

User Manual For Public User (Burial)

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Step 1 Homepage

Choose “*Burial*” (As shown in Diagram 1) if you wish to make a burial booking.

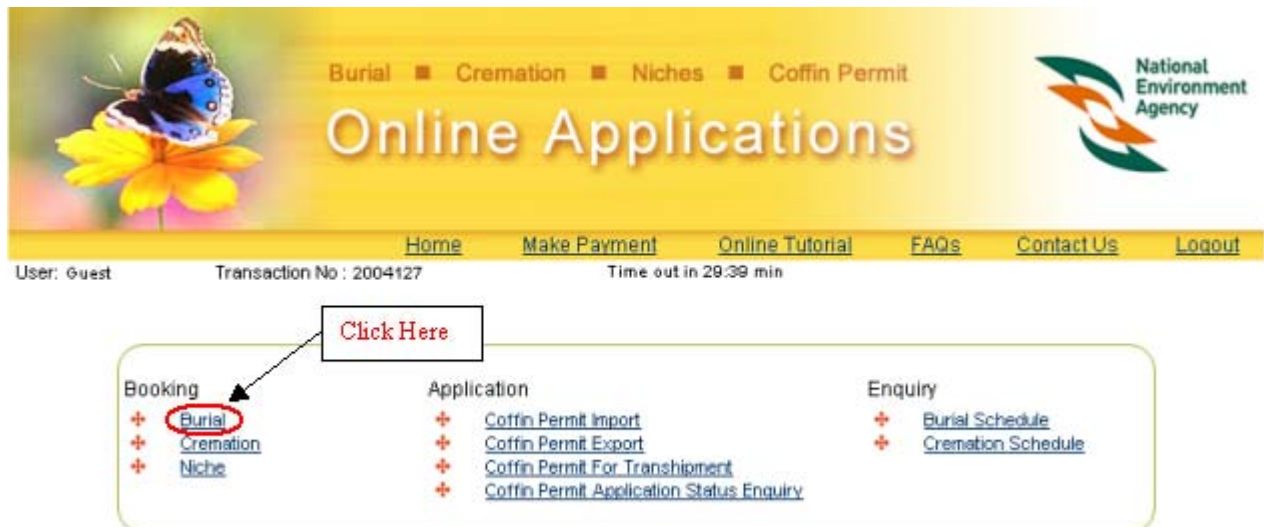


Diagram 1. Homepage for Public User

Step 2 Information About Burial

Read through the 'Important Information on Burial' page which provides you with important details on:

- the documents required for burial application
- important terms and conditions of lease
- the coffin size and
- rules and regulations



Important Information On Burial

INSTRUCTIONS FOR LEASE OF BURIAL PLOT(S) AT CHOA CHU KANG CEMETERY

Please read the following instructions, Terms and Conditions of lease of burial plot(s) and Rules and Regulations carefully before you proceed with the online application for burial.

1. GENERAL

- a. Bookings for burial are confirmed once payment is made. Any changes to the dates and times of the bookings will have to be made in person at the Choa Chu Kang Cemetery Booking Office (11 Lim Chu Kang Road) by the applicant/next-of-kin of the deceased. Notwithstanding the above, the National Environment Agency (referred hereinafter as "NEA") reserves the right to change the dates and times of the sessions booked by the applicant under exceptional circumstances as decided by NEA.
- b. Before the actual burial service, and before 4:30pm on the day of burial, the applicant will have to bring the following documents to the booking office for verification:
 - i) original Death Certificate, which contains the Permit to Burv/Cremate

I have read, understood and agree to the above instructions and terms and conditions, and will abide with the rules and regulations.

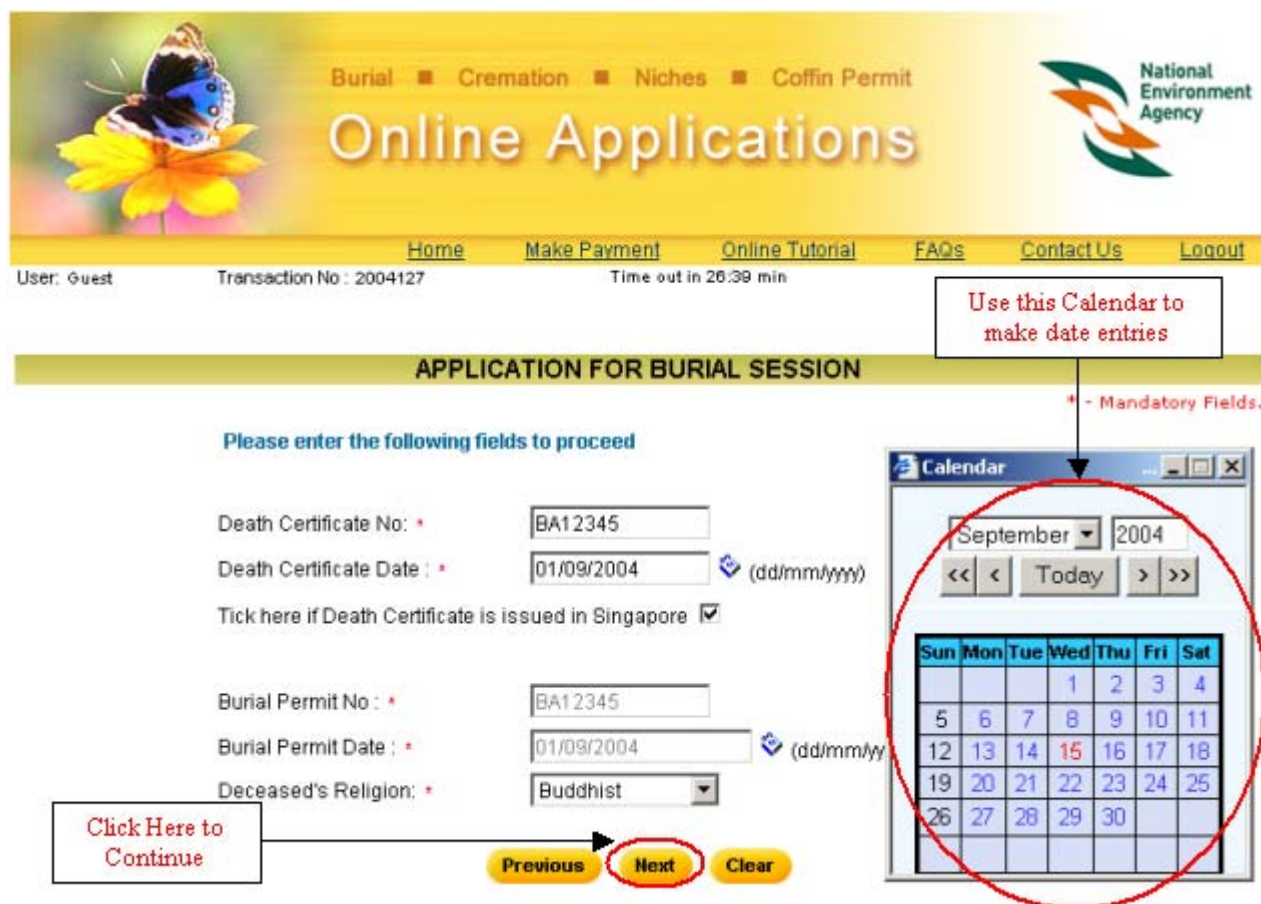


Diagram 2. Important information for burial session applications.

- Click "I Agree" if you agree with the conditions.

Step 3 Online Registration For Burial

Fill in the details in the application page as shown in Diagram 3. Fields marked with asterisk (*) are mandatory.



The screenshot shows the 'APPLICATION FOR BURIAL SESSION' form. At the top, there are navigation links: Home, Make Payment, Online Tutorial, FAQs, Contact Us, and Logout. The user is identified as 'Guest' with transaction number '2004127' and a time-out of '26:39 min'. The form title is 'APPLICATION FOR BURIAL SESSION'. A note says 'Please enter the following fields to proceed'. The form fields are: Death Certificate No. (*), Death Certificate Date (*), Tick here if Death Certificate is issued in Singapore (checked), Burial Permit No. (*), Burial Permit Date (*), and Deceased's Religion (*). A calendar pop-up is open for September 2004, with the date 15 selected. A red circle highlights the calendar. A red box with an arrow points to the 'Next' button, and another red box with an arrow points to the 'Click Here to Continue' link.

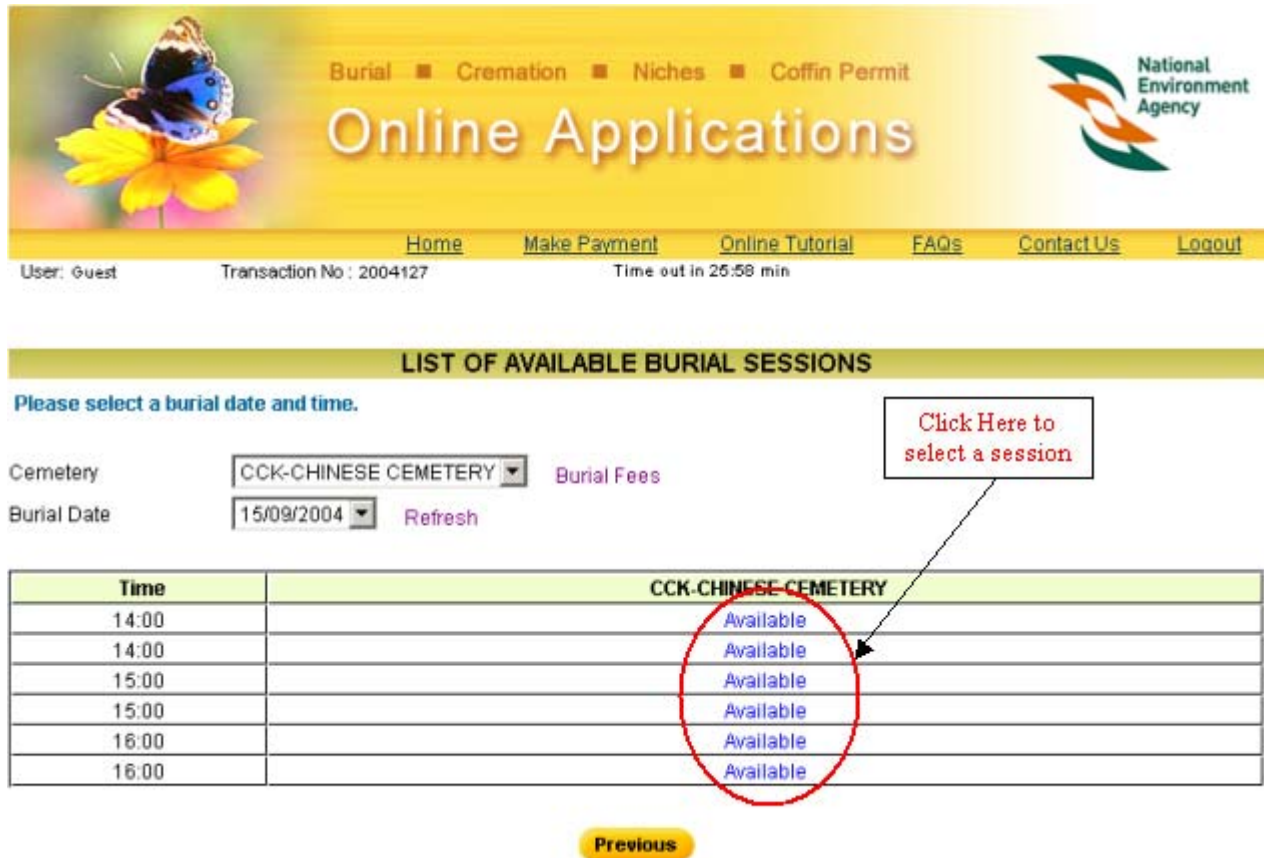
Diagram 3. Online registration for burial session

- Enter Death Certificate No. and Burial Permit No.
- Enter the Death Certificate Date in the DD/MM/YYYY format. Alternatively you can click on the calendar icon next to the field to open the calendar and select a date.
- If the death certificate is not issued in Singapore, enter the Burial Permit No. issued in Singapore by Port Health Office and the Burial Permit Date given.
- If it is issued in Singapore, click on the check box provided. The Death Certificate No. and Death Certificate Date will automatically be reflected as the Burial Permit No. and Date.
- Select the religion of the deceased.
- Click on the "Next" button to continue.
- **Note:** Please choose the correct religion that the deceased belongs to, as this will change the list of cemeteries and the cost of burial plot.

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Step 4 Burial Booking Schedule

You are now required to select a burial session. (Refer to Diagram 4).



The screenshot shows the 'Online Applications' page for the National Environment Agency. At the top, there are navigation links for 'Burial', 'Cremation', 'Niches', and 'Coffin Permit'. Below this is a navigation bar with links for 'Home', 'Make Payment', 'Online Tutorial', 'FAQs', 'Contact Us', and 'Logout'. The user is identified as 'Guest' with transaction number '2004127' and a time out of '25:58 min'. The main section is titled 'LIST OF AVAILABLE BURIAL SESSIONS' and prompts the user to 'Please select a burial date and time.' There are two dropdown menus: 'Cemetery' set to 'CCK-CHINESE CEMETERY' and 'Burial Date' set to '15/09/2004'. A 'Refresh' button is next to the date. A 'Burial Fees' link is also present. A table lists available sessions for 'CCK-CHINESE CEMETERY' at various times (14:00, 15:00, 16:00), with the word 'Available' in blue text for each. A red circle highlights the 'Available' text for the 14:00 session, and a callout box with an arrow points to it, containing the text 'Click Here to select a session'. A 'Previous' button is located below the table.

Time	CCK-CHINESE CEMETERY
14:00	Available
14:00	Available
15:00	Available
15:00	Available
16:00	Available
16:00	Available

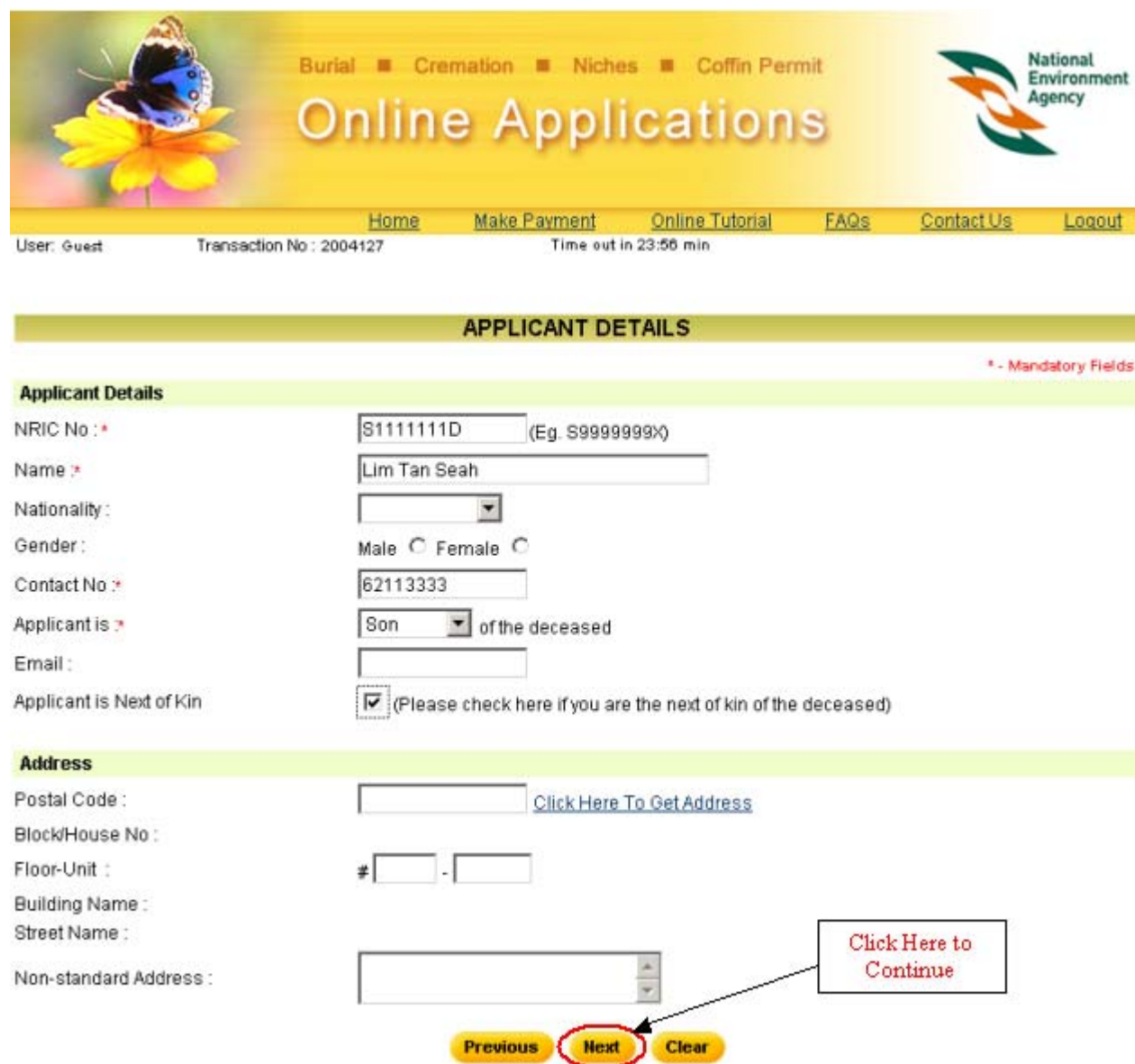
Diagram 4. Selecting Burial session's date and time.

- Cemeteries listed in the Cemetery field are based on the deceased religion selected earlier in Step 3. The sessions shown in the table are for the selected cemetery in the Cemetery field. To select a different cemetery, click on the Cemetery drop-down list.
- For each of those cemeteries listed, available burial sessions for the next 7 days from application date, including the application date will be listed. To select a date, click on the Burial Date drop-down list.
- Click on the "Burial Fees" link to view the Burial Fee Details.
- Click on the "Refresh" link to get the current status on the available sessions for the selected cemetery.
- If the cemeteries listed are not matching with the religion of the deceased, then click on the "Previous" button to go back to Step 3.
- Click on the "Next" button to continue.

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Step 5 Applicant Details

Fill in the applicant details as shown in Diagram 5. Fields marked with asterisk (*) are mandatory.



APPLICANT DETAILS

* - Mandatory Fields.

Applicant Details

NRIC No : * (Eg. S9999999X)

Name *

Nationality :

Gender : Male Female

Contact No : *

Applicant is * of the deceased

Email :

Applicant is Next of Kin (Please check here if you are the next of kin of the deceased)

Address

Postal Code : [Click Here To Get Address](#)

Block/House No :

Floor-Unit : # -

Building Name :

Street Name :

Non-standard Address :

[Click Here to Continue](#)

Diagram 5. Applicant Details page.

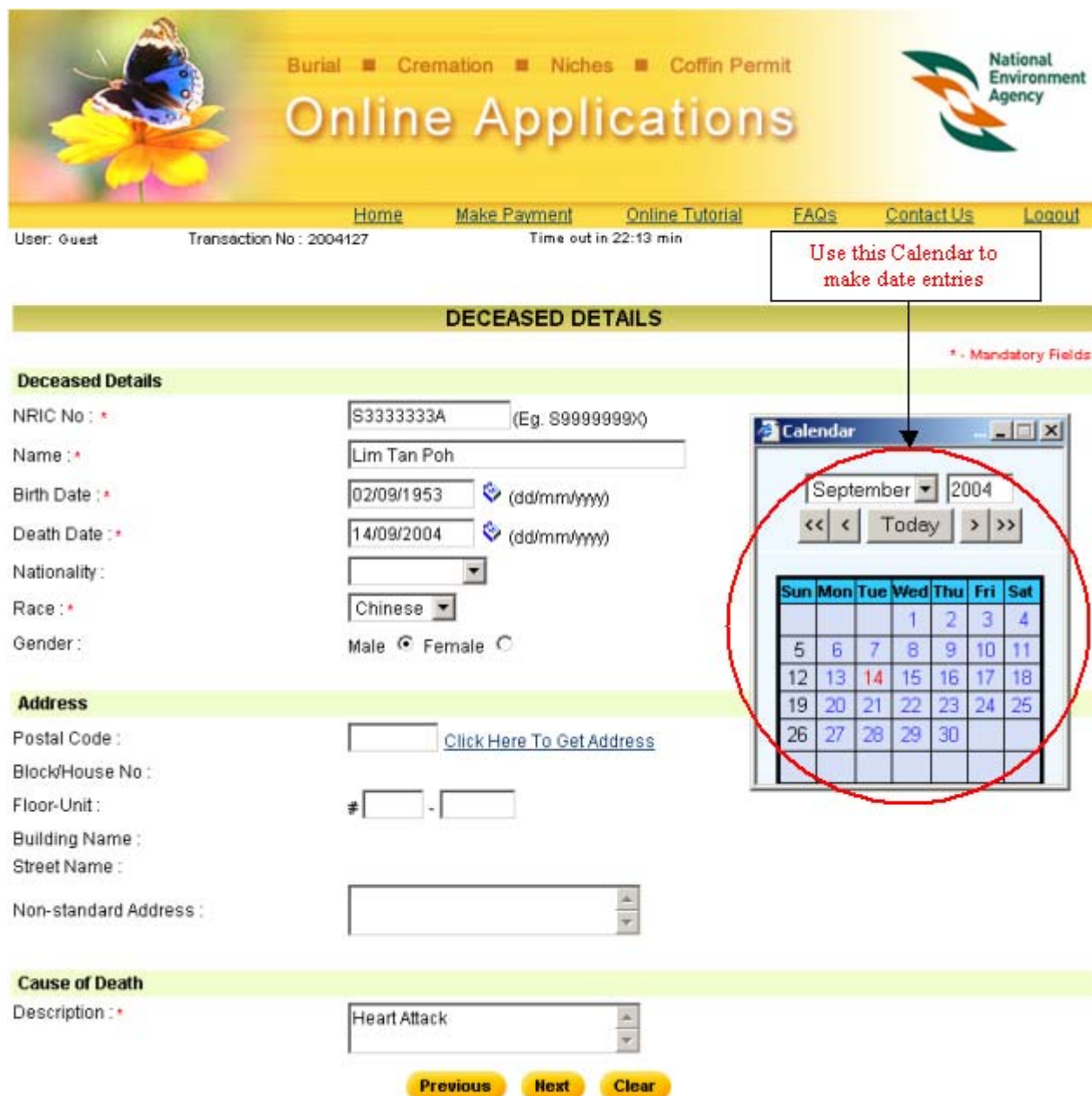
- Only valid Singapore NRIC numbers should be entered in the NRIC No. field. The NRIC number should be in S9999999X format.
- Enter your Contact No.
- Select your relationship with the Deceased.
- Enter your email address.
- If you are the Next-of-kin to the deceased, select the checkbox. Selecting this option will automatically file the Applicant details as the Next-of-kin.

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- Enter your address. You may simply enter the postal code and select 'Click here to Get Address' This will automatically call out the details associated to the postal code such as Block/House No, Street, etc. Enter the other details such as Floor and Unit number. If your address is not in the given format or if your address is not automatically populated, enter the full address in the Non-Standard Address textbox.
- Click on the "Next" button to continue.

Step 6 Deceased Details


Fill in the deceased details as shown in Diagram 6. Fields marked with asterisk (*) are mandatory.




Deceased Details

NRIC No. : * (Eg. S9999999X)

Name : *

Birth Date : *  (dd/mm/yyyy)

Death Date : *  (dd/mm/yyyy)

Nationality :

Race : *

Gender : Male Female

Address

Postal Code : [Click Here To Get Address](#)

Block/House No. :

Floor-Unit : # -

Building Name :

Street Name :

Non-standard Address :

Cause of Death

Description : *

[Previous](#) [Next](#) [Clear](#)

Calendar

September 2004

<< < Today > >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Diagram 6. Deceased Details page.

- Only valid Singapore NRIC numbers should be entered in the NRIC No. field. The NRIC number should be in S9999999X format.
- The Birth Date and Death Date should be entered in DD/MM/YYYY format. Alternatively, click on the calendar icon next to the field to open the calendar and select a date.
- The description field for cause of death is a required entry. Please enter description as shown in the Death Certificate.

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- Click on the “Next” button to continue.
- **Note:** Payment information is based on the deceased Birth and Death date, and it should be entered correctly for the accurate calculation of payment.

Step 7 Next-Of-Kin Details

Fill in the next Of kin details as shown in Diagram 7. Fields marked with asterisk (*) are mandatory.



Burial ■ Cremation ■ Niches ■ Coffin Permit

Online Applications

Home Make Payment Online Tutorial FAQs Contact Us Logout

User: Guest Transaction No : 2004127 Time out in 13:53 min

NEXT OF KIN DETAILS

* - Mandatory Fields.

Next of Kin 1 *

Personal Details

NRIC No : *	<input type="text" value="S1111111D"/> (Eg. S9999999X)
Name : *	<input type="text" value="Lim Tan Seah"/>
Nationality :	<input type="text" value="Singaporean"/>
Gender :	Male <input type="radio"/> Female <input type="radio"/>
Contact No :	<input type="text" value="62113333"/>
NOK is : *	<input type="text" value="Son"/> of the deceased
email :	<input type="text"/>

Address

Postal Code :	<input type="text" value="160117"/> Click Here To Get Address
Block/House No :	<input type="text" value="117"/>
Floor-Unit :	# <input type="text" value="11"/> - <input type="text" value="2541"/>
Building Name :	
Street Name :	JALAN BUKIT MERAH
Non-standard Address :	<input type="text"/>

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Next of Kin 2 (Optional)

Personal Details

NRIC No :

Name :

Nationality :

Gender : Male Female

Contact No :

NOK is : of the deceased

email :

Address

Postal Code : [Click Here To Get Address](#)

Block/House No :

Floor-Unit : # -

Building Name :

Street Name :

Non-standard Address :

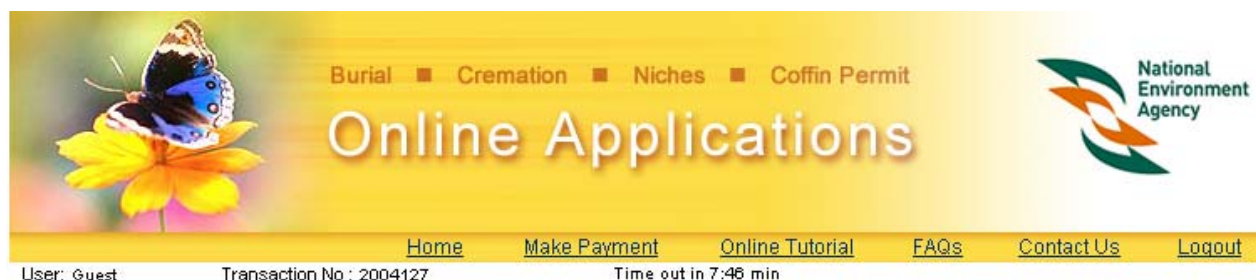
[Click here to continue](#)

Diagram 7. Next Of Kin Details page.

- If the Next-of-Kin option was selected while entering the “Applicant Details”, the Applicant details will automatically display as first Next-of-Kin. Otherwise the first Next-of-Kin details should be entered at this page.
- It is an option to enter the second Next of Kin details.
- Check whether the entered Next of Kin details are correct and click on the “Next” button to proceed.

Step 8 Confirmation Page

A confirmation page will display. Verify all the details and click "Confirm" to proceed. For amendments, please click "Previous" to amend.



Burial ■ Cremation ■ Niches ■ Coffin Permit

Online Applications

[Home](#) [Make Payment](#) [Online Tutorial](#) [FAQs](#) [Contact Us](#) [Logout](#)

User: Guest Transaction No : 2004127 Time out in 7:46 min

CONFIRMATION FOR BURIAL BOOKING

**Please verify that all the particulars below are in accordance with death certificate.
Do note that all bookings are non-transferable and NEA reserves the right to reject any bookings without refund if the deceased details are not in accordance with the death certificate.**

Applicant Details

NRIC No. :	S1111111D
Name :	Lim Tan Seah
Nationality :	Singaporean
Gender :	
Contact No. :	62113333
Relation to Deceased :	Son
Address :	BLK 117 , JALAN BUKIT MERAH , #11 -2541, SINGAPORE 160117
Email :	

Deceased Details

NRIC No. :	S3333333A
Name :	Lim Tan Poh
Date of Birth :	02/09/1953
Date of Death :	01/09/2004
Religion :	Buddhist
Nationality :	
Race :	Chinese
Gender :	Male
Address :	
Death Cert. No. :	BA12345

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Death Cert. Date : 01/09/2004
Death Description : Heart Attack

Next Of Kin Details

NRIC No. : S1111111D
Name : Lim Tan Seah
Nationality : Singaporean
Gender :
Contact No : 62113333
Relation to Deceased : Son
Address : BLK 117 , JALAN BUKIT MERAH ,
#11 -2541, SINGAPORE 160117
Email :

Registration/Permit Details

Application Date : 15/09/2004
Burial Permit No : BA12345
Permit Date : 01/09/2004

Verify all the details,
especially the fee details
before proceeding.

Burial Details

Cemetery : CCK-CHINESE CEMETERY
Burial Date : 15/09/2004
Burial Time : 02:00 PM

Payment Details

S/No	Description	Fee Amount	GST Amount	Total Amount
1	Burial Fee	\$895.24	\$44.76	\$940.00

I have verified that the particulars above are in accordance with the death certificate, and I am aware that the bookings are non-transferable.

[Previous](#)

[Confirm](#)

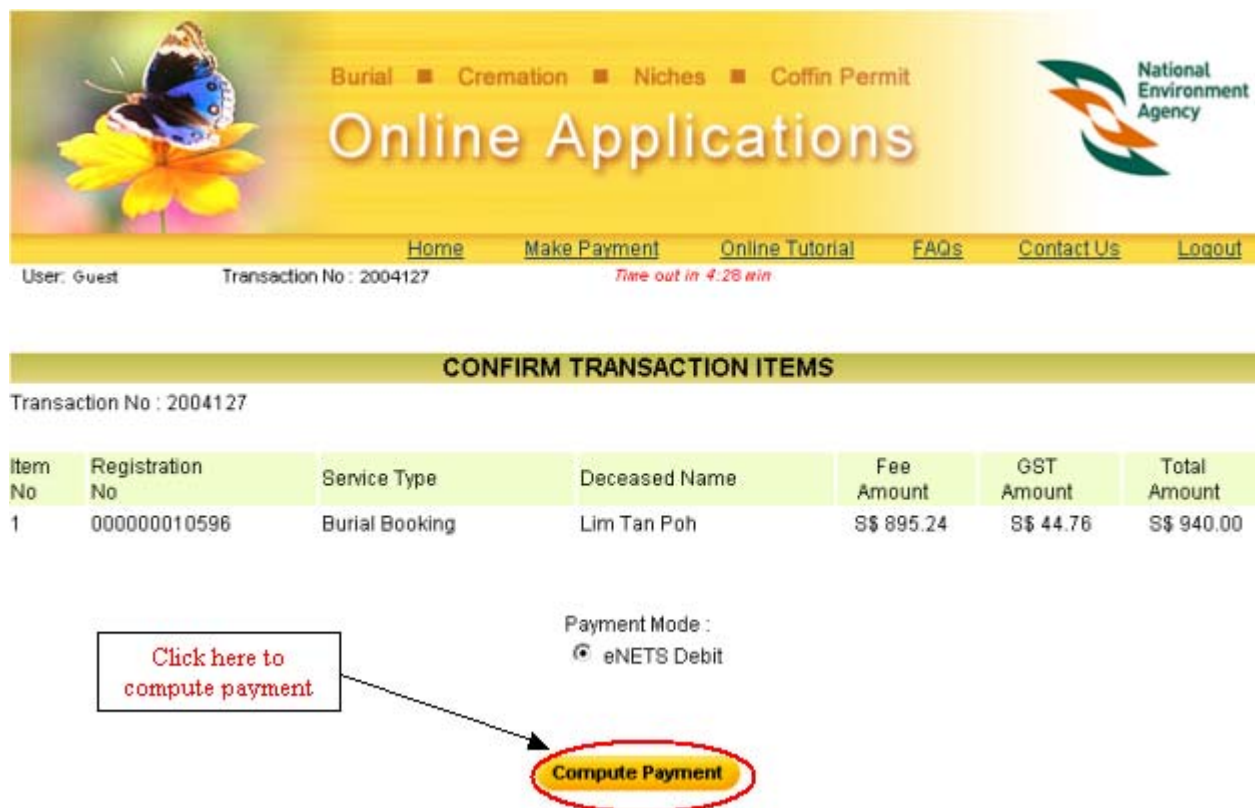
Diagram 8. Confirmation page.

- Verify the Payment details, burial session, applicant, deceased and next of kin details on the page. If the fee and GST amount are not correct, then check the deceased religion and the deceased age (Date of Death, Date of Birth) entered on the earlier pages.

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Step 9 Confirm Transaction Page

Once application has been confirmed, you will have to now select the payment mode. (Refer to Diagram 9).



Transaction No : 2004127

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010596	Burial Booking	Lim Tan Poh	S\$ 895.24	S\$ 44.76	S\$ 940.00

Payment Mode :
 eNETS Debit

[Click here to compute payment](#)

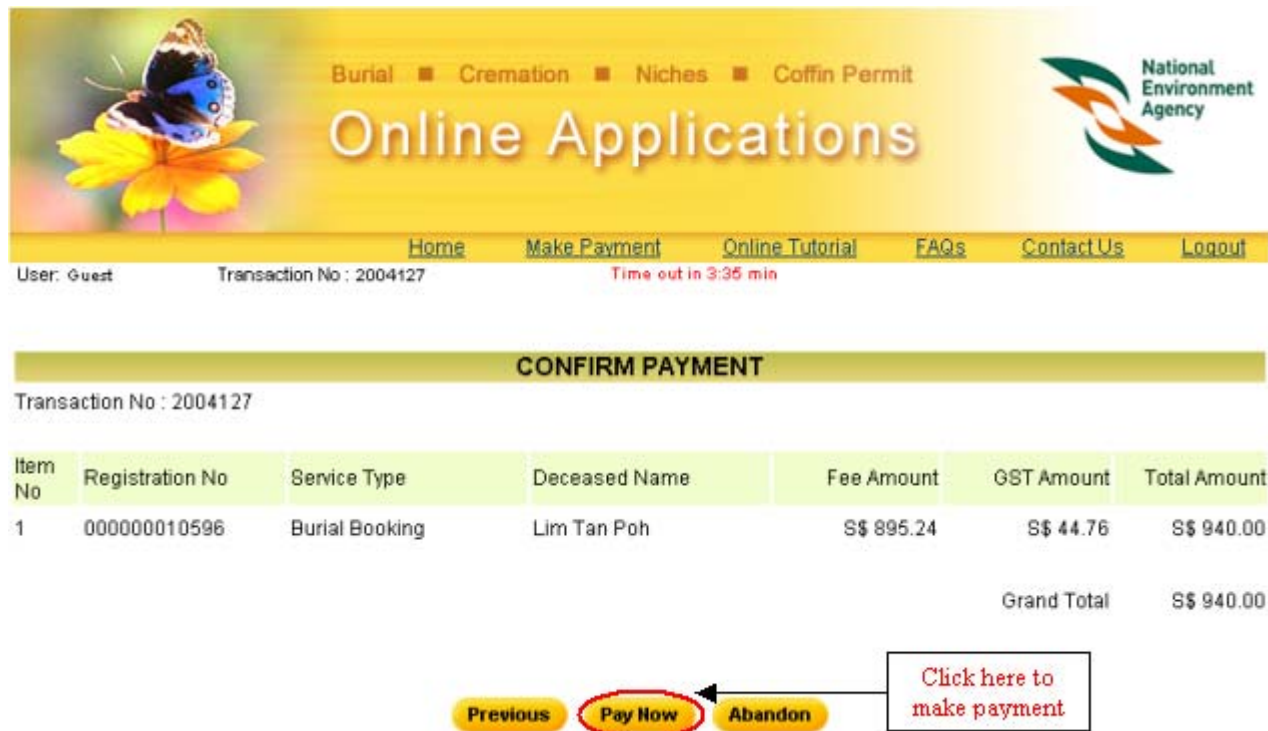
Compute Payment

Diagram 9. Confirm Transaction Items page.

- Presently, eNets Debit is the only mode of payment available, and it is selected by default.
- After verifying all details and are ready to make payment, click on the “Compute Payment” button.

Step 10 Payment Page

Verify the payment mode.



Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010596	Burial Booking	Lim Tan Poh	S\$ 895.24	S\$ 44.76	S\$ 940.00
Grand Total						S\$ 940.00

Previous Pay Now Abandon

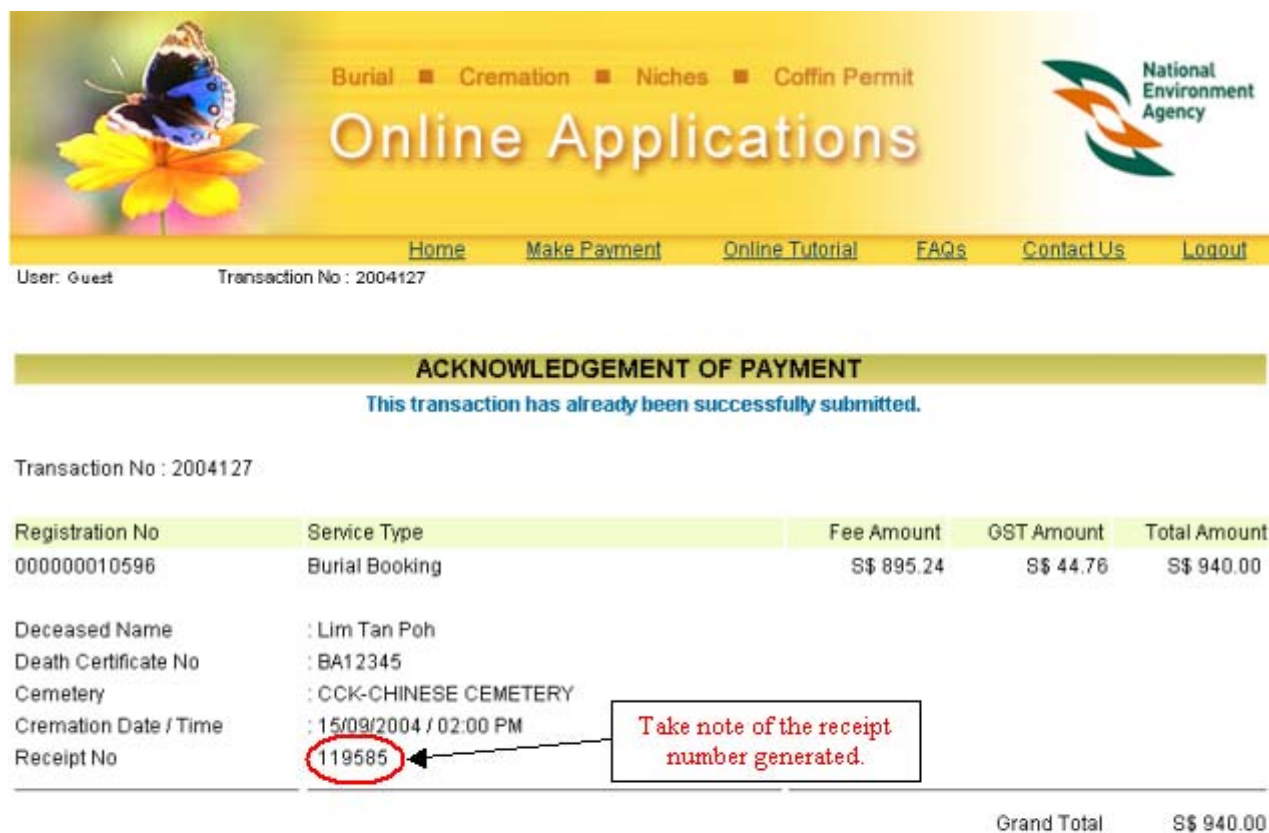
Click here to make payment

Diagram 10. Confirm Payment page.

- Click on the “Pay Now” button to make payment. This will bring you to the payment gateway where the payment is made using the bank interface. The payment is made for the total amount shown. Partial payment or different modes of payments are not allowed.

Step 11 Acknowledgement Of Payment

Once payment has been successfully made, the “Acknowledgement of Payment” page will be displayed. Refer to Diagram 11



Registration No Service Type Fee Amount GST Amount Total Amount

000000010596	Burial Booking	S\$ 895.24	S\$ 44.76	S\$ 940.00
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Deceased Name : Lim Tan Poh
Death Certificate No : BA12345
Cemetery : CCK-CHINESE CEMETERY
Cremation Date / Time : 15/09/2004 / 02:00 PM
Receipt No : 119585

Grand Total S\$ 940.00

Take note of the receipt number generated.

Please print this acknowledgment of payment and bring it together with the following documents to the relevant booking office on the day of burial / cremation / installation of niche.

- (i) original death certification which contains the permit to bury / cremate.
- (ii) NRIC or passport of applicant and next-of-kin of the deceased.
- (iii) Letter of authorisation if the applicant is not a next-of-kin of the deceased.

[Print Acknowledgement Of Payment](#)

[New Transaction](#)

Diagram 11. Acknowledgement of payment page

- When you see this page, it means that the payment and booking/application has been successful.
- The receipt number is shown on this page together with the rest of the important application details.
- Quote the “Registration No” shown on the first line to refer to the booking/application when you approach the counter at the booking office.
- Click on the “*Print Acknowledgement of Payment*” button to open a printable version of the acknowledgement of payment. Print the page for future reference.
- To start a new booking/application, click on the “*New Transaction*” button.

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Step 12 Printing Of Acknowledgement Of Payment



ACKNOWLEDGEMENT OF PAYMENT

Transaction No : 2004127 Date : 15/09/2004
Applicant Name : Lim Tan Seah Time : 11:36 AM
Applicant ID : S1111111D
Application : NEA-ATAD

Registration No	Service Type	Fee (S\$)	GST (S\$)	Total (S\$)
000000010596	Burial Booking	895.24	44.76	940.00
Deceased Name : Lim Tan Poh				
Death Certificate No : BA12345				
Cemetery : CCK-CHINESE CEMETERY				
Burial Date / Time : 15/09/2004 / 02:00 PM				
Receipt No : 119585				
Grand Total				940.00

Important Information

PSi Ref. No : 332d46b93b2e01cc-25102004-11277-1284763411
EP Ref. No : -
PSi RN : NEA0000000019447



Diagram 12. Acknowledgement of payment.

- Click on the “*Print*” button to print the Acknowledgement of Payment.
- Click “*Close*” button to close the pop-out browser window.