

## User Manual For Public User (Coffin Permit Import)

- Step 1 : [Homepage \(Menu\)](#)
- Step 2 : [Information About Coffin Permit Import](#)
- Step 3 : [Application For Coffin Permit Import](#)
- Step 4 : [Applicant Details](#)
- Step 5 : [Deceased Details](#)
- Step 6 : [Confirmation Page](#)
- Step 7 : [Confirm Transaction Page](#)
- Step 8 : [Payment Page](#)
- Step 9 : [Acknowledgement Of Payment](#)
- Step 10 : [Printing Of Acknowledgement Of Payment](#)

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### Step 1 Homepage

Choose “*Coffine Permit Import*” (As shown in Diagram 1) if you wish to apply for an import permit.



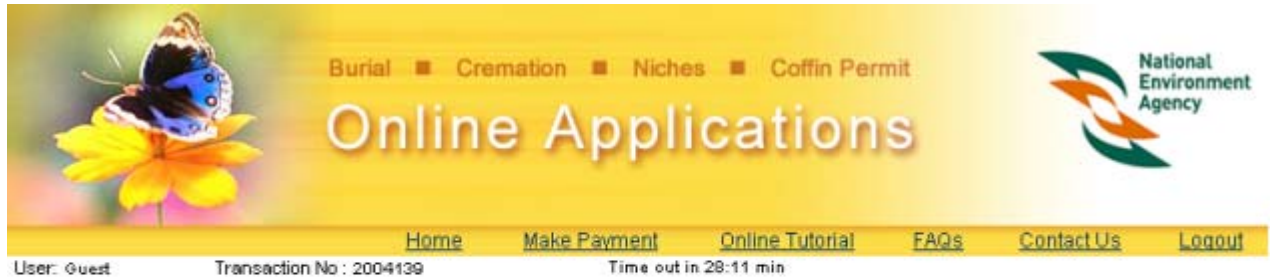
Diagram 1. Homepage for Public User

[ [Top](#) ]

## Step 2 Important Information About Coffin Permit Import

Read through the 'Important Information on Coffin Permit (Import) which provides you with important details on:

- Application procedures
- The documents required for coffin permit (import) application



### Important Information On Coffin Permit (Import)

**INSTRUCTIONS FOR APPLICATION OF COFFIN (IMPORT) PERMIT**

Please read these instructions carefully before you proceed with the online application for coffin (import) permit.

**1. GENERAL**

- Scanned copies of the documents stated in section 2 below are required for the application for a coffin (import) permit. Please have them ready before making an application.
- The application for a coffin (import) permit is subject to approval from the Port Health Office. Lodgement of an application for a coffin (import) permit does not indicate that the application is approved.
- Upon payment, a transaction number will be issued to you. You will need to note down this transaction number as it is required for you to check on the status of your application, and to print out the coffin (import) permit online.

I have read, understood and agree to the above instructions and requirements.



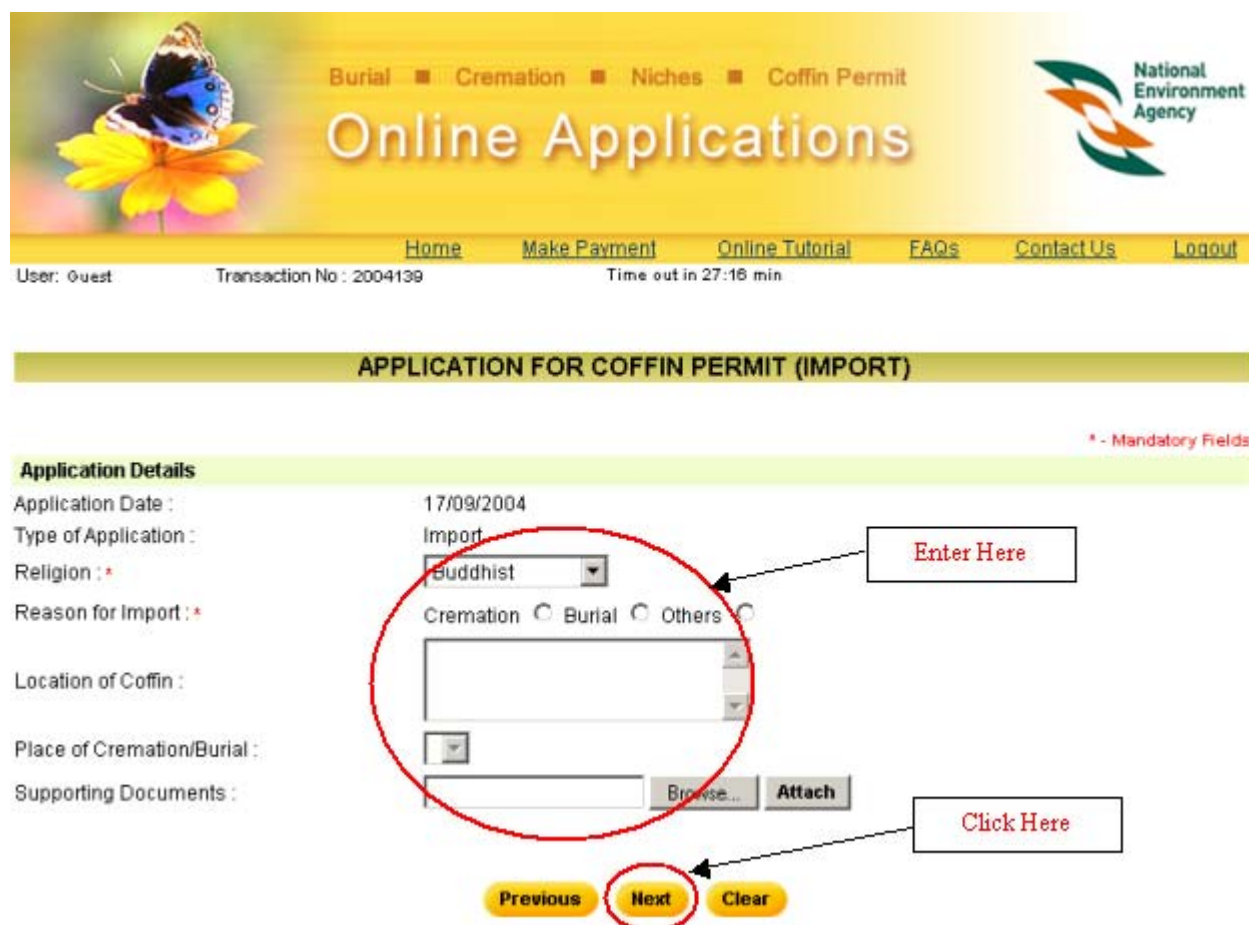
Diagram 2. Important Information On Coffin Permit (Import) Page

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

[ [Top](#) ]

### Step 3 Application For Coffin Permit Import

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



**APPLICATION FOR COFFIN PERMIT (IMPORT)**

\* - Mandatory Fields.

**Application Details**

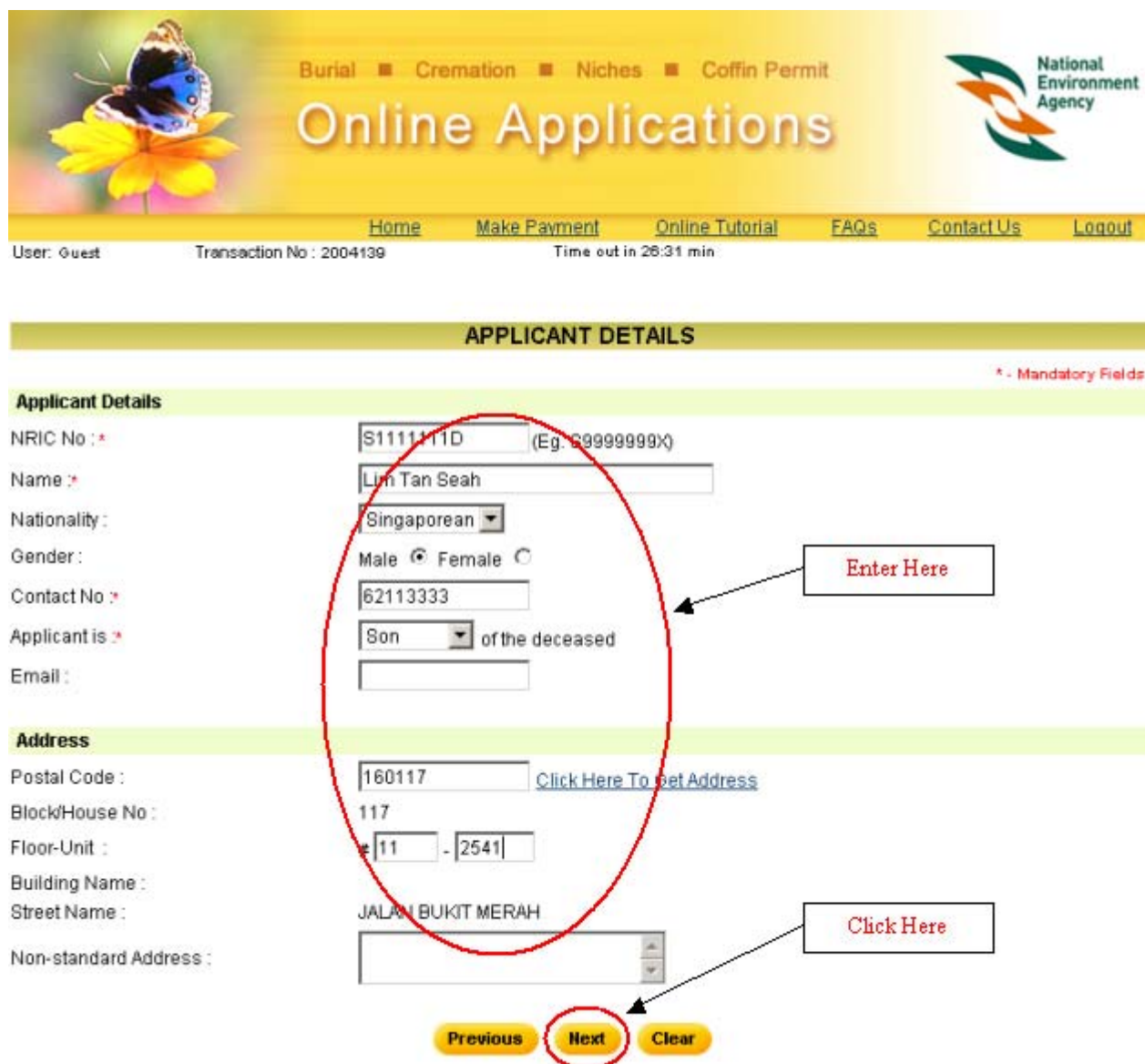
Application Date : 17/09/2004  
Type of Application : Import  
Religion : \*   
Reason for Import : \*  Cremation  Burial  Others  
Location of Coffin :   
Place of Cremation/Burial :   
Supporting Documents :

Diagram 3. Application For Coffin Permit Import Page

- Select the religion of the deceased.
- Indicate the reason for the import of the deceased.
- Enter the current location of the coffin.
- Attach supporting documents like the death certificate, embalming certificate, sealing certificate, export permit, air waybill (air consignment note) etc. Click on the "Browse" button to select the file and click on the "Attach" button. Only documents with file extensions .jpg, .bmp, .tif will be accepted. You can upload up to 10 supporting documents in all.
- Click on the "Next" button to continue.

## Step 4 Applicant Details

Fill in the applicant details as shown in Diagram 4. 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 :

**Address**

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

Block/House No. :

Floor-Unit :  -

Building Name :

Street Name :

Non-standard Address :

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

Diagram 4. Applicant Details Page

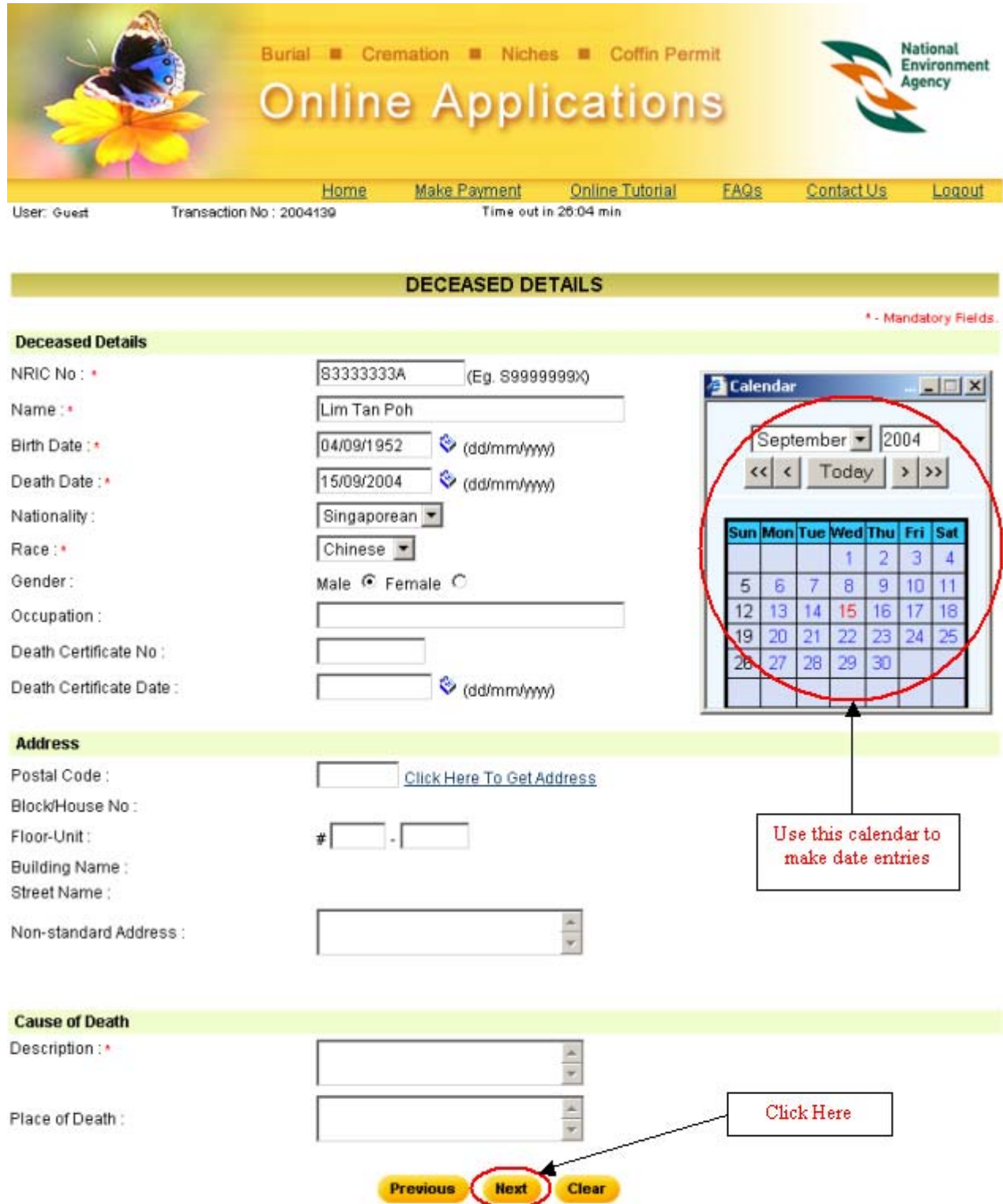
- Only valid Singapore NRIC numbers should be entered in the NRIC No. field. The NRIC number should be in S9999999X format.
- Enter your Contact No.
- Choose your relationship with the Deceased.
- Enter your email address.

[ [Top](#) ]

- 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 5 Deceased Details

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



**DECEASED DETAILS**

\* - Mandatory Fields.

**Deceased Details**

NRIC No : \*  (Eg. S9999999X)

Name : \*

Birth Date : \*  (dd/mm/yyyy)

Death Date : \*  (dd/mm/yyyy)

Nationality :

Race : \*

Gender : Male  Female

Occupation :

Death Certificate No :

Death Certificate Date :  (dd/mm/yyyy)

**Address**

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

Block/House No :

Floor-Unit : #  -

Building Name :

Street Name :

Non-standard Address :

**Cause of Death**

Description : \*

Place of Death :

[Click Here](#)

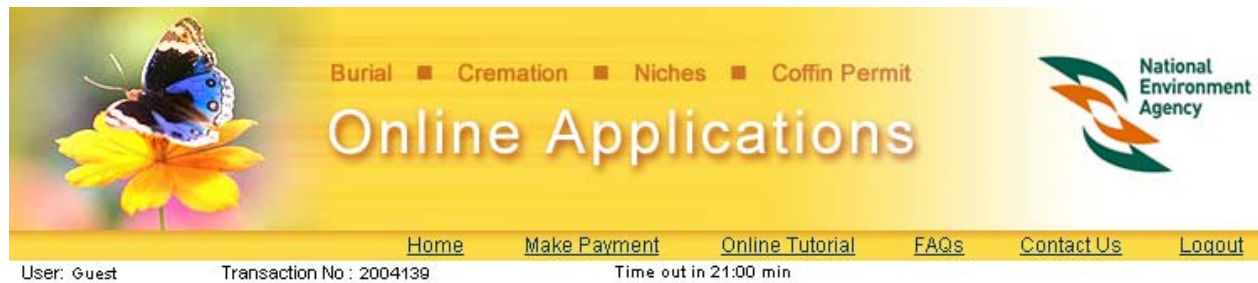
Diagram 5. Deceased Details Page

[ [Top](#) ]

- 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.
- Click on the “Next” button to continue.

## Step 6 Confirmation Page

A confirmation page will display as shown in diagram 6. Verify all the details and click “Confirm” to proceed. For amendments, please click “Previous” to amend.



The screenshot shows the top navigation bar with a butterfly and flower image on the left, and the National Environment Agency logo on the right. The main heading is "Online Applications" with sub-links for "Burial", "Cremation", "Niches", and "Coffin Permit". Below this is a secondary navigation bar with links for "Home", "Make Payment", "Online Tutorial", "FAQs", "Contact Us", and "Logout". At the bottom of this bar, it displays "User: Guest", "Transaction No : 2004139", and "Time out in 21:00 min".

### CONFIRMATION FOR COFFIN PERMIT (IMPORT)

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

#### Applicant Details

NRIC No. :	S1111111D
Name :	Lim Tan Seah
Nationality :	Singaporean
Gender :	Male
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 :	04/09/1952
Date of Death :	15/09/2004
Religion :	Buddhist
Nationality :	Singaporean
Race :	Chinese
Gender :	Male
Occupation :	
Address :	

[ [Top](#) ]

Death Cert. No :  
Death Cert. Date :  
Death Description : Heart Attack  
Place of Death :

#### Application Details

Application Date : 17/09/2004  
Type of Application : Import  
Reason for Import : Others  
Location of Coffin :  
Place of Cremation/Burial :

#### Payment Details

S.No	Description	Fee Amount	GST Amount	Total Amount
1	Coffin Permit	S\$10.00	S\$0.00	S\$10.00

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

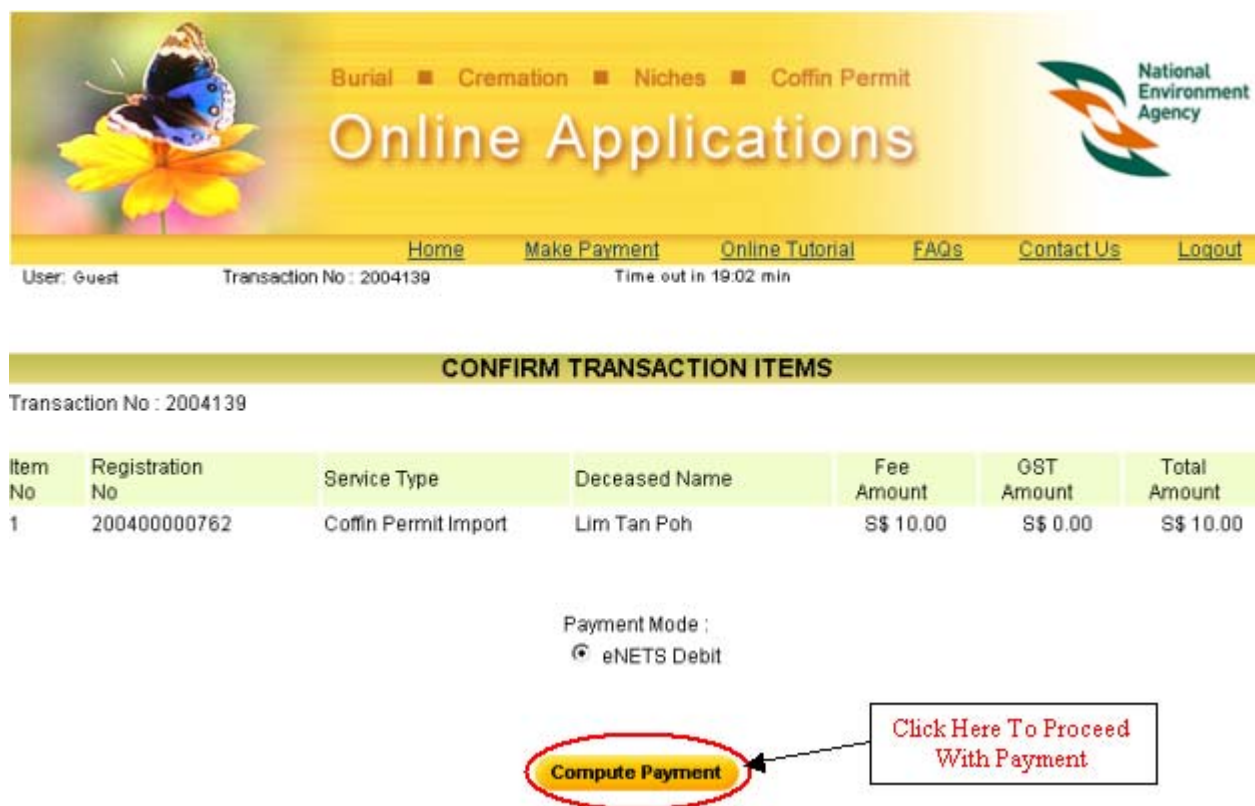


Diagram 6. Application Confirmation For Coffin Permit Import Page

- Verify the Payment details, Type of Application, Coffin Location, Reason for Import, Place of Cremation/Burial, applicant and deceased details on the page.

## Step 7 Confirm Transaction Page

Once application has been confirmed, you will have to now select the payment mode (Refer to Diagram 7).



Home Make Payment Online Tutorial FAQs Contact Us Logout

User: Guest Transaction No : 2004139 Time out in 19:02 min

### CONFIRM TRANSACTION ITEMS

Transaction No : 2004139

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	200400000762	Coffin Permit Import	Lim Tan Poh	S\$ 10.00	S\$ 0.00	S\$ 10.00

Payment Mode :  
 eNETS Debit

**Compute Payment**

Click Here To Proceed With Payment

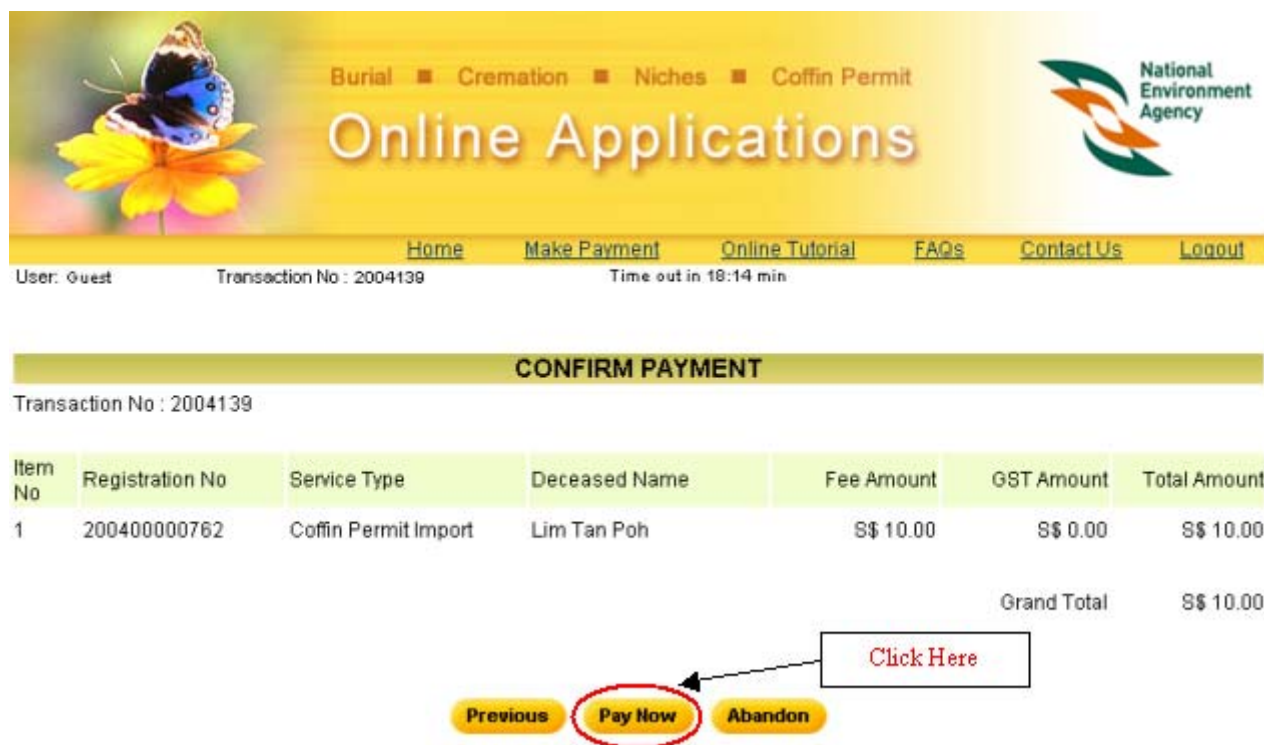
Diagram 7. Confirm Transaction Items Page.

- 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.

[ [Top](#) ]

## Step 8 Payment Page

Verify the payment mode.



Home Make Payment Online Tutorial FAQs Contact Us Logout

User: Guest Transaction No : 2004139 Time out in 18:14 min

### CONFIRM PAYMENT

Transaction No : 2004139

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	200400000762	Coffin Permit Import	Lim Tan Poh	S\$ 10.00	S\$ 0.00	S\$ 10.00
Grand Total						S\$ 10.00

Previous **Pay Now** Abandon

Click Here


Diagram 8. 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.

[ [Top](#) ]

## Step 9 Acknowledgement Of Payment

Once the payment has been successfully made, the “Acknowledgement of Payment” page will be displayed. Refer to Diagram 9.



**ACKNOWLEDGEMENT OF PAYMENT**  
This transaction has already been successfully submitted.

Transaction No : 2004139

Registration No	Service Type	Fee Amount	GST Amount	Total Amount
200400000762	Coffin Permit Import	S\$ 10.00	S\$ 0.00	S\$ 10.00

Deceased Name : Lim Tan Poh  
Death Certificate No :  
Receipt No : 119616

Grand Total S\$ 10.00

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](#)

Click Here To Start A New Transaction

Diagram 9. 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 Port Health Office.
- Use the “Transaction No” shown at the top of the “Acknowledgement of Payment” to check the status of your application through the “Coffin Permit Application Status Enquiry” function.
- Click on the “*Print Acknowledgement of Payment*” button to open a printable version of the acknowledgement of payment. Print the page for future reference.

[ [Top](#) ]

- You will need to collect the permit to bury/cremate from Port Health Office using the print out of the Acknowledgement of Payment.
- To start a new booking/application, click on the “*New Transaction*” button.

## Step 10 Printing Of Acknowledgement Of Payment



### ACKNOWLEDGEMENT OF PAYMENT

Transaction No : 2004139 Date : 17/09/2004  
Applicant Name : Lim Tan Seah Time : 04:58 PM  
Applicant ID : S1111111D  
Application : NEA-ATAD

Registration No	Service Type	Fee (S\$)	GST (S\$)	Total (S\$)
200400000762	Coffin Permit Import	10.00	0.00	10.00
Deceased Name : Lim Tan Poh				
Death Certificate No :				
Receipt No : 119616				
Grand Total				10.00

#### Important Information

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

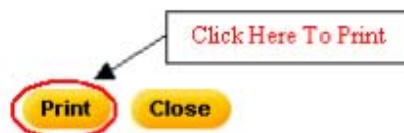


Diagram 10. Acknowledgement of Payment.

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

[ [Top](#) ]