GETTING STARTED WITH SONAR

For CMR filers

(Updated on 19 Mar 2019)

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
- 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If you have created draft forms with outdated Adobe software or third party PDF editors, you should: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 759). This guide serves to inform Cash Movement Report (Form NP 728) filers on the functions of SONAR and how they can use SONAR to electronically submit Cash Movement Reports.

Getting Started

To begin, access SONAR through the Police e-Services webpage for businesses.
Select "STRO Online Notices and Reporting Platform (SONAR)".
Select "Login via CorpPass". You will be redirected to the CorpPass sign in page.
1. Fill in your CorpPass credentials
2. Click "Login".

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

From 1 Sep 2018, CorpPass will be the only login method for G2B transactions

Other login methods will not be accepted for online corporate transactions with the government. IRAS digital services will also be available by then. Register for CorpPass now to prevent any disruption to your business transactions!

Log in with CorpPass

1
- UEN/ENTITY ID
- CORPPASS ID
- Password

☐ Remember Entity ID

Forgot Entity / CorpPass ID or Password

Cancel   2 Login ▶

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

USER ADMINISTRATION	REPORT FILING & BULLETINS
General Information on SONAR User Rights	Submit Cash Movement Reports (NP 728)
Apply for Administrator User Right	Search and Void Submitted Reports
Create Non-Administrator Users	View Bulletins and Alerts
Search, Edit and Delete Users	SONAR Technical Requirements

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, View and Void past 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 <u>combination</u> 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 <u>2</u> users holding the Administrator user right.
Before you apply as an Administrator, please ensure that you have the following:

1. A valid CorpPass account (to register for CorpPass, please visit https://www.corppass.gov.sg)

2. Access to SPF Digital Services (Your entity's CorpPass Admin should assign users to "SPF e-Services (G2B)")

3. <u>Coloured copies</u> of the following documents (to be submitted on SONAR):
   a. **Authorization letter** with company letterhead (endorsed by Head of Compliance or above*)
   b. Endorser's **photo ID** (front & back)
   c. If the endorser is an ACRA-listed Director/Partner, please provide the **company's ACRA Profile**

   PDF **Click here 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 <u>10 working days.</u>
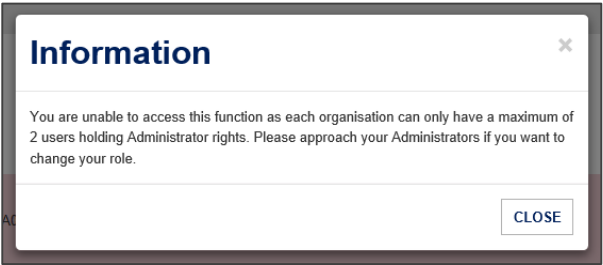
APPLY FOR ADMINISTRATOR USER RIGHT

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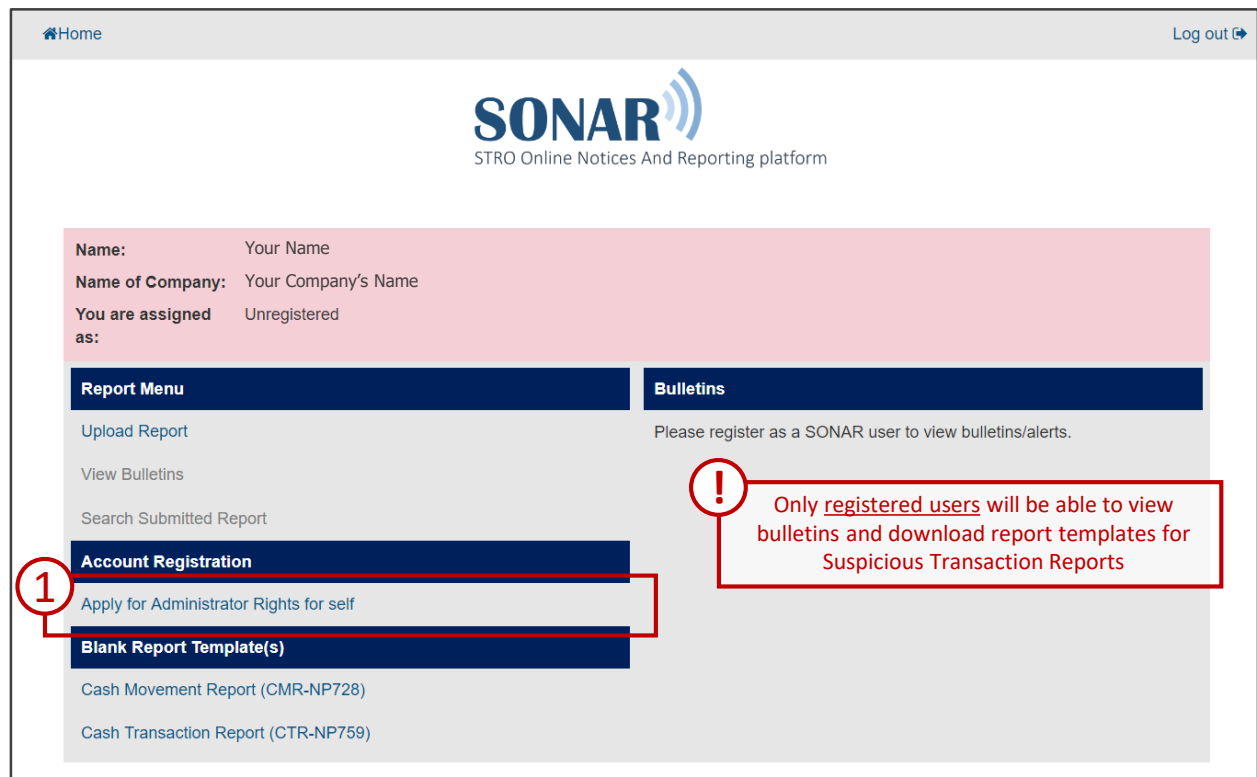
You will not be allowed to proceed on with your registration if your organisation already has 2 Administrators. The following prompt will appear. At least 1 of the existing Administrators will have to deactivate his/her SONAR account for a new user to apply as Administrator.

APPLY FOR ADMINISTRATOR USER RIGHT

Administrator Registration – Personal Particulars

1. Complete your Personal Particulars. You may notice that some items have been auto-populated from your CorpPass credentials
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 your organisation's address details
3. Click "NEXT"

Administrator Registration

* Required

Personal Particulars

① CorpPass ID *

| Identification Type * | NRIC | Identification No. * | SXXXXXXXX |

| Full Name * | Name of SXXXXXXXX | Email Address * | |

| Department | | Desig... | |

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

| Office Contact No. * | 65 | | Date of Birth * | |

Company Information

② Company Name | Name of T44444444D | UEN | T44444444D |

User Rights * ⓘ
- ☐ Administrator
- ☐ Reviewer
- ☐ 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.

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"

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.

Upload Supporting Document

Please submit **coloured copies** of the following:
1. **Coloured** copy of authorisation letter with company letterhead (signed by Head of Compliance or above*)
2. **Coloured** copy of the endorser's photo ID** (front & back)
3. If the endorser of the authorisation letter is an ACRA-listed Director/Partner, to additionally provide a copy of the company's ACRA Profile
* **If the applicant is an ACRA-listed Director/Partner (except for sole proprietor), the authorisation letter needs to be endorsed by another ACRA-listed Director/Partner of the same company.**
** Photo ID: NRIC or pass issued by the Ministry of Manpower e.g. employment pass.

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
☐	Signatory NRIC (front + back).jpg

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?
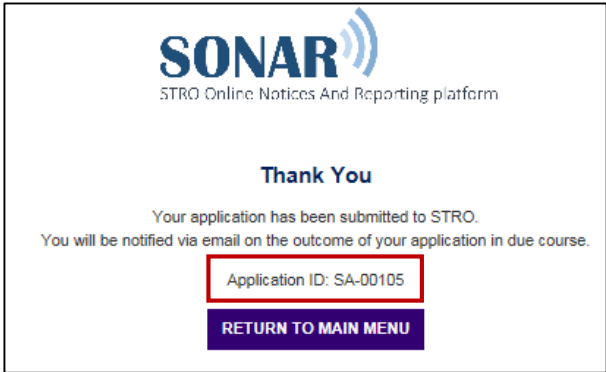
YES **NO**

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.

SONAR))
STRO Online Notices And Reporting platform

Thank You

Your application has been submitted to STRO.
You will be notified via email on the outcome of your application in due course.

Application ID: SA-00105

RETURN TO MAIN MENU

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 10 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.

Error ADREG015: You have submitted a request which is currently pending approval. ✕

SONAR))
STRO Online Notices And Reporting platform

Administrator Registration
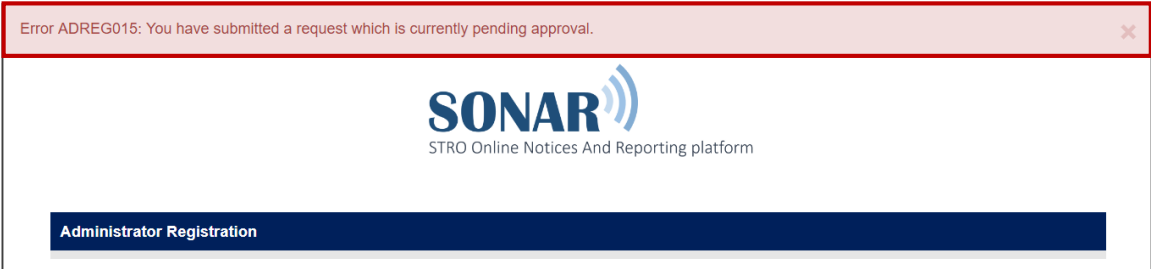
CREATE NON-ADMINISTRATOR USERS

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.

User Account Management

Create User Account

Search User Account

> ! 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"

Add User

Required

① Personal Particulars

Field		Field	
CorpPass ID *			
Identification Type *		Identification No. *	
Full Name *		Email Address *	
Department		Designation	
Office Contact No. *	65 / Contact No	Date of Birth *	DD/MM/YYYY

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 *			
Street *		Building Name	
Floor-Unit	Floor number / Unit number		

> ! Institution and Business Type will be auto-populated according to your organisation's profile in SONAR.

② User Account Information

Effective Date *	DD/MM/YYYY	Expiry Date *	DD/MM/YYYY
User Rights * ℹ	☐ Reviewer ☐ Submitter	Status of Account *	

CANCEL

> ! Please set Effective Date 1 day earlier than the date you would like the user's account to be active.

③ 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".

User Account Management
Create User Account
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 Right of the user you would like to search for
2. Click "SEARCH"

Search User

(1)
NRIC/FIN	
Full Name	
User Rights	

(2) **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

Result(s)

To edit user information, please click on the NRIC/FIN of the user.

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

1

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

CorpPass ID *	CPS9571477C

Identification Type *	NRIC	Identification No. *	SXXXXXXXX
Full Name *	Name of SXXXXXXXX	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 *	☑ Administrator ☑ Reviewer ☑ Submitter	Status Of Account *	Active

CANCEL ② DELETE   ① UPDATE

SUBMIT CASH MOVEMENT REPORTS (CMRs) – FORM NP 728

Submit CMRs on SONAR

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

1. To obtain a copy of the form template, click on "Cash Movement Report (CMR-NP728)" 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

② Upload Report

View Bulletins

Search Submitted Report

Account Registration

Edit Administrator Rights for self

Blank Report Template(s)

① Cash Movement Report (CMR-NP728)

Cash Transaction Report (CTR-NP759)

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 Movement Report (CMR-NP728)" in the drop-down list to file CMRs.
4. Click "NEXT"

Upload Report

Your name and NRIC will be auto-populated into the identification fields of the report(s), if applicable.

Please select a report type and click on 'Next'

③ Report Type   Cash Movement Report (CMR-NP728) ◆

BACK TO HOME   ④ NEXT

SUBMIT CASH MOVEMENT REPORTS (CMRs) – FORM NP 728

Submit CMRs on SONAR

Upload only <u>validated</u> CMR 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"

Upload Report

Your name and NRIC will be auto-populated into the identification fields of the CMR 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 2.5MB each and 90 characters for filename)

① ☐ **File Name**

☐ Sample CMR Form (Validated).pdf

❗ You may submit 1 file per submission

[ADD] [DELETE]

[BACK]

② [UPLOAD]

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

Particulars of Declarant	Information on CBNI	**Declaration**

Part III: Declaration and Submission Details

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

[Validate Form]

Validation Status | Validated successfully as of 10/08/2018 4:44:44 PM

SUBMIT CASH MOVEMENT REPORTS (CMRs) – FORM NP 728

Submit CMRs 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 the erroneous file or a file you do not wish to submit
2. Click on the file you wish to submit to <u>preview</u> them. You will notice that your name and NRIC 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 CTR 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 CMR 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.

Review Drafts

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

All report(s) has been processed for your review.

S/N	File Name	
1	Sample CMR Form (Validated).pdf	✖

☑ I declare that the information provided is true and correct

Name of person who submitted declaration ⓘ

Your Name

NRIC of person who submitted declaration ⓘ   Date / Time the declaration was submitted ⓘ

S1234567D   01/08/2018 4:23:34 PM

Declaration

☑ I declare I am submitting the above CMR(s) with my personal CorpPass ID.
I have reviewed the uploaded document(s) and confirmed that the uploaded data is accurate to the best of my knowledge.

CANCEL   SUBMIT

SUBMIT CASH MOVEMENT REPORTS (CMRs) – FORM NP 728

Submit CMRs 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.**

SEARCH AND VOID SUBMITTED REPORTS

Retrieving and Voiding Submitted Reports on SONAR

To retrieve a list of submitted CMRs and to void submitted reports, click on "Search Submitted 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

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-NP759)

Suspicious Transaction Report (STR)

> **!** Submitters will only be able to retrieve and void reports submitted by himself/herself.
> Reviewers will be able to retrieve and void all reports submitted by the organisation.

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

Search Submitted Form

* Required
# At least one field is required

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

① Report Type *

② Report No. #

Date From #   DD/MM/YYYY

Date To #   DD/MM/YYYY

③ EXPORT TO EXCEL   SEARCH

SEARCH AND VOID SUBMITTED REPORTS

Retrieving and Voiding Submitted Reports on SONAR

The list of CMRs that match your search parameter(s) will be generated.
1. Click on the Official Report to download a copy of the CMR (available for 5 calendar days)
2. Click on the Report No. to void the CMR (able to void between the 3rd day and 8th day of submission)

> **!** Illustration:
> CMR OF180810-18 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

---

Search Submitted Form

* Required
# At least one field is required

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

| Report Type * | Cash Movement Report (CMR-NP728) ⇵ | Report No. # | OF180810-18 |
| Date From # | DD/MM/YYYY 📅 | Date To # | DD/MM/YYYY 📅 |

③ **EXPORT TO EXCEL**   **SEARCH**

Result(s)

Note: Submitted CMR reports are available for download for up to 5 calendar days. Status of submitted CMR reports is available for searching for up to 5 years.
To view the submitted CMR, please click on the relevant link related to the submitted CMR record.

Submitted Date	Report No.	Submitted By	Uploaded By	Status	Official Report
10/08/2018	② OF180810-18	Name of R00CL7266H S9990676F	Name of R00CL7266H S9990676F	Submit ①	OF180810-18.pdf

Showing 1 to 1 of 1 entries | 1 |

> **!** Please allow for a 5 to 10 minute delay 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 CMRs that are within the voiding window period.

1. Click on "CLICK HERE TO VOID REPORT"
2. Enter your reason(s) for voiding the CMR
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 CMR

Submitted Date	10/08/2018
Report No.	OF180810-18
Submitted By	Name of R00CL7266H S9990676F
Name of Declarant	Name of R00CL7266H S9990676F
Status	Submitted
Submitted Report	OF180810-18.pdf

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)

Void Remark *

2 Reason for Voiding (E.g. The information is wrong and I have submitted a new CMR with correct information: OF180810-19)

Minimum Characters: 10

Declaration

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?

CLOSE **5** VOID

SONAR
STRO Online Notices And Reporting platform

6 **Thank You**

Form has been successfully voided.

Report No: OF180810-18

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.

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

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Blank Report Template(s)

Cash Movement Report (CMR-NP728)

Cash Transaction Report (CTR-NP759)

Suspicious Transaction Report (STR)

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

Ask Jamie @ SPF (Beta)

Type your question ...

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.