



NCA

National Crime Agency

SAR Online User Guidance

This is a United Kingdom Financial Intelligence Unit (UKFIU) Guidance Note. It is produced in line with the National Crime Agency (NCA) commitment to share perspectives on the Suspicious Activity Reports (SARs) regime.

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Leading the UK's fight to cut serious and organised crime

SAR Online User Guidance

This guidance provides a quick walkthrough of the SAR Online registration process and its interface. **Use the quick links below to jump to the relevant sections.**

1. **What is SAR Online?**
2. **Register for SAR Online**
3. **Entering new user registration details**
4. **Activation codes**
5. **Activating SAR Online account**
6. **Navigating SAR Online**
7. **User administration page**
8. **Submitting a SAR**
 - Step 1 – SAR header
 - Step 2 – Main subject
 - Step 2 – Main legal entity
 - Step 3 – Associated subject
 - Step 4 – Transaction
 - Step 5 – Reason/submit
9. **SAR submission acknowledgement**
10. **SAR Online password reset**

1. What is SAR Online?

SAR Online is a secure web based system by which you can submit SARs to the NCA. Registering with SAR Online is a very simple process and ensures SARs are delivered directly to the NCA. This includes an activation process to create the account for the submission of SARs.

SAR Online is the NCA's preferred means of SARs submission and provides a standardised approach to structuring SARs that reporters may find useful. It is important to provide as much comprehensive detail as possible when registering.

Use of SAR Online is recommended as it will:

- provide you with an automated acknowledgement of receipt
- help you structure your SAR in the most helpful way, thereby improving processing time in the NCA
- give you the opportunity to flag the SAR as a request for a Defence Against Money Laundering (DAML).

There is a dedicated support team available during office hours (0900 to 1700) to deal with any SAR Online enquiries; it is contactable on **020 7238 8282**, selecting **option 2** or **3**. Alternatively, you can also email ukfiusars@nca.x.gsi.gov.uk

Further support is available on the NCA website (www.nationalcrimeagency.gov.uk) or through your regulator or professional body.

2. Register for SAR Online

- 2.1 To register for SAR Online navigate to the SAR Online web portal. This can be accessed via the NCA's website (www.nationalcrimeagency.gov.uk).
- 2.2 Click on **'Reporting SARs'** in the top right hand corner (**Note: if using a mobile or tablet device the link may appear at the bottom of the homepage**).
- 2.3 The optimum browser for using SAR Online is Microsoft Internet Explorer. Mozilla Firefox and Google Chrome have been tested and do work with the site. To minimise any potential browser issues we recommend you use the latest version of Microsoft Internet Explorer.
- 2.4 Please read the information on the landing page of SAR Online; it may help answer any questions you have. Once you have read the landing page click on **'Register'** (Figure 1).

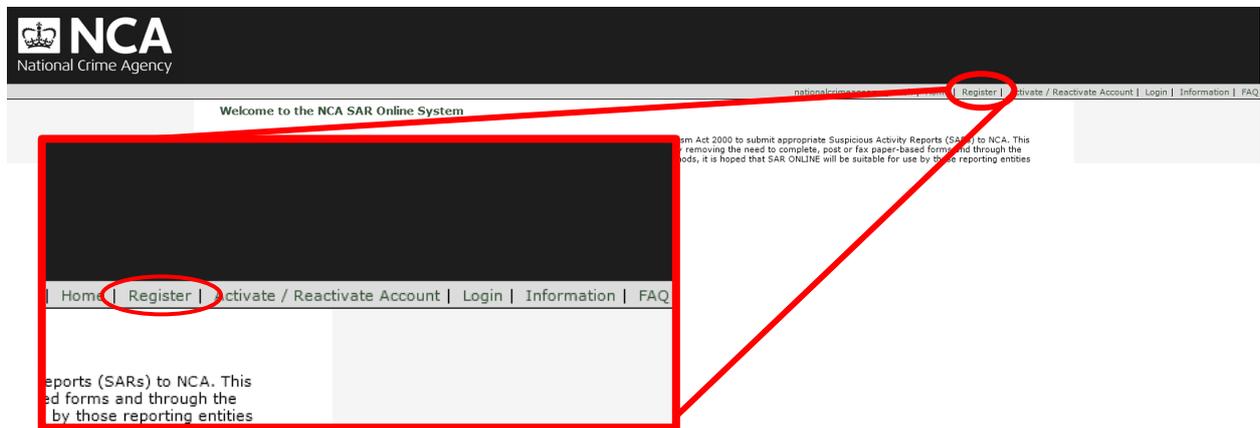


Figure 1 – Registration button

- 2.5 The next page offers more information specific to the registration process. Once you have read this information you can click on **'Proceed to Registration'** (Figure 2).
- 2.6 Throughout the Registration and Activation process, hints will be visible on the right hand side of the page (Figure 2, box highlighted in red).

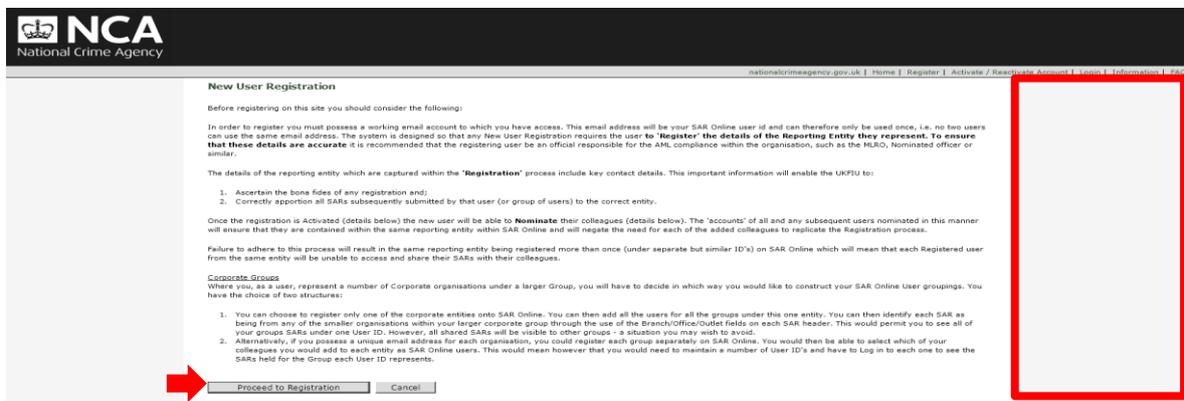


Figure 2 – New user registration

3. Entering new user registration details

- 3.1 On the 'New User Registration' page, please enter an email address which is not currently associated with an active SAR Online account. This email address will act as your username for SAR Online. It may be more convenient to register using a group email as all correspondence between the NCA and the reporter will be made using this email address.
- 3.2 When the email address has been entered and confirmed, you will then need to enter the five digit disguised code and click '**Register**' (Figure 3). (**Note: if the disguised code does not appear, refresh the page by pressing F5**).

Figure 3 - New user registration

- 3.3 You will then need to enter the details of the company you are registering (Figure 4, Box Highlighted in Red) and the main contact details for the individual who is to be the main point of contact (Figure 4, Box Highlighted in Blue). (**Note: include as much information as possible; the fields marked with a red asterisk are mandatory and must be filled in, otherwise the registration will be not be processed**).

Figure 4 - Reporting institution registration

3.4 Reporting institution registration

Reporting institution details:

- a. **Reporting institution name:** Enter the name of the organisation you are reporting under, i.e. Big Bank Plc. If you are a private individual, enter your personal name. (Note: please do not enter your regulators name and/or agency names (i.e. NCA, HMRC, DWP etc.), unless you are submitting a report under these organisations).
- b. **Type:** Select the category the organisation falls under, i.e. bank. If you are a private individual, select any of the following from the dropdown menu: 'Private Individual', 'Other' or 'Unknown'. (Note: please do not register for an account using your personal email address (i.e. userone@hotmail.com) when acting on behalf of an organisation).
- c. **Regulator:** Select the regulating authority of your organisation, i.e. Financial Conduct Authority. If you are not regulated or if you are submitting as a private individual, select 'Other' from the dropdown menu.
- d. **Regulator ID:** Enter your regulator ID, (if not known or if you do not have one, leave blank).
- e. **Professional/trade body:** Select the professional/trade body your organisation is a member of, i.e. Financial Conduct Authority, (if not known or if you do not have one, leave blank).
- f. **Professional/trade body ID:** Enter your professional/trade body ID, (if not known or if you do not have one, leave blank).
- g. **Additional information/comments:** Enter any additional details that you would like to disclose to us. (Note: please do not enter your reason for suspicion here).

Main contact details:

- a. **Surname:** Enter the main contact's surname.
- b. **Forename:** Enter the main contact's forename.
- c. **Position:** Select the main contact's position within the organisation, i.e. MLRO. If you are a private individual, simply enter 'Private Individual' in this field.
- d. **Address 1-5:** Enter the organisation's address. If you are a private individual, enter your residential address. (Note: Please ensure that the address entered is complete and accurate).
- e. **Postcode:** Enter the postcode.

- f. **Phone number:** Enter a phone number for the main contact. (Note: Please ensure that the phone number provided is complete and accurate).
- g. **Fax number:** Enter a fax number (if you do not have one, leave blank).
- h. **Email address:** This field should have been automatically populated with the email entered on 3.2. (Note: you do have the choice to continue with this email or amend this field with another registration email).

Alternative contact details:

- a. **Surname:** Enter the alternative contact's surname.
- b. **Forename:** Enter the alternative contact's forename.
- c. **Position:** Select the alternative contact's position within the organisation, i.e. Deputy MLRO.
- d. **Address 1-5:** Enter the organisation's address if different to the address details provided for the main contact.
- e. **Postcode:** Enter the postcode if different to the postcode details provided for the main contact.
- f. **Phone number:** Enter a phone number for the alternative contact. (Note: Please ensure that the phone number provided is complete and accurate).
- g. **Fax number:** Enter a fax number (if you do not have one leave blank).
- h. **Email address:** Enter the alternative contact's email address.

3.5 Upon completion, if you are happy that the details are accurate, click on '**Register**'. A 'Success' page should then be displayed (Figure 5).

3.6 Should any of the main contact details change in the future, a new account containing these updated details must be registered. Note: we can change/update email addresses for main contacts as long as the main contact is the registered user of the account. If the individual who is the main contact is to retire or change roles within the organisation, the new main contact will need to register for a new SAR Online account.

4. Activation codes

- 4.1 The 'Success' page includes your '**Activation Code 1**'; please ensure that you either print or take note of this code as it appears on the screen, as the codes are **case-sensitive**. This code cannot be retrieved at a later time.

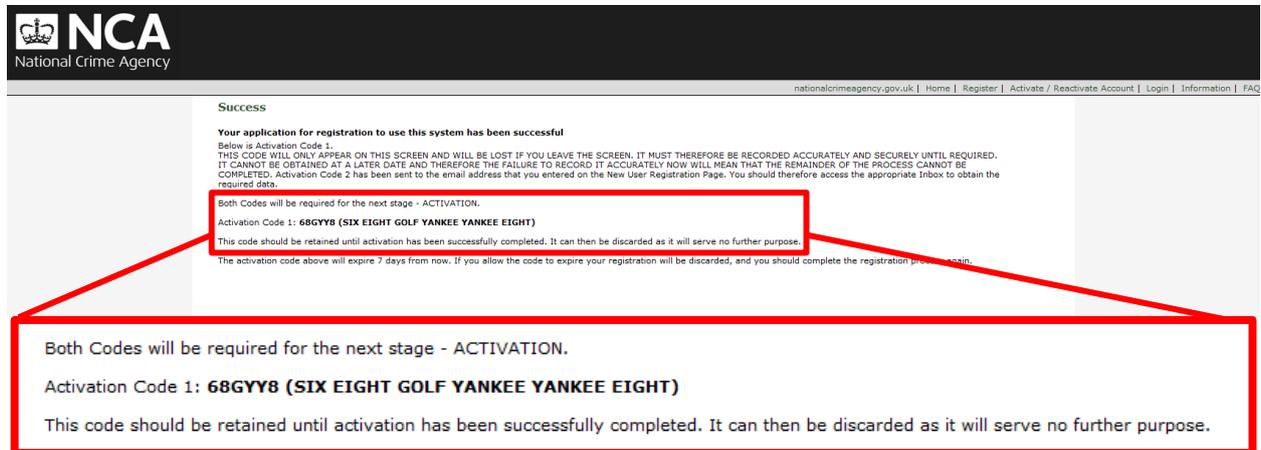


Figure 5 - Registration success screen

- 4.2 '**Activation Code 2**' should be emailed to you within 45 minutes. If you do not receive your 'Activation Code 2' email, please first check your junk/spam folder. If not, please contact the SAR Online Support Team on ukfiusers@nca.x.gsi.gov.uk, stating the date, time and the email address you used to register. We will then retrieve your 'Activation Code 2' email for you. **(Note: Activation codes are only valid for seven calendar days from the date of their creation).**
- 4.3 When you have received your 'Activation Code 2' email (Figure 6), you can then move on to activating your SAR Online account.

-----Original Message-----

From:
Sent: 24 November 2016 14:27
To:
Subject: New User - Activation Code 2

Dear Sir / Madam

Your Registration of _____ on the SAR Online System has been recorded. You can now progress to the Activation stage of the process. To do this you will need both parts of the activation code.

The first part, 'Your Activation Code 1', was provided to you, on screen, at the end of the Registration Process.

The second part, 'Your Activation Code 2' is provided by this e-mail. It is

CrG4X1 (CHARLIE romeo GOLF FOUR X-RAY ONE)

To Activate your registration you will need to return to the SAR Online System web page and select the 'Activate' icon. You will then be required to enter the two codes as appropriate. It is important to note that both parts of the Activation Code are case sensitive and deliberately contain a combination of lower & upper case characters and numbers. They must be entered in the exact manner as they appear on the screen.

Following Activation you should use the Help and Icons available online to navigate the website.

SAR Online System Administrator.

Figure 6 - 'Activation Code 2' email

5. Activating SAR Online account

- 5.1 To activate a SAR Online account click on '**Activate/Reactivate Account**'. Enter the registered email address followed by the activation codes and the disguised code in their respective boxes and click '**Activate**' (Figure 7).

Figure 7 - Activate/re-activate screen

- 5.2 You can then set your personal user details, including your password and password hint. (**Note: Passwords must be between eight and 15 characters long and contain a mix of UPPERCASE, lowercase and numbers. They should not contain any symbols, i.e. '- / _ %'**).

Figure 8 - User registration screen

- 5.3 Once you are happy with your details set, click 'Submit' (Figure 8). You will then be automatically logged on to SAR Online.

6. Navigating SAR Online

6.1 When you log on to SAR Online you will be presented with a landing page (Figure 9).

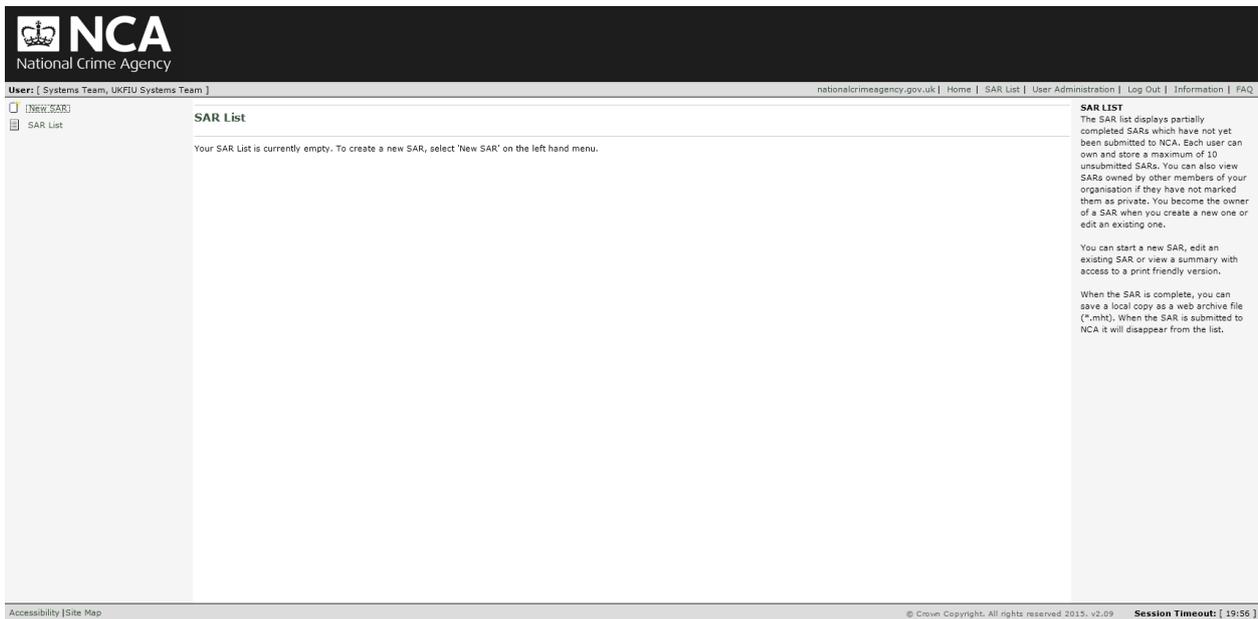


Figure 9 - SAR Online landing page

6.2 At the top of the page you will find a simple, easy to navigate menu bar (Figure 10).

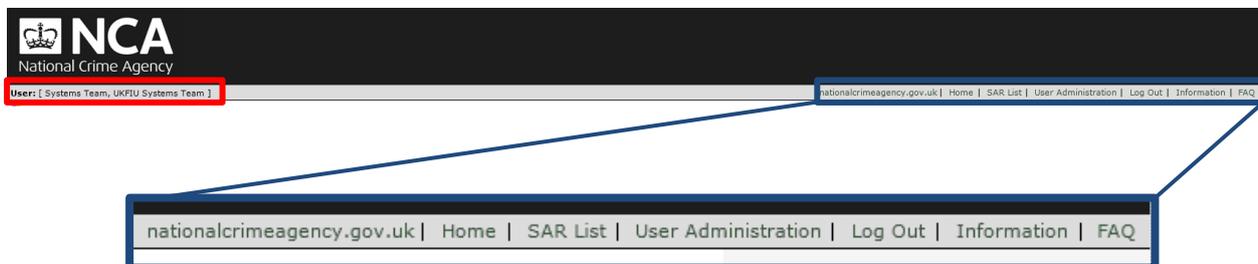


Figure 10 - SAR Online landing page

6.3 On the left it should show the account's registered user and the organisation (Figure 10, Box Highlighted in Red).

6.4 On the right, you have the following options:

1. **The NCA Website:** this should take you back to the NCA website.
2. **Home:** this will navigate you back to the SAR Online landing page.
3. **SAR List:** this will navigate you to your SAR List.
4. **User Administration:** this will navigate you to your account details.
5. **Log Out:** this will log you out of SAR Online.
6. **Information:** this will list a few important items of information, i.e. terms and conditions.
7. **FAQ:** this will list some of the frequently asked questions.

6.5 At the bottom, you will find a site footer which contains (Figure 9):

1. **Accessibility:** this will show all of the keyboard shortcuts that can be used to navigate SAR Online.
2. **Site Map:** this will display a Welcome Page with all the available pages on SAR Online, as well as a process map of SAR Online.
3. **Session Timeout:** this displays the amount of time you have until SAR Online times out, logging you out of SAR Online.

7. User administration page

7.1 The User Administration section allows you to change your password, nominate users and delete users.

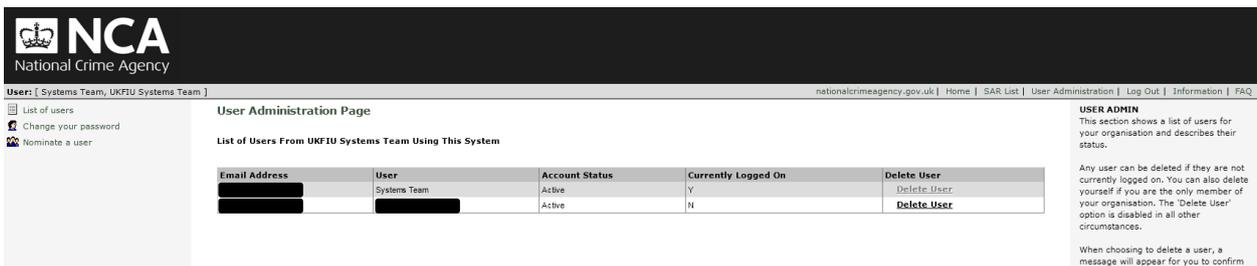


Figure 11 - User administration page

7.2 On the left, you will be presented with three options (Figure 11):

1. **List of users:** this will navigate you to a list of all your nominated users. Within this page, you can delete users that are nominated on your account. To delete a user:
 - a. Click 'Delete User' on the user you wish to remove (Figure 12)

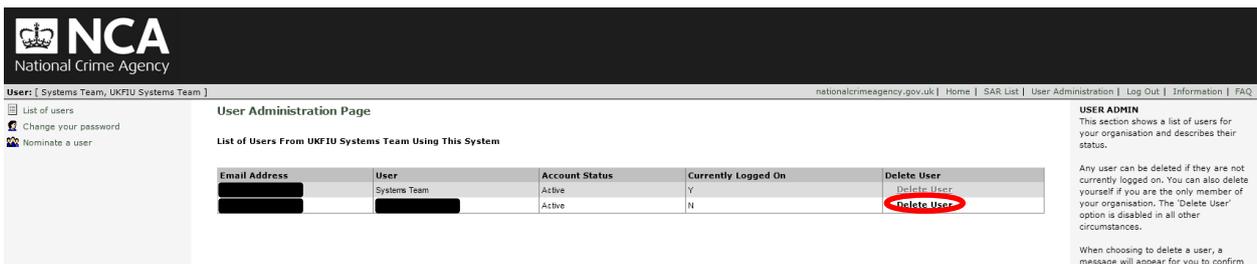


Figure 12 – Delete user button

- b. You will be presented with the following confirmation command (Figure 13):

Please note: By deleting the selected user, you will also lose access to the private SARs (if any) owned by them. It is therefore suggested that, if possible, you ask the user to convert their SARs to 'Shared' before you delete their account.

Please select 'Yes' button if you still wish to go ahead with the deletion of user.

- c. We recommend that all private SARs are converted to 'Shared' before confirming deletions.

- d. Once you are happy and in agreement with the above statement, click 'Yes' (Figure 13).

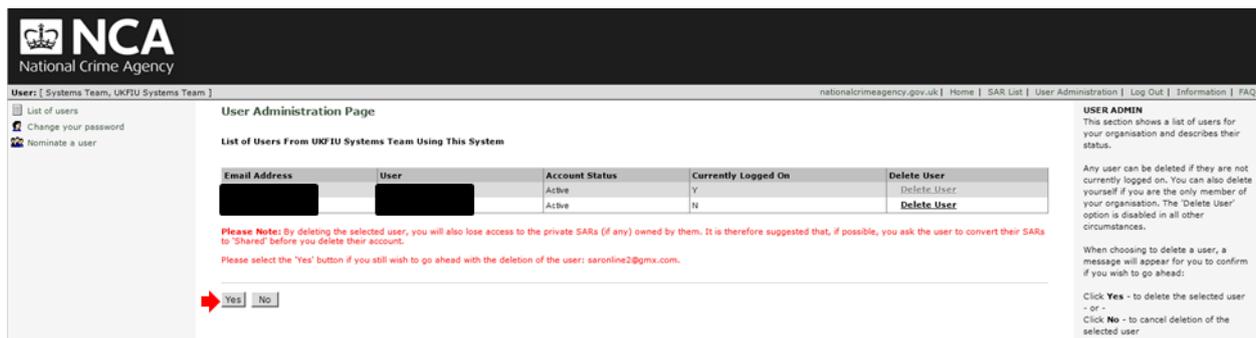


Figure 13 – Delete user confirmation

2. **Change your password:** this will allow you to change your account password (Figure 14). To change your password:
 - a. Enter your current password in the top box.
 - b. Enter your new password. (**Note: Passwords must be between eight and 15 characters long and contain a mix of UPPERCASE, lowercase, and numbers, should not contain any symbols, i.e. '- / _ %'**).
 - c. Confirm your new password.
 - d. Enter a password hint. (**Note: Do not type your password as a password hint**).

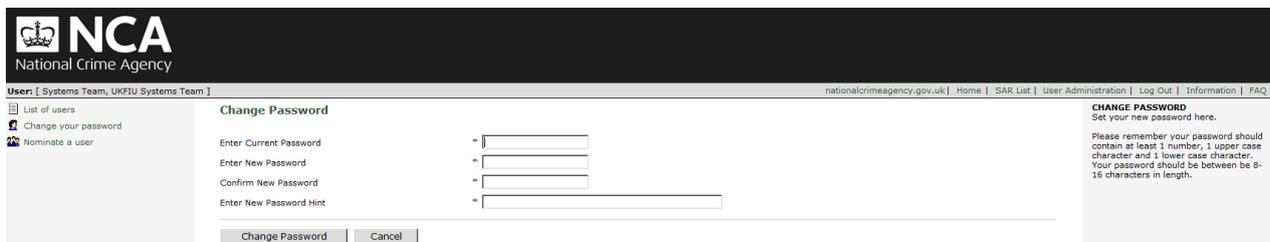


Figure 14 – Change password

3. **Nominate a user:** this will allow you to nominate a user for access to SAR Online (Figure 15). To nominate a user:
 - a. Enter the email address of the user you wish to nominate.
 - b. Confirm the email address.
 - c. Click '**Submit Nomination**'.



Figure 15 – Nominate user

8. Submitting a SAR

- 8.1 Click on 'SAR List' on the menu bar.
- 8.2 On the left, click 'New SAR' (Figure 16).



Figure 16 – New SAR

- 8.3 In order to submit a SAR, there are five steps to complete. These steps can be found on the SAR header (Figure 17). **Please Note: you will need to complete all fields marked with the red asterisks; all other fields can be left blank if you do not have the needed information.**

SAR Online has an automatic timeout session of 20 minutes. You should save your work at regular intervals to re-set the timeout clock before the session expires. The 'Save' and 'Save and Exit' option is available on every screen. There will be a notification warning you of pending timeout; you will be provided with five minutes to save the session.



Figure 17 – Steps to complete

8.4 Step 1 – SAR header

SAR Header

Your Reference: *

SAR Type: *

SAR Creation Date: *

Related Disclosure IDs:

Consent Required:

Reporting Institution: *

Branch/Office/Outlet: *

SAR Access Level: *

Save Save and Exit

When you have completed this page, proceed to step 2.

step 2 >>

Figure 18 – SAR header

- a. **Your reference:** Enter a reference for personal use. This will allow ease of identifying a report.
- b. **SAR type:** Select the category the report falls under, i.e. Proceeds of Crime or Terrorism.
- c. **SAR creation date:** Enter the date of when you created the SAR. This will be the day you start filling out the SAR submission steps.
- d. **Related disclosure IDs:** If this is a SAR in relation to a previous SAR that was submitted, enter the previous SARs Unique Reference Numbers (URNs) in this field (maximum of three SAR URNs).
- e. **Consent required:** Check this box if you wish to seek a defence from the NCA to a principal money laundering offence (sections 327-329 Proceeds of Crime Act 2002 ['POCA']) under sections 335 and 336 of the POCA and/or a terrorist financing offence (sections 15-18 Terrorism Act 2000 ['TACT']) under section 21ZA of the TACT.
- f. **Reporting institution:** This would have been entered automatically. It shows the institution under which you are reporting, i.e. Big Bank PLC.
- g. **Branch/office/outlet:** Enter the branch, office or outlet in which the reporter is located.
- h. **SAR access level:** Select whether you would like this SAR to be private (only accessible to the reporter) or shared (accessible to all users).

Once you are happy with all information provided, click '**step 2 >>**' to proceed to the next step.

8.5 Step 2 – Main subject

- a. Select whether the main subject is a person or a legal entity (Figure 19). **Please note: you can only have one main subject; any other subjects will fall under associated subject.**

Is the Main Subject a Person or a Legal Entity?

Figure 19 – Main subject

Main person (Figure 20):

- a. **Subject status:** Select whether the person in question is a suspect, victim or unknown.

- b. **Surname:** Enter the subject's surname.
- c. **Forename:** Enter the subject's forename (if not known, leave blank).
- d. **Other names:** Enter any other name(s) that the subject is also known as.
- e. **Title:** Enter the title of the subject, i.e. Mr.
- f. **Date of birth:** Enter the subject's date of birth as 'dd-mm-yyyy' (if not known, leave blank).
- g. **Gender:** Select the subject's gender i.e. male.
- h. **Occupation:** Enter the subject's occupation (if not known, leave blank)

Figure 20 – Main person

- i. If you have an address for the subject or any other information, select the appropriate 'Add addresses or additional information' (Figure 21). If you do not have any additional information, click '**step 3 >>**' to proceed to the next step.

Figure 21 – Main person

Address details (Figure 22):

- a. **House number/name:** Enter the house number or name of the property.
- b. **Street:** Enter the name of the street.
- c. **City/town:** Enter the city or town, i.e. London.
- d. **City/town/county:** Enter the city, town or county, i.e. Greater London.

- e. **Country:** Enter the country, i.e. United Kingdom.
- f. **Postcode:** Enter the postcode.
- g. **Address type:** Select from the drop down the appropriate type, i.e. home address.
- h. **Current address:** Check this box if the subject currently resides in the address entered; if not uncheck this box.

Figure 22 – Address details

- i. If you have another address for the subject or any other information, select the appropriate 'Add another address or additional information' (Figure 23). If you do not have any additional information, click '**step 3 >>**' to proceed to the next step.

Figure 23 – Main person

Information details (Figure 24):

- a. **Information type:** Select from the drop down the appropriate, i.e. mobile number.
- b. **Unique information identifier:** Enter the details here, i.e. if you have chosen mobile number., enter the number in this field.
- c. **Extra information description:** Enter any additional details here that are associated to the above information, i.e. a UK based mobile number.

Figure 24 – Information details

- d. If you have any other information, select the appropriate 'Add More Info' (Figure 25). If you do not have any additional information, click '**step 3 >>**' to proceed to the next step.

Do you have any further Information or an Address for this Subject ? If not proceed to Step 3 .

Add More Info

Add Address

step 3 >>

Figure 25 – Main person

8.6 Step 2 – Main legal entity

- a. Select whether the main subject is a person or a legal entity (Figure 19). **Please note: you can only have one main subject; any other subjects will fall under associated subject.**

Main legal entity (Figure 26):

- a. **Subject status:** Select whether the entity in question is a suspect, victim or unknown.
- b. **Legal entity name:** Enter the entity's name.
- c. **Legal entity number:** Enter the entity's registered number, i.e. UK Enterprises registered under Companies House will have a unique registration number (if not known, leave blank).
- d. **VAT number:** Enter the entity's VAT number (if not known, leave blank).
- e. **Business type:** Enter the type of business the entity is, i.e. solicitors.
- f. **Country of registration:** Select the country where the entity is registered, i.e. United Kingdom.

What do you know about the Main Legal Entity?

Subject Status:	<input type="text"/>
Legal Entity Name:	<input type="text"/>
Legal Entity Number:	<input type="text"/>
VAT Number:	<input type="text"/>
Business Type:	<input type="text"/>
Country of Registration:	<input type="text"/>

Save

Save and Exit

Figure 26 – Main legal entity

- g. If you have an address for the subject or any other information, select the appropriate 'Add address or additional information' (Figure 27). If you do not have any additional information, click '**step 3 >>**' to proceed to the next step.

Do you have Addresses or Additional Information for this Legal Entity ? If not, proceed to step 3 .

Figure 27 – Main legal entity

Address details (Figure 28):

- a. **House number/name:** Enter the house number or name of the property.
- b. **Street:** Enter the name of the street.
- c. **City/town:** Enter the city or town, i.e. London.
- d. **City/town/county:** Enter the city, town or county, i.e. Greater London.
- e. **Country:** Enter the country, i.e. United Kingdom.
- f. **Postcode:** Enter the postcode.
- g. **Address type:** Select from the drop down the appropriate, i.e. registered office.
- h. **Current address:** Check this box if the subject currently trades in the address entered (if not uncheck this box).

Enter the address details

House Number/Name:

Street:

City/Town:

City/Town/County:

Country:

Post Code:

Address Type:

Current Address:

Figure 28 – Address details

- a. If you have another address for the subject or any other information, select the appropriate 'Add another address or additional information' (Figure 29). If you do not have any additional information, click '**step 3 >>**' to proceed to the next step.

Do you have another Address or additional Information for this Subject ? If not, proceed to Step 3 .

Figure 29 – Main person

Information details (Figure 30):

- a. **Information Type:** Select from the drop down the appropriate, i.e. mobile number.
- b. **Unique information identifier:** Enter the details here, i.e. if you have chosen mobile number, enter the number in this field.
- c. **Extra information description:** Enter any additional details that are associated to the above information here, i.e. a UK based mobile number.

Figure 30 – Information details

- d. If you have any other information, select the appropriate 'Add More Info' (Figure 31). If you do not have any additional information, click '**step 3 >>**' to proceed to the next step.

Figure 31 – Main person

8.7 Step 3 – Associated subject

- a. If there are associated subjects, select whether the associated subject is a person or a legal entity (Figure 32), if not click '**step 4 >>**' to proceed to the next step.

Are there any Associated Subject(s)? If not, proceed to step 4

Figure 32 – Associated subject

Associated subject:

- a. This section is near identical to the steps taken when completing 'Step 2 – Main subject', except for two differences. (Please refer back to see how to complete if you are unsure).
- b. The first difference with 'Step 3 – Associated Subject' is the 'Reason for association' field (figure 33).
- c. **Reason for association:** Enter the link between the main subject and the associated subject here. **Note: do not use any special**

characters or symbols in this field (i.e. %, *, !, &), as it will cause a data processing failure and your SAR will not be entered into the database.

Reason for association:

Figure 33 – Reason for association

- d. The second difference with 'Step 3 – Associated Subject' is the ability to add multiple associated subjects. Unlike 'Step 2', you are not limited to one subject (Figure 34).

Do you have Addresses or Additional Information for this Legal Entity, or another Associated Subject ? If not, proceed to step 4 .

Figure 34 – Additional subjects

8.8 Step 4 – Transaction

If you have access to transaction history and transaction details, you can enter all details in this step. **Please Note: This is not a mandatory step and can be skipped. To skip, firstly clear any data you might have entered and then click, 'Step 5 >>' to proceed to the next step.**

Box 1 – What are the details of the transaction?

- Date:** Enter the date of the transaction.
- Amount:** Enter the amount of the transaction.
- Currency:** Select from the drop down menu which currency the transaction is in, i.e. GBP (Pound Sterling).
- Credit/debit:** Select from the drop down menu whether the transaction was a credit or debit.
- Type:** Select from the drop down menu the type of transaction it is, i.e. cash.
- Notes:** Add any additional notes that you might have, i.e. if the payment was for accountancy services.

Box 2 – What are the details of this subject's account?

- Account holder:** Name of the account holder (this would be in the name of the main subject).
- Account number:** Main subject's bank account number.
- Institution name:** Name of the banking institution, i.e. Big Bank PLC.

- d. **Sort code:** Banking institution's sort code (if not known, leave blank).
- e. **Date opened:** Date the account was opened.
- f. **Date closed:** Date the account was closed (if still active, leave blank).
- g. **Account balance:** Amount of capital left in the account.
- h. **Balance date:** Date of when the balance was taken.
- i. **Turnover credit:** If you have knowledge of this please enter as appropriate.
- j. **Turnover debit:** If you have knowledge of this please enter as appropriate.
- k. **Turnover period:** Period during which these transactions happened (relates to 'i' and 'j').

Box 3 – What are the details of the third party account?

- a. **Account holder:** Select the subject from the drop down menu (this will list the main subject and all associates).
- b. **Account number:** Enter the bank account number.
- c. **Institution name:** Name of the banking institution, i.e. Big Bank PLC.
- d. **Sort code:** Banking institution's sort code (if not known, leave blank).

If you have more than one transactions, click '**Add Another Transaction**' (Figure 35, Red Arrow); if not please click '**step 5>>**' to proceed to the final step.

What are the details of the Transaction?

Date: --
Amount: Currency:
Credit/Debit: Type:
Notes:
(max 1000 characters)

What are the details of this subject's Account?

Account Holder:
Account Number:
Institution Name:
Sort Code:
Date Opened: -- Date Closed: --
Account Balance: Balance Date: --
Turnover Credit: Turnover Debit:
Turnover period:

What are the details of the 3rd Party Account?

Account Holder:
Account Number:
Institution Name:
Sort Code:

Save Save and Exit

Do you have more Transactions? If not proceed to Step 5

Add Another Transaction step 5 >>

Figure 35 – Transaction

8.9 Step 5 – Reason/submit

- a. **What is your reason for suspicion/knowledge?** Provide as much detail as possible on why you are submitting this report, outlining the suspected money laundering activity and how all subjects entered are involved. **Note: Use of certain characters or symbols within this field can cause an Elmer data processing failure and your SAR may not be entered into the database. Please ensure that your reason for suspicion field contains standard text formatting and doesn't contain for example URLs (<http://www.>), symbols (>, *, ~, #).**

If the SAR you are submitting is a DAML, please ensure that it adheres to the following criteria:

Necessary Information:

- I. the information or other matter which gives the basis for your knowledge or suspicion;
- II. a description of the property that you know, suspect or believe is criminal property; and
- III. a description of the prohibited act for which you seek a defence.

If your knowledge or suspicion has come to you in the course of a business in the regulated sector, your SAR should also contain the following:

- IV. the identity of the person or persons you know or suspect is involved in money laundering if you know it;
- V. the whereabouts of the property you know or suspect is criminal property so far as you know it; and

- VI. if you do not know (iv) and/or (v), any information you have which you believe or it is reasonable to expect you to believe may assist in identifying (iv) or (v) or both.

Note: The NCA will not provide any form of advice on what to disclose in your report; it must be completed after careful consideration by the reporter. Guides are available on the NCA website to help you through this process, i.e. 'Guidance on Submitting Better Quality SARs'.

- b. **Reason activity assessment:** Check the appropriate option; if not known/unavailable, please leave unchecked.
- c. Once you are happy with all the details provided, you are ready to submit your SAR. To submit, click '**Submit SAR>>**' (Figure 36, Red Arrow).

The screenshot shows a web form for submitting a SAR. At the top, there is a text input field labeled "What is your Reason for Suspicion/Knowledge?". Below this field is a note "(max 8000 characters)". Underneath is a section titled "Report Activity Assessment" with several checkboxes: "Drugs", "Missing Trader, Inter Community (VAT) fraud", "Immigration", "Tobacco/Alcohol Excise Fraud", "Personal Tax Fraud", "Corporate Tax Fraud", and "Market Abuse Directive". At the bottom of this section are three buttons: "Save", "Save and Exit", and "Delete this SAR". Below the checkboxes is a horizontal line, followed by the text "When you have completed this page, proceed to the SAR submission page." At the very bottom, there is a button labeled "Submit SAR >>" with a red arrow pointing to it from the left.

Figure 36 – Reason/submit

- d. You will be presented with a 'Check SAR details and retain a copy' screen. Please read through this and ensure that all details are as accurate as possible. Before your final submission we advise that you print a copy for reference. Please note that we do not provide copies of SARs as once we receive a SAR it is classified as restricted data.
- e. When you are ready, click '**Submit SAR**' (Figure 37, Red Arrow).

Check SAR details and retain a copy

Before submitting a SAR to NCA, please take the time to check that the details are correct.

You have the following options:

-  **View** a summary of the SAR. (Please note that you will not be able to edit the data displayed on screen within the view function. However, the use of the Disclosure Map on the left hand side will allow you to edit data within any selected branch).
-  **Print**. Click on the print icon to open a print friendly format in a new browser window. You can print a hard copy by selecting 'File' then 'Print' from the browser menu bar.
-  **Save** as a web archive file (*.mht). If you are using Internet Explorer you can save a local copy of a web page exactly as it appears on the screen. You will need to follow these steps:
 - Click on the the save icon to open the document in a new browser window.
 - Select 'File' then 'Save As...' from the browser menu bar.
 - The 'Save Web Page' dialogue box opens. There are a number of drop down lists which must be populated. They are labelled as follows:
 - **Save In:** Browse to a suitable location on your PC where you would like to save the file.
 - **File name:** Enter the name you would like to save the file as.
 - **Save as Type:** Select 'Web Archive, single file (*.mht)'.
 - Click 'Save'.

Submit SAR

Submit this SAR to the FIU. Before you submit this SAR ensure you have saved or printed a copy. Once submitted it will disappear from the SAR List and be irretrievable.



Figure 37 – Final submission

9. SAR submission acknowledgement

9.1 Once you have submitted your SAR you will receive a submission acknowledgement email (Figure 38).

From:
Sent: 20 December 2016 15:25
To: Systems Team
Subject: SAR Online Reference: [500000]

[OFFICIAL]

Dear Sir / Madam,

The SAR which you submitted under the references **SAR Online reference [500000]** and Your Ref [Test SAR] has been successfully received into the SAR database and has been allocated an **Unique Reference Number (URN) which is [3000000]**. This URN should be quoted in any correspondence you have with the NCA FIU in which you refer to this report.

Please note that the SAR Online reference is now effectively replaced by the SAR database URN and should therefore no longer be used.

SAR Online System Administrator

Figure 38 – Acknowledgement email

9.2 Your acknowledgement email will contain a reference number; this should be used for any correspondence in relation to the SAR between yourself and the NCA. The email contains two reference numbers, a six digit SAR Online reference and a seven digit Unique Reference Number (URN) (Figure 38, Highlighted in Red). **Note: You should only quote the seven digit URN in all correspondence with the NCA.**

9.3 Please also note that SAR Online does not allow attachments and additional information/updates cannot be made after submission.

10. SAR Online password reset

- 10.1 If you have forgotten your password for SAR Online you can request a password reset.
- 10.2 First it might be easier to request a password hint to help you remember your password. Enter your registered email, a wrong password (please ensure this fulfils the password criteria – we advise the following: Password1) and the disguised code.
- 10.3 A 'Password Hint' button will appear located next to 'Log In' and 'Cancel'.
- 10.4 Once you click 'Password Hint', a password hint will be emailed to your registered email.
- 10.5 To reset your password, complete the steps above again. This time a 'Password Reset' button will appear, replacing the previous 'Password Hint' button.
- 10.6 Click 'Password Reset'.
- 10.7 Enter your registered email, the disguised code and click 'Reset Password'.
- 10.8 You will receive two activation codes that will need to be used to activate your account and set a new password of your choice.

NOTE:

As mentioned above, there is a dedicated support team available during office hours (0900 to 1700) to deal with any SAR Online enquiries, contactable on **020 7238 8282**, selecting **option 2** or **3**. Alternatively, email ukfiusars@nca.x.gsi.gov.uk