

# **GETTING STARTED WITH SONAR**

**For STR filers**

**(Updated on 25 Mar 2025)**

# TECHNICAL REQUIREMENTS

## Compatible Web Browsers

SONAR platform has been tested to be compatible with the following web browsers:

- Internet Explorer 11
- Microsoft Edge (recommended)
- Mozilla Firefox 50+
- Google Chrome 60+



We recommend clearing your cache each time before starting a new SONAR session using a private browser.

To optimise your experience, you may wish to check with your IT department to ensure that the following settings have been made on your organisation's workstations and proxy servers.

### Proxy Server Settings

- Allow internet traffic from the domain \*.gov.sg
- Proxy server should not terminate or refresh internet access sessions automatically

### Internet Explorer Settings

- Enable cookies
- Do not use the <Back>, <Forward> and <Refresh> buttons on your browser or use "Ctrl + N" to launch a new window when the SONAR application is open. Keyboard shortcuts such as <Backspace> to go to the previous page will also cause your session to be terminated prematurely.

## Compatible Adobe Readers

Use only the following Adobe software to open SONAR PDF forms:

- **Acrobat DC (release note 15 or later)** (Available for free on the Adobe website); OR
- Acrobat XI (release note 11 or later)

**If you submit a report using an incompatible Adobe software or third party PDF editor, you may be required to file your report again.**

Do also install the necessary Adobe Font Pack(s) to use certain font type(s) in the form (available for free on the Adobe website).

If you have created draft forms with outdated Adobe software or third party PDF editors, you should:

1. Delete the old drafts or templates;
2. Download a fresh template from SONAR; and
3. Use a compatible Adobe software to create a new draft

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

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

For information on how to install Adobe Reader and configure your viewing environment please see [http://www.adobe.com/go/pdf\\_forms\\_configure](http://www.adobe.com/go/pdf_forms_configure).

# INTRODUCTION AND CONTENTS

## Introduction

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

## Getting Started

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

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

## USER ADMINISTRATION

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[Apply for Administrator User Rights](#)

[Create Non-Administrator Users](#)

[Search, Edit and Delete Users](#)

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## REPORT FILING & BULLETINS

[Submit Suspicious Transaction Reports – PDF Uploads](#)

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# GENERAL INFORMATION ON SONAR USER RIGHTS

## SONAR User Rights

There are 3 main user rights on SONAR – Submitter, Reviewer and Administrator. Each SONAR user can hold any combination of the 3 user rights.

	SUBMITTER	REVIEWER	ADMINISTRATOR
Submit Reports	Yes	No	No
Search and View submitted Reports	Yes (for own submissions)	Yes (for all submissions in the organisation)	No
Manage SONAR user accounts	No	No	<b>Yes</b> (Create/delete/extend expiry)
Approval required from STRO?	No	No	Yes (Need to submit application)



Users can hold a combination of user rights. If you are a submitter and reviewer, you will be able to submit reports **and** search for all reports submitted by the organisation.

## ADMINISTRATOR APPLICATION

Each organisation can only have a maximum of **2** users holding the Administrator user right.

Before you apply as an Administrator, please ensure that you have the following:

1. A valid CorpPass and SingPass account (Your entity's CorpPass Admin has to create a CorpPass user account for each individual user)
2. Access to SPF Digital Services (Your entity's **CorpPass Admin** should assign users to "**SPF e-Services (G2B)**")
3. Copies of the following documents (to be submitted on SONAR):

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

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

Please note that turnaround time for approval may take up to **3 working days**. To expedite approval, email your SONAR Admin Application Number (SA-XXXXX) to [SPF\\_STRO\\_IT\\_Team@spf.gov.sg](mailto:SPF_STRO_IT_Team@spf.gov.sg).

# APPLY FOR ADMINISTRATOR USER RIGHTS

## Applying for Administrator rights

You should see the following Homepage after logging in if you are an unregistered user. You will notice that you are unable to view Bulletins and unable to submit Suspicious Transaction Reports.

1. Click on “[Apply for Administrator Rights for self](#)”

Home Log out ↗

## SONAR

STRO Online Notices And Reporting platform

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

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

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

**Information** ✕

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

[CLOSE](#)

# APPLY FOR ADMINISTRATOR USER RIGHTS

## Administrator Registration – Personal Particulars

1. Complete your Personal Particulars. You may notice that some fields have been auto-populated from CorpPass
2. Select your required User Rights (If you select all three User Rights, you will be able to access all functions on SONAR) and fill in details of your organisation's registered address
3. Click "NEXT"

### Step 1 of 3: Administrator Registration

\*Required

#### Personal Particulars

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

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

#### Company Information

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

CANCEL

3 NEXT

# APPLY FOR ADMINISTRATOR USER RIGHT

## Administrator Registration – Select Institution and Business Type

Select the applicable Institution and Business Type that applies to your organisation. This includes business activities that your organisation is licensed to carry out.

1. Select an applicable Institution Type
2. Select an applicable Business Type - you may use *Ctrl* or *Shift* keys to select multiple items
3. Click “ADD”
4. Select another Institution and Business Type, if your company operates in more than one business activity.

**Institution / Business Type Assignment**

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

UEN T44444444D

1 Institution Type Commercial Bank

2 Business Type Full Bank  
Offshore Bank  
Wholesale Bank

3 ADD

The Institution and Business Types will be added to the list at the bottom of the screen.

5. To remove an Institution Type/Business Type, click “Remove”
6. After adding all the applicable Institution Type and Business Type that applies to your organisation, click “NEXT”

Institution Type	Business Type
Commercial Bank	Full Bank

5 Remove

CANCEL BACK

6 NEXT

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

# APPLY FOR ADMINISTRATOR USER RIGHT

## Administrator Registration – Supporting Documents

Supporting documents are required for users applying to be Administrators. Please follow the instructions on the types of supporting documents required. If insufficient or erroneous documents are provided, the application will be rejected and fresh applications will have to be submitted.

1. Click “ADD” to upload supporting documents. Use the checkboxes and click “DELETE” to remove uploaded documents
2. Click “SUBMIT” when all the necessary supporting documents have been uploaded
3. A confirmation prompt will appear. Click “YES” to proceed.

### Step 3 of 3: Upload Supporting Document

Please submit the following:

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

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

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

<input type="checkbox"/> File Name
<input type="checkbox"/> Authorisation Letter (SONAR).pdf
<input type="checkbox"/> ACRA Profile.pdf
<input type="button" value="ADD"/> <input type="button" value="DELETE"/>

**Declaration**

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

## Confirmation

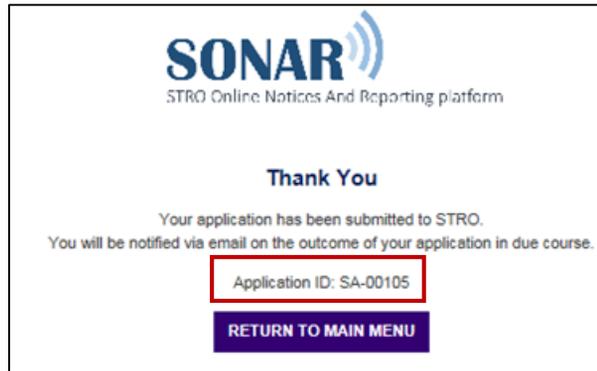
Are you sure you want to submit this application?

# APPLY FOR ADMINISTRATOR USER RIGHT

## Administrator Registration – Acknowledgement

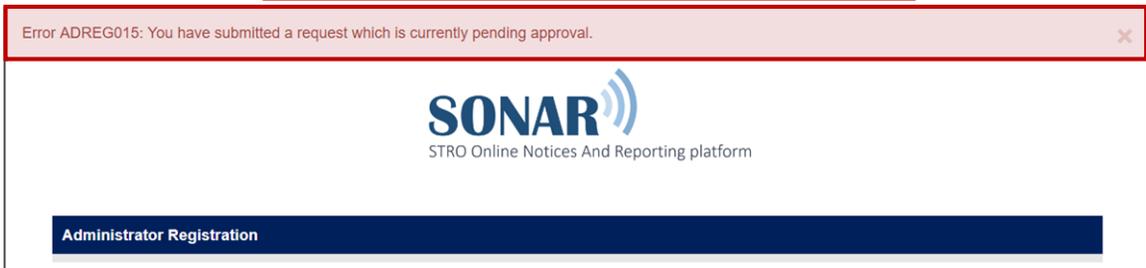
If your application is successfully submitted, you will be assigned an Application ID.

Please provide your Application ID when making queries to STRO for us to better assist you.



The Administrator application process is complete. You will be notified on the outcome of your application via email. The approval process may take up to 3 working days. To expedite approval, email your SONAR Admin Application Number (SA-XXXXX) to [SPF\\_STRO\\_IT\\_Team@spf.gov.sg](mailto:SPF_STRO_IT_Team@spf.gov.sg).

**!** You will not be allowed to submit another administrator application while we are reviewing the submitted application. You will encounter the following error message.



# CREATE NON-ADMINISTRATOR USERS

## Account Creation – Submitters and Reviewers

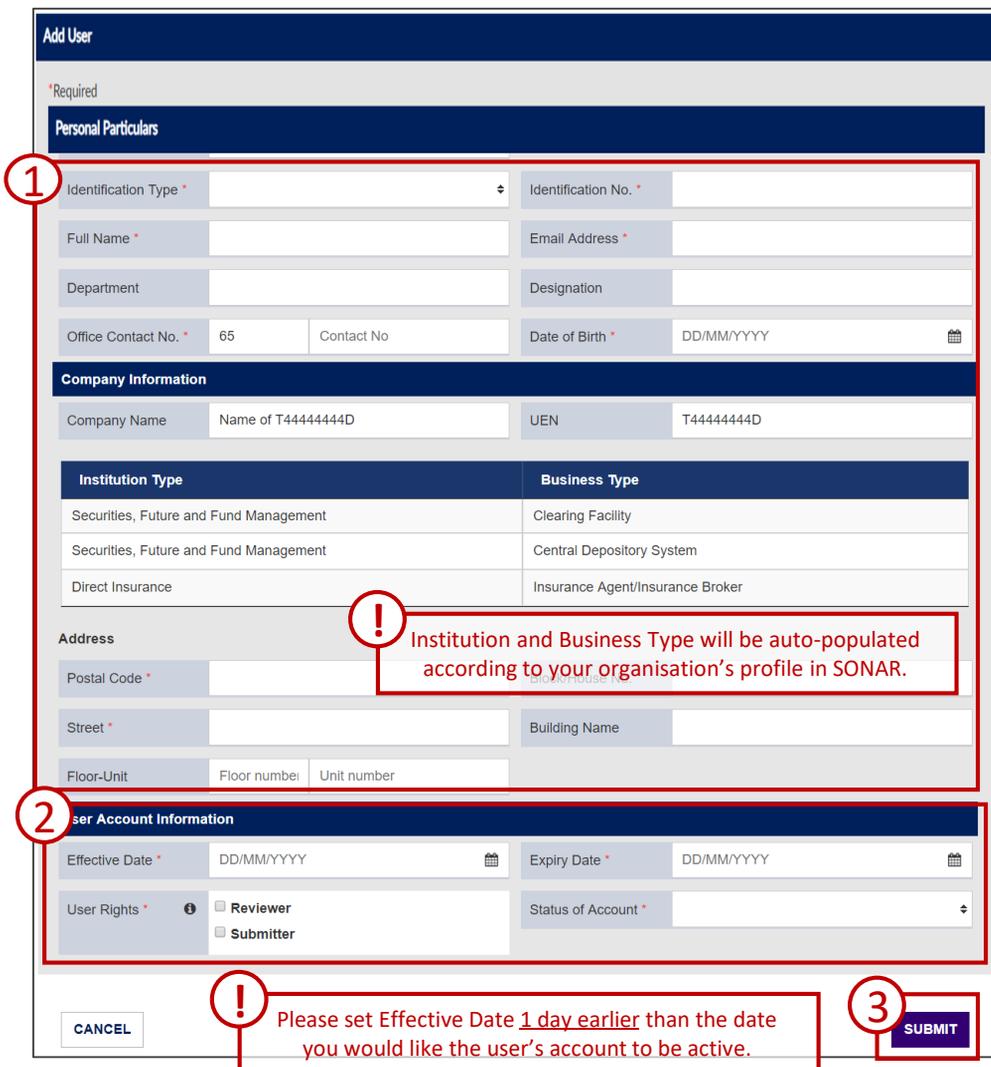
This section is a guide on how to create non-administrator accounts. [Click here](#) to learn how to create administrator accounts on SONAR. Your company's **CorpPass Admin** will have to assign all SONAR users to "**SPF e-Services (G2B)**" before they can access SONAR on your Company's behalf. After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



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

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

1. Complete the required fields in the form
2. Indicate the effective period, status of account and user right(s) to be appointed
3. Click "SUBMIT"



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

- 1** (Personal Particulars): A red circle with the number 1 is placed over the "Identification Type" dropdown menu.
- 2** (User Account Information): A red circle with the number 2 is placed over the "Effective Date" and "Expiry Date" fields.
- 3** (SUBMIT): A red circle with the number 3 is placed over the "SUBMIT" button.
- !** (Institution and Business Type): A red circle with an exclamation mark is placed over the "Institution Type" and "Business Type" dropdown menus. A text box next to it says: "Institution and Business Type will be auto-populated according to your organisation's profile in SONAR."
- !** (Effective Date): A red circle with an exclamation mark is placed over the "Effective Date" field. A text box next to it says: "Please set Effective Date 1 day earlier than the date you would like the user's account to be active."

The form includes sections for Personal Particulars, Company Information, Institution Type, Business Type, Address, and User Account Information. It also has "CANCEL" and "SUBMIT" buttons at the bottom.

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

# SEARCH, EDIT AND DELETE USERS

## Search SONAR Accounts

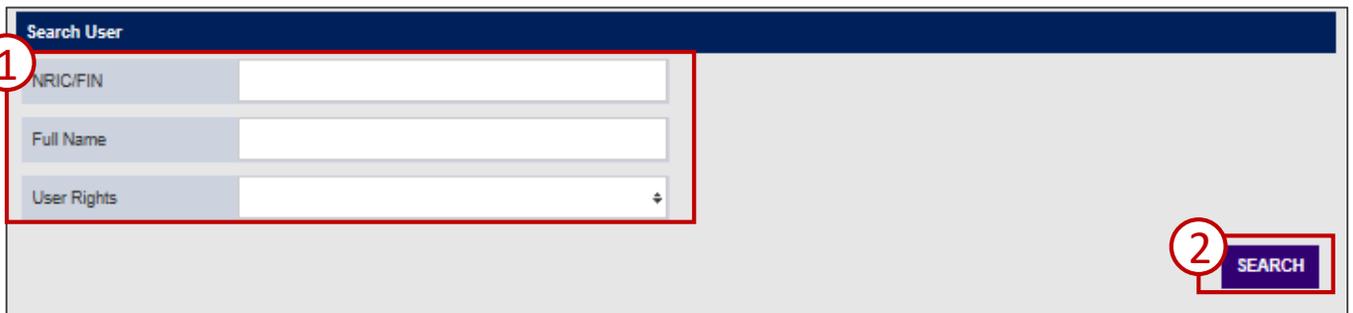
To retrieve the list of SONAR users in your organisation, click "Search User Account".



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

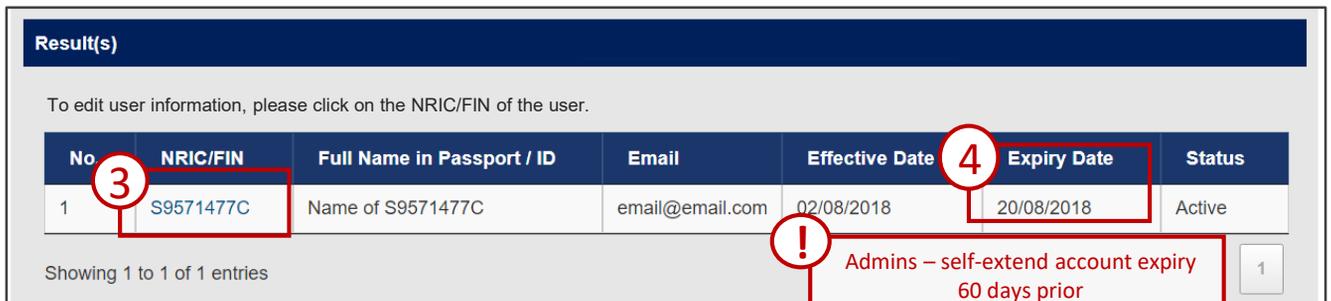
! Only users with the Administrator user right will be able to access User Account Management functions

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



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

3. The list of users that match your search parameters will be returned. Click on the NRIC/FIN of the user you would like to edit/delete



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

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

Showing 1 to 1 of 1 entries

# SEARCH, EDIT AND DELETE USERS

## Edit and Delete SONAR Accounts

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

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

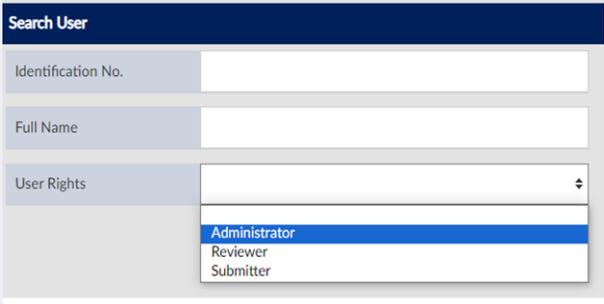
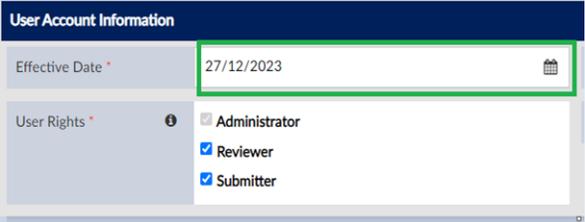
Personal Particulars			
Identification Type *	NRIC	Identification No. *	SXXXXXXXX
Full Name *	Full Name	Email Address *	email@email.com
Department		Designation	
Office Contact No. *	65	61234567	Date of Birth * 24/06/2018
Company Information			
Company Name	Name of T44444444D	UEN	T44444444D
Institution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

**2** CANCEL DELETE **1** UPDATE

# EXTENDING USER ACCOUNTS EXPIRY DATES

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

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

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

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs) – PDF UPLOADS

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

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

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

**User Account Management**  
Create User Account  
Search User Account

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

**Account Registration**  
Edit Administrator Rights for self

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

! If you have pre-registered as a SONAR user, please check that your assigned user right(s) are accurate. Please contact STRO if you notice any discrepancy or if you are reflected as an unregistered user.

! If prompted to "Open" or "Save As", choose "Save As" and download the file to your local disk. You will encounter an error message if you open the file in your web browser.

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

**Step 1 of 4: Select Report**

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

Please select a report type and click on 'Next'

Report Type: Suspicious Transaction Report (STR)

BACK TO HOME

NEXT

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs) – PDF UPLOADS

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

Upload only validated STR forms at the Upload Report screen

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

**Step 2 of 4: Upload Report**

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

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

**!** You may submit up to 10 files per submission

N	Filename	
1	STR_RE_08SEPT23_TEST - Copy (2).pdf	x
2	STR_RE_08SEPT23_TEST - Copy (3).pdf	x
3	STR_RE_08SEPT23_TEST - Copy (4).pdf	x
4	STR_RE_08SEPT23_TEST - Copy (5).pdf	x
5	STR_RE_08SEPT23_TEST - Copy (6).pdf	x
6	STR_RE_08SEPT23_TEST - Copy (7).pdf	x

**1**

**!** Make sure that your forms have been validated (all sections are green in the validation summary of your form) before submitting them on SONAR

**2**

Reporting Institution	Account Information	Entity Information	Policy Information	Suspicious Transactions	Reasons for Suspicion	Validation Summary
<b>Part VII Validation Summary</b>						
Reporting Institution Status	Successful	Account Information Status	Successful			
Entity Information Status	Successful	Suspicious Transactions Status	Successful			
Reason for Suspicion Status	Successful					
Once all of the sections are validated successfully, the form will be enabled for submission.						Enabled

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs) – PDF UPLOADS

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

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

1. Click on the "x" beside the file to remove the erroneous file or a file you do not wish to submit
2. Click on the file you wish to submit to preview it. You will notice that your organisation's name and UEN will be auto-populated into the form. Please ensure that the information within the form is correct before submitting the form
3. Verify the email address that you would like the acknowledgement email to be sent to
4. Check on the declaration checkbox and click "SUBMIT"

### Sample Error Messages

The file uploaded is erroneous and will not be submitted.

Sample CMR Form.pdf

Error AEMWB006: Do not upload a different Form type from the Report Type you selected previously. Please cancel your transaction and try again with the correct Report Type.

The file uploaded is erroneous and will not be submitted.

Sample 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.

**Step 3 of 4: Review Drafts**

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

S/N	File Name	
2	STR_RE_08SEPT23_TEST - Copy.pdf	1 x

**Part I Reporting Institution**

**Reporting Institution Particulars**

Institution Type*	Business Type* <i>i</i>
Commercial Bank	Full Bank
2 Name of Reporting Institution* <i>i</i>	
UAT Pte Ltd	
UEN of Reporting Institution* <i>i</i>	Internal Reporting Institution Reference Number*
R00CL7266H	INTERNAL-00123

**Step 4 of 4: Verify Email Address**

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

3 Email Address \* xxx@abc.com.sg

**Declaration**

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

CANCEL 4 SUBMIT

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs) – XML UPLOADS

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

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

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

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



If you have pre-registered as a SONAR user, please check that your assigned user right(s) are accurate. Please contact STRO if you notice any discrepancy or if you are reflected as an unregistered user.

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

### Step 1 of 4: Select Report

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

Please select a report type and click on 'Next'

The screenshot shows a dropdown menu for 'Report Type' with 'Suspicious Transaction Report (STR)' selected. A red box highlights the dropdown, and a circled '3' is placed next to it.

BACK TO HOME

4

NEXT

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs) – XML UPLOADS

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

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

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

**Step 2 of 4: Upload Zip File**

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

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

**1** ADD ZIP FILE

**1** ! The zip folder can contain 1 to 50 XML files. There is no limit on the number of CSV files it can contain.

**1** > STR\_MultipleXmlAndCsv\_Valid.zip

Name	Type
<b>2</b> csv2MB.csv	Microsoft Excel Comma Separated Values File
csv7MB.CSV	Microsoft Excel Comma Separated Values File
csv35MB.CSV	Microsoft Excel Comma Separated Values File
STR_max100 - Copy - Copy (2).xml	XML File
STR_max100 - Copy - Copy (3).xml	XML File
STR_max100 - Copy - Copy (4).xml	XML File
STR_max100 - Copy - Copy (5).xml	XML File
STR_max100 - Copy - Copy (6).xml	XML File

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

**Step 2 of 4: Upload Zip File**

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

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

File Name
sample zip file.zip

**3** REPLACE ZIP FILE

**3** x

BACK

**4** UPLOAD

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs) – XML UPLOADS

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

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

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



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

### Sample Error Messages

Step 3 of 4: Review Files	
Zip File Name	Validation Message
STR_MissingCsv.zip	ZIP file contents are incorrect.
File Name	Error Message
STR_XML1_Csv2Mb.xml	The following CSV file(s) is/are missing from the ZIP folder: csv2MB.csv

Step 3 of 4: Review Files	
Zip File Name	Validation Message
STR_2XML_SharedCsv2Mb.zip	ZIP file contents are incorrect.
File Name	Error Message
STR_XML2_Csv2Mb.xml	csv2MB.csv from XML: Each CSV file can only be attached to 1 XML file. csv2MB.csv has been tagged to STR_XML1_Csv2Mb.xml.

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

Step 3 of 4: Review Files	
Zip File Name	Validation Message
STR_v3_1_RE_sample	File has been successfully validated.

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

CANCEL

4

SUBMIT

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs) – XML UPLOADS

## Attaching of CSV files to XML reports

The CSV files can be attached to the XML files by saving them in the same zip folder

- Each CSV file must have a unique file name.
- Each CSV file can only be attached to one XML file. However, one XML file can have multiple CSV files attached.
- The zip folder can contain multiple CSV files which are linked to different XML files.

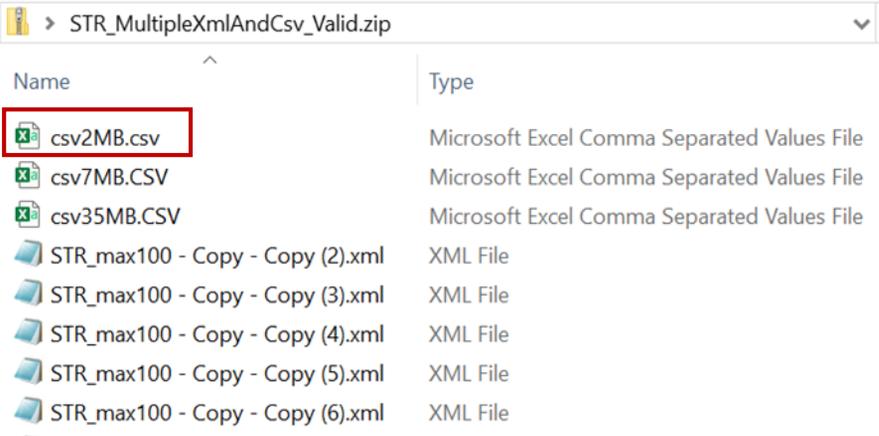
Linking of CSV to XML report

- Linking of CSV to XML report is by its file name e.g. csv2MB.csv. This file name has to be indicated in the XML under <Attachment>.

In XML:

```
<SuspicionReason>REASONNN 100000</SuspicionReason>
<DetectionDate>21/09/2022</DetectionDate>
<Attachment>csv2MB.csv</Attachment>
<AttachFileName>DSADASDASDA</AttachFileName>
```

In zip file:



Name	Type
csv2MB.csv	Microsoft Excel Comma Separated Values File
csv7MB.CSV	Microsoft Excel Comma Separated Values File
csv35MB.CSV	Microsoft Excel Comma Separated Values File
STR_max100 - Copy - Copy (2).xml	XML File
STR_max100 - Copy - Copy (3).xml	XML File
STR_max100 - Copy - Copy (4).xml	XML File
STR_max100 - Copy - Copy (5).xml	XML File
STR_max100 - Copy - Copy (6).xml	XML File

# SUBMIT SUSPICIOUS TRANSACTION REPORTS (STRs)

## Submit STRs on SONAR (Acknowledgement)

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

### For PDF uploads

#### Thank you

Your submission has been received and is being processed.

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

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

If you do not receive the acknowledgement email within 1 hour, please email [SPF\\_STRO\\_IT\\_Team@spf.gov.sg](mailto:SPF_STRO_IT_Team@spf.gov.sg)

[RETURN TO MAIN MENU](#)

### For XML uploads

#### Thank you

Your submission has been received and is being processed.

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

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

If you do not receive the acknowledgement email within 24 hours, please email [SPF\\_STRO\\_IT\\_Team@spf.gov.sg](mailto:SPF_STRO_IT_Team@spf.gov.sg)

[RETURN TO MAIN MENU](#)

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

**Please retain a copy of the acknowledgement email as evidence of compliance with the requirement to file an STR; and maintain a separate record that accurately reflects the contents of the STR filed with STRO.**

You have successfully submitted the following report(s) via SONAR on **21 Mar 2024**.

S/N	Submission Request ID	Date and Time of Submission	Internal Institution Reference Number	Report Number	UEN	Company Name	Filer ID	Filer Name	Submission Status
1	SR-20240321-00009	21/03/2024 09:15:55	DSA21D21	240321-09-6	R09CC5678L	Lee Ah Seng <a href="#">From</a> EDH LLP	SXXXX325B	USER 123	Success

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

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

S/N	Submission Request ID	Date and time of submission	File Name	UEN	Company Name	Filer Name	Submission Status	Error Reason
1	SR-20240321-00009	21/03/2024 09:19:11	strform_error1 - Copy (3).pdf	R09CC5678L	Lee Ah Seng <a href="#">From</a> EDH LLP	USER 123	Failed	Experienced system connectivity issues. Please resubmit your report on SONAR.

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

# SEARCH SUBMITTED REPORTS

## Searching Submitted Reports on SONAR

To retrieve a list of submitted STRs, 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
<b>User Account Management</b>	
Create User Account	
Search User Account	
<b>Report Menu</b>	
Upload Report	
Upload XML forms	
View Bulletins	
Search Submitted Report	
<b>Account Registration</b>	
Edit Administrator Rights for self	
<b>Blank Report Template(s)</b>	
Cash Movement Report (CMR-NP728)	
Cash Transaction Report (CTR-NP784)	
Suspicious Transaction Report (STR)	



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

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

### Search Submitted Report

\* Required

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

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

1 Report Type *		2 Report No. #	
Date From #	DD/MM/YYYY	Date To #	DD/MM/YYYY
Submission Request ID #		Internal Institution Ref No. #	

EXPORT TO EXCEL | 3 SEARCH

# SEARCH SUBMITTED REPORTS

## Searching Submitted Reports on SONAR

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

1. Click on 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 1 additional column: 'Remark Date'

**Search Submitted Report**

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

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

**!** Report No. supports partial search

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

**2** EXPORT TO EXCEL SEARCH

**Result(s)**

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

Submission Request ID	Submitted Date	Report No.	Internal Institution Reference No.	Submitted By	Uploaded By	Status	Remarks
SR-20240414-00005	14/04/2024	240414-14-1	DSA21D21			Voided	-

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

**View Submitted STR**

Submitted Date	13/04/2024
Report No.	240413-19-2
Submitted By	
Name of Declarant	
Status	Voided
Void Remarks	testing
Void By	STRO
Void Date	14/04/2024

# 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  
Upload XML forms  
**View Bulletins**  
Search Submitted Report

**Account Registration**  
Edit Administrator Rights for self

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

**Bulletins**  
Ask Jamie @ SPF (Beta)  
Type your question ...

Date	Bulletin Content
07/08/2018	Please download the attachment to view Suspicious...
07/08/2018	180803-09-1 remark was updated
07/08/2018	Bulletin Content
07/08/2018	180803-10-1 remark was updated
03/08/2018	Bulletin Content
03/08/2018	180802-10-16 remark was updated
03/08/2018	Bulletin Content
03/08/2018	180802-10-16 remark was updated
02/08/2018	Bulletin Content
01/08/2018	Bulletin Content

**Bulletin**

Date	07/08/2018
Title	Suspicious Indicators for Financial Institutions
Content	Please download the attachment to view Suspicious Indicators
Attachment	<a href="#">Suspicious_Indicators_for_Financial_Institutions.pdf</a>



Click on the Attachment file names to download the documents.