Frequently Asked Questions (FAQ) for Electronic Submission of Cash Movement Reports (Form NP 728) via SONAR

IMPLEMENTATION OF ELECTRONIC SUBMISSION OF NP 728 VIA STRO ONLINE NOTICES AND REPORTING PLATFORM (SONAR)

1. What are the changes for me if I currently file NP 728 via e728 system?

   From 20 August 2018, SONAR replaces e728 system for the electronic submission of Form NP 728. A new version of Form NP 728 will be used on SONAR and this version can be downloaded from SPF e-Services website from 13 August 2018. It is important that you use this version for filing on SONAR as the system will reject other versions of Form NP 728.

   The e728 system for the current electronic submission of NP 728 will be shut down on 16 August 2018 (Thursday), 6pm to prepare for the implementation of SONAR. **If you have draft NP 728 in e728 system, please complete filing them before 6pm on 16 August 2018.** .

2. What are my benefits for using SONAR?

   The new Form NP 728 and the SONAR platform has the following improvements:

   a. You save time as you can create pre-filled template Form NP 728 for recurrent transactions to reduce repetitive data entry.
   b. You are certain that your online submissions are received immediately by the STRO. Hardcopy Form NP 728 is at risk of loss or delay in the mailing process.
   c. You can check the status of past submissions online (for registered users only).
   d. You can void wrongly submitted new Form NP 728 and receive important information relevant to your sector (for registered users).
   e. You receive prompts if you have entered invalid data in your submission.

NEW FORM NP 728

3. Can I print the new Form NP 728 meant for submission on SONAR and use it as a hard copy submission?

   No. The new Form NP 728 is meant for electronic submission via SONAR. Submission of printouts of the new Form NP 728 to STRO will be rejected.

   If you are submitting hardcopy Form NP 728 to STRO, you need to use the designated hardcopy Form NP 728 available on the SPF website. You need to deliver the original signed hardcopy Form NP 728 by post or by hand to STRO.

4. Where can I download the new Form NP 728?

   From 13 August 2018 (Monday), you can download the new Form NP 728 from the SPF e-Services website. You can also login to SONAR after 20 August 2018 and download the new Form NP 728.

STRO ONLINE NOTICES AND REPORTING PLATFORM (SONAR)

<u>Uploading and Submitting new Form NP 728</u>

5. How many forms can I submit via SONAR in one batch?

   You can submit up to 10 forms via SONAR in one batch.

6. Can I upload scanned soft copies of the hardcopy Form NP 728 (with the signature field) in SONAR?

   No. SONAR will only accept the new Form NP 728. Scanned soft copies of the hardcopy Form NP 728 will not be accepted by SONAR.

7. Do I have to print a copy of the new Form NP 728 that is submitted via SONAR and forward it to STRO?

   No. The new Form NP 728 submitted via SONAR will be received by STRO instantaneously upon submission.

8. I have been logged out of SONAR while I was submitting a form. How do I verify if my form was submitted? Is there any way to retrieve the form which I was submitting?

   Registered users of SONAR can retrieve the submitted Form NP 728 and see the status of submissions. If the submission was unsuccessful, you will not see the form in your search. When that happens you can login to SONAR again and re-submit the Form.

   Non registered users will not be able to verify if the form has been submitted. We therefore recommend users to apply for a SONAR account.

9. I need to keep a copy of the submitted new Form NP 728. Will it suffice for me to keep the editable Form NP 728 in my computer as a record that I have submitted a Form NP 728?

   No. The editable new Form NP 728 is not proof of a submitted Form NP 728. When you submit the new Form NP 728 successfully, there is a system-generated Form which you can download as your record. This official version would contain additional information such as the Reporting Institution and Reporting Officer's particulars, as well as a **Reference Number**.

   Registered users are able to download the system-generated new Form NP 728 from SONAR within 5 calendar days from the date of successful submission. **Non-registered users** must download the submitted Form NP 728 immediately upon successful submission as you will no longer be able to retrieve them after leaving the submission page.

10. Does SONAR keep a soft copy of the new Form NP 728 which I have submitted on behalf of my organization?

    SONAR does not provide an archival function. For **registered users**, SONAR will keep a soft copy of the submitted new Form NP 728 for your retrieval for only **5 calendar days**. We strongly recommend you to save the system-generated Form NP 728 in your own computer or storage devices as your record immediately.

11. I have submitted a new Form NP 728 but there are some errors in the details I have provided. What do I do?

We recommend you to register an account with SONAR as only registered users are allowed to retrieve and cancel submitted new Form NP 728s.

TECHNICAL REQUIREMENTS

12. What are the technical requirements to use the new Form NP 728 and SONAR?

You will need the following:

a. Adobe Acrobat Reader DC (download the free Reader from https://get.adobe.com/reader/) and maintain the most updated version in your computer.
b. Adobe Acrobat Reader DC Font Pack (download the free font pack from https://supportdownloads.adobe.com/thankyou.jsp?ftpID=5877&fileID=5913) to use certain font types.
c. Supported Internet Browser (**Google Chrome**, Windows Internet Explorer 11, Microsoft Edge, Mozilla Firefox, Apple Safari 9.0 and 10.0, Google Chrome and Firefox on MAC OS X).
d. Internet connection (for report submission on SONAR).

If you have additional queries pertaining to the electronic submission of the new Form NP 728 via SONAR that are not listed here, please email SPF_STRO_IT_Team@spf.gov.sg with your query and a screenshot (if applicable).