

GETTING STARTED WITH SONAR

**For CTR filers
(Updated on 25 Mar 2025)**

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 to open SONAR PDF forms:

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If you have created draft forms with outdated Adobe software or third party PDF editors, you should: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

Do not open SONAR PDF forms with your web browser. Otherwise, you will encounter the following error:

The document you are trying to load requires Adobe Reader 8 or higher. You may not have the Adobe Reader installed or your viewing environment may not be properly configured to use Adobe Reader.

For information on how to install Adobe Reader and configure your viewing environment please see http://www.adobe.com/go/pdf_forms_configure.

INTRODUCTION AND CONTENTS

Introduction

The STRO Online Notices And Reporting platform (SONAR) is the consolidated platform to allow electronic submission of Suspicious Transaction Reports (STR), Cash Movement Reports (Form NP 728) and Cash Transaction Reports (Form NP 784). This guide serves to inform Cash Transaction Report filers on the functions of SONAR and how they can use SONAR to electronically submit Cash Transaction Reports.

Getting Started

- First, ensure **your entity's CorpPass Admin** has allowed you access to **"SPF e-Services (G2B)"** via the CorpPass portal.
- Then, access SONAR through www.go.gov.sg/SONAR
- Click on Log in for Business Users (Singpass)

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

USER ADMINISTRATION

[General Information on SONAR User Rights](#)

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REPORT FILING & BULLETINS

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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 (Create/delete/extend expiry)
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. Copies of the following documents (to be submitted on SONAR):

Applicant	Documents Required
If the applicant is a director, partner or owner of the company/organisation	The company's ACRA bizfile profile
If the applicant is an employee	Authorization letter with company letterhead (signed by reporting officer/ Head of Compliance or above)

The following pages contain detailed steps on how to apply for the administrator user right on SONAR.

Please note that turnaround time for approval may take up to **3 working days**. To expedite approval, email your SONAR Admin Application Number (SA-XXXXX) to SPF_STRO_IT_Team@spf.gov.sg.

APPLY FOR ADMINISTRATOR USER RIGHTS

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](#)”

Home Log out ↗

SONAR
STRO Online Notices And Reporting platform

Name: Your Name
Name of Company: Your Company's Name
You are assigned as: Unregistered

Report Menu	Bulletins
Upload Report View Bulletins Search Submitted Report	Please register as a SONAR user to view bulletins/alerts.
Account Registration	<div style="border: 2px solid red; padding: 5px; text-align: center;">! Only <u>registered users</u> will be able to view bulletins and download report template for Suspicious Transaction Report</div>
Apply for Administrator Rights for self	
Blank Report Template(s)	
Cash Movement Report (CMR-NP728) Cash Transaction Report (CTR-NP784)	

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.

Information ✕

You are unable to access this function as each organisation can only have a maximum of 2 users holding Administrator rights. Please approach your Administrators if you want to change your role.

[CLOSE](#)

APPLY FOR ADMINISTRATOR USER RIGHTS

Administrator Registration – Personal Particulars

1. Complete your Personal Particulars. You may notice that some fields have been auto-populated from CorpPass
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"

Step 1 of 3: Administrator Registration

*Required

Personal Particulars

Identification Type *	NRIC	Identification No. *	SXXXXXXXX
Full Name *	Name of SXXXXXXXX	Email Address *	
Department		Designation	
Office Contact No. *	65	Date of Birth *	

! Please provide a valid email address as the outcome of your application will be sent to the email address provided here.

Company Information

Company Name	Name of T44444444D	UEN	T44444444D
User Rights *	<input type="checkbox"/> Administrator <input type="checkbox"/> Reviewer <input type="checkbox"/> Submitter	! Some fields will be auto-populated according to your CorpPass profile.	
Address			
Postal Code *		Block/House No. *	
Street *		Building Name	
Floor-Unit	Floor number	Unit number	

CANCEL

3 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.

Institution / Business Type Assignment

Please add all Business Types applicable to your Institution Type.
The selections made in the new Administrator will replace past selections and will affect the types of reports your institution is able to file.

UEN T44444444D

1 Institution Type Precious Stones and Metals Dealer

2 Business Type

3 ADD

! If your institution type does not have any business type, you may skip to step 3.

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	Business Type	
Precious Stones and Metals Dealer	-	5 Remove

CANCEL BACK

6 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.

Step 3 of 3: Upload Supporting Document

Please submit the following:

1. If you are a director, partner or owner of the company/organisation, please upload a copy of your company's ACRA bizfile profile.
2. If you are an employee, please upload a copy of the authorisation letter with company letterhead (signed by your reporting officer/ Head of Compliance or above. An employee cannot sign for himself).

To note: Applications with incomplete supporting documents will be rejected. In such cases, fresh applications will have to be submitted.

Allowed file types: jpg, jpeg, png, pdf, doc, docx, xls, xlsx
(Maximum file size is 2MB each)

File Name

- Authorisation Letter (SONAR).pdf
- ACRA Profile.pdf

ADD DELETE

Declaration

By submitting this application, you declare that the information provided (including all attachments) is true and correct.

CANCEL BACK

SUBMIT

Confirmation

Are you sure you want to submit this application?

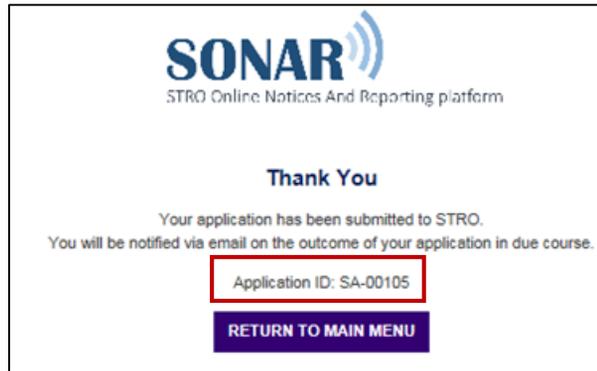
YES NO

APPLY FOR ADMINISTRATOR USER RIGHT

Administrator Registration – Acknowledgement

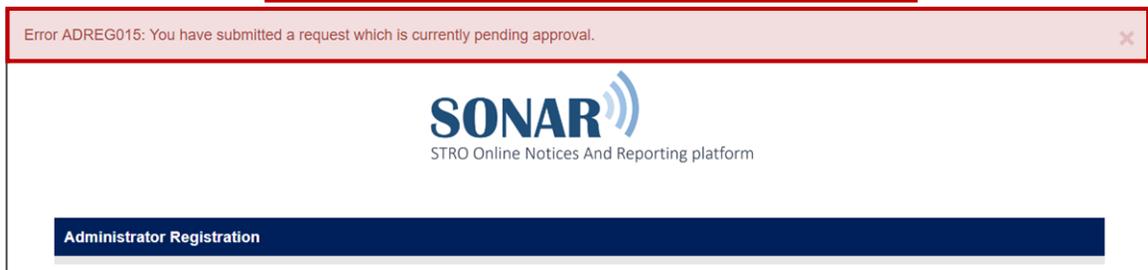
If your application is successfully submitted, you will be assigned an Application ID.

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 3 working days. To expedite approval, email your SONAR Admin Application Number (SA-XXXXX) to SPF_STRO_IT_Team@spf.gov.sg.

! 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

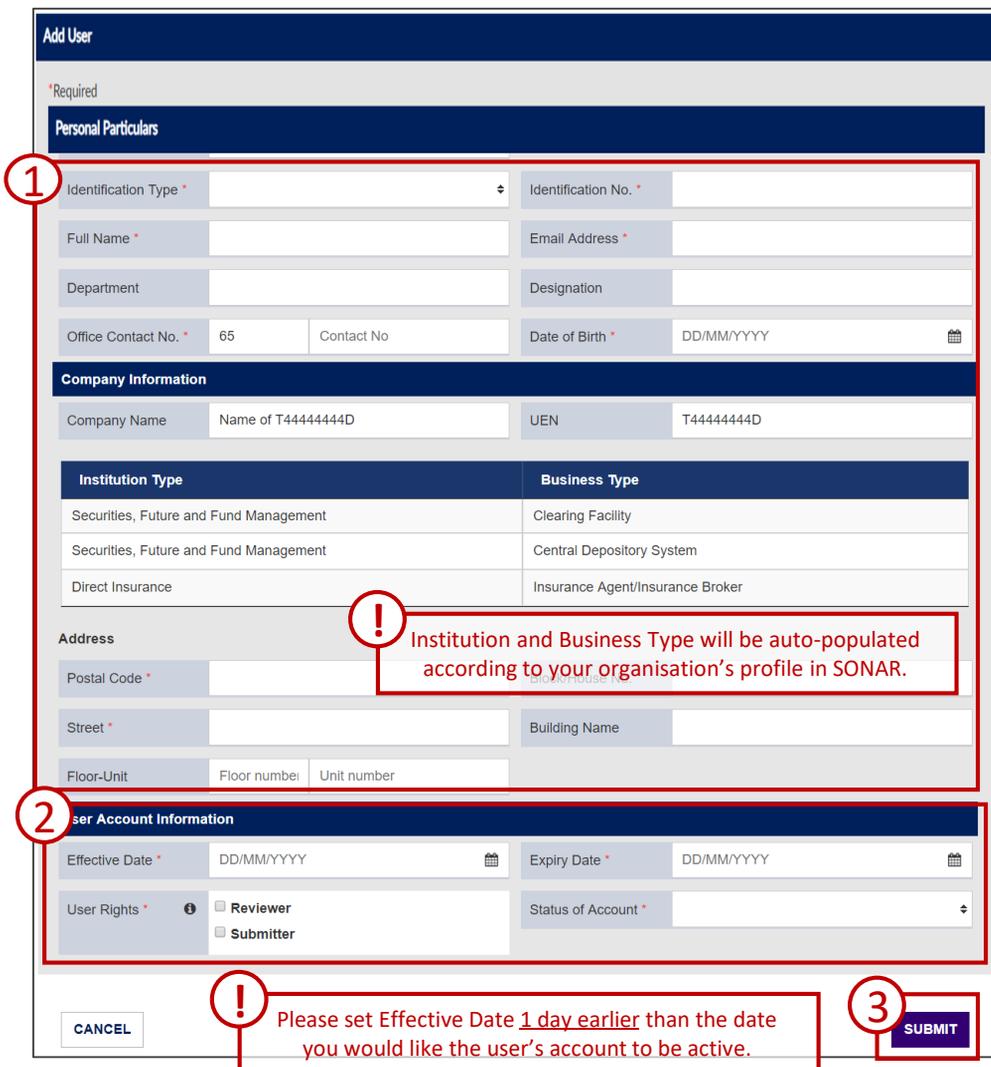
This section is a guide on how to create non-administrator accounts. [Click here](#) to learn how to create administrator accounts on SONAR. Your company's **CorpPass Admin** will have to assign all SONAR users to "**SPF e-Services (G2B)**" before they can access SONAR on your Company's behalf. After that has been done, click on "Create User Account" under the User Account Management menu.



The screenshot shows a dark blue header with the text "User Account Management". Below the header, there are two buttons: "Create User Account" and "Search User Account". The "Create User Account" button is highlighted with a red rectangular box.

! 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 screenshot shows the "Add User" form with several sections and callouts:

- 1** A red circle with the number "1" is placed over the "Personal Particulars" section, which includes fields for Identification Type, Identification No., Full Name, Email Address, Department, Designation, Office Contact No., Contact No., and Date of Birth.
- 2** A red circle with the number "2" is placed over the "User Account Information" section, which includes fields for Effective Date, Expiry Date, User Rights (Reviewer and Submitter), and Status of Account.
- 3** A red circle with the number "3" is placed over the "SUBMIT" button at the bottom right of the form.
- A red box with an exclamation mark and text: "Institution and Business Type will be auto-populated according to your organisation's profile in SONAR." is placed over the "Company Information" and "Institution Type" sections.
- A red box with an exclamation mark and text: "Please set Effective Date 1 day earlier than the date you would like the user's account to be active." is placed over the "Effective Date" field.

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

SEARCH, EDIT AND DELETE USERS

Search SONAR Accounts

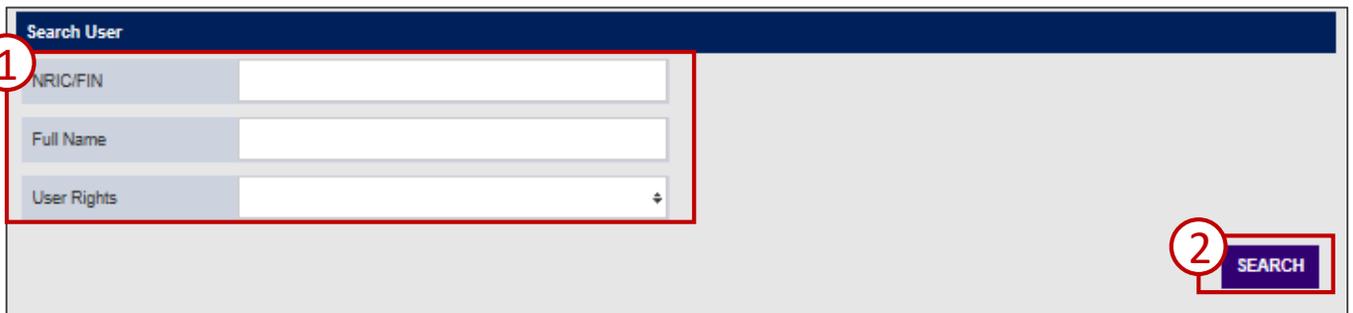
To retrieve the list of SONAR users in your organisation, click "Search User Account".



The screenshot shows a dark blue header with the text "User Account Management". Below the header are two links: "Create User Account" and "Search User Account". The "Search User Account" link is highlighted with a red box.

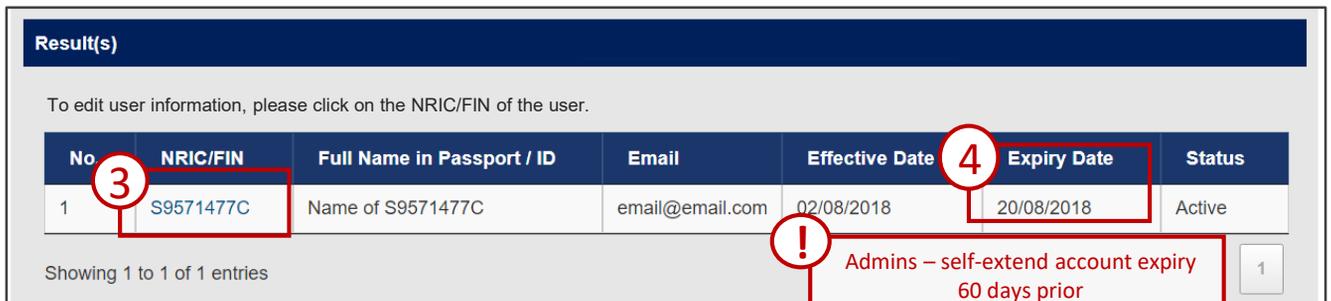
! Only users with the Administrator user right will be able to access User Account Management functions

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



The screenshot shows a "Search User" form with three input fields: "NRIC/FIN", "Full Name", and "User Rights". A red box labeled "1" encompasses these fields. A "SEARCH" button is located at the bottom right, highlighted with a red box labeled "2".

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



The screenshot shows a table with the following columns: No, NRIC/FIN, Full Name in Passport / ID, Email, Effective Date, Expiry Date, and Status. A red box labeled "3" highlights the "NRIC/FIN" cell of the first row. A red box labeled "4" highlights the "Expiry Date" column header. A red box labeled "1" highlights the "1" in the pagination "Showing 1 to 1 of 1 entries". A red box labeled "!" contains the text "Admins – self-extend account expiry 60 days prior".

No	NRIC/FIN	Full Name in Passport / ID	Email	Effective Date	Expiry Date	Status
1	S9571477C	Name of S9571477C	email@email.com	02/08/2018	20/08/2018	Active

Showing 1 to 1 of 1 entries

SEARCH, EDIT AND DELETE USERS

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

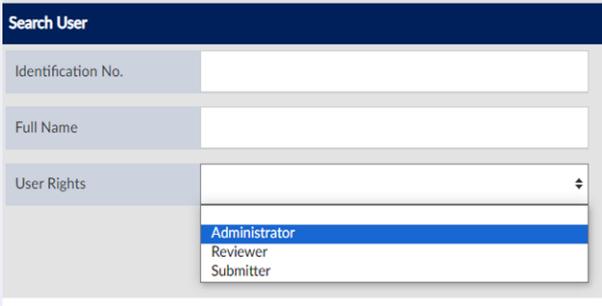
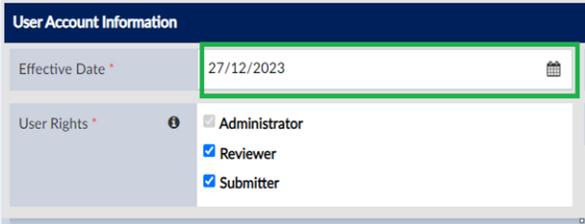
Personal Particulars			
Identification Type *	NRIC	Identification No. *	SXXXXXXX
Full Name *	Full Name	Email Address *	email@email.com
Department		Designation	
Office Contact No. *	65	61234567	Date of Birth * 24/06/2018
Company Information			
Company Name	Name of T44444444D	UEN	T44444444D
Institution Type		Business Type	
Securities, Future and Fund Management		Clearing Facility	
Securities, Future and Fund Management		Central Depository System	
Direct Insurance		Insurance Agent/Insurance Broker	
Address			
Postal Code *	123123	Block/House No. *	123
Street *	Sesame Street	Building Name	
Floor-Unit	Floor number	Unit number	
User Account Information			
Effective Date *	02/08/2018	Expiry Date *	20/08/2018
User Rights *	<input checked="" type="checkbox"/> Administrator <input checked="" type="checkbox"/> Reviewer <input checked="" type="checkbox"/> Submitter	Status Of Account *	Active

2 CANCEL DELETE **1** UPDATE

EXTENDING USER ACCOUNTS EXPIRY DATES

All SONAR accounts have a maximum expiry date of 2 years. Before the accounts are expired, SONAR Admins are able to extend them (including their own accounts) using the steps below. If a Submitter or Reviewer account has expired, SONAR Admins are able to reactivate these accounts on their own, using the following same steps (no application is required). However, once a SONAR Admin account has expired, the SONAR administrator will have to reapply for SONAR admin rights.

SONAR Admins can extend SONAR user accounts expiry dates using the following steps:

S/N	Steps	Screenshots
1	Click on "Search User Account"	
2	Select the user rights that you want to extend then click on "Search"	
3	Select the ID number of the user you want to extend	
4	Set the Effective Date to today (Do not set this as a future date)	
5	Set the Expiry Date that you want (Maximum is 2 years from today) Ensure Status of Account is "Active"	
6	Click on "Update"	

SUBMIT CASH TRANSACTION REPORTS (CTRs) – PDF UPLOADS

Submit CTRs on SONAR via ‘Upload Report’ module (for PDF uploads)

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

Name: Your Name
Name of Company: Your Company's Name
You are assigned as: Reviewer, Submitter, Administrator

User Account Management
Create User Account
Search User Account

Report Menu
Upload Report
Upload XML forms
View Bulletins
Search Submitted Report

Account Registration
Edit Administrator Rights for self

Blank Report Template(s)
Cash Movement Report (CMR-NP728)
Cash Transaction Report (CTR-NP784)
Suspicious Transaction Report (STR)



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”

Step 1 of 4: Select Report

Your name and identification no. will be auto-populated into the identification fields of the report(s), if applicable.

Please select a report type and click on 'Next'

Report Type Cash Transaction Report (CTR-NP784)

BACK TO HOME

4

NEXT

SUBMIT CASH TRANSACTION REPORTS (CTRs) – PDF UPLOADS

Submit CTRs on SONAR via 'Upload Report' module (for PDF uploads)

Upload only validated CTR forms at the Upload Report screen

1. Click "ADD FILE(S)" to upload your form(s). Click "x" to delete the uploaded documents.
2. Click "UPLOAD"

Step 2 of 4: Upload Report

Your name and identification no. will be auto-populated into the identification fields of the CTR report(s), if applicable.

Please click on 'Add' button to choose the relevant document and click on 'Upload' button to upload the document.
(Maximum file size is 37.5MB each and 90 characters for filename)

! You may submit up to 10 files per submission

#	Filename	
1	CTR_Filled - Copy (2).pdf	x
2	CTR_Filled - Copy.pdf	x
3	CTR_Filled.pdf	x

1

2

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

Reporting InstitutionCash TransactionsTransacting PartyPerson OwnerBusiness OwnerDeclaration

Part VI: Declaration

Please click on 'Validate Form'.
Form validation must be successful before it can be submitted.

Validation Status Validated successfully as of 10/7/2018 3:55 PM

SUBMIT CASH TRANSACTION REPORTS (CTRs) – PDF UPLOADS

Submit CTRs on SONAR via 'Upload Report' module (for PDF uploads)

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

1. Click on the "x" beside the file to remove the erroneous file or a file you do not wish to submit
2. Click on the file you wish to submit to preview it. You will notice that your organisation's name, Registration No./Foreign Entity Identification No. and Country/Region of Registration will be auto-populated into the form. Please ensure that the information within the form is correct before submitting the form
3. Verify the email address that you would like the acknowledgement email to be sent to
4. Check on the declaration checkbox and 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 form.

Step 3 of 4: Review Drafts

Please click on the file name to review the uploaded document(s).

S/N	File Name	
1	CTR_Filled.pdf	1 x
2	CTR_Filled - Copy (2).pdf	x
3	CTR_Filled - Copy.pdf	x

Part I: Reporting Institution's Information

2

Name of Reporting Institution* **1** Lee Ah Seng From EDH LLP

Registration No./ Foreign Entity Identification No.* **1** T08GA0036C

Country/ Region of Registration **1** Singapore

Step 4 of 4: Verify Email Address

3 Verify the email address that you would like the acknowledgement email to be sent to. If you are filing on behalf of your company, please input your company email address.

Email Address * xxx@abc.com.sg

Declaration

4 I declare I am submitting the above CTR(s) with my personal NRIC/UID.
I have reviewed the uploaded document(s) and confirmed that the uploaded data is accurate to the best of my knowledge.

CANCEL

4 SUBMIT

SUBMIT CASH TRANSACTION REPORTS (CTRs) – XML UPLOADS

Submit CTRs on SONAR via ‘Upload XML forms’ module (for XML uploads)

Please ensure that your XML forms adhere strictly to the XSD before submitting.

1. To obtain a copy of the technical documents (XSD, sample XML and CTR code tables), please email SPF_STRO_IT_TEAM@spf.gov.sg. You will need to go through UAT with STRO and onboard successfully before uploading XML forms.
2. To begin filing reports, click on “Upload XML forms” in the Report Menu

The screenshot shows a user profile section with fields for Name, Name of Company, and assigned roles. Below this are several menu sections: 'User Account Management' (with 'Create User Account' and 'Search User Account'), 'Report Menu' (with 'Upload Report', 'Upload XML forms', 'View Bulletins', and 'Search Submitted Report'), 'Account Registration' (with 'Edit Administrator Rights for self'), and 'Blank Report Template(s)' (with 'Cash Movement Report (CMR-NP728)', 'Cash Transaction Report (CTR-NP784)', and 'Suspicious Transaction Report (STR)'). A red box highlights the 'Upload XML forms' option, and a circled '2' is placed next to it.



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.

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

Step 1 of 4: Select Report

Your name and identification no. will be auto-populated into the identification fields of the report(s), if applicable.

Please select a report type and click on 'Next'

Report Type: Cash Transaction Report (CTR-NP784)

BACK TO HOME

4

NEXT

SUBMIT CASH TRANSACTION REPORTS (CTRs) – XML UPLOADS

Submit CTRs on SONAR via ‘Upload XML forms’ module (for XML uploads)

Save your XML files in a zip folder before uploading. Only one zip folder consisting up to 50 XML files can be uploaded per submission.

1. Click “ADD ZIP FILE” to upload your zip folder. Only files with .zip extension can be added.
2. The zip folder can only contain XML files with .xml extensions.

Step 2 of 4: Upload Zip File

Your name and identification no. will be auto-populated into the identification fields of the CTR report(s), if applicable.

Please save your XML files in a Zip folder before uploading. Each Zip folder can contain up to 50 XML files. Only 1 Zip folder can be uploaded per submission. Please click on 'Add Zip File' button to choose the relevant Zip file and click on 'Upload' button to upload it. (Maximum file size is 37.5MB and 90 characters for filename)

1 ADD ZIP FILE

1 The zip folder can contain 1 to 50 XML files.

1 CTR_50XmIszip

Name	Type
2 CTR_Copy (2).xml	XML File
CTR_Copy (3).xml	XML File
CTR_Copy (4).xml	XML File
CTR_Copy (5).xml	XML File
CTR_Copy (6).xml	XML File
CTR_Copy (7).xml	XML File

3. Click “REPLACE ZIP FILE” to replace your zip folder. Click “x” to delete the uploaded file.
4. Click “UPLOAD”

Step 2 of 4: Upload Zip File

Your name and identification no. will be auto-populated into the identification fields of the CTR report(s), if applicable.

Please save your XML files in a Zip folder before uploading. Each Zip folder can contain up to 50 XML files. Only 1 Zip folder can be uploaded per submission. Please click on 'Add Zip File' button to choose the relevant Zip file and click on 'Upload' button to upload it. (Maximum file size is 37.5MB and 90 characters for filename)

3 REPLACE ZIP FILE

sample zip file.zip

3 x

4 BACK

4 UPLOAD

SUBMIT CASH TRANSACTION REPORTS (CTRs) – XML UPLOADS

Submit CTRs on SONAR via ‘Upload XML forms’ module (for XML uploads)

If you upload erroneous files, an error message will appear to prompt you on the error encountered and the file name will state the name of the erroneous file.

1. Click on “CANCEL” and a confirmation prompt will appear to ask if you would like to leave the page.
2. Select “YES” to return to Step 1 (Report Selection).



The ZIP and XML filenames cannot exceed 90 characters or contain the special characters ? * < > : | & \ / [] " ' . The maximum size of ZIP and XML files is 37.5MB.

Sample Error Messages

Step 3 of 4: Review Files	
Zip File Name	Validation Message
CTR_MoreThan50XmIs.zip	ZIP file contains more than 50 XML files.

Step 3 of 4: Review Files	
Zip File Name	Validation Message
CTR_InvalidXML.zip	ZIP file contents are incorrect.

File Name	Error Message
FakeXML.xml	The XML file is invalid.

3. If the file is successfully validated at Step 3, proceed to Step 4.
4. Verify the email address that you would like the acknowledgement email to be sent to and click on “SUBMIT”.

Step 3 of 4: Review Files	
Zip File Name	Validation Message
CTR_XML.zip	File has been successfully validated.

Step 4 of 4: Verify Email Address	
Please verify the email address that you would like the acknowledgement email to be sent to. If you are filing on behalf of your company, please input your company email address.	
Email Address *	xxx@gmail.com

CANCEL

4

SUBMIT

SUBMIT CASH TRANSACTION REPORTS (CTRs)

Submit CTRs on SONAR (Acknowledgement)

Upon report submission, you will be directed to an acknowledgement page and provided with a Submission Request ID. The submitted reports will be processed and you will receive an acknowledgement email within an hour (for PDF uploads)/ 24 hours (for XML uploads) stating whether the submission was successful.

For PDF uploads

Thank you

Your submission has been received and is being processed.

The Submission Request ID is <SR-20240610-00229>.

SONAR will send you an acknowledgement email to inform you whether your submission has been successfully processed.

If you do not receive the acknowledgement email within 1 hour, please email SPF_STRO_IT_Team@spf.gov.sg

For XML uploads

Thank you

Your submission has been received and is being processed.

The Submission Request ID is <SR-20250311-00009>.

SONAR will send you an acknowledgement email to inform you whether your submission has been successfully processed.

If you do not receive the acknowledgement email within 24 hours, please email SPF_STRO_IT_Team@spf.gov.sg

[RETURN TO MAIN MENU](#)

[RETURN TO MAIN MENU](#)

For successful submissions: Details of the submission, such as the Report Number and Date/Time of submission etc. will be provided in the acknowledgement email.

You are encouraged to retain a copy of the acknowledgment email, as well as to maintain and retain a separate record that accurately reflects the contents of the CTR filed with STRO.

You have successfully submitted the following report(s) via SONAR on **02 Apr 2024**.

S/N	Submission Request ID	Date and Time of Submission	Internal Institution Reference Number	Report Number	UEN	Company Name	Filer ID	Filer Name	Submission Status
1	SR-20240402-00009	02/04/2024 15:26:34	371209441	E000000081	R09CC5678L	Lee Ah Seng From EDH LLP	SXXXX325B	USER S9990326B	Success

For unsuccessful submissions: The error message will be provided in the acknowledgement email. You will need to make the necessary amendments before resubmitting the report(s) on SONAR.

You have failed to submit the following report(s) via SONAR on **21 Mar 2024**.

S/N	Submission Request ID	Date and time of submission	File Name	UEN	Company Name	Filer Name	Submission Status	Error Reason
1	SR-20240321-00009	21/03/2024 09:19:11	CTR_Filled - Copy.pdf	R09CC5678L	Lee Ah Seng From EDH LLP	USER 123	Failed	Experienced system connectivity issues. Please resubmit your report on SONAR.

If you do not receive the acknowledgement email after 3-4 hours (for PDF uploads)/ 24 hours (for XML uploads), you can email STRO at SPF_STRO_IT_Team@spf.gov.sg and quote the Submission Request ID. Alternatively, you can use the 'Search Submitted Report' function to see if your submission was successful.

SEARCH AND VOID SUBMITTED REPORTS

Searching 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.

The screenshot shows a user profile section with the following information: Name: Your Name, Name of Company: Your Company's Name, and You are assigned as: Reviewer, Submitter, Administrator. Below this is a navigation menu with sections: User Account Management (Create User Account, Search User Account), Report Menu (Upload Report, Upload XML forms, View Bulletins, Search Submitted Report), Account Registration (Edit Administrator Rights for self), and Blank Report Template(s) (Cash Movement Report (CMR-NP728), Cash Transaction Report (CTR-NP784), Suspicious Transaction Report (STR)). The 'Search Submitted Report' option is highlighted with a red box.

! 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 No., date submitted, Submission Request ID **or** Internal Institution Ref No.
3. Click “SEARCH”

If you have not received the acknowledgement email, you can search using Internal Institution Ref No. or date submitted to see if your submission was successful (Submission Request ID may take a while to be reflected)

The screenshot shows the 'Search Submitted Report' form. It includes a legend: * Required, # At least one field is required. (if date field is entered, do note that input in both fields are required). Below the legend, it says 'Please select the type of search and provide the relevant details. Click on 'Search' to fetch the results.' The form has several input fields: Report Type * (dropdown), Report No. # (text), Date From # (calendar), Date To # (calendar), Submission Request ID # (text), and Internal Institution Ref No. # (text). The 'Report Type' dropdown and 'Report No.' field are marked with a red circle and the number 1. The 'Date From' and 'Date To' fields are marked with a red circle and the number 2. The 'SEARCH' button is marked with a red circle and the number 3. There is also an 'EXPORT TO EXCEL' button next to it.

SEARCH AND VOID SUBMITTED REPORTS

Searching and Voiding Submitted Reports on SONAR

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

1. Click on the Report No. to view further details (E.g. Void Report information) or to void the CTR (able to void between the 3rd day and 8th day of submission)
2. Click "EXPORT TO EXCEL" to export the results into an Excel file

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

Search Submitted Report

* Required
At least one field is required. (if date field is entered, do note that input in both fields are required)

Please select the type of search and provide the relevant details. Click on 'Search' to fetch the results.

! Report No. supports partial search

Report Type *	Cash Transaction Report (CTR-NP784)	Report No. #	
Date From #	01/02/2024	Date To #	18/06/2024
Submission Request ID #		Internal Institution Ref No. #	

2 **EXPORT TO EXCEL** **SEARCH**

Result(s)

Note: Results will only be displayed for reports that are successfully submitted and processed.

Submission Request ID	Submitted Date	Report No.	Internal Institution Reference No.	Submitted By	Uploaded By	Status	Remarks
SR-20240414-00005	14/04/2024	1 E000043781	DSA21D21			Voided	-

! Please allow for a 5 to 10 minute processing time after submission for your submitted report to appear on the search results. If you have not received the acknowledgement email, you can search using Internal Institution Ref No. or date submitted to see if your submission was successful (Submission Request ID may take a while to be reflected)

View Submitted CTR

Submitted Date	13/03/2024
Report No.	E000043781
Submitted By	USER
Name of Declarant	USER
1 Status	Voided
Void Remarks	test to void
Void By	USER
Void Date	15/03/2024

SEARCH AND VOID SUBMITTED REPORTS

Searching 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

Void Submitted CTR	
Submitted Date	10/08/2018
Report No.	E000000357
Submitted By	Name of Submitter
Name of Declarant	Name of Declarant
Status	Submitted

1 [CLICK HERE TO VOID REPORT](#)

! Can't find the void button? It may be because of the following reasons:
1. Your report is not within the void period (3rd – 8th day of submission)
2. The report has already been voided (check the [Status](#) of report)

2 Void Remark *
Reason for Voiding (E.g. The information is wrong and I have submitted a new CTR.)
Minimum Characters: 10

3 I declare I am aware that voiding of submitted report is irreversible.

4 [VOID](#)

Confirmation ×

Are you sure you want to void the submitted report?

5 [VOID](#)

SONAR 
STRO Online Notices And Reporting platform

6 **Thank You**
Form has been successfully voided.
Report No: E000000357

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.

The screenshot shows the SONAR user interface. At the top, there is a user profile section with the following information:

- Name:** Your Name
- Name of Company:** Your Company's Name
- You are assigned as:** Reviewer, Submitter, Administrator

Below this is a navigation menu with several sections:

- User Account Management:** Create User Account, Search User Account
- Report Menu:** Upload Report, Upload XML forms, **View Bulletins** (highlighted with a red box), Search Submitted Report
- Account Registration:** Edit Administrator Rights for self
- Blank Report Template(s):** Cash Movement Report (CMR-NP728), Cash Transaction Report (CTR-NP784), Suspicious Transaction Report (STR)

On the right side, there is a 'Bulletins' section with a search bar and a profile picture of a police officer. Below the search bar is a table of bulletins:

Date	Bulletin Content
07/08/2018	Please download the attachment to view Suspicious...
07/08/2018	Bulletin Content
07/08/2018	Bulletin Content
07/08/2018	Bulletin Content
03/08/2018	Bulletin Content

The detailed view of a bulletin entry is shown below. It includes the following information:

Bulletin	
Date	07/08/2018
Title	Suspicious Indicators for Financial Institutions
Content	Please download the attachment to view Suspicious Indicators
Attachment	Suspicious_Indicators_for_Financial_Institutions.pdf



Click on the Attachment file names to download the documents.