



**USER GUIDE**

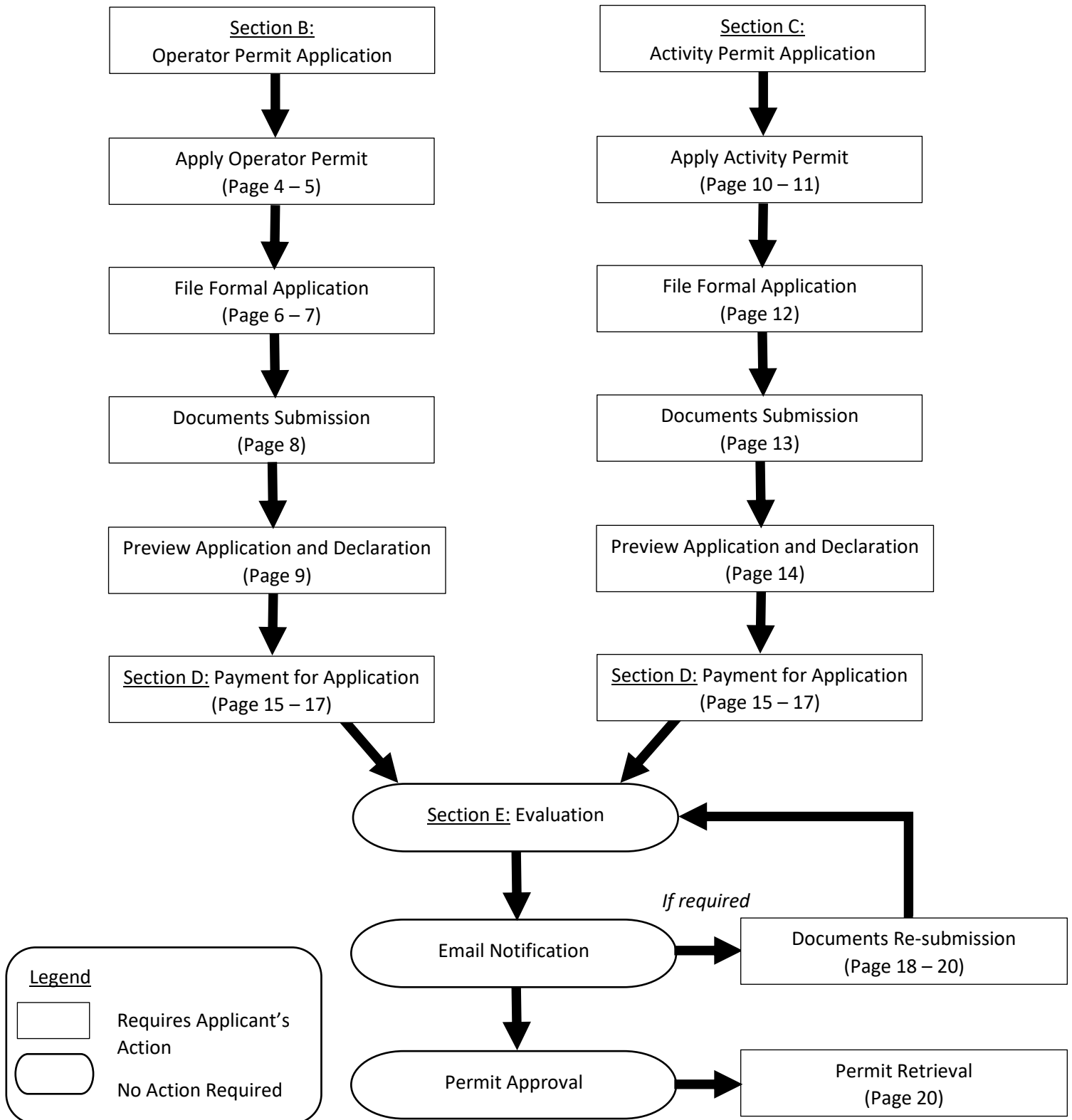
**UNMANNED AIRCRAFT PERMIT APPLICATIONS**

Version 3.0

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**Section A: Permit Application Overview**



## Section B: Applying an Operator Permit

### Step 1: Applying an Operator Permit - Login

- For new applicants applying permit for the first time and have not registered their UA, select **Apply for Approval/Permit**.
- For new applicants applying permit for the first time and have registered their UA, login to eSOMS using the same login method for the UA registration.
- For existing Operator Permit holders, login to eSOMS via the login methods selected during the initial permit application.

The screenshot shows the eSOMS website home page. The navigation bar includes 'Home', 'About eSOMS', and 'Help'. A maintenance notice indicates weekly hours from Wednesday to Friday, 6:00pm to 9:00pm. The main content area is divided into sections: 'New to eSOMS? I want to...', 'Quick Links', and 'Welcome to eSOMS'. The 'New to eSOMS?' section contains three buttons: 'Apply for Approval/Permit', 'Submit Enquiry', and 'Create UA ID'. The 'Quick Links' section contains 'Make Payment' and 'View Approval/Permit Holders'. The 'Welcome to eSOMS' section provides login options for existing users: 'SingPass Login', 'CorpPass Login', and 'eSOMSPass Login'. Two callout boxes provide instructions: one for new applicants to click 'Apply for Approval/Permit', and another for existing applicants to choose a login method.

**For new applicants who have not registered their UA, select **Apply for Approval/Permit**.**

**For existing applicants, login with the appropriate login option.**

## Step 2: Fill up the Approval Type

- [For existing applicant]: After login, on the left pane, select **New > Approval**.
- Fill in the necessary fields as shown in the image below.
- Click on **Submit** to proceed.

**Select Approval Type**

I am applying\*  
 As An Individual       For An Organisation

Approval Type\*      Application Type\*

Operator Permit (UOP)      Initial

Do you have a SingPass ID? \*  
 Yes       No

**Additional Questions related to Application**

You have selected Initial application for Operator Permit (UOP).  
 To help us process your application, kindly provide these details.

Are you based in Singapore? \*  
 Yes       No

To apply new permit, select **Operator Permit (UOP)** under approval type and **Initial** under Application type.

Cancel Submit

## Step 3: Fill up the Applicant Details

- Fill in your details as required.
- Click on **Continue** to proceed.

### Applicant Details

Salutation\*

First Name/Given Name\*      Last Name/Surname\*  
     

Enter either NRIC or Passport Number\*

NRIC/FIN      Passport Number  
     

Designation\*      Email\*  
     

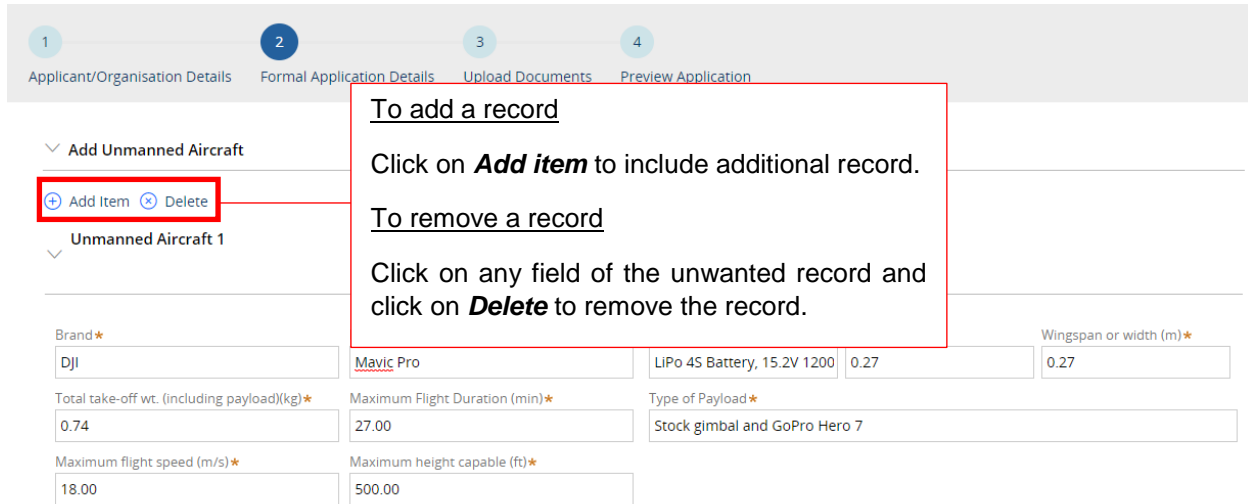
Country/Region\*      Area Code      Phone Number\*      Note: If there is hyphen in email ID, it will be replaced with "." for eSOMS account  
           

Country/Region\*      State      City\*  
           

Street / Building\*      Postal Code\*

### Step 4A: Provide details of unmanned aircraft

- Fill in the details of the unmanned aircraft.
- Type of payload could include: Gimbal, camera. If you are using the default camera and gimbal, please state 'default camera and gimbal'.



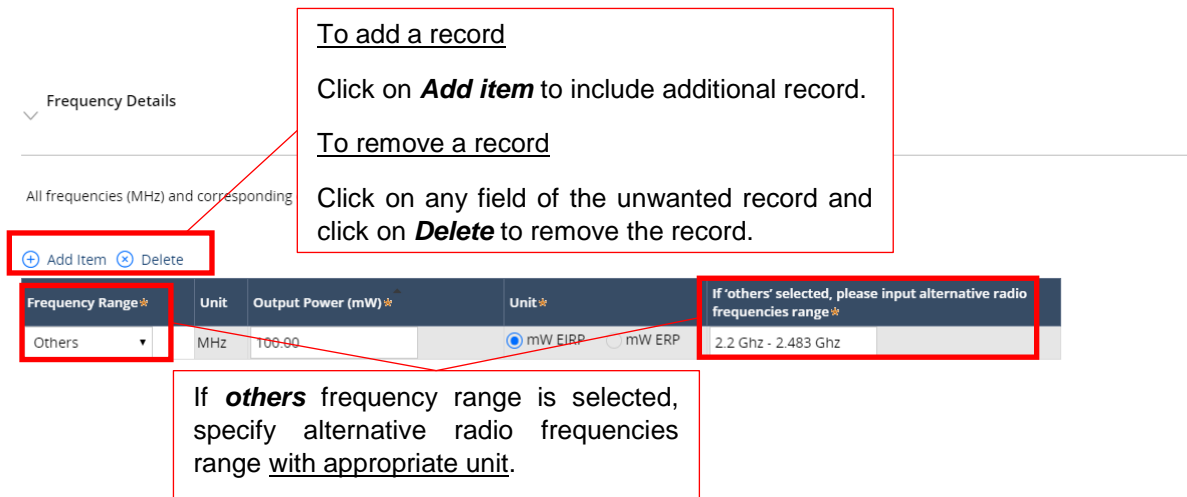
**To add a record**  
Click on **Add item** to include additional record.

**To remove a record**  
Click on any field of the unwanted record and click on **Delete** to remove the record.

Brand*	DJI	Mavic Pro	LiPo 4S Battery, 15.2V 1200	0.27	Wingspan or width (m)*	0.27
Total take-off wt. (including payload)(kg)*	0.74	Maximum Flight Duration (min)*	27.00	Type of Payload*	Stock gimbal and GoPro Hero 7	
Maximum flight speed (m/s)*	18.00	Maximum height capable (ft)*	500.00			

### Step 4B: Provide frequency details

- Fill in the operating frequency range of the unmanned aircraft.



**To add a record**  
Click on **Add item** to include additional record.

**To remove a record**  
Click on any field of the unwanted record and click on **Delete** to remove the record.

Frequency Range*	Unit	Output Power (mW)*	Unit*	If 'others' selected, please input alternative radio frequencies range*
Others	MHz	100.00	<input checked="" type="radio"/> mW EIRP <input type="radio"/> mW ERP	2.2 Ghz - 2.483 Ghz

If **others** frequency range is selected, specify alternative radio frequencies range with appropriate unit.

### Step 4C: Provide details on type of operations

- Fill in the type of operations that the unmanned aircraft will be performing.

▼ Type of Operations

+ Add Item - Delete

**Operation \***

Others

Details Of Activity \*

Site survey of terrain at Bukit Timah Hill

To add a record

Click on **Add item** to include additional record.

To remove a record

Click on any field of the unwanted record and click on **Delete** to remove the record.

### Step 4D: Provide details of Remote Pilot, Brand Model & Operation

- Provide remote pilot, brand model & operation details.
- Click on **Continue** to proceed.

Remote Pilot

+ Add Item - Delete

▼ Add UA Pilot

Licence Number (if applicable) First Name/Given Name \* Last Name/Surname \*

NRIC/FIN/Passport Number \*

Brand Model & Operation

+ Add Item - Delete

▼ Select Brand Model

Brand  Model

To add a record

Click on **Add item** to include additional record.

To remove a record



Click on any field of the unwanted record and click on **Delete** to remove the record.

### Step 5: Document submission

- Upload all supporting documents to facilitate the application.
  - Operations Manual and ACRA Document (for first time company-based applicants only) are mandatory.
- Click on **Continue** to proceed.

#### Mandatory Documents

Note : If N/A is checked, please provide justification in remark column.

	Name	File	Category	Attach	N/A	Remark	
1	<input type="text"/>		ACRA Document	<input type="button" value="Upload"/>	<input type="checkbox"/>	<input type="text"/>	
2	<input type="text"/>		Operations Manual	<input type="button" value="Upload"/>	<input type="checkbox"/>	<input type="text"/>	

#### Additional Documents

Document not found in the above list? You may upload additional supporting documents here.

[+ Add Row](#)

Name	File	Category	Attach	Remark	
------	------	----------	--------	--------	--



## Step 6. Application preview and declaration

- Review the application and make changes if necessary. Navigate to the previous section by clicking on the respective section located on the top page of the application.
- Read the declaration and check the boxes.
- Click on **Submit** to proceed.
- An eSOMS account will be created for new applicants automatically. An auto-generated email will be sent to the email address that was used for the application. Refer to the email(s) for the login credentials.
- A separate email will be sent to acknowledge submission of the application.
- A separate email will be sent to advise on the payment of the application fee.

### Declaration

I hereby declare that the information provided is complete, true, accurate, and complies with the respective requirements as stated under Singapore Air Navigation Order. I further declare that there have been no accidents/incidents that have occurred in relation to activities conducted under the ambit of this OP.

I agree that CAAS may collect, use, and disclose my personal data to the Government of the Republic of Singapore and other public agencies, and aviation authorities, as provided in this application form, or obtained by CAAS as a result of processing my application for the purposes of assessing my application and the administration of any regulatory document that may be granted by CAAS, verification of regulatory documents issued by CAAS, or enforcing and ensuring my compliance with the relevant transport safety regulatory requirements.

I agree that CAAS may collect, use and disclose my personal data and contact information including email addresses, phone numbers and postal addresses, which I have provided in this form, for the following purposes: (1) to receive information and updates from CAAS on safety and regulations (2) to receive information from CAAS on aviation-related events and training.

By providing to CAAS personal data on behalf of another individual, I warrant to CAAS that all the necessary consents required in accordance with all applicable personal data protection or data protection legislation, including but not limited to the PDPA, have been obtained from that individual, and that I have notified him/her of the purpose for which I obtained his/her personal data. Please visit our website([www.caas.gov.sg/privacy-statement](http://www.caas.gov.sg/privacy-statement)) for further details on our privacy statement.

Cancel

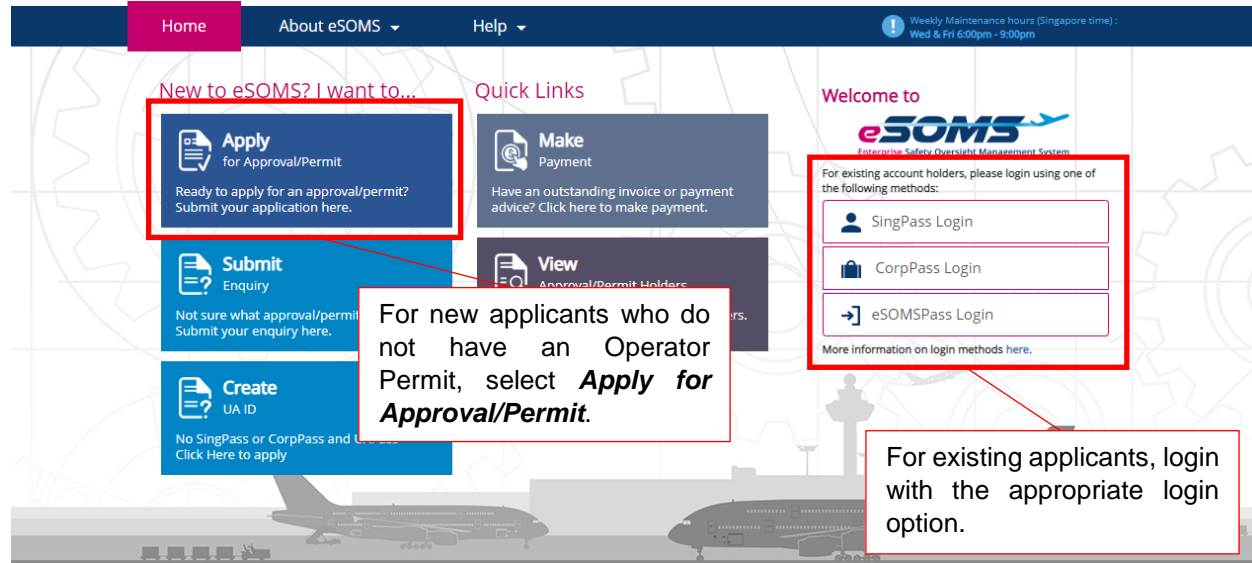
Back

Submit

## Section C: Applying an Activity Permit

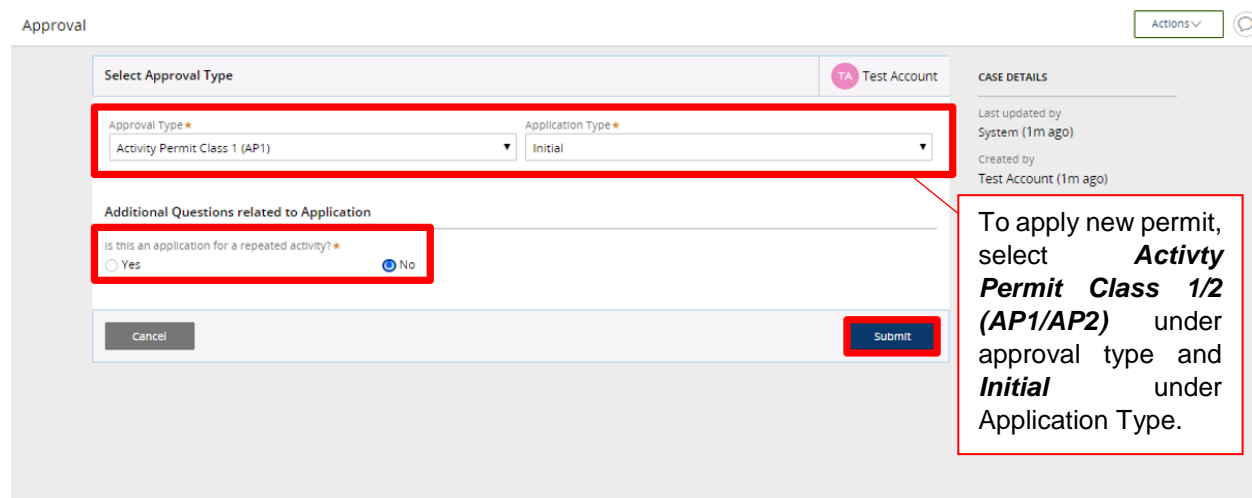
### Step 1: Applying an Activity Permit - Login

- For new applicants applying permit for the first time and do not have an Operator Permit, select **Apply for Approval/Permit**.
- For applicants who have applied for permits via eSOMS before, login to eSOMS via the login methods selected during the initial permit application.



### Step 2: Fill up the Approval Type

- [For existing applicant]: After login, on the left pane, select **New > Approval**.
- Fill in the necessary fields as shown in the image below.
- Click on **Submit** to proceed.



- Repeated application is only applicable for permits that were issued less than 1 year ago.
- To repeat a permit that was approved in eSOMS, select the approval number to be repeated via the drop-down selection list.
- To repeat a permit that was approved previously before eSOMS, enter the approval number in the free-text box.
  - Applicant is to enter the same operating parameters (UA model, operating height and operating location) in the application form as the previously approved permit. If the operating parameters are different from the previously approved permit, the repeat application will be rejected.

Approval Actions

**Select Approval Type** TA Test Account

Approval Type \* Application Type \*

Activity Permit Class 1 (AP1) Initial

---

**Additional Questions related to Application**

is this an application for a repeated activity? \*

Yes  No

Please enter Approval Number to be repeated \*

AP1/20190618/0001/UOP/0015

Note: You may only repeat permits that were issued less than 1 year ago.

**CASE DETAILS**

Last updated by System (1m ago)

Created by Test Account (1m ago)

### Step 3: Check the Applicant/Organisation Details

- Check and confirm the Applicant/Organisation details.
- Click on **Continue** to proceed.

Approval Actions

Application (CAAS/AP1/2019/0017)

1

2

3

4

Applicant/Organisation Details

Formal Application Details

Upload Documents

Preview Application

---

**Instructions**

This form may take you up to 30 minutes to fill in. You are advised to go through the entire form and ensure that you have all necessary information and documents ready before filling in. Please ensure your submission is complete and fields are correctly filled, incomplete or incorrect submission will lead to delays in processing your application.

**Application Details**

Approval Type	Application Type
Activity Permit Class 1 (AP1)	Initial

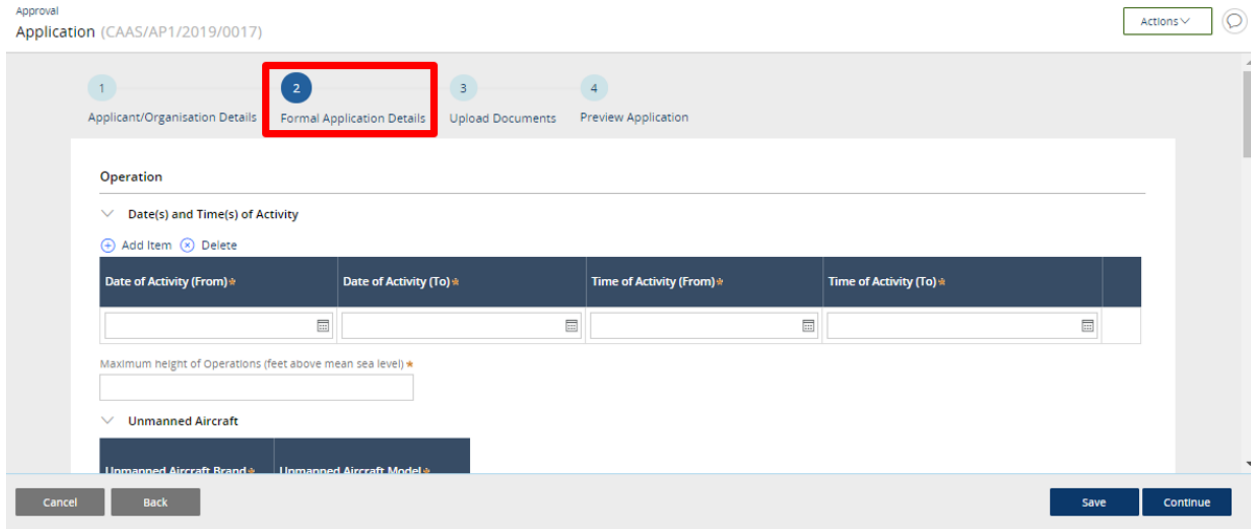
**Additional Questions related to Application**

is this an application for a repeated activity?

No

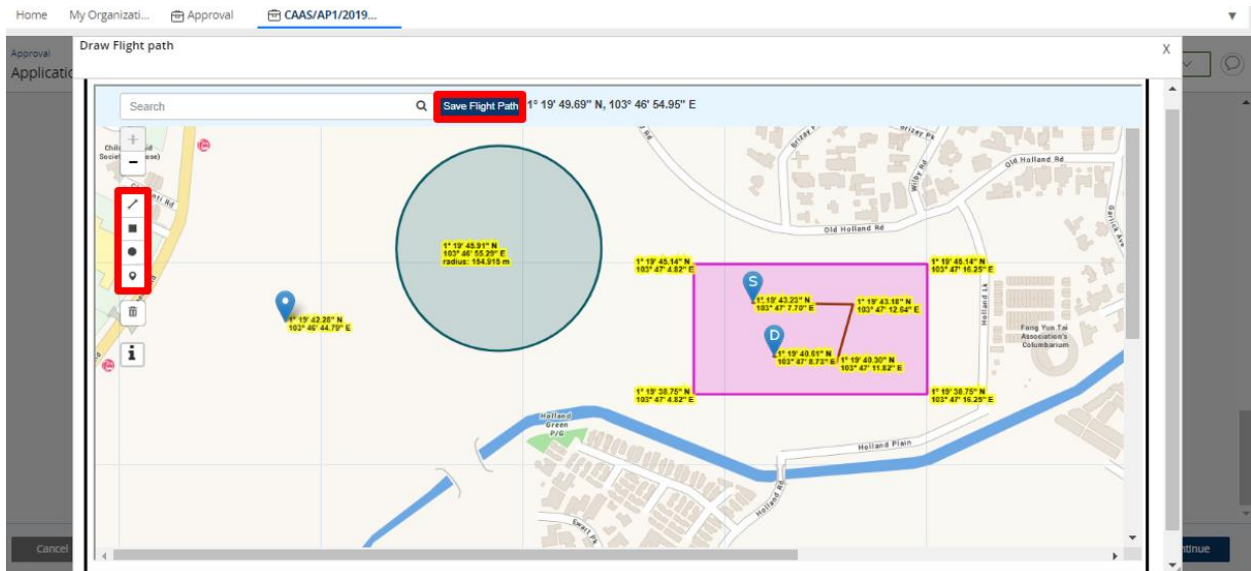
### Step 4A: Provide details of unmanned aircraft activity

- Fill in the details of the unmanned aircraft activity.



### Step 4B: Draw Area of Operations and Flight Plan

- Draw the area of operations using the circle and rectangle tools
- Draw the flight plan using the drop-pin and line tools
- Click “Save Flight Path” when done. Wait for the window to close automatically.



### Step 5: Document submission

- Upload all supporting documents to facilitate the application.
  - Risk Assessment Form is mandatory.
- Click on **Continue** to proceed.

Approval  
Application (CAAS/AP1/2019/0017) Actions ▾

1 Applicant/Organisation Details    2 Formal Application Details    **3 Upload Documents**    4 Preview Application

**Mandatory Documents**

Note : If N/A is checked, please provide justification in remark column.

Name	File	Category	Attach	N/A	Remark
1	<input type="text"/>	Risk Assessment Form	<b>Upload</b>	<input type="checkbox"/>	<input type="text"/>

**Additional Documents**

Document not found in the above list? You may upload additional supporting documents here.

⊖ Add Row

Name	File	Category	Attach	Remark
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel    Back Save    Continue

## Step 6. Application preview and declaration

- Review the application and make changes if necessary. Navigate to the previous section by clicking on the respective section located on the top page of the application.
- Read the declaration and check the boxes.
- Click on **Submit** to proceed.
- An eSOMS account will be created for new applicants automatically. An auto-generated email will be sent to the email address that was used for the application. Refer to the email(s) for the login credentials.
- A separate email will be sent to acknowledge submission of the application.
- A separate email will be sent to advise on the payment of the application fee.

### Declaration

I hereby declare that the information provided is complete, true, accurate, and complies with the respective requirements as stated under Singapore Air Navigation Order. I further declare that there have been no accidents/incidents that have occurred in relation to activities conducted under the ambit of this OP.

I agree that CAAS may collect, use, and disclose my personal data to the Government of the Republic of Singapore and other public agencies, and aviation authorities, as provided in this application form, or obtained by CAAS as a result of processing my application for the purposes of assessing my application and the administration of any regulatory document that may be granted by CAAS, verification of regulatory documents issued by CAAS, or enforcing and ensuring my compliance with the relevant transport safety regulatory requirements.

I agree that CAAS may collect, use and disclose my personal data and contact information including email addresses, phone numbers and postal addresses, which I have provided in this form, for the following purposes: (1) to receive information and updates from CAAS on safety and regulations (2) to receive information from CAAS on aviation-related events and training.

By providing to CAAS personal data on behalf of another individual, I warrant to CAAS that all the necessary consents required in accordance with all applicable personal data protection or data protection legislation, including but not limited to the PDPA, have been obtained from that individual, and that I have notified him/her of the purpose for which I obtained his/her personal data. Please visit our website([www.caas.gov.sg/privacy-statement](http://www.caas.gov.sg/privacy-statement)) for further details on our privacy statement.

Cancel

Back

Submit

## Section D: Making Payment

### Step 1: Login to eSOMS

- An auto-generated email was sent to the email address that was used for the application. Refer to the email for the login credential.
- Applicants may be prompted to change their password upon the first login.

Select the appropriate login option based on the instructions of the email.

### Step 2: Select the respective case

- Click on the corresponding case reference number that was reflected in the email. Applicants will be directed to the billing information.

Click on the corresponding case reference number as reflected in the email.

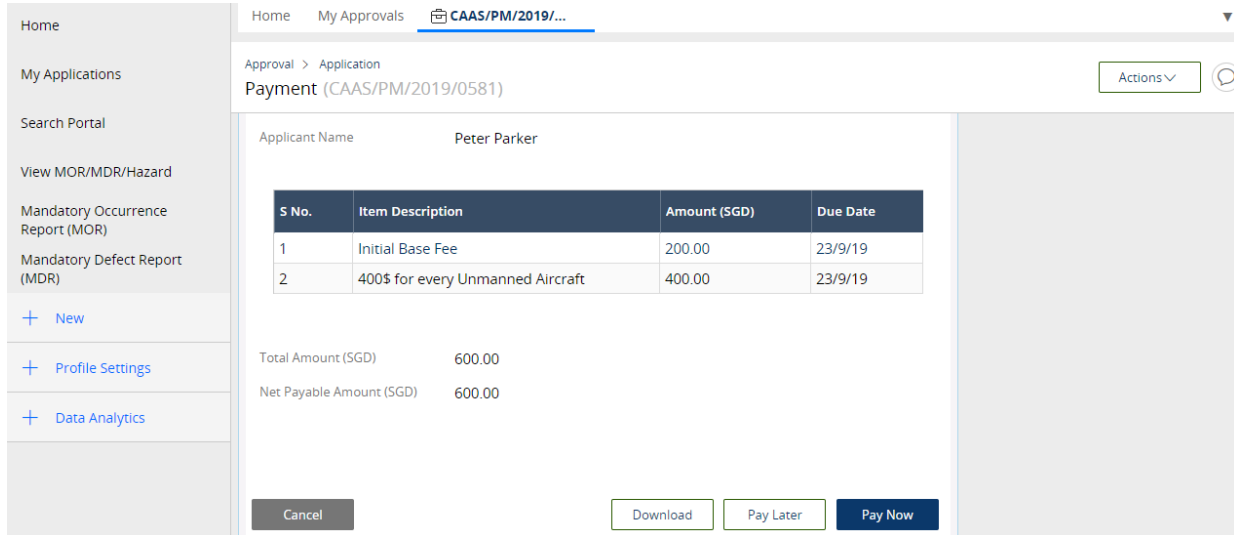
Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1 CAAS/PM/2019/0581	CAAS/UOP/2019/0061	Initial	Pending-Payment		9 September, 2019 11:54:38 AM SGT

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/PM/2019/0581	Payment	Initial	Pending-Payment		9 September, 2019 11:54:38 AM SGT
2 CAAS/UOP/2019/0061	Application	Initial	Pending-Payment		9 September, 2019 4:07:46 PM SGT

### Step 3: Billing invoice

- Review the invoice and proceed to make payment.
- The specified instructions for the following payment methods are available in the invoice:
  - Telegraphic transfer
  - Wire transfer
  - GIRO
- Credit card payment method is also accepted.
- Click on **Pay Now** to select the preferred payment method.



Home My Approvals CAAS/PM/2019/...

Approval > Application  
Payment (CAAS/PM/2019/0581)

Applicant Name Peter Parker

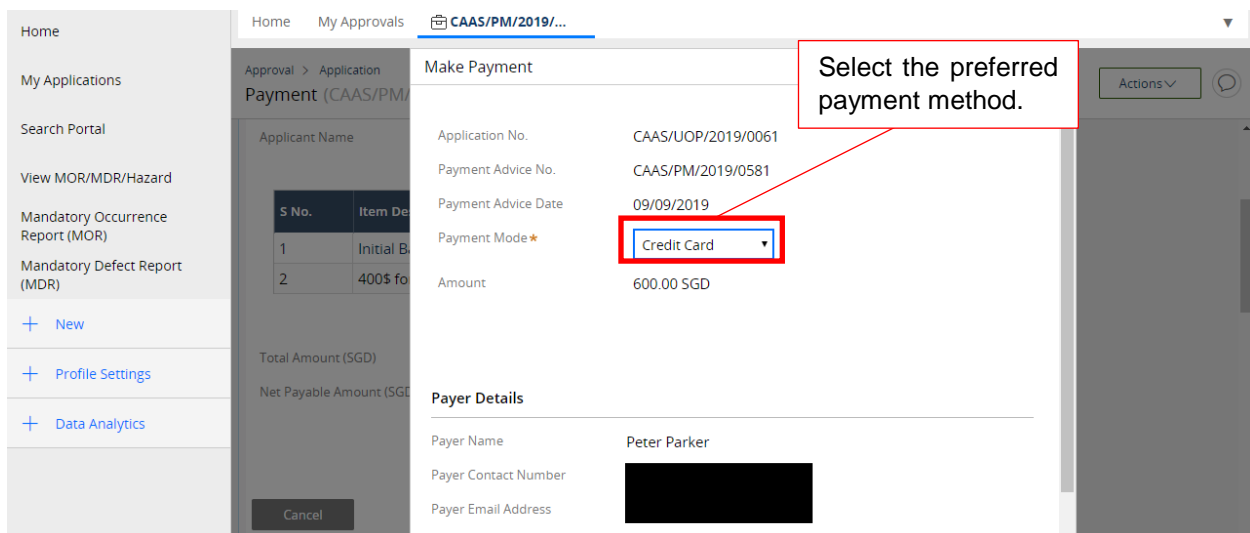
S No.	Item Description	Amount (SGD)	Due Date
1	Initial Base Fee	200.00	23/9/19
2	400\$ for every Unmanned Aircraft	400.00	23/9/19

Total Amount (SGD) 600.00  
Net Payable Amount (SGD) 600.00

Buttons: Cancel, Download, Pay Later, Pay Now

### Step 4: Select the preferred payment method

- Select the preferred payment method.
- For credit card payment, select the corresponding option and click on **Submit**. Applicants will be directed to the payment page.
- Follow the instructions accordingly to make payment.



Home My Approvals CAAS/PM/2019/...

Approval > Application  
Payment (CAAS/PM/2019/0581)

Applicant Name Peter Parker

S No.	Item Description	Amount (SGD)	Due Date
1	Initial Base Fee	200.00	23/9/19
2	400\$ for every Unmanned Aircraft	400.00	23/9/19

Total Amount (SGD) 600.00  
Net Payable Amount (SGD) 600.00

Buttons: Cancel, Download, Pay Later, Pay Now

Application No. CAAS/UOP/2019/0061  
Payment Advice No. CAAS/PM/2019/0581  
Payment Advice Date 09/09/2019  
Payment Mode **Credit Card**  
Amount 600.00 SGD

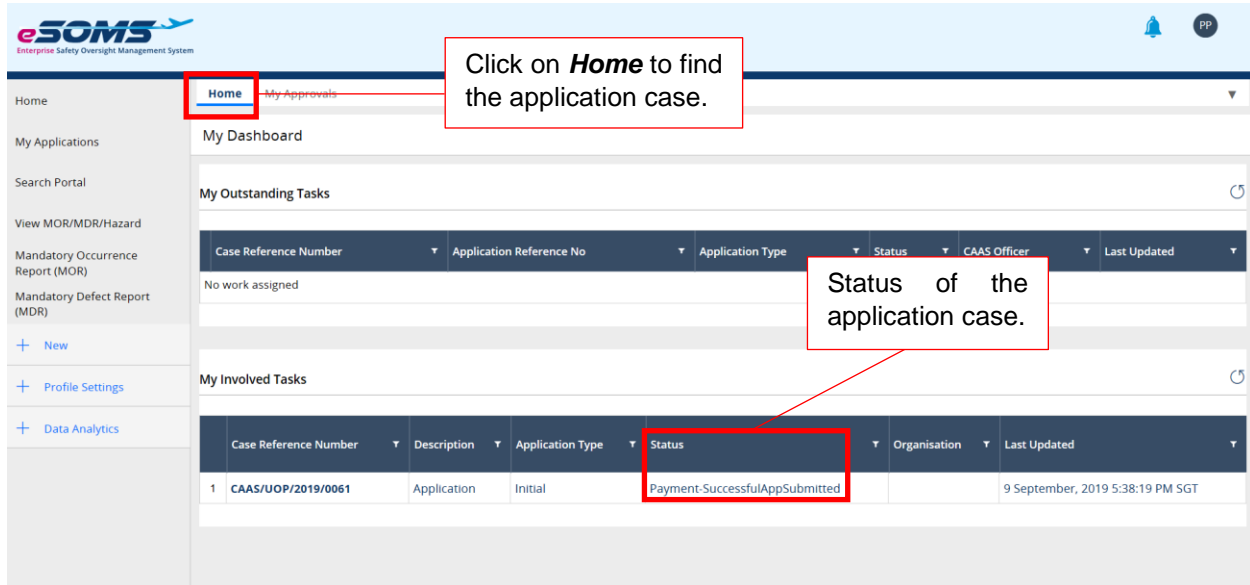
Payer Details  
Payer Name Peter Parker  
Payer Contact Number [Redacted]  
Payer Email Address [Redacted]

Callout: Select the preferred payment method.



### Step 5: Successful payment

- Applicants can check the status of their application via the application case.
- Applicants will be notified by email as well for the successful payment transaction.



The screenshot shows the eSOMS dashboard interface. On the left is a navigation menu with options like Home, My Applications, Search Portal, and View MOR/MDR/Hazard. The main content area is titled 'My Dashboard' and contains two task lists: 'My Outstanding Tasks' and 'My Involved Tasks'. The 'My Involved Tasks' table shows a single entry with a status of 'Payment-SuccessfulAppSubmitted'.

Annotations on the screenshot include:

- A red box around the 'Home' link in the navigation menu, with a callout box stating: "Click on **Home** to find the application case."
- A red box around the 'Status' column header in the 'My Involved Tasks' table, with a callout box stating: "Status of the application case."
- A red box around the 'Payment-SuccessfulAppSubmitted' value in the 'Status' column of the first row in the 'My Involved Tasks' table.

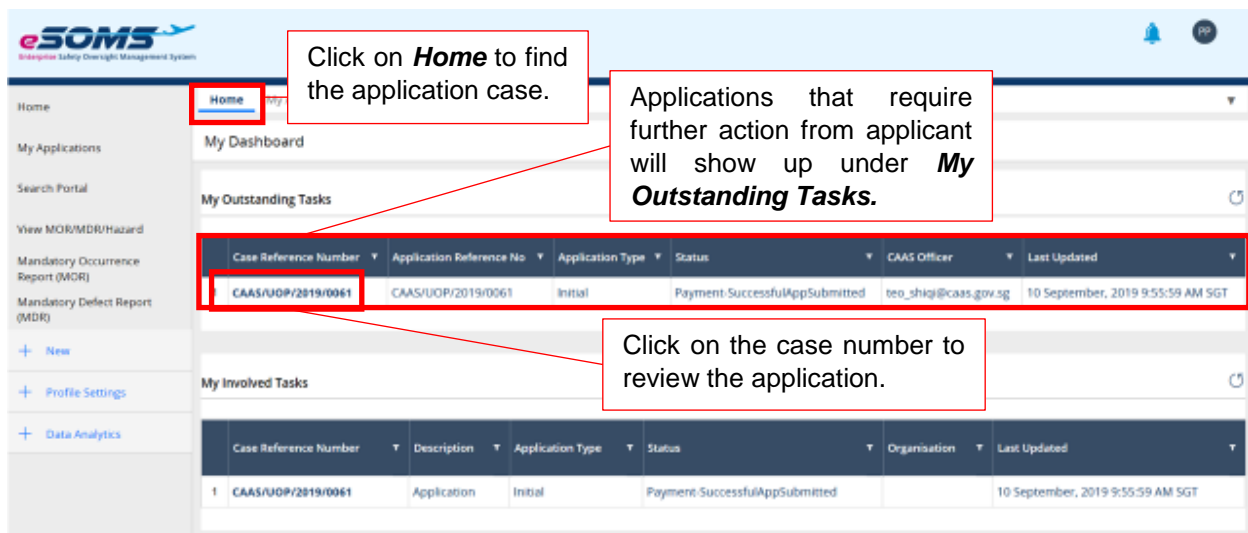
Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/UOP/2019/0061	Application	Initial	Payment-SuccessfulAppSubmitted		9 September, 2019 5:38:19 PM SGT

## Section E: Evaluation Process

### Part I: Request for additional information/documentation

- Applicants may be prompted **via email** to supplement missing information/document for their application.
- Applicants will have to access eSOMS to furnish the essential documents.
- Applicants will have to find the application case under **My Outstanding Tasks**.
- Review the application and supplement the missing information/document as specified in the email.
- Newly submitted information/document will be evaluated. Result of the evaluation will be disseminated via email.

*Note: For addition of new pilots, prior to the launch of the UA Pilot licensing framework, CAAS will continue to schedule applicants for pilot competency demonstration (if necessary) via email.*

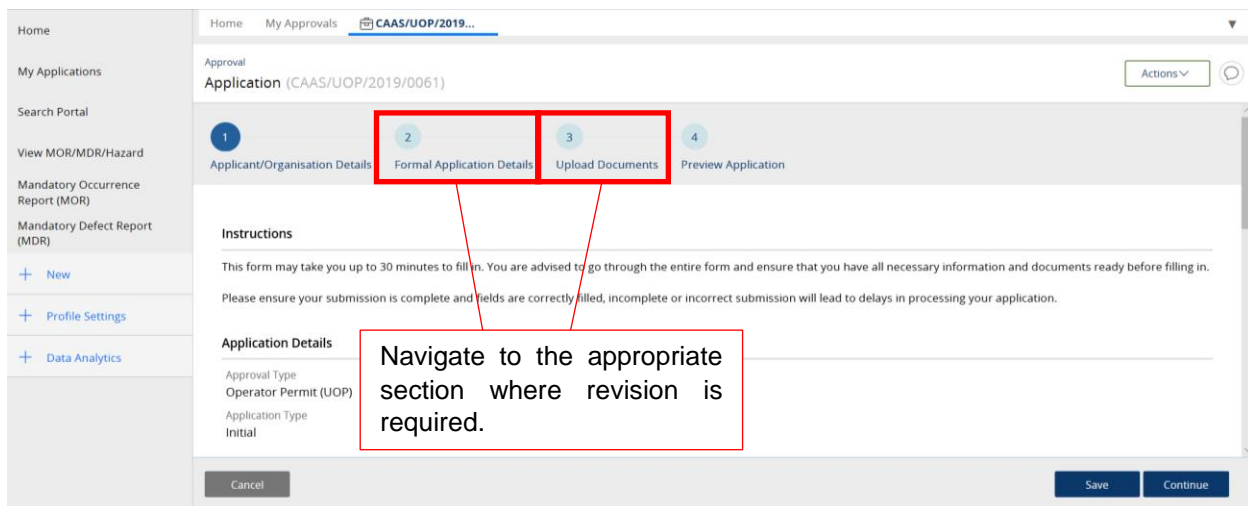


Click on **Home** to find the application case.

Applications that require further action from applicant will show up under **My Outstanding Tasks**.

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
CAAS/UOP/2019/0061	CAAS/UOP/2019/0061	Initial	Payment-SuccessfulAppSubmitted	teo_shiq@caas.gov.sg	10 September, 2019 9:55:59 AM SGT

Click on the case number to review the application.



Home My Approvals CAAS/UOP/2019...

Approval Application (CAAS/UOP/2019/0061) Actions

1 Applicant/Organisation Details 2 Formal Application Details 3 Upload Documents 4 Preview Application

**Instructions**

This form may take you up to 30 minutes to fill in. You are advised to go through the entire form and ensure that you have all necessary information and documents ready before filling in. Please ensure your submission is complete and fields are correctly filled, incomplete or incorrect submission will lead to delays in processing your application.

**Application Details**

Approval Type Operator Permit (UOP)  
Application Type Initial

Cancel Save Continue

Navigate to the appropriate section where revision is required.

The screenshot shows a web application interface for CAAS. On the left is a sidebar with navigation options: Home, My Applications, Search Portal, View MOR/MDR/Hazard, Mandatory Occurrence Report (MOR), Mandatory Defect Report (MDR), + New, + Profile Settings, and + Data Analytics. The main content area has a breadcrumb trail: Home > My Approvals > CAAS/UOP/2019... The page title is 'Approval Application (CAAS/UOP/2019/0069)'. A progress bar at the top shows four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application (highlighted with a red box). Below the progress bar, the 'Preview Application' section contains the following details:

**Application Details**

Approval Type  
Operator Permit (UOP)

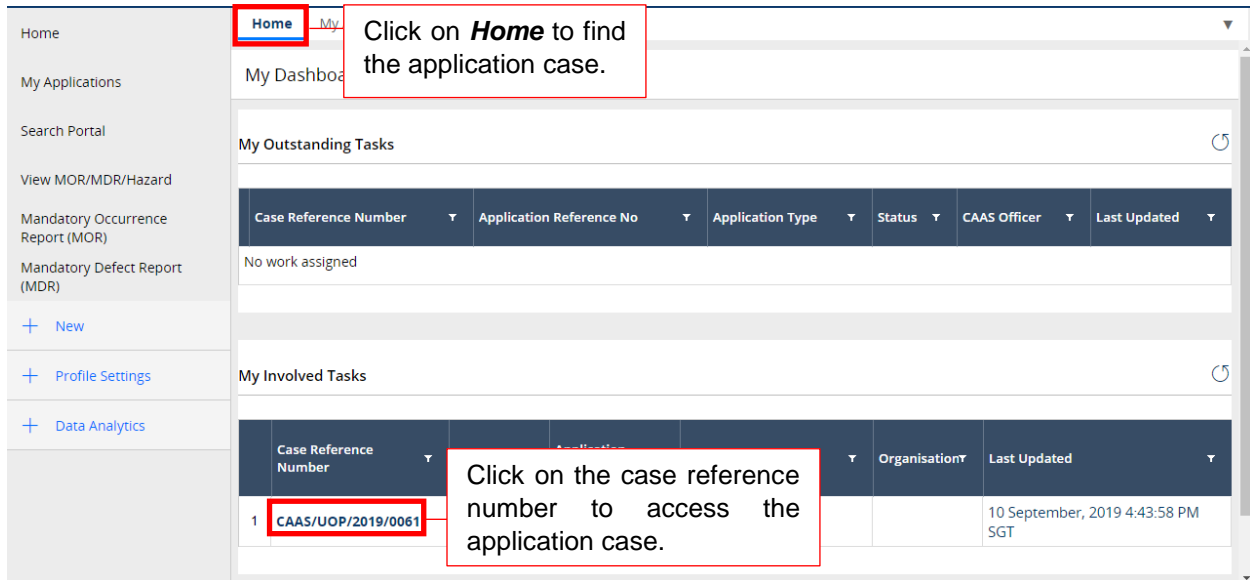
**Additional Questions related to Application**

CAAS Approval No UOP/0337	Approval Expi 17/09/2019
Is the applicant based in Singapore ? Yes	Any accidents No

At the bottom of the page, there are buttons for 'Cancel', 'Back', 'Save', and 'Submit' (highlighted with a red box). Two red callout boxes provide instructions: one pointing to the 'Preview Application' step with the text 'Preview the application and ensure all parameters are specified accurately.', and another pointing to the 'Submit' button with the text 'Click on **Submit** to proceed.'

## Part II: Approved application

- Applicants will receive a notice of approval **via email** when application is approved.
- Applicants may retrieve a copy of the approved permit within the application case by following the steps within the images below.



Home My Dashboard

Click on **Home** to find the application case.

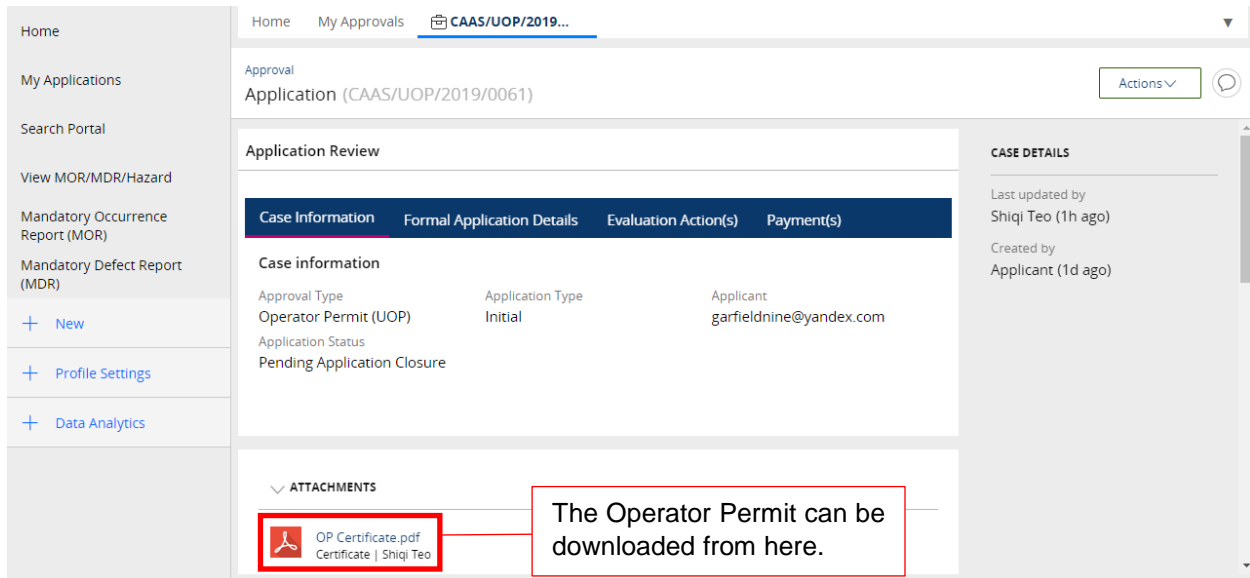
My Outstanding Tasks

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
No work assigned					

My Involved Tasks

Case Reference Number	Application Reference No	Application Type	Status	Organisation	Last Updated
1	CAAS/UOP/2019/0061	Operator Permit (UOP)	Initial	garfieldnine@yandex.com	10 September, 2019 4:43:58 PM SGT

Click on the case reference number to access the application case.



Home My Approvals CAAS/UOP/2019...

Approval Application (CAAS/UOP/2019/0061) Actions

Application Review

Case Information Formal Application Details Evaluation Action(s) Payment(s)

Case information

Approval Type	Application Type	Applicant
Operator Permit (UOP)	Initial	garfieldnine@yandex.com
Application Status	Pending Application Closure	

CASE DETAILS

Last updated by Shiqi Teo (1h ago)

Created by Applicant (1d ago)

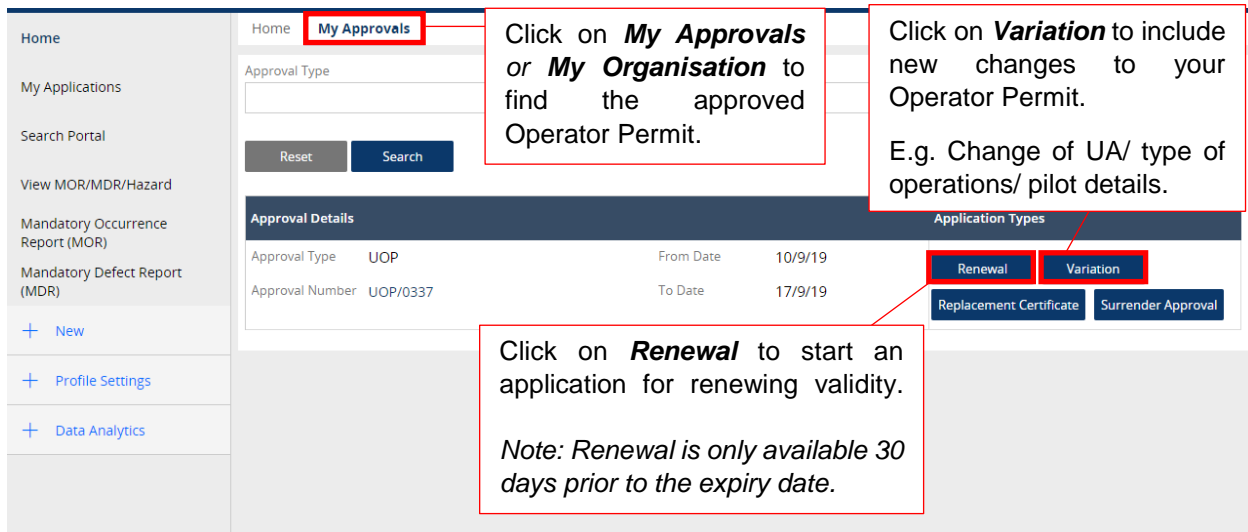
ATTACHMENTS

OP Certificate.pdf Certificate | Shiqi Teo

The Operator Permit can be downloaded from here.

## Section F: Apply for Renewal / Variation of Operator Permit

Step 1: Locate the approved permit and start a **Renewal** or **Variation** application.



The screenshot shows the 'My Approvals' section of the CAAS portal. A search bar is at the top with 'Reset' and 'Search' buttons. Below it, the 'Approval Details' for a UOP (UOP/0337) are shown, including the 'From Date' (10/9/19) and 'To Date' (17/9/19). Under 'Application Types', there are buttons for 'Renewal', 'Variation', 'Replacement Certificate', and 'Surrender Approval'. The 'Renewal' and 'Variation' buttons are highlighted with red boxes.

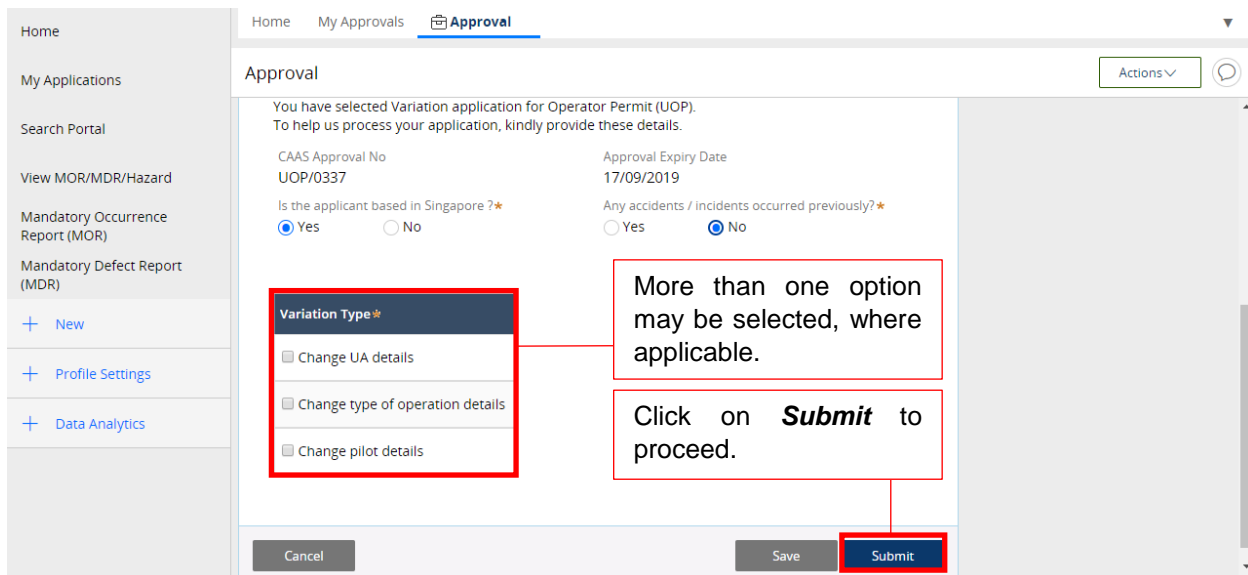
Click on **My Approvals** or **My Organisation** to find the approved Operator Permit.

Click on **Variation** to include new changes to your Operator Permit.  
E.g. Change of UA/ type of operations/ pilot details.

Click on **Renewal** to start an application for renewing validity.  
*Note: Renewal is only available 30 days prior to the expiry date.*

*Note: For Renewal applications, if there are any changes to be made to the UA type, operations or UA pilot listed in the Operator Permit, please indicate 'Yes' when prompted "Do you want to Vary the Approval in the same application?"*

Step 2: Fill in the application as required.



The screenshot shows the 'Approval' form for a Variation application. The form includes fields for 'CAAS Approval No' (UOP/0337) and 'Approval Expiry Date' (17/09/2019). There are two questions with radio button options: 'Is the applicant based in Singapore?' (Yes selected) and 'Any accidents / incidents occurred previously?' (No selected). Below these are three checkboxes under 'Variation Type': 'Change UA details', 'Change type of operation details', and 'Change pilot details'. The 'Submit' button is highlighted with a red box.

You have selected Variation application for Operator Permit (UOP). To help us process your application, kindly provide these details.

CAAS Approval No: UOP/0337  
Approval Expiry Date: 17/09/2019

Is the applicant based in Singapore?  Yes  No  
Any accidents / incidents occurred previously?  Yes  No

**Variation Type** \*

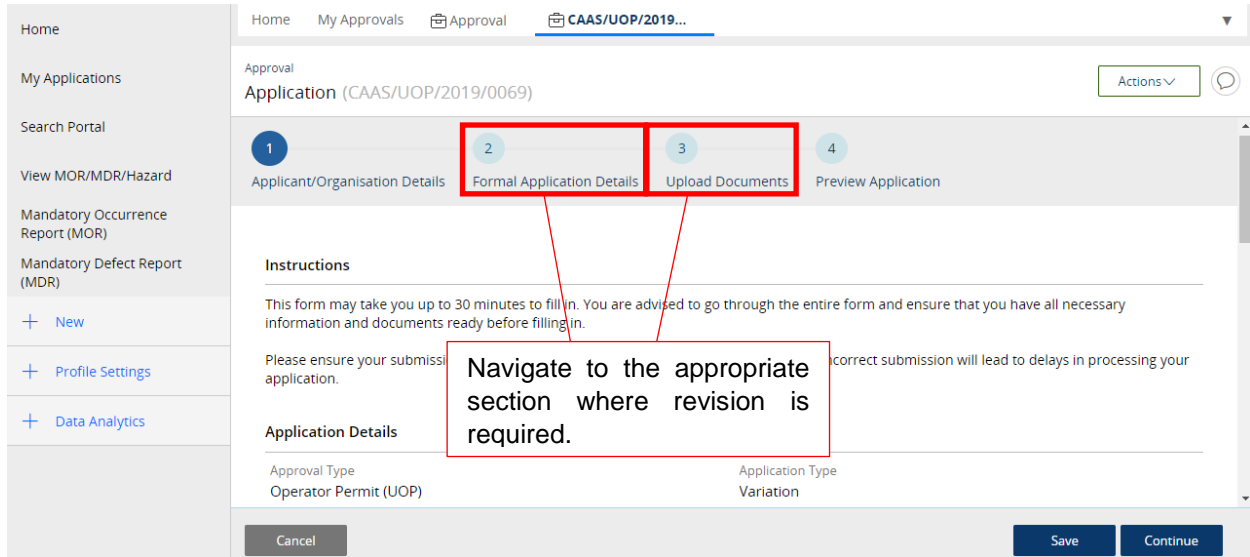
- Change UA details
- Change type of operation details
- Change pilot details

More than one option may be selected, where applicable.

Click on **Submit** to proceed.

Step 3: Make changes to the applicable section.

Note: ONLY make changes to the applicable field.



Home My Approvals Approval CAAS/UOP/2019...

Approval  
Application (CAAS/UOP/2019/0069) Actions

1 Applicant/Organisation Details 2 Formal Application Details 3 Upload Documents 4 Preview Application

**Instructions**

This form may take you up to 30 minutes to fill in. You are advised to go through the entire form and ensure that you have all necessary information and documents ready before filling in.

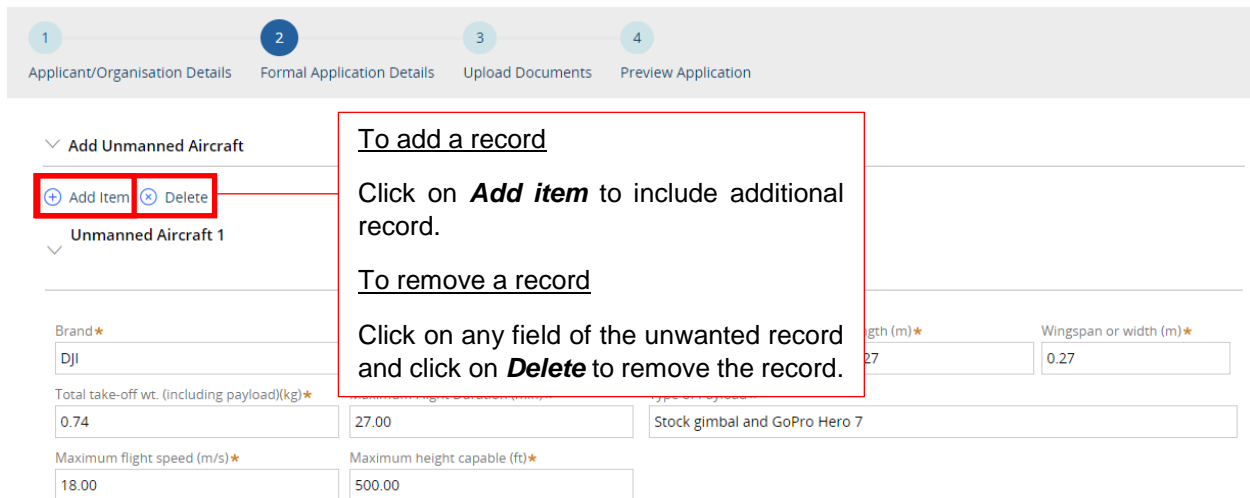
Please ensure your submission is correct. An incorrect submission will lead to delays in processing your application.

**Application Details**

Approval Type: Operator Permit (UOP) Application Type: Variation

Cancel Save Continue

Step 4A: Add / Delete UA Types



1 Applicant/Organisation Details 2 Formal Application Details 3 Upload Documents 4 Preview Application

▼ Add Unmanned Aircraft

⊕ Add Item ⊗ Delete

▼ Unmanned Aircraft 1

Brand*	DJI	Length (m)*	27	Wingspan or width (m)*	0.27
Total take-off wt. (including payload)(kg)*	0.74	Maximum flight speed (m/s)*	27.00	Maximum height capable (ft)*	500.00
					Stock gimbal and GoPro Hero 7

To add a record  
Click on **Add item** to include additional record.

To remove a record  
Click on any field of the unwanted record and click on **Delete** to remove the record.

### Step 4B: Add / Delete Frequency details

Frequency Details

All frequencies (MHz) and corresponding out

**+ Add Item** **- Delete**

Frequency Range*	Unit	Output Po
Others	MHz	100.00

alternative radio

To add a record

Click on **Add item** to include additional record.

To remove a record

Click on any field of the unwanted record and click on **Delete** to remove the record.

### Step 4C: Add / Delete Type of Operations

Type of Operations

**+ Add Item** **- Delete**

Operation\*

Others

Details Of Activity\*

Site survey of terrain at Bukit Timah Hill

To add a record

Click on **Add item** to include additional record.

To remove a record

Click on any field of the unwanted record and click on **Delete** to remove the record.

### Step 4D: Add / Delete UA Pilots

Remote Pilot

**+ Add Item** **- Delete**

Add UA Pilot

Licence Number (if applicable)

NRIC/FIN/Passport Number\*

SXXXXXXX

Brand Model & Operation

**+ Add Item** **- Delete**

Select Brand Model

Brand: DJI

Model: Mavic Pro

To add a record

Click on **Add item** to include additional record.

To remove a record

Click on any field of the unwanted record and click on **Delete** to remove the record.

### Step 5: Submit the application for evaluation.

The screenshot displays the CAAS application submission interface. The breadcrumb trail shows: Home > My Approvals > CAAS/UOP/2019... The main heading is 'Approval Application (CAAS/UOP/2019/0069)'. A progress bar at the top indicates four steps: 1. Applicant/Organisation Details, 2. Formal Application Details, 3. Upload Documents, and 4. Preview Application (highlighted with a red box). A callout box points to step 4 with the following instructions: 'Review the application once again. Read and agree to the declaration at the bottom of the webpage. Click on submit to send application for evaluation.' The 'Preview Application' section contains the following details:

Application Details	
Approval Type	Operator Permit (UOP)
Additional Questions related to Application	
CAAS Approval No	UOP/0337
Is the applicant based in Singapore?	Yes
Any accidents / incidents occurred previously?	No

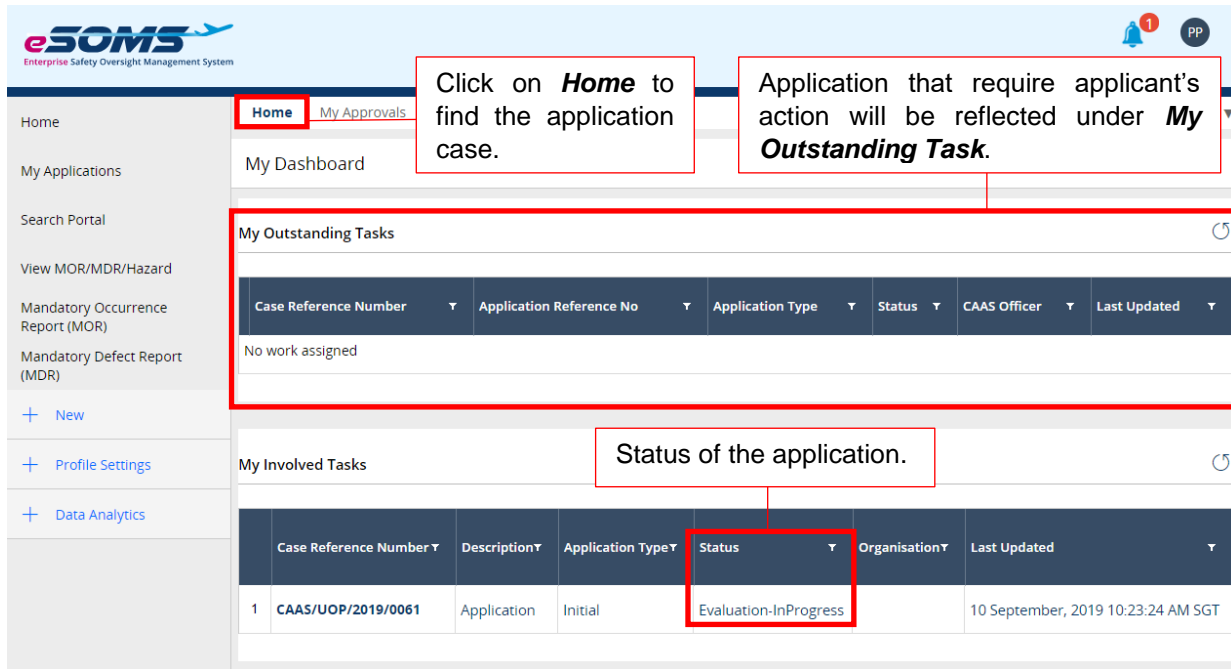
At the bottom of the page, there are four buttons: 'Cancel', 'Back', 'Save', and 'Submit' (highlighted with a red box).



## Section G: Frequently Asked Questions

### Q1: I have submitted an application. How do I track the status of my application?

Applicants may find their application at the home page. The status of the application will be reflected accordingly. For any application that require the applicant's action, the case will be reflected under **My Outstanding Task**.



The screenshot shows the eSOMS dashboard with a navigation menu on the left. The 'Home' menu item is highlighted with a red box, and a callout box points to it with the text: "Click on **Home** to find the application case." The 'My Outstanding Tasks' section is also highlighted with a red box, and a callout box points to it with the text: "Application that require applicant's action will be reflected under **My Outstanding Task**." Below this, the 'My Involved Tasks' section is highlighted with a red box, and a callout box points to it with the text: "Status of the application." A table in this section shows an application with the status 'Evaluation-InProgress' highlighted by a red box.

Case Reference Number	Description	Application Type	Status	Organisation	Last Updated
1 CAAS/UOP/2019/0061	Application	Initial	Evaluation-InProgress		10 September, 2019 10:23:24 AM SGT

### Q2: I am unable to upload the documents. What should I do?

Kindly verify that the box under the **N/A** column is left unchecked. Applicants will be able to upload the supporting documents.

#### Mandatory Documents

Note : If N/A is checked, please provide justification in remark column.

	Name	File	Category	Attach	N/A	Remark	
1	<input type="text"/>		ACRA Document	<input type="button" value="Upload"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="Delete"/>
2	<input type="text"/>		Operations Manual	<input type="button" value="Upload"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="Delete"/>

Uncheck the box.

#### Additional Documents

Document not found in the above list? You may upload additional supporting documents here.

[+ Add Row](#)

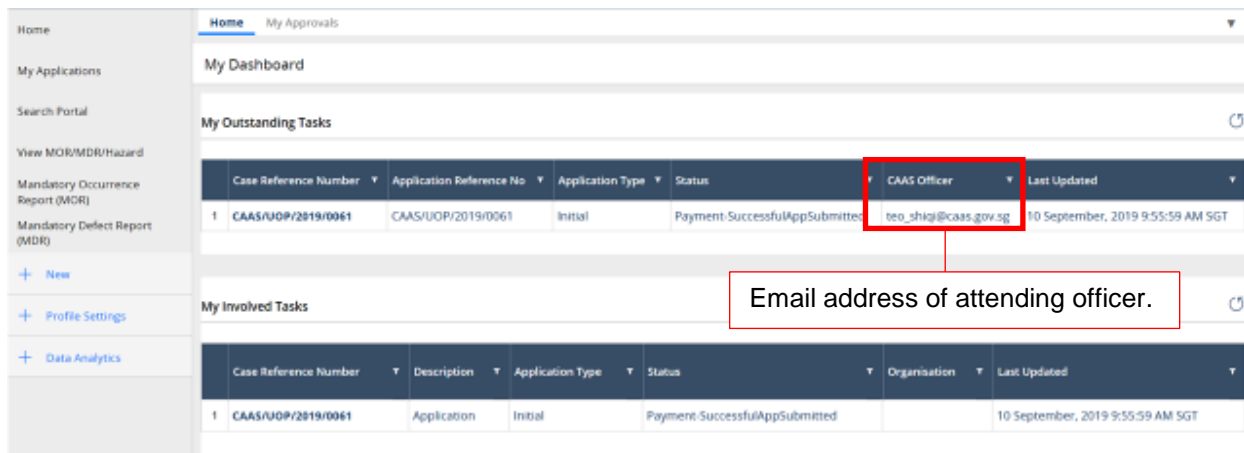
Name	File	Category	Attach	Remark
------	------	----------	--------	--------

### Q3: I need to make further clarification. What should I do?

For further clarification regarding the outstanding application, kindly contact the respective attending CAAS officer via email. The email address of the attending officer can be found in the application.

**\*\*Please do not reply to the auto-generated email for further advice.**

For any other enquiries pertaining to eSOMS, kindly write in to [esoms@caas.gov.sg](mailto:esoms@caas.gov.sg)

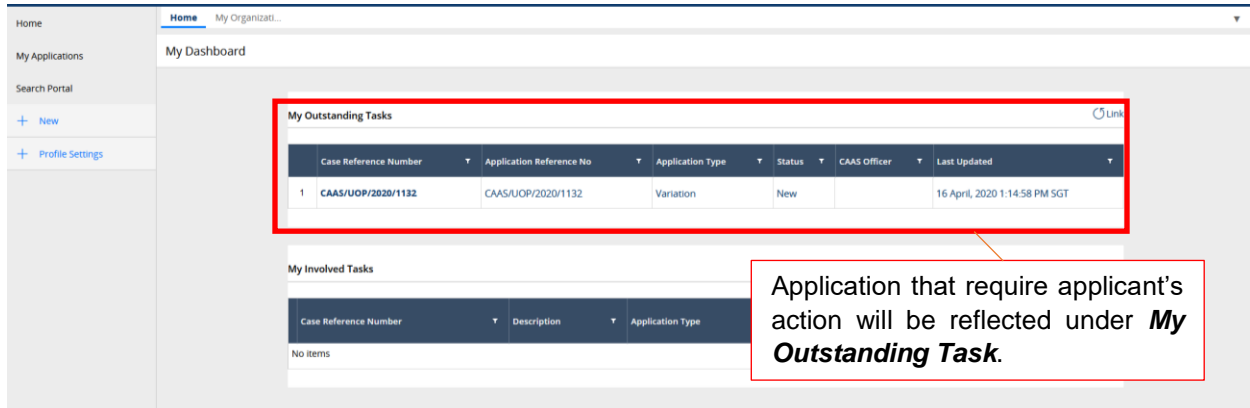


The screenshot shows the 'My Outstanding Tasks' section of the CAAS eSOMS dashboard. A table lists application details, with the 'CAAS Officer' column containing the email address 'teo\_shiq@caas.gov.sg', which is highlighted by a red box. A callout box points to this email address with the text 'Email address of attending officer.'

Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1	CAAS/UOP/2019/0061	Initial	Payment-SuccessfulAppSubmitted	teo_shiq@caas.gov.sg	10 September, 2019 9:55:59 AM SGT

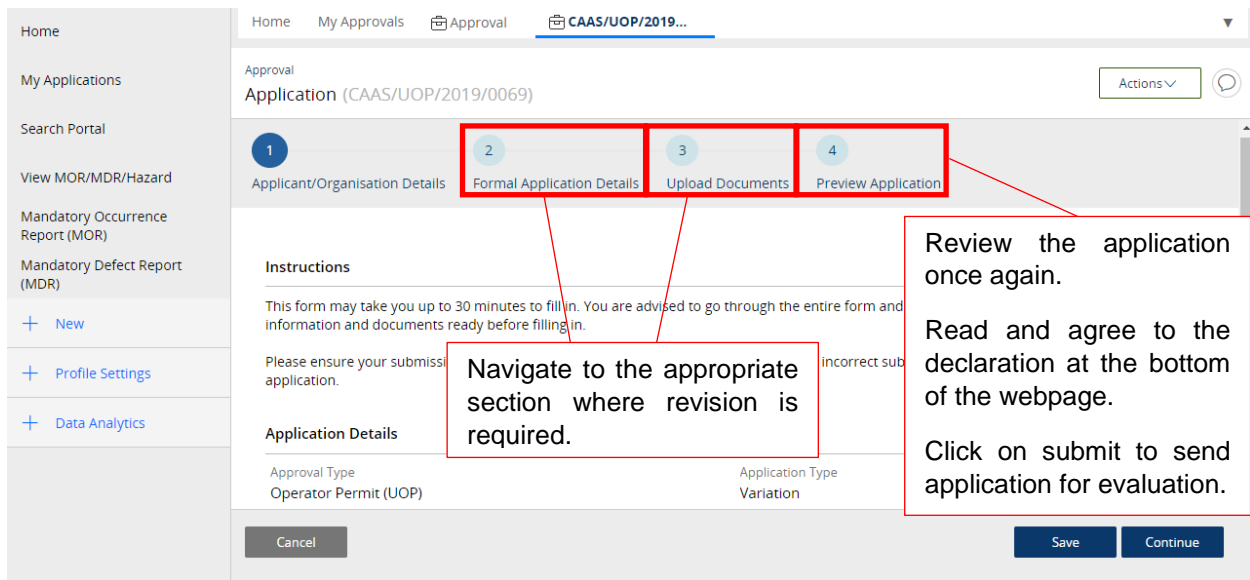
**Q4: I have received an email notification requesting to provide more documents. What should I do?**

Applicant will be required to login into eSOMS and locate their application under **My Outstanding Task**. Applicant will be required to make the necessary changes as indicated in the email. Once changes are made, please submit the application again.



Case Reference Number	Application Reference No	Application Type	Status	CAAS Officer	Last Updated
1 CAAS/UOP/2020/1132	CAAS/UOP/2020/1132	Variation	New		16 April, 2020 1:14:58 PM SGT

Application that require applicant's action will be reflected under **My Outstanding Task**.



Approval (CAAS/UOP/2019/0069)

1 Applicant/Organisation Details   2 Formal Application Details   3 Upload Documents   4 Preview Application

**Instructions**

This form may take you up to 30 minutes to fill in. You are advised to go through the entire form and information and documents ready before filling in.

Please ensure your submission is correct. Incorrect submission will result in an incorrect submission.

**Application Details**

Approval Type: Operator Permit (UOP)   Application Type: Variation

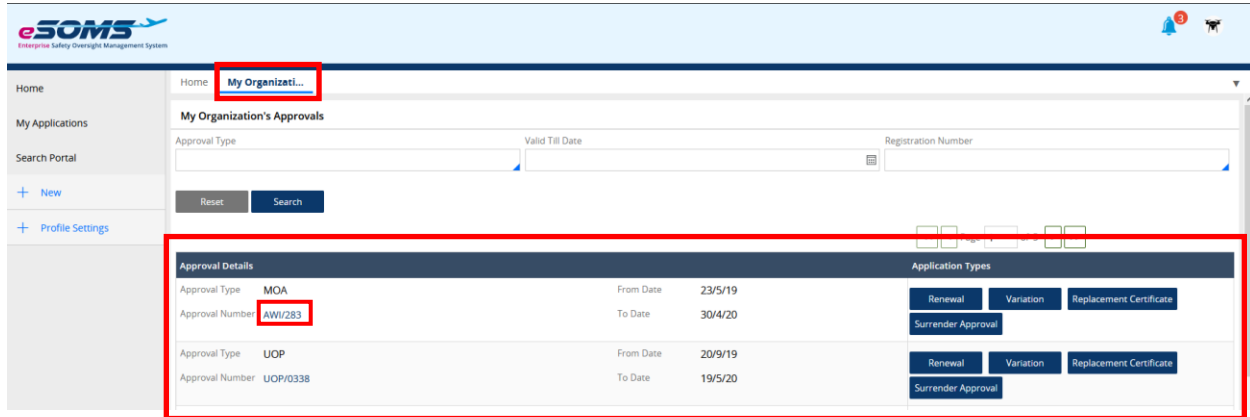
Buttons: Cancel, Save, Continue

Navigate to the appropriate section where revision is required.

Review the application once again. Read and agree to the declaration at the bottom of the webpage. Click on submit to send application for evaluation.

**Q5: How do I know that my application is approved? Where can I find the approved permit?**

You will receive a notice of approval via email. Login to your eSOMS account and click on **My Organisations** tab. You will be able to see your approved applications listed out. You may click on **Approval Number** to view the application details.



**Q6: I have made the payment and updated the payment case. Why am I still seeing Pending Payment Selection?**

It means that your application is currently being assessed by the officer. No further action is required from you.

**Q7: Why am I not able to make payment?**

You will be notified via email if you are required to make payment. Do check your inbox for payment advice and click on the corresponding payment case as stated in the email. For more information, refer to **Section D** of the guide.

**Q8: When do I know I can make payment?**

Refer to your outstanding tasks. If the status of your case shows Pending Payment, you are required to click into the case to make payment.

**Q9: Why can't I find 'My Organisations' tab?**

You are accessing your System Administrator account. You may view your permits only using the regular user account.

**Q10: Why can't I find my approved Operator Permit under 'My Organisations' or 'My Approvals' tab?**

Your Operator Permit has expired. However, if you wish look for your past applications, you may do so via the 'Search Portal'.

**Q11: Why am I unable to vary/renew my Operator Permit?**

One applicant may only submit one application (Renewal or Variation) at any point in time. Check **My Involved Tasks** via the home page for any submitted application.

One representative from the organisation may only submit one application at any point in time. Please consolidate your changes and apply the application by one representative of the company.

Note that Renewal applications will only be processed 30 days prior to date of expiry. If you wish to submit early, you will not be able to apply for any applications until your submitted renewal application is approved.

**Q12: What if I fail to renew my Operator Permit before the expiry date?**

You will not be able to renew your Operator Permit after the expiry date. However, you may wish to apply for a new Operator Permit. Do note that this will constitute as a new Operator Permit and a new approval number will be issued.