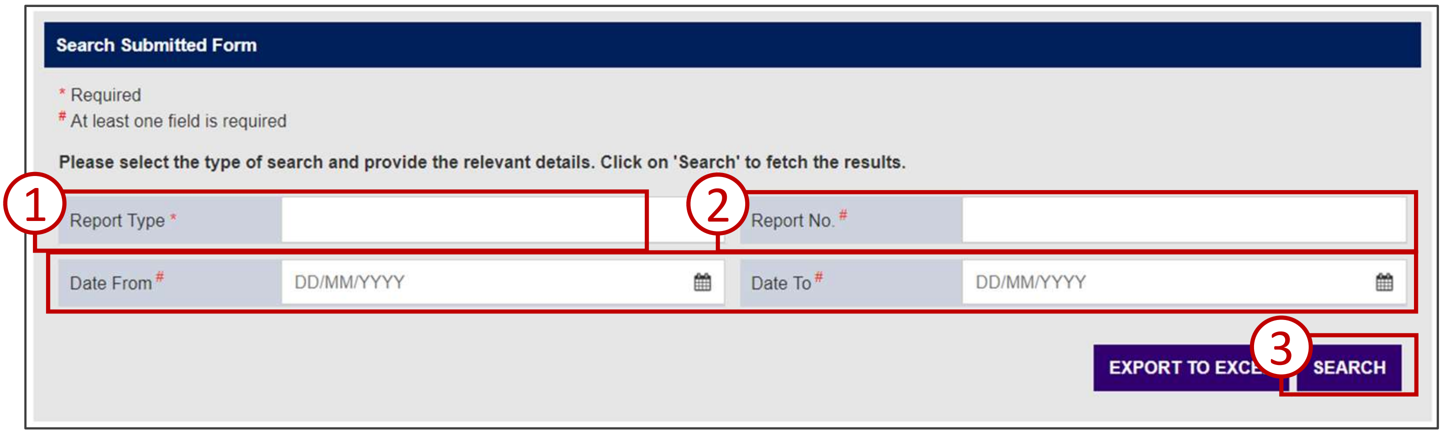
To retrieve a list of submitted CTRs and to void submitted reports, click on “Search Submitted Report” under the Report Menu.



!

Submitters will only be able to retrieve reports submitted by himself/herself.
Reviewers will be able to retrieve all reports submitted by the organisation.

1. Select the Report Type you would like to search (Cash Transaction Reports)
2. Indicate either the report number or date submitted (Report No. supports partial search)
3. Click “SEARCH”



SEARCH AND VOID SUBMITTED REPORTS

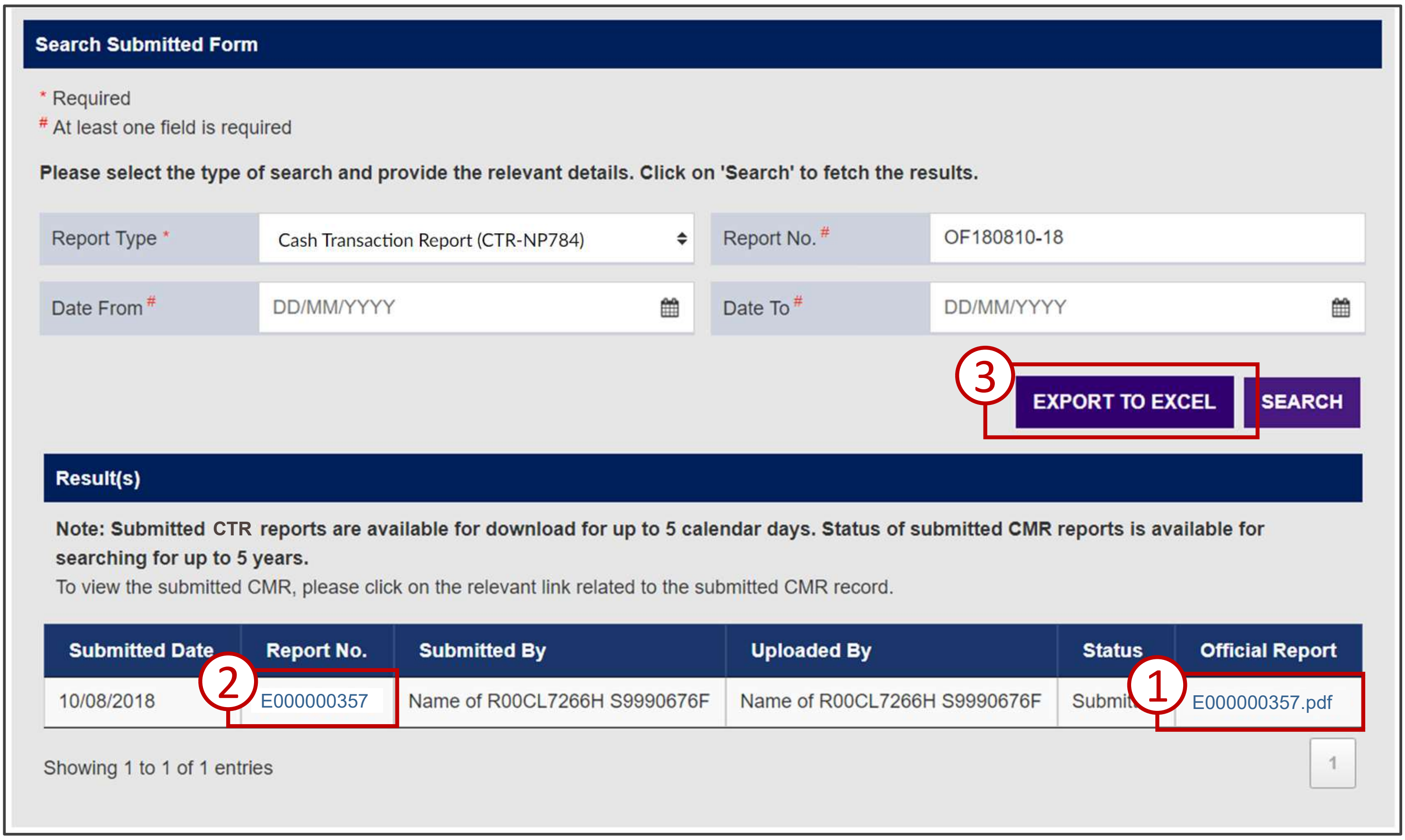
Retrieving and Voiding Submitted Reports on SONAR

The list of CTRs that match your search parameter(s) will be generated.

1. Click on the Official Report to download a copy of the CTR (available for 5 calendar days)
2. Click on the Report No. to void the CTR (able to void between the 3rd day and 8th day of submission)

!
Illustration:
CTR E000000357 was submitted on **Monday**.
The report can be downloaded from **Monday to Friday**.
The report can be voided from **Wednesday to the next Monday**.

3. Click "EXPORT TO EXCEL" to export the results into an Excel file. The excel will contain 1 additional column: 'Reporting Institution Ref No'



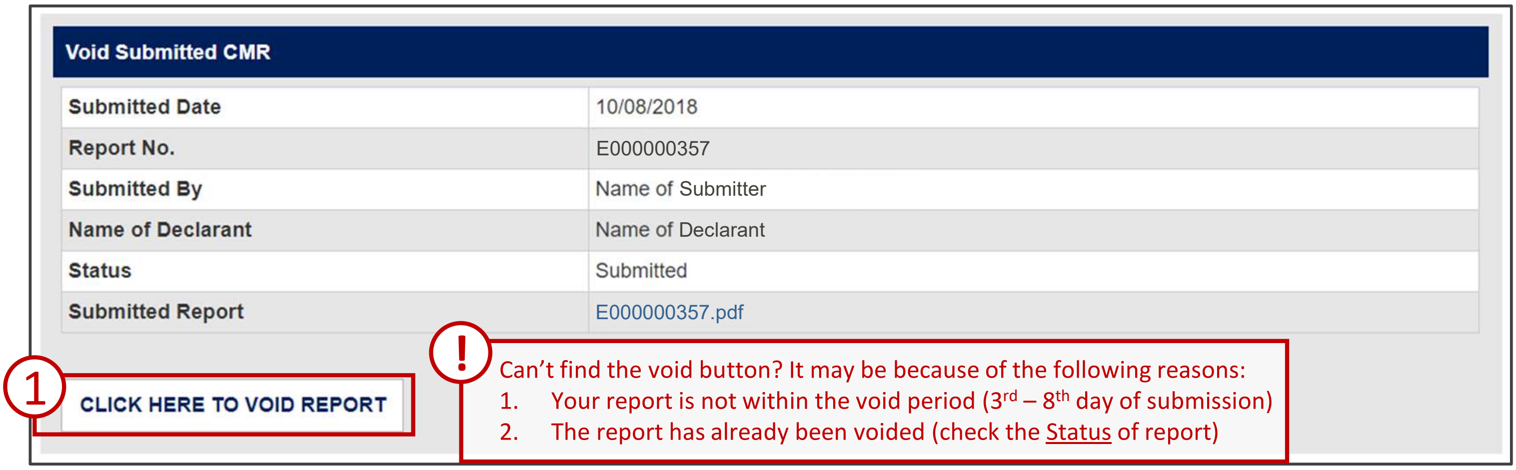
!
Please allow for a 5 to 10 minute processing time after submission for your submitted report to appear on the search results.

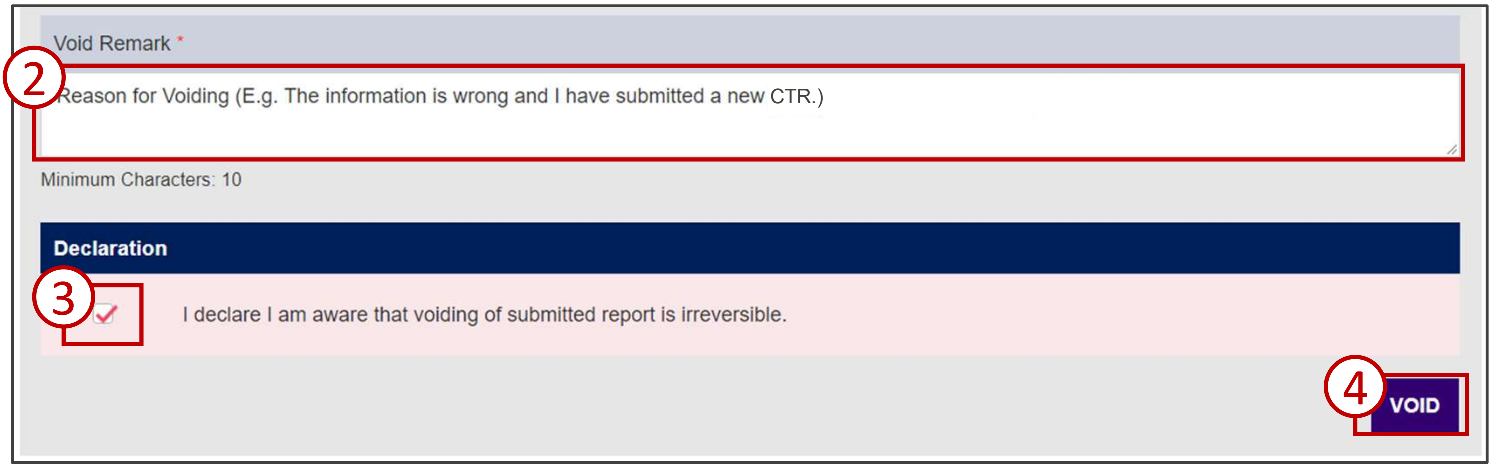
SEARCH AND VOID SUBMITTED REPORTS

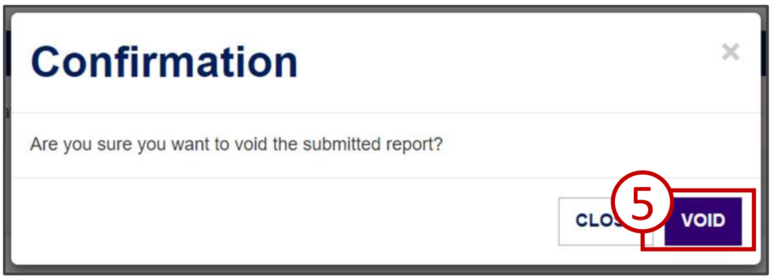
Retrieving and Voiding Submitted Reports on SONAR

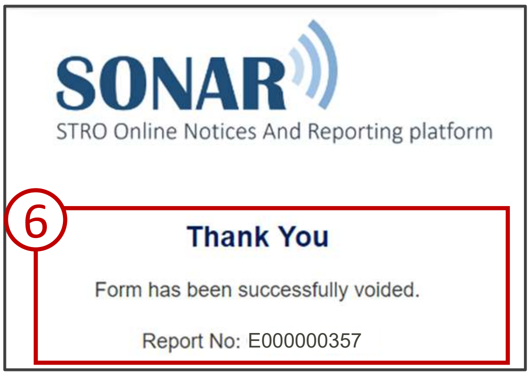
A void button will appear for CTRs that are within the voiding window period.

1. Click on “CLICK HERE TO VOID REPORT”
2. Enter your reason(s) for voiding the CTR
3. Check the declaration checkbox
4. Click “VOID”
5. Click “VOID” again in the confirmation prompt
6. You will receive a confirmation message on the next page





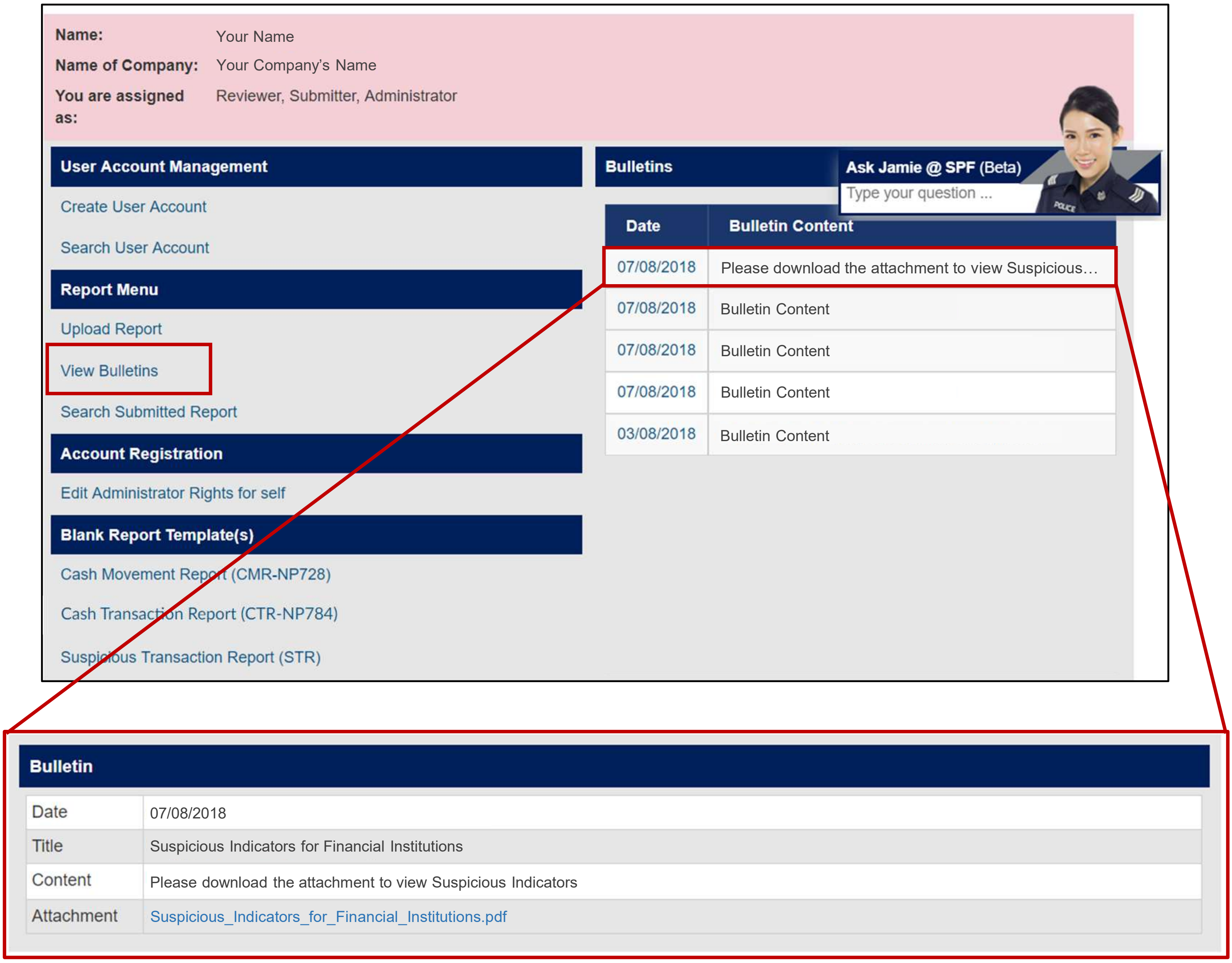




VIEW BULLETINS AND ALERTS

View Bulletins and Alerts on SONAR

A list of the latest bulletins and alerts will be displayed on your Homepage upon logging in. You may either click on the date for each bulletin to view the detailed contents and attachment(s) or click on “View Bulletins” under the Report Menu to view all bulletins and alerts.



!

Click on the Attachment file names to download the documents.