# GETTING STARTED WITH SONAR

For STR filers (Updated on 26 April 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If you have created draft forms with outdated Adobe software or third party PDF editors, you should: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. <u>Download a fresh template</u> 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 <u>Police e-Services webpage</u> 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.

Singpass app
Password login

Scan with Singpass app
Logging in as Business User

Singpass ID

Password

Log in

Retrieve Singpass ID

Reset password

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

## **USER ADMINISTRATION**

Don't have Singpass app? Download now

## General Information on SONAR User Rights Apply for Administrator User Right Create Non-Administrator Users Search, Edit and Delete Users

### REPORT FILING & BULLETINS

Register For Singpass

Submit Suspicious Transaction Reports

Search Submitted Reports

View Bulletins and Alerts

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 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)

(1)

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  $\underline{2}$  users holding the Administrator user right. Before you apply as an Administrator, please ensure that you have the following:

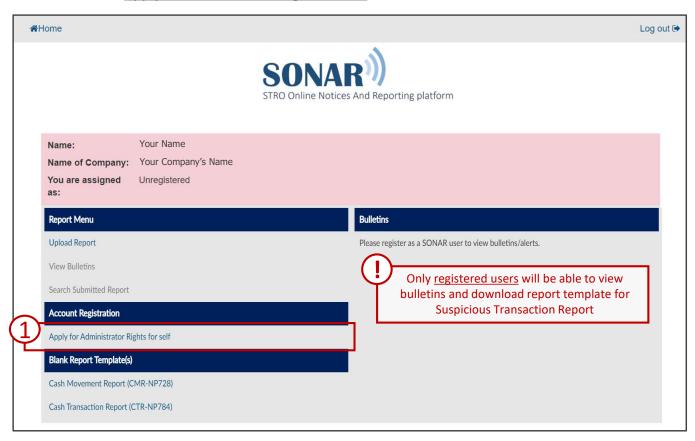
- 1. A valid CorpPass and SingPass account (Your entity's CorpPass Admin has to create a CorpPass user account for each individual user)
- 2. Access to SPF Digital Services (Your entity's CorpPass Admin should assign users to "SPF e-Services (G2B)")
- 3. Coloured copies of the following documents (to 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
  - \* 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>5 working days</u>.

## **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"

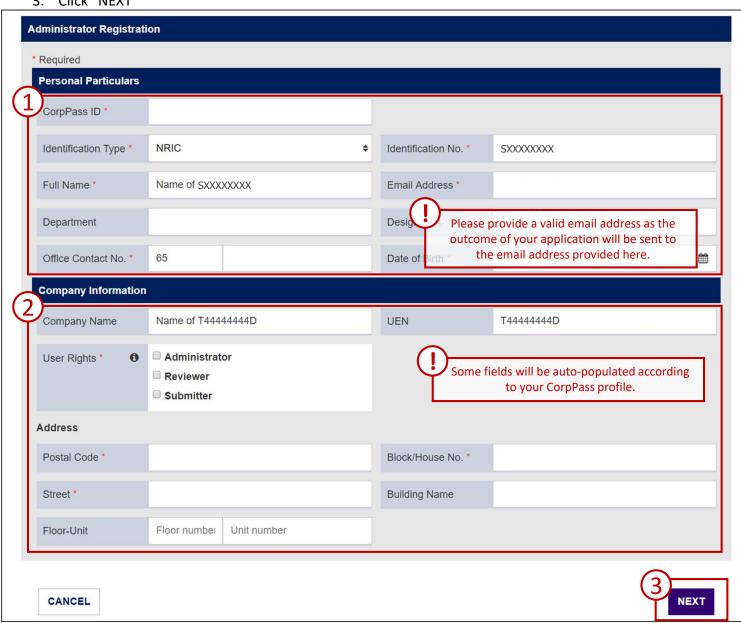


You will not be allowed to proceed further with your registration if your organisation already has 2 Administrators. The following prompt will appear. At least 1 of the existing Administrators will have to deactivate his/her SONAR account in order for a new user to apply as Administrator.



## Administrator Registration – Personal Particulars

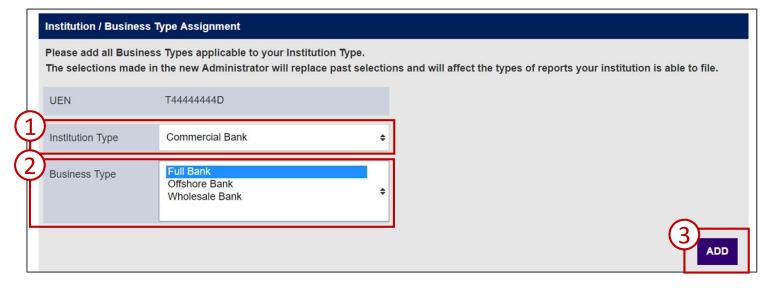
- 1. Complete your Personal Particulars. You may notice that some fields have been auto-populated from CorpPass
  - Fill in the CorpPass ID field with <u>any ID that is unique to each user (e.g. NRIC no.)</u> and consists of between 5 to 20 alphanumerical characters
- 2. Select your required User Rights (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"



## 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"

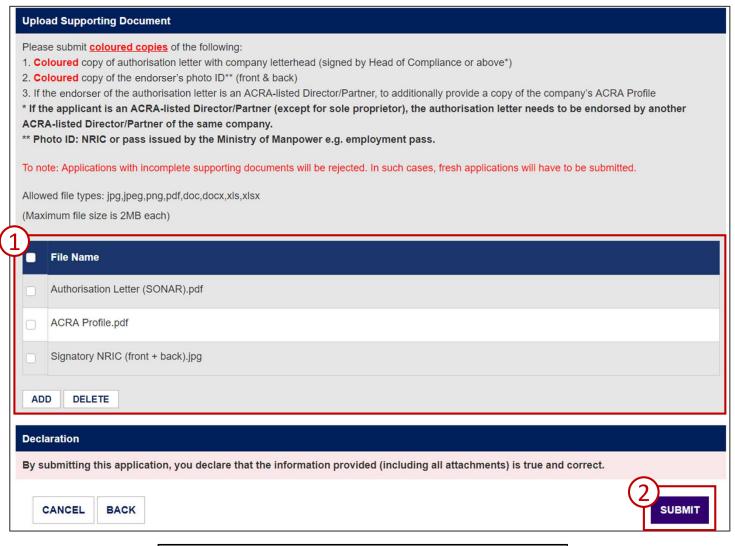


Institution Type and Business Type affects what bulletins your organisation will receive

## **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.



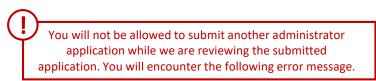


## **Administrator Registration – Acknowledgement**

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.



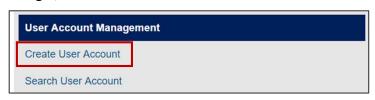


## CREATE NON-ADMINISTRATOR USERS

## **Account Creation – Submitters and Reviewers**

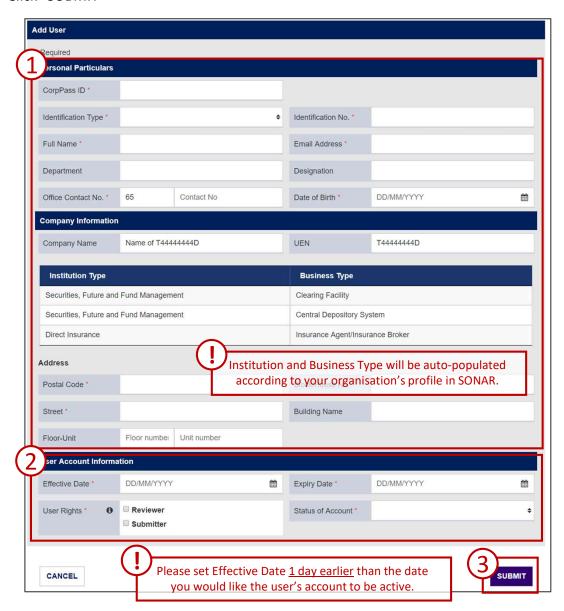
This section is a guide on how to create non-administrator accounts. <u>Click here</u> to learn how to create administrator accounts on SONAR.

To begin, click on "Create User Account" under the User Account Management menu.





- 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

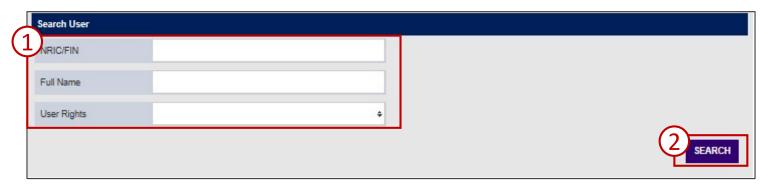
### Search SONAR Accounts

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





- 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

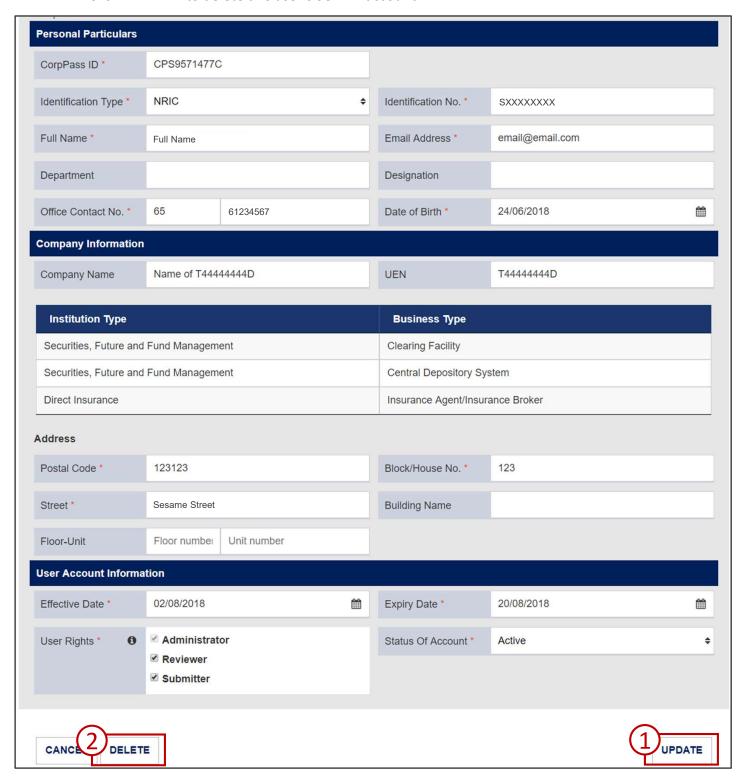


## SEARCH, EDIT AND DELETE USERS

### **Edit and Delete SONAR Accounts**

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

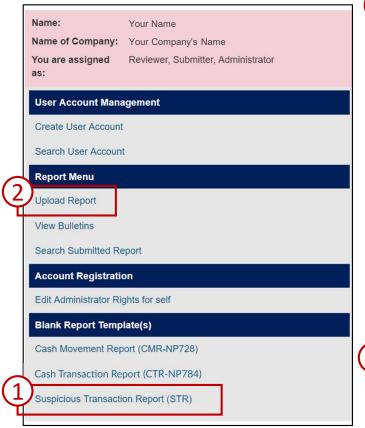
- 1. Click "UPDATE" to save changes made to the profile
- 2. Click "DELETE" to delete this user's SONAR account



### Submit STRs on SONAR

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

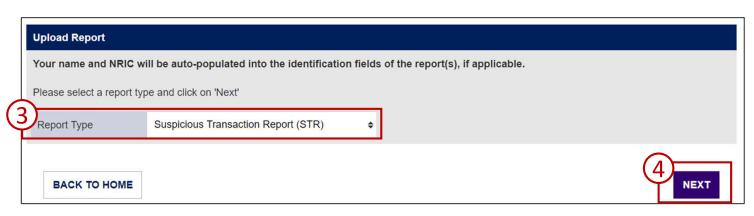
- 1. To obtain a copy of the form template, click on "Suspicious Transaction Report (STR)" under the Blank Report Template(s) Menu.
- 2. To begin filing reports, click on "Upload Report" in the Report Menu



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.

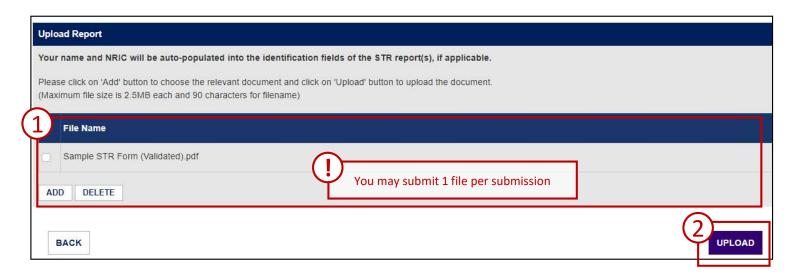
- 3. In the form selection page that appears, select "Suspicious Transaction Report (STR)" in the drop-down list to file STRs.
- 4. Click "NEXT"



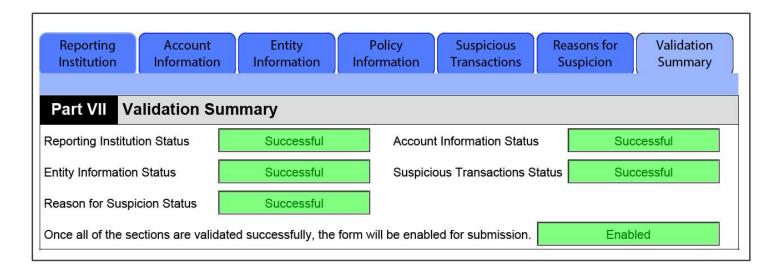
### Submit STRs on SONAR

Upload only validated STR forms at the Upload Report screen

- 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 (all sections are green in the validation summary of your form) before submitting them on SONAR



### Submit STRs 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> it. You will notice that your organisation's name and UEN 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.

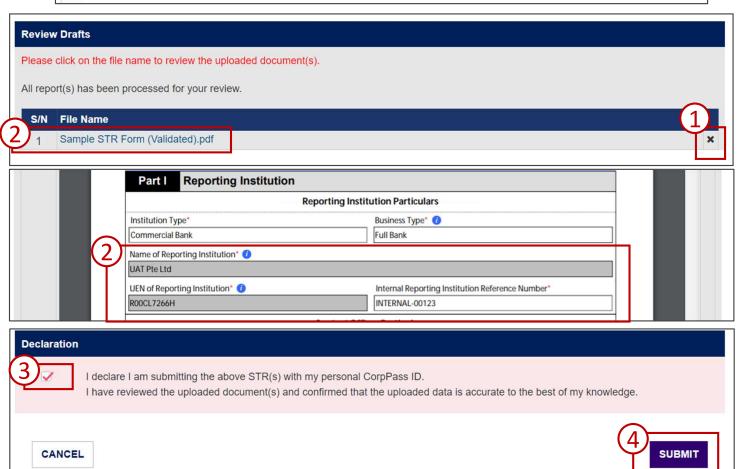
Sample CMR Form.pdf

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 STR 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.

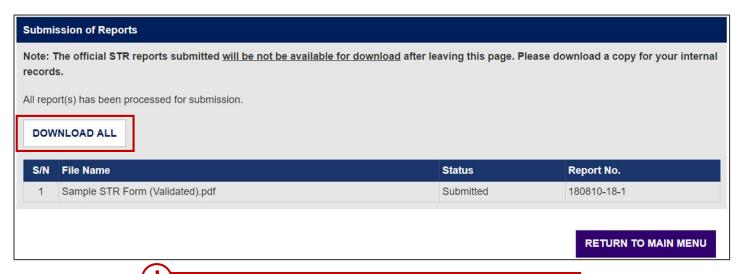


### Submit STRs on SONAR

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 not be retrievable for download after leaving this page. Download the reports before returning to the Main Menu.



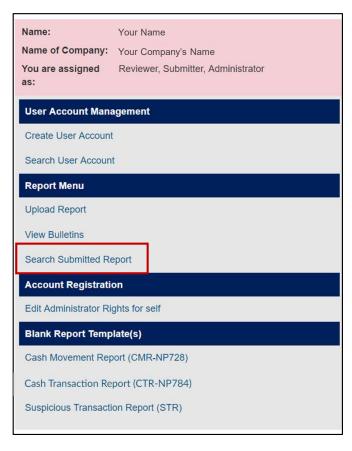
Ensure that you have downloaded all reports at this stage because they will no longer be retrievable for download after leaving this page. You will encounter the following prompt if you do not download the reports.



## **SEARCH SUBMITTED REPORTS**

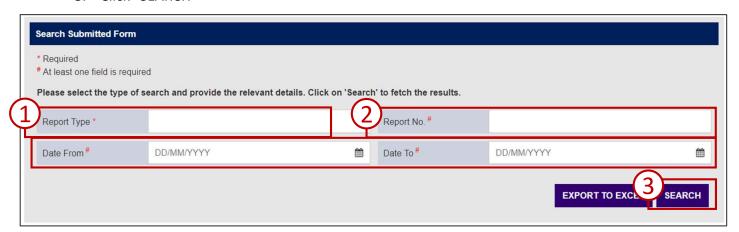
## **Retrieving Submitted Reports on SONAR**

To retrieve a list of submitted STRs, 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 (Suspicious Transaction Reports)
- 2. Indicate either the report number or date submitted (Report No. supports partial search)
- 3. Click "SEARCH"

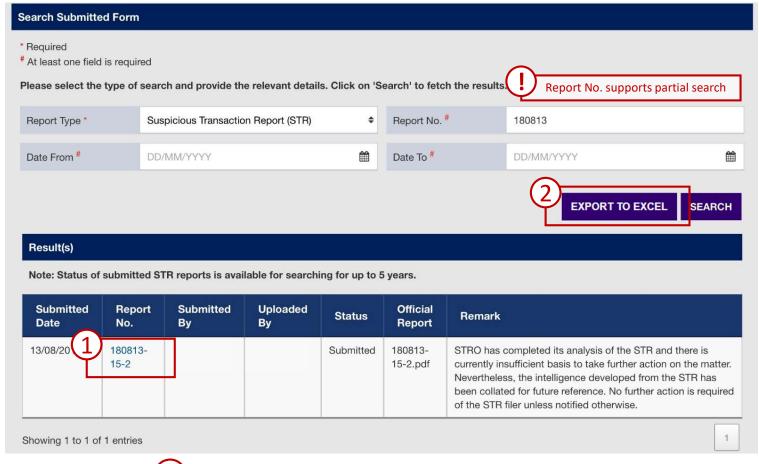


## **SEARCH SUBMITTED REPORTS**

## **Retrieving Submitted Reports on SONAR**

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

- 1. Select the Report No. to view further details (E.g. Void Report information)
- 2. Click "EXPORT TO EXCEL" to export the results into an Excel file. The excel contains 2 additional columns: 'Remark Date' and 'Reporting Institution Ref No'



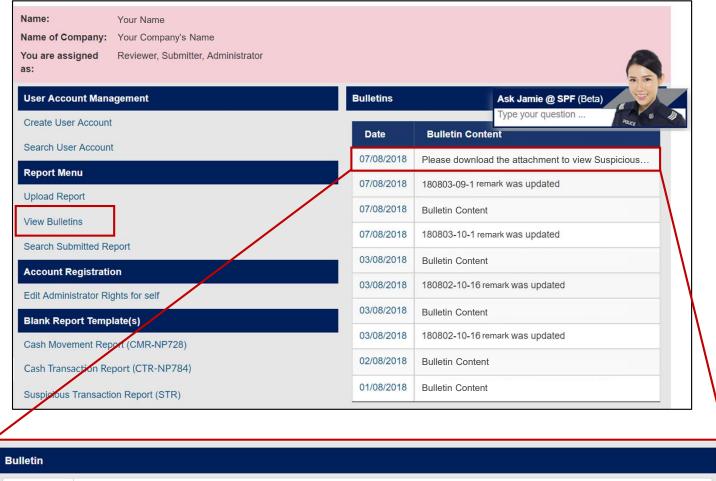
Please allow for a 5 to 10 minute processing time after submission for your submitted report to appear on the search results.

Submitted Date	13/08/2018
Report No.	180813-15-2
Submitted By	Submitter Name
Name of Declarant	
Status	Voided
Submitted Report	180813-15-2.pdf
Void By	STRO
Void Date	20/02/2019
Void Remark	Voided report due to

## 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.