GETTING STARTED WITH SONAR

For CTR filers

(Updated on 1 July 2024)

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If you have created draft forms with outdated Adobe software or third party PDF editors, you should: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. Download a fresh template from SONAR; and
3. Use a compatible Adobe software to create a new draft

INTRODUCTION AND CONTENTS

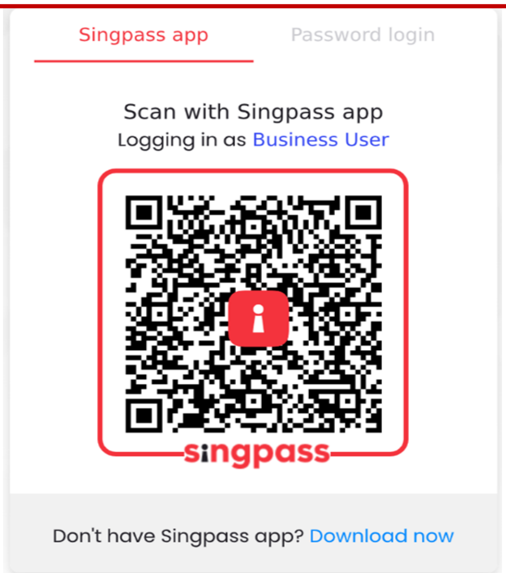
Introduction

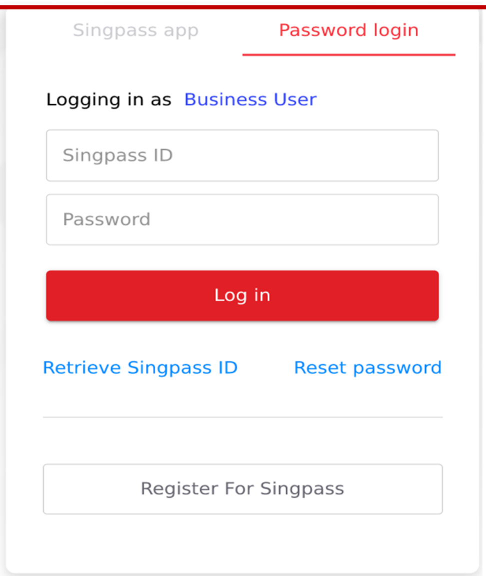
In August 2018, the STRO Online Notices And Reporting platform (SONAR) replaced the Suspicious Transaction On-Line Lodging System (STROLLS) to allow electronic submission of Suspicious Transaction Reports. SONAR is also the consolidated platform to allow electronic submission of Cash Movement Reports (Form NP 728) and Cash Transaction Reports (Form NP 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 Police e-Services webpage.
- Select 'Lodge Report'.
- Under the category 'Anti-Money Laundering and Counter Financing of Terrorism', select 'Suspicious Transaction Report, Cash Movement Report (Form NP 728), Cash Transaction Report (Form NP 784) for Businesses'. 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.





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

USER ADMINISTRATION

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

REPORT FILING & BULLETINS

- 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)

! 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):
   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)
   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.*

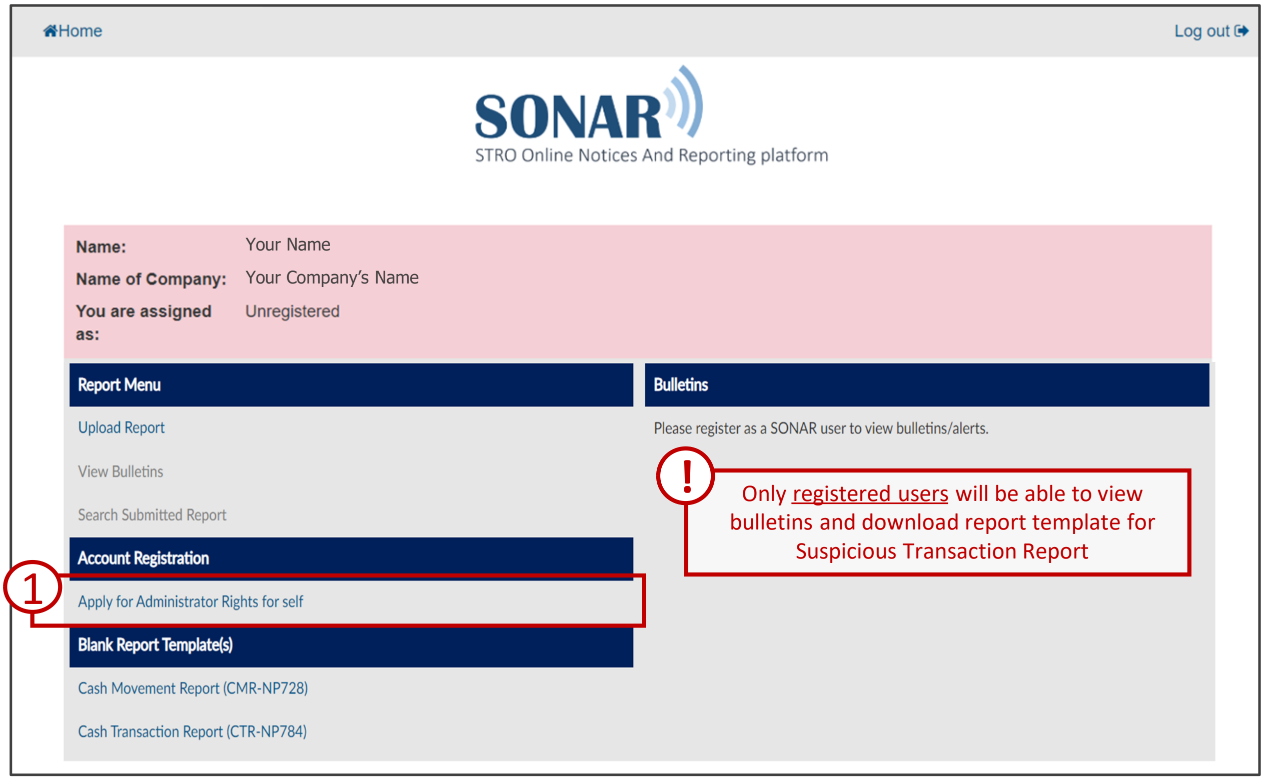
The following pages contains detailed steps on how to apply for the administrator user right on SONAR.
Please note that turnaround time for approval may take up to 3 working days.

APPLY FOR ADMINISTRATOR USER RIGHT

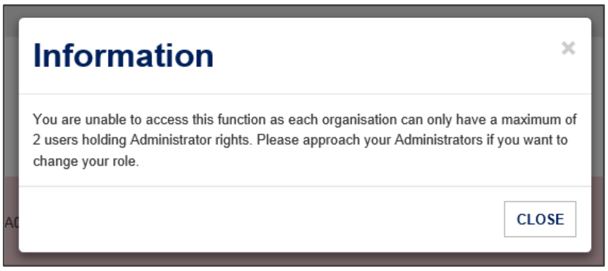
Applying for Administrator rights

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

1. Click on "Apply for Administrator Rights for self"



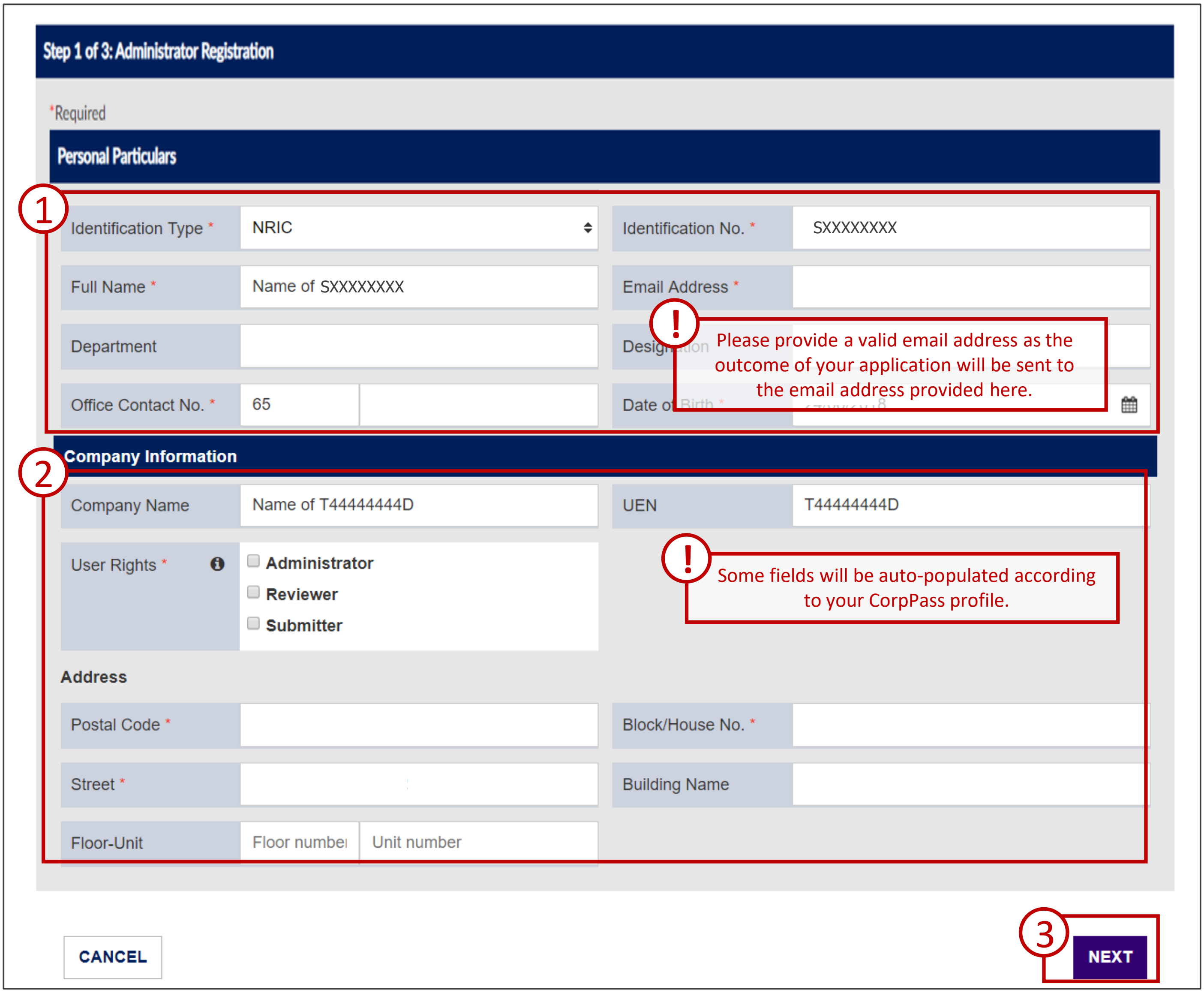
You will not be allowed to proceed further with your registration if your organisation already has 2 Administrators. The following prompt will appear. At least 1 of the existing Administrators will have to deactivate his/her SONAR account in order for a new user to apply as Administrator.



APPLY FOR ADMINISTRATOR USER RIGHT

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"

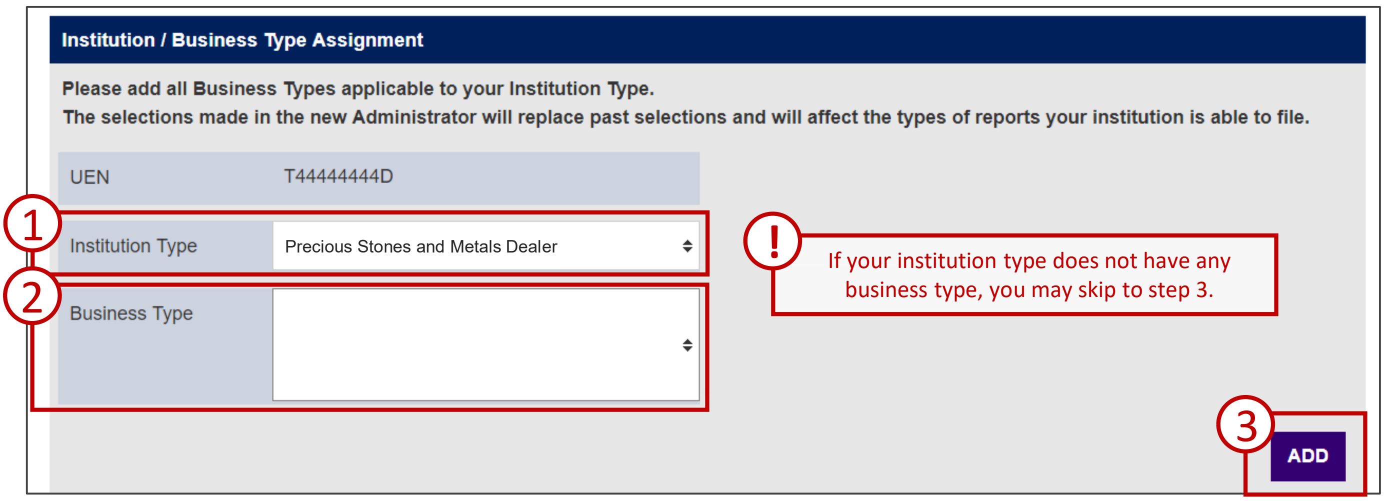


APPLY FOR ADMINISTRATOR USER RIGHT

Administrator Registration – Select Institution and Business Type

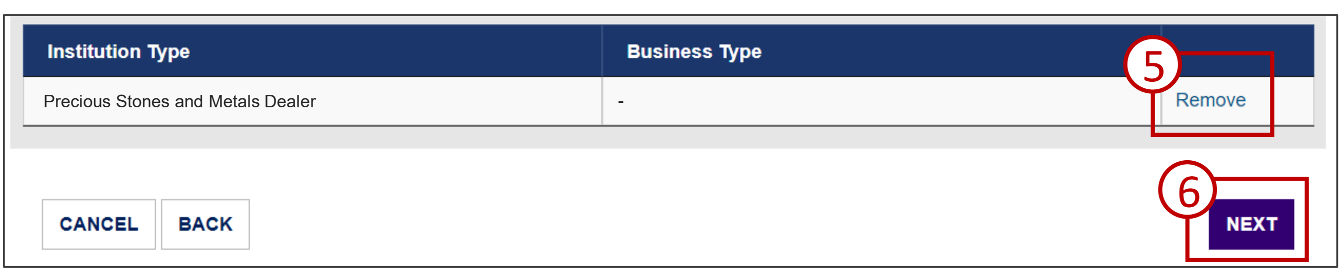
Select the applicable Institution and Business Type that applies to your organisation. This includes business activities that your organisation is licensed to carry out.

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



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

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



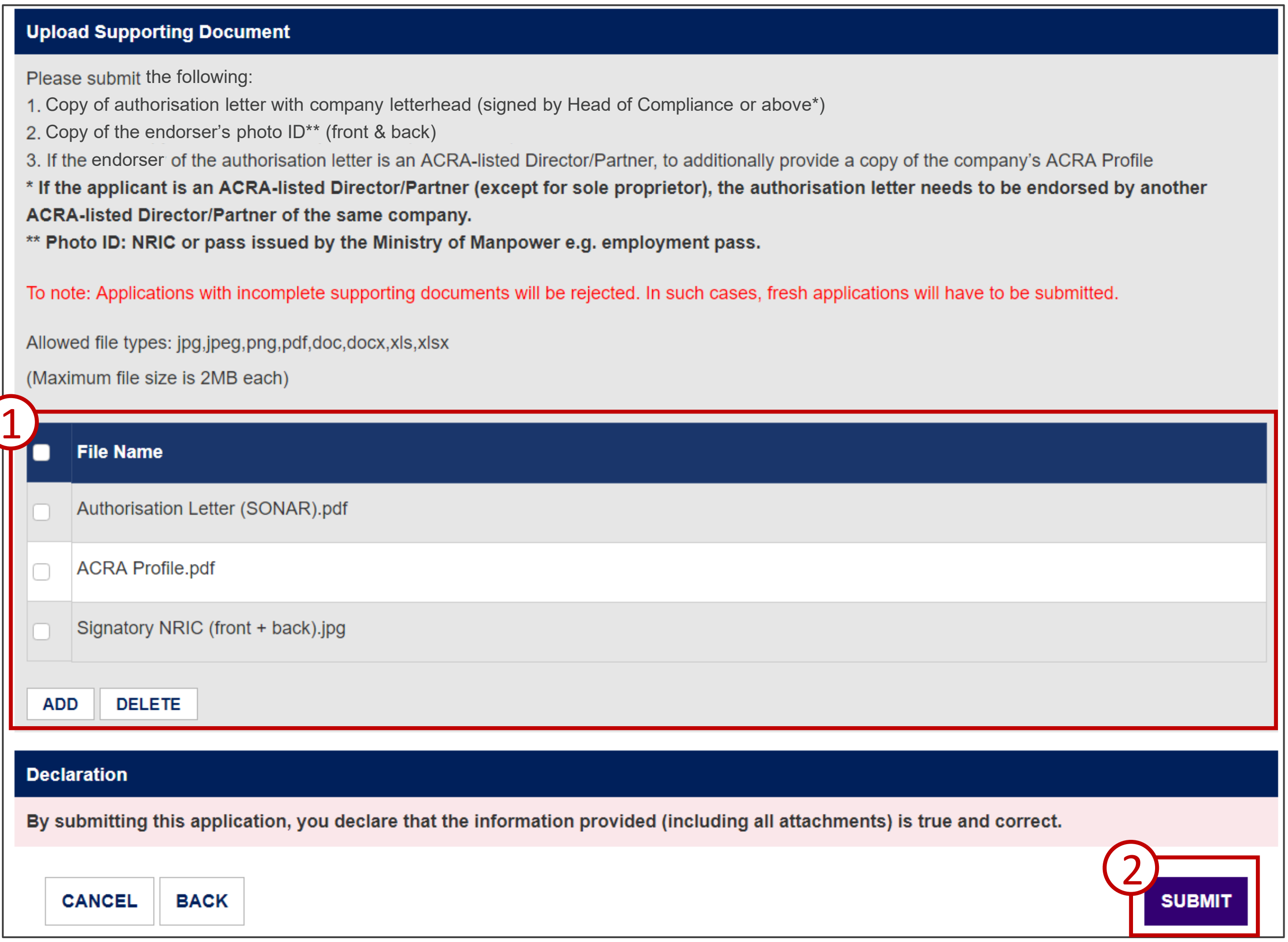
! Institution Type and Business Type affects what bulletins your organisation will receive

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.


Upload Supporting Document

Please submit the following:
1. Copy of authorisation letter with company letterhead (signed by Head of Compliance or above*)
2. Copy of the endorser’s photo ID** (front & back)
3. If the endorser of the authorisation letter is an ACRA-listed Director/Partner, to additionally provide a copy of the company’s ACRA Profile

*** If the applicant is an ACRA-listed Director/Partner (except for sole proprietor), the authorisation letter needs to be endorsed by another ACRA-listed Director/Partner of the same company.**
**** Photo ID: NRIC or pass issued by the Ministry of Manpower e.g. employment pass.**

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

Allowed file types: jpg,jpeg,png,pdf,doc,docx,xls,xlsx

(Maximum file size is 2MB each)

1

	File Name
☐	Authorisation Letter (SONAR).pdf
☐	ACRA Profile.pdf
☐	Signatory NRIC (front + back).jpg

ADD DELETE

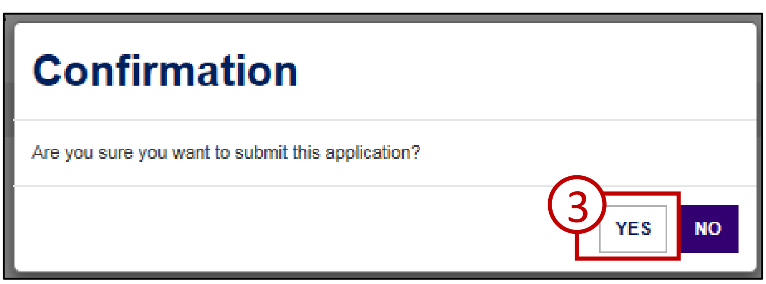
Declaration

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

CANCEL BACK

2

SUBMIT


Confirmation

Are you sure you want to submit this application?

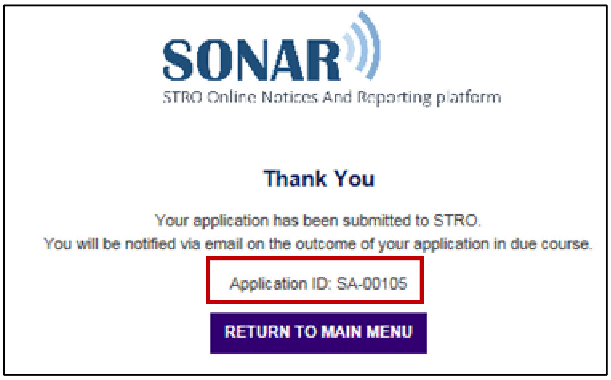
3

YES NO

APPLY FOR ADMINISTRATOR USER RIGHT

Administrator Registration – Acknowledgement

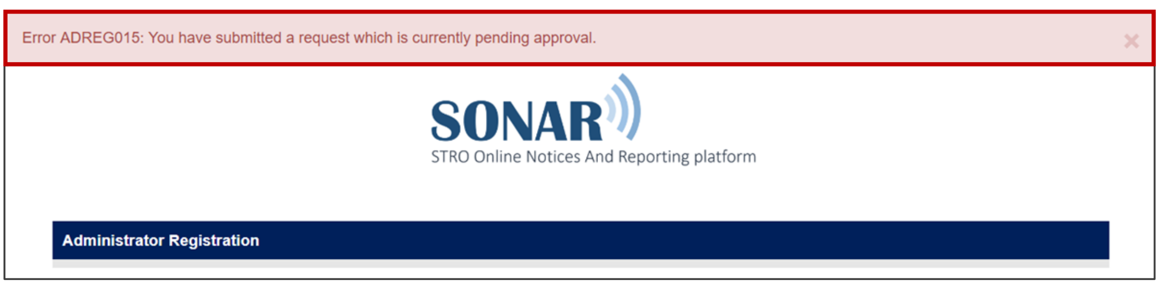
If your application is successfully submitted, you will be assigned an Application ID.
Please provide your Application ID when making queries to STRO for us to better assist you.



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.

!

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

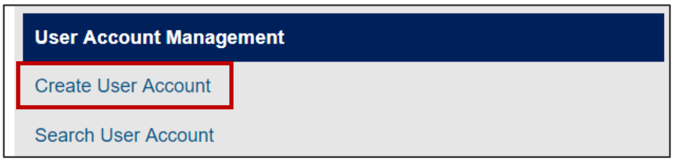


CREATE NON-ADMINISTRATOR USERS

Account Creation – Submitters and Reviewers

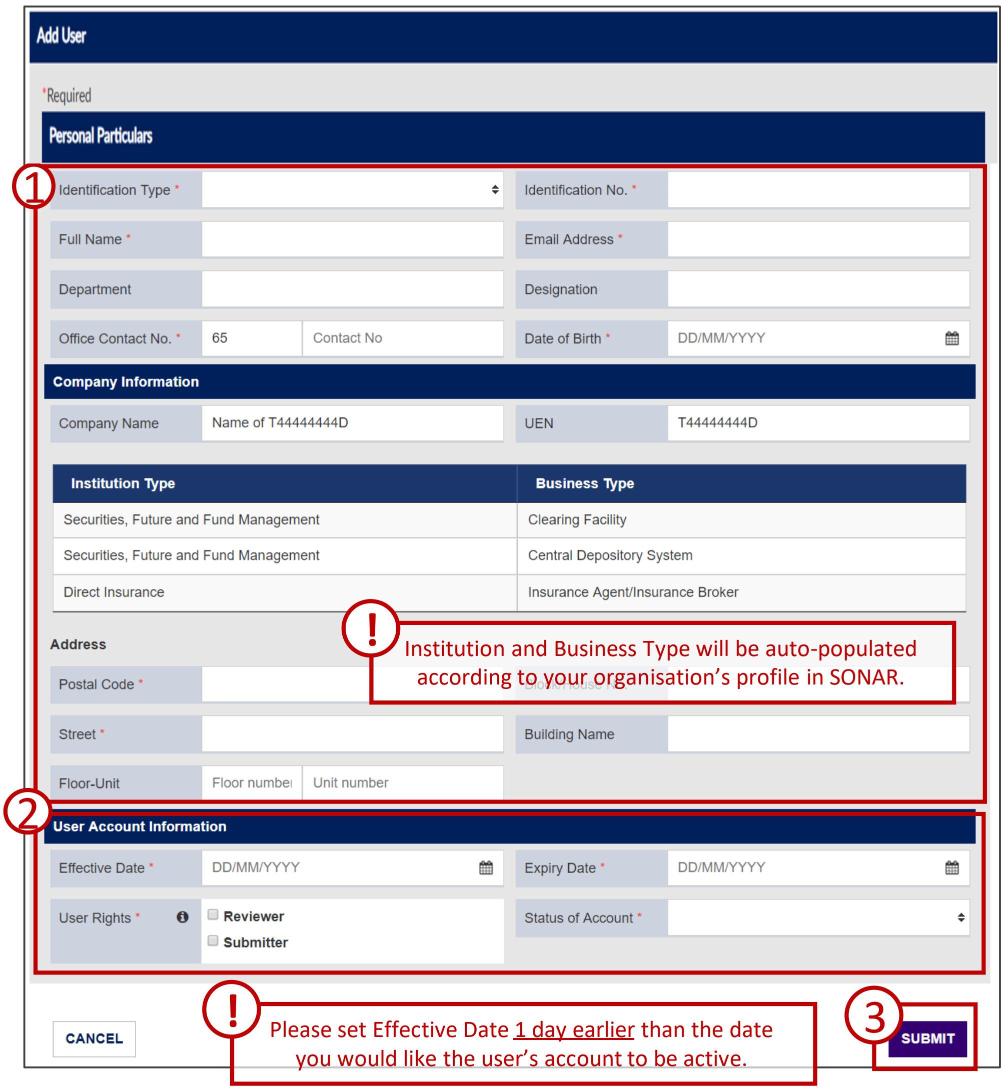
This section is a guide on how to create non-administrator accounts. Click here to learn how to create administrator accounts on SONAR.

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



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”

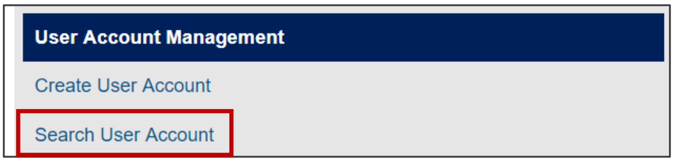


The user account will be created immediately. There is no approval process for non-administrator accounts.

SEARCH, EDIT AND DELETE USERS

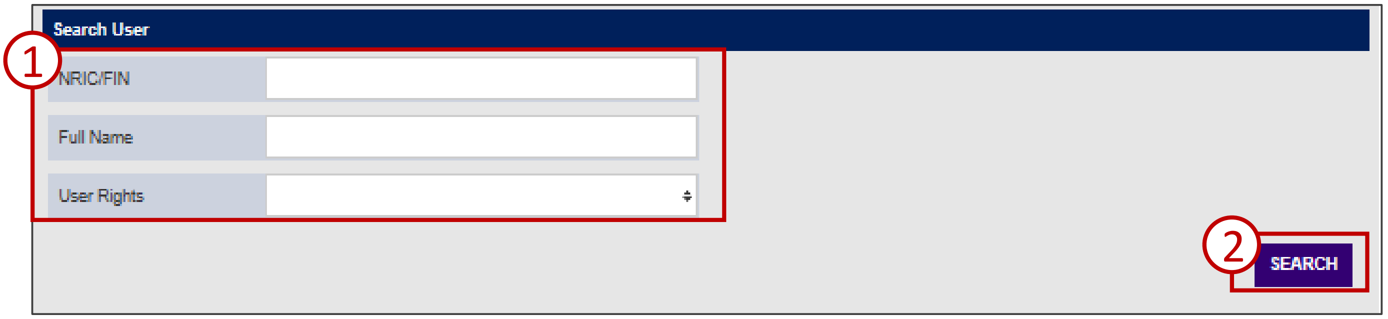
Search SONAR Accounts

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

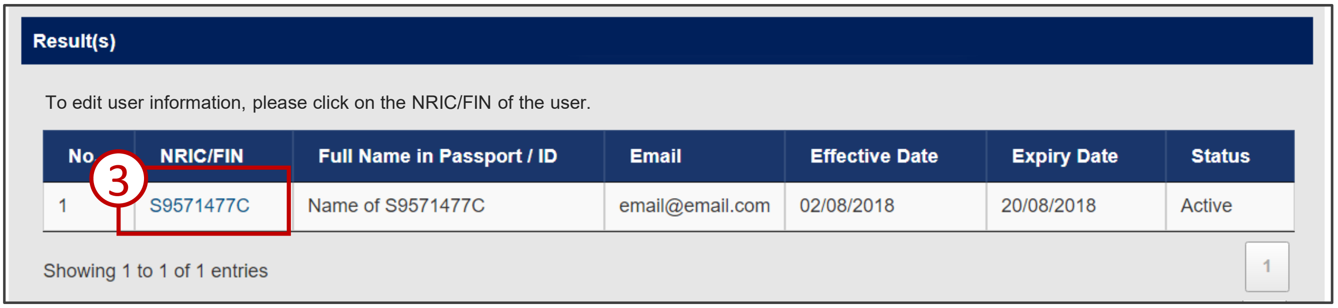


! Only users with the Administrator user right will be able to access User Account Management functions

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



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

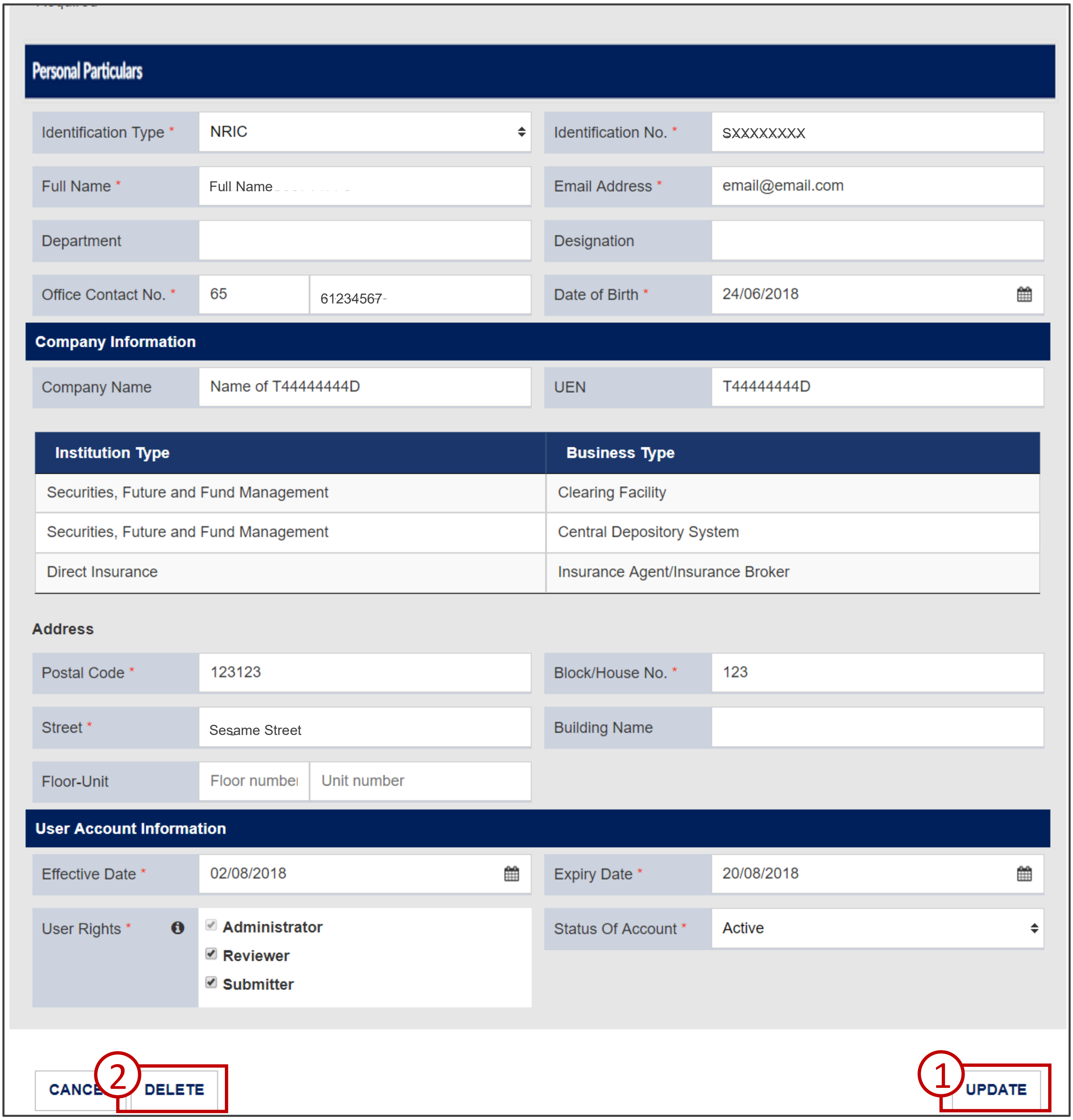


SEARCH, EDIT AND DELETE USERS

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



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 *	Administrator, Reviewer, Submitter	Status Of Account *	Active

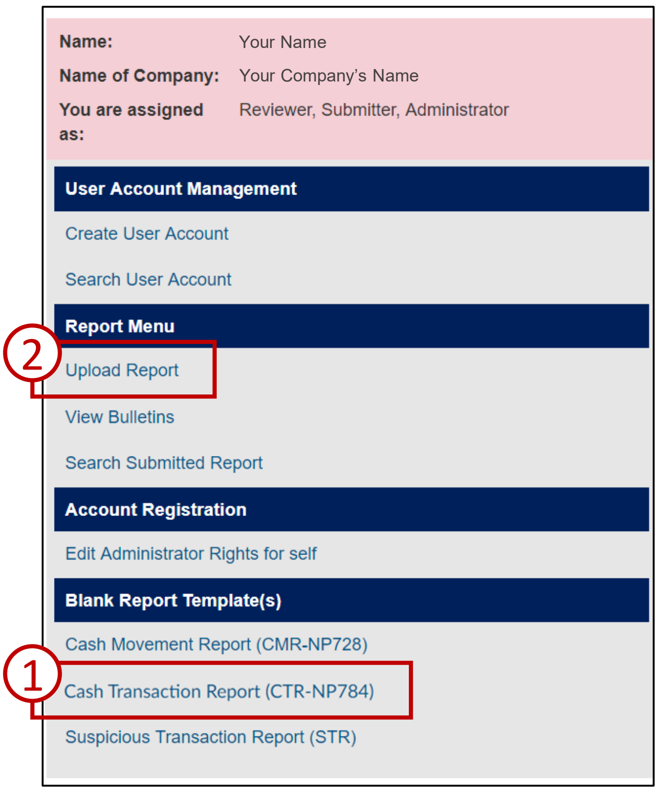
CANCEL ② DELETE ① UPDATE

SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

Submit CTRs on SONAR

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

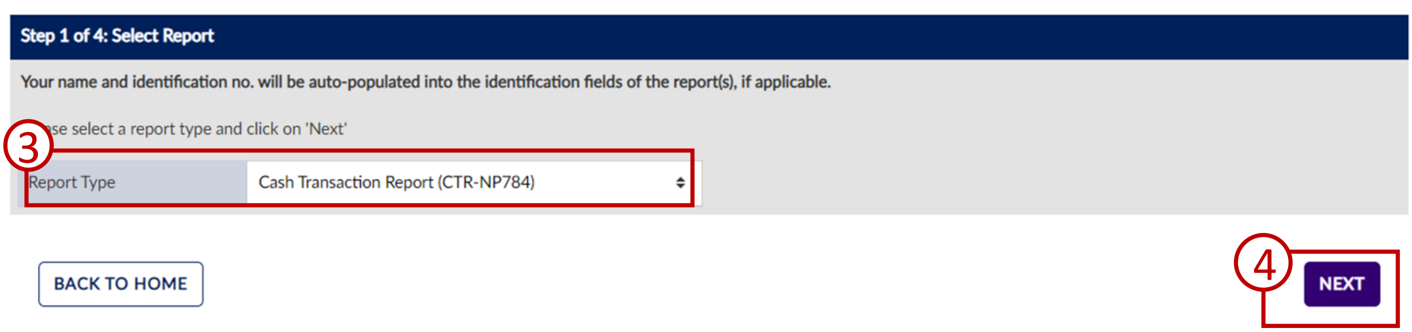
1. To obtain a copy of the form template, click on "Cash Transaction Report (CTR-NP784)" under the Blank Report Template(s) Menu.
2. To begin filing reports, click on "Upload Report" under the Report Menu



! 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 "Cash Transaction Report (CTR-NP784)" in the drop-down list to file CTRs.
4. Click "NEXT"

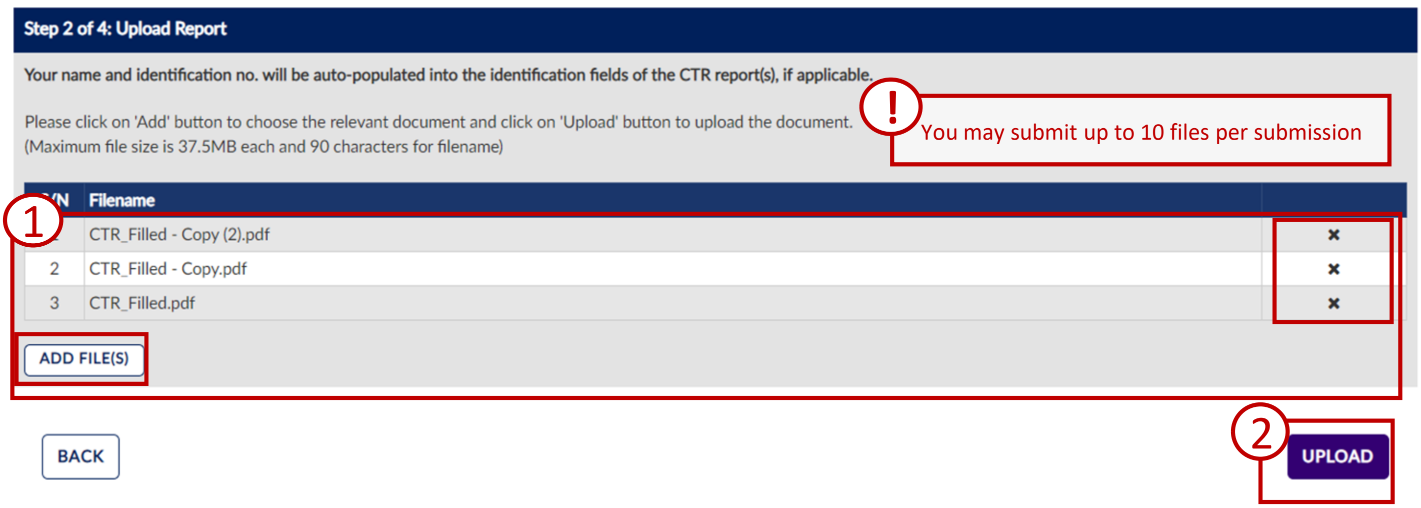


SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

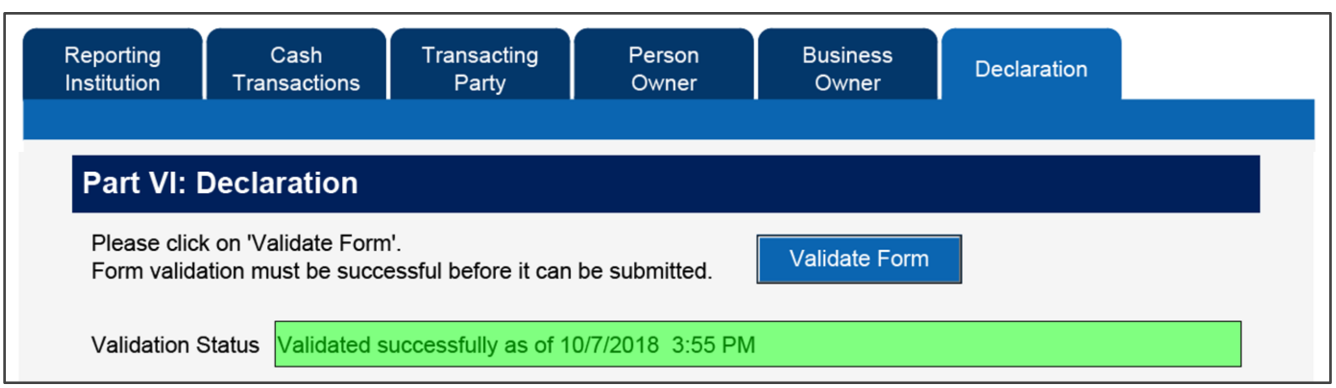
Submit CTRs on SONAR

Upload only validated CTR 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”



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



SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

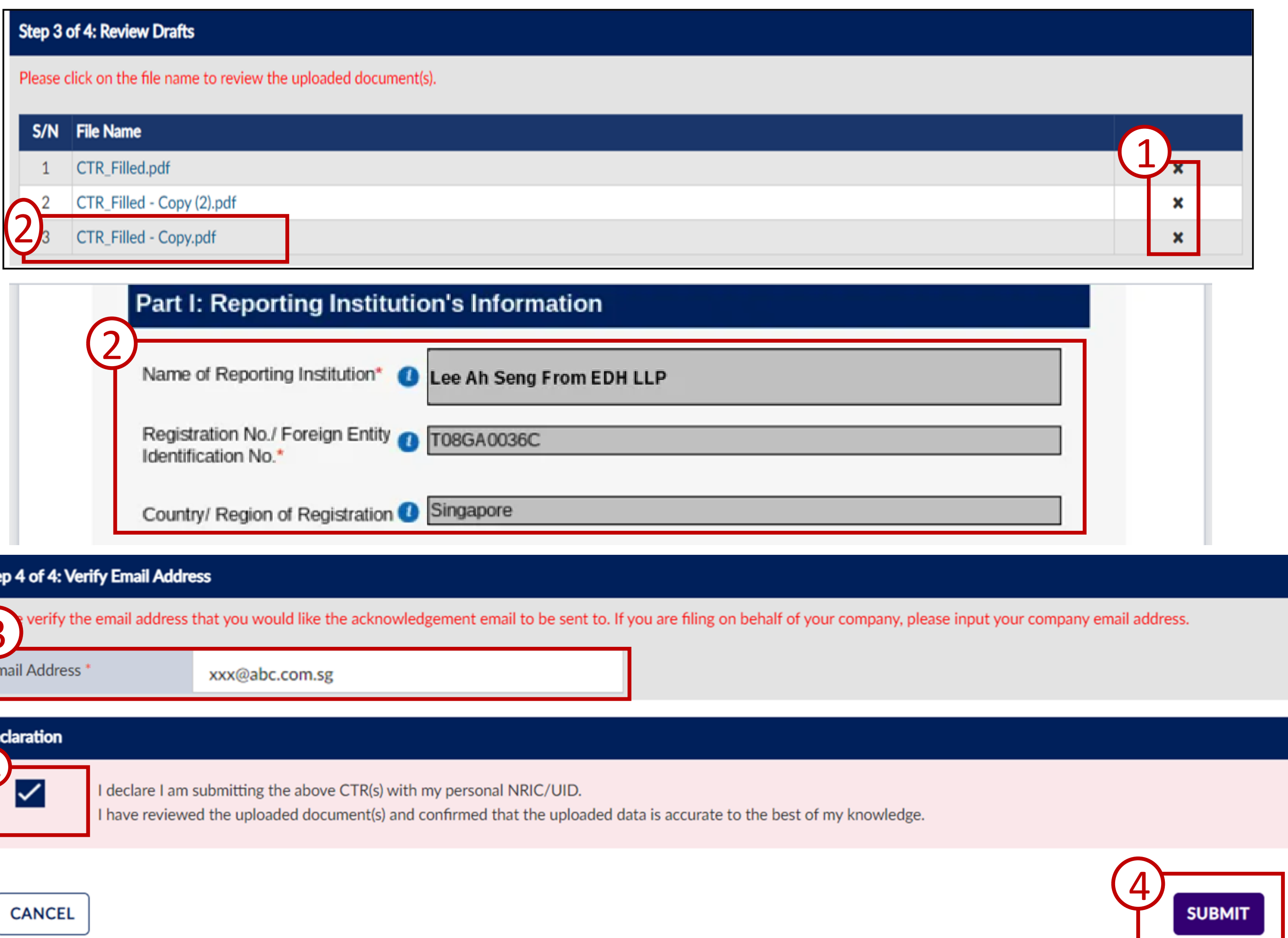
Submit CTRs on SONAR

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, Registration No./Foreign Entity Identification No. and Country/Region of Registration 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 CTR 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 f orm.



SUBMIT CASH TRANSACTION REPORTS (CTRs) – FORM NP 784

Submit CTRs 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 stating whether the submission was successful.

SONAR
STRO Online Notices And Reporting platform

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

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.
You are encouraged to retain a copy of the acknowledgment email, as well as to maintain and retain a separate record that accurately reflects the contents of the CTR filed with STRO.

You have successfully submitted the following report(s) via SONAR on **02 Apr 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-20240402-00009	02/04/2024 15:26:34	371209441	E000000081	R09CC5678L	Lee Ah Seng From EDH LLP	SXXXX325B	USER S9990326B	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.**

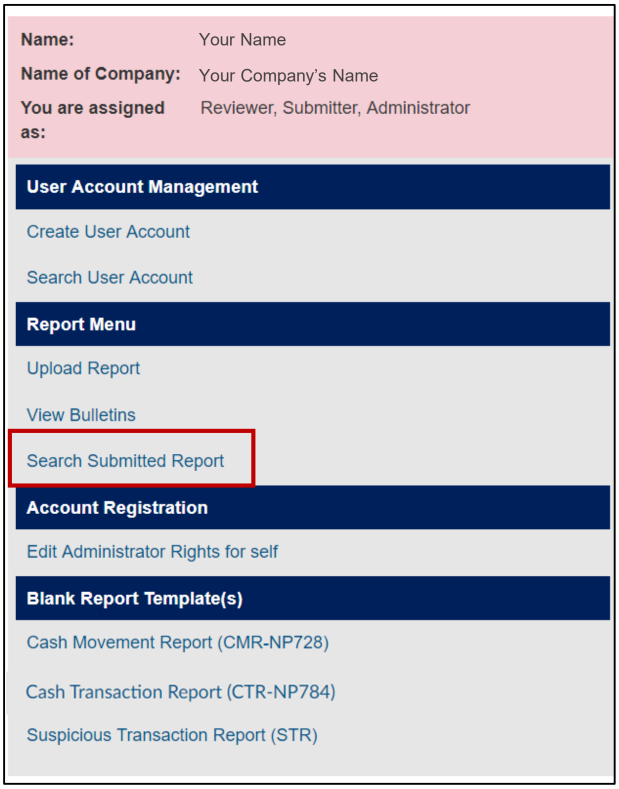
S/N	Submission Request ID	Date and time of submission	File Name	UEN	Company Name	Filer Name	Submission Status	Error Reason
1	SR-20240321-00009	21/03/2024 09:19:11	CTR_Filled - Copy.pdf	R09CC5678L	Lee Ah Seng From EDH LLP	USER 123	Failed	Experienced system connectivity issues. Please resubmit your report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

If you do not receive the acknowledgement email after 3-4 hours, you can email STRO at **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 AND VOID SUBMITTED REPORTS

Searching and Voiding Submitted Reports on SONAR

To retrieve a list of submitted CTRs and to void submitted reports, click on “Search Submitted Report” under the Report Menu.

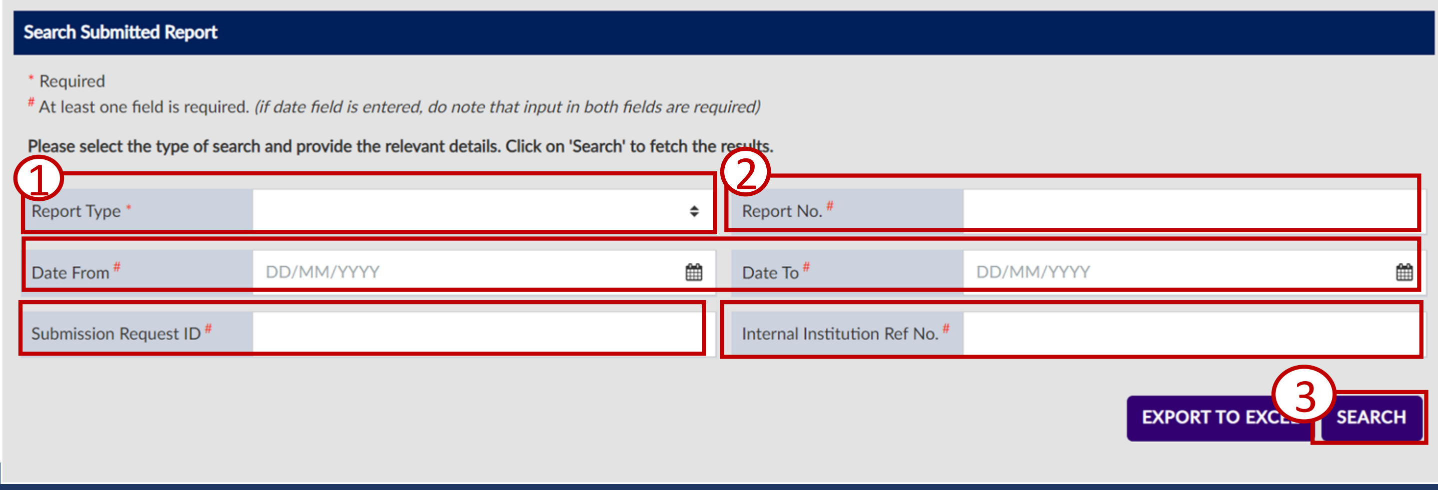


!

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 (Cash Transaction Reports)
2. Indicate **<u>either</u>** the Report No., date submitted, Submission Request ID **<u>or</u>** 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 AND VOID SUBMITTED REPORTS

Searching and Voiding Submitted Reports on SONAR

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

1. Click on the Report No. to view further details (E.g. Void Report information) or to void the CTR (able to void between the 3rd day and 8th day of submission)
2. Click "EXPORT TO EXCEL" to export the results into an Excel file

!

Illustration:
CTR E000000357 was submitted on **Monday**.
The report can be voided from **Wednesday to the next Monday**.

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 *	Cash Transaction Report (CTR-NP784)	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	1 E000043781	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 CTR

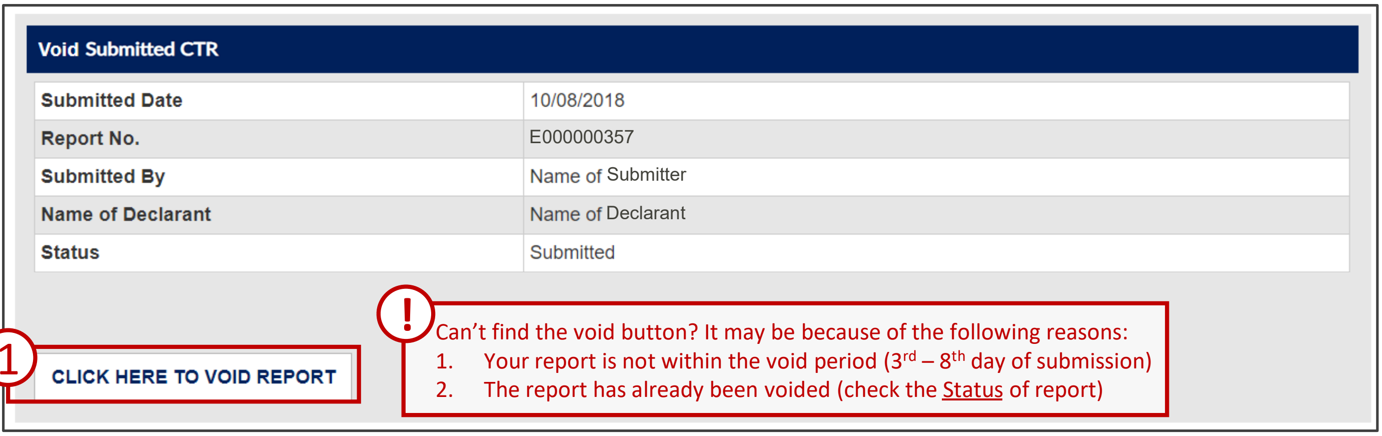
Submitted Date	13/03/2024
Report No.	E000043781
Submitted By	USER
Name of Declarant	USER
Status	Voided
1 Void Remarks	test to void
Void By	USER
Void Date	15/03/2024

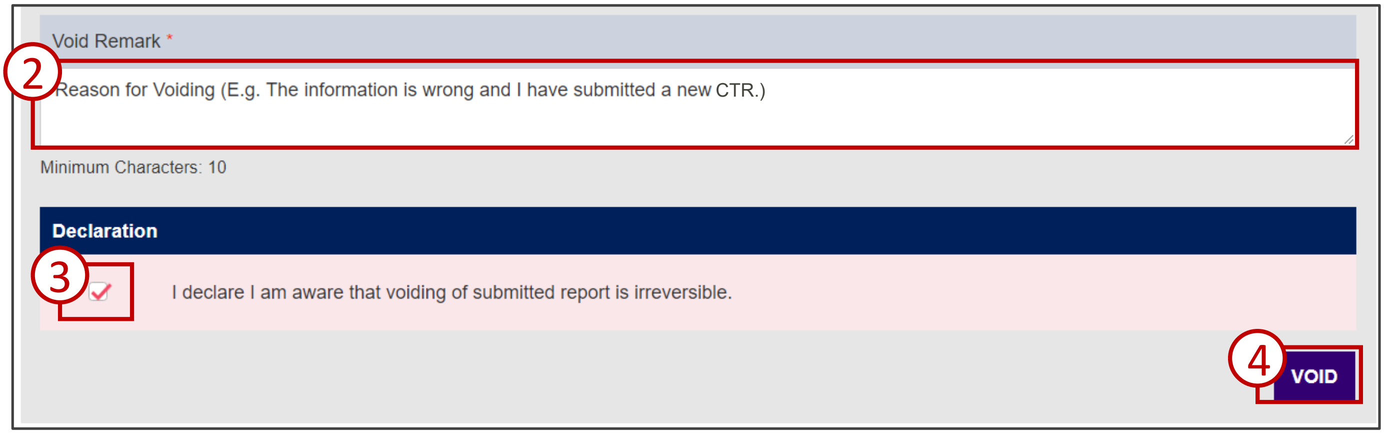
SEARCH AND VOID SUBMITTED REPORTS

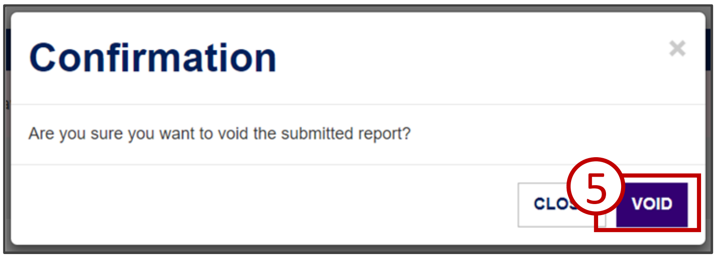
Searching and Voiding Submitted Reports on SONAR

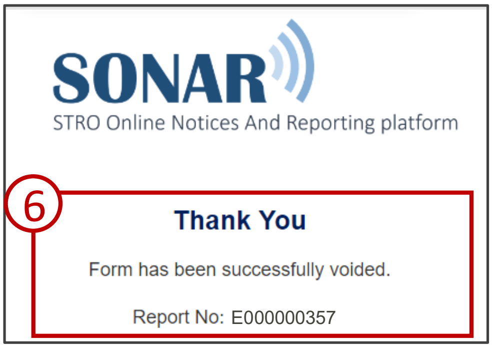
A void button will appear for CTRs that are within the voiding window period.

1. Click on "CLICK HERE TO VOID REPORT"
2. Enter your reason(s) for voiding the CTR
3. Check the declaration checkbox
4. Click "VOID"
5. Click "VOID" again in the confirmation prompt
6. You will receive a confirmation message on the next page





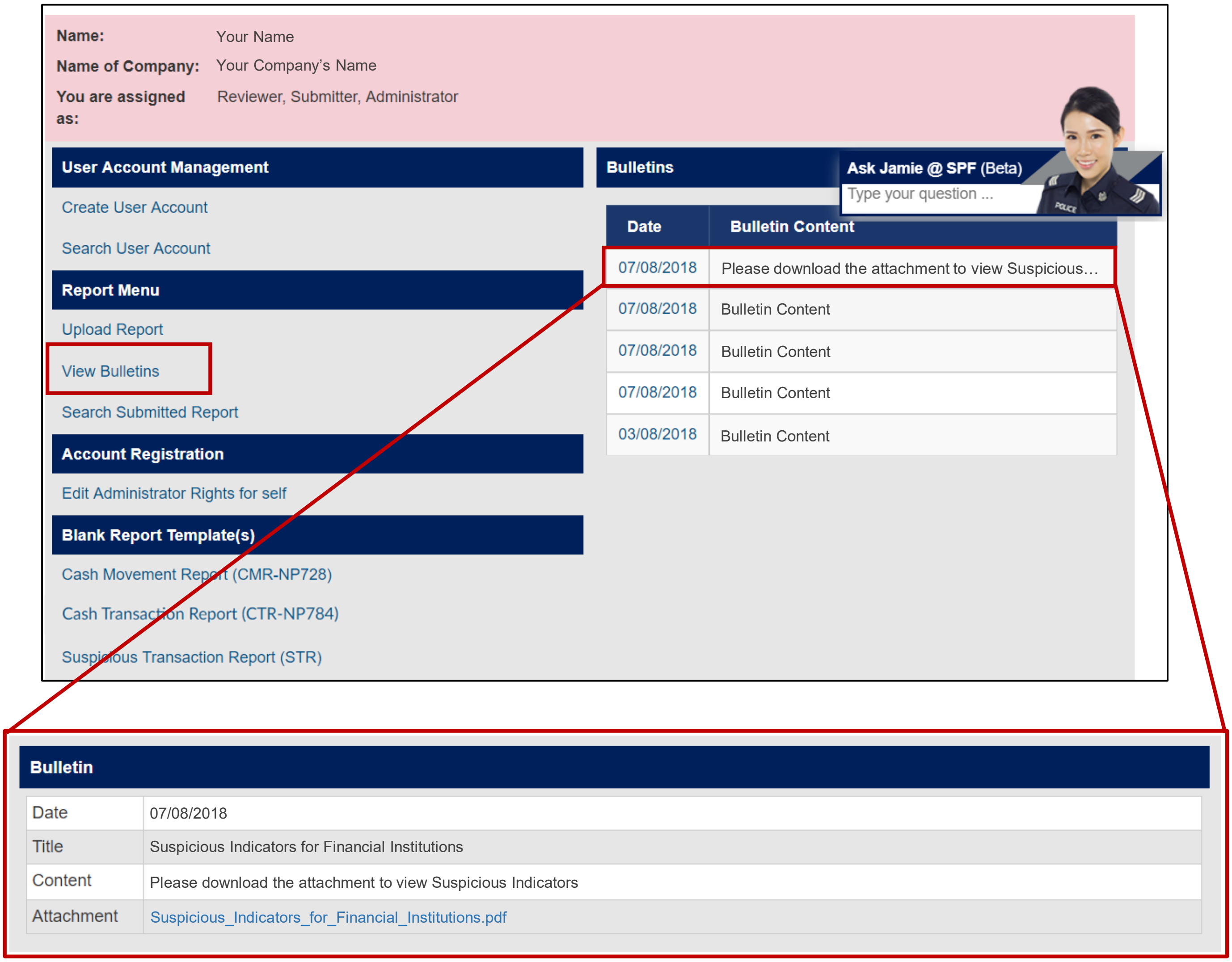




VIEW BULLETINS AND ALERTS

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.