

User Manual For Public User (Cremation)

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Step 1 Homepage

Choose "*Cremation*" (As shown in Diagram 1) if you wish to make a cremation booking.

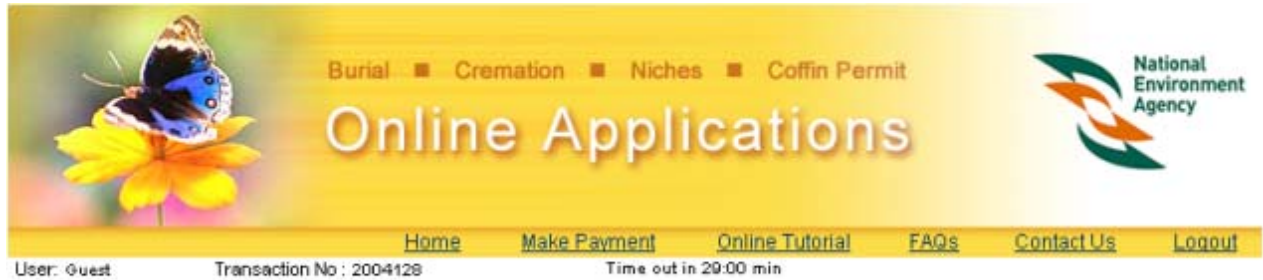


Diagram 1. Homepage for Public User

Step 2 Important Information About Cremation

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

- the documents required for cremation application process,
- the coffin size,
- the collection of cremated remains and
- rules and regulations



Important Information On Cremation

INSTRUCTIONS FOR APPLICATION OF CREMATION SERVICES

Please read these instructions carefully before you proceed with the online application for cremation.

1. GENERAL

a. Bookings for cremation 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 Mandai Crematorium Booking Office (300 Mandai 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 cremation service, and before 4:30pm on the day of cremation, the applicant will have to bring the following documents to the booking office for verification:

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

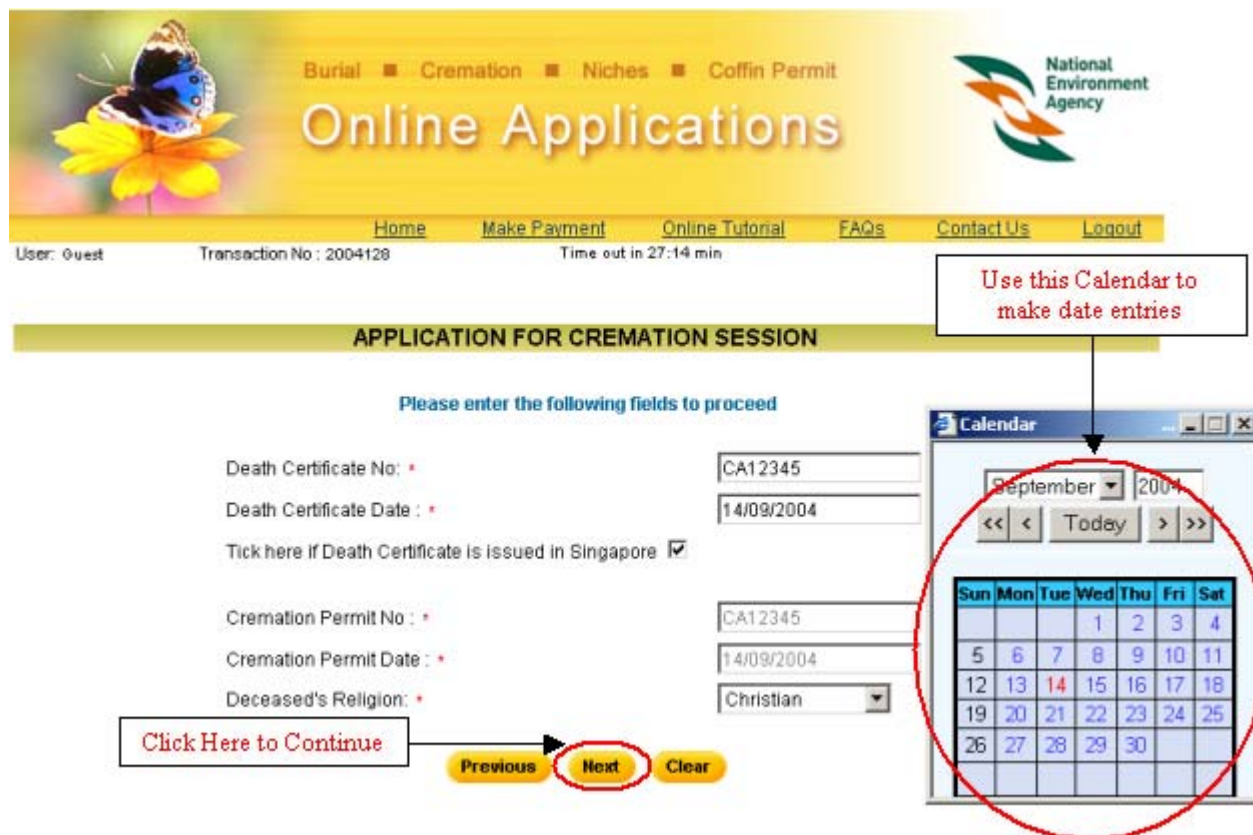
→ ←

Diagram 2. Important information for Cremation session applications.

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

Step 3 Online Registration For Cremation

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 CREMATION SESSION' form. It includes the following fields and values:

- Death Certificate No. : * CA12345
- Death Certificate Date : * 14/09/2004
- Tick here if Death Certificate is issued in Singapore
- Cremation Permit No. : * CA12345
- Cremation Permit Date : * 14/09/2004
- Deceased's Religion : * Christian

Navigation buttons: Previous, Next (highlighted), Clear. A 'Click Here to Continue' link is also present.

A calendar pop-up is shown for date selection, with the date 14/09/2004 selected. A red circle highlights the calendar, and a text box above it says 'Use this Calendar to make date entries'.

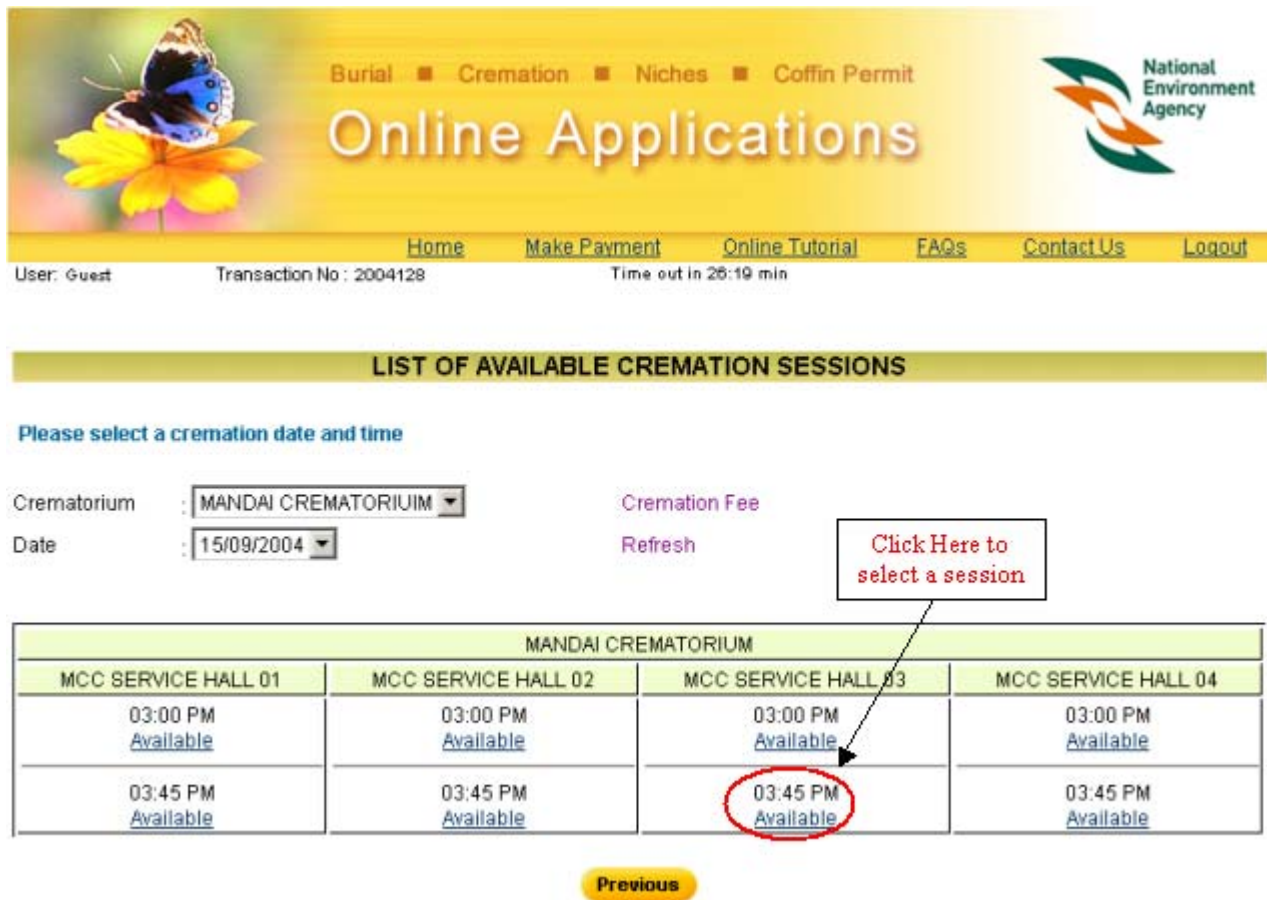
Diagram 3. Online registration for Cremation session

- Enter Death Certificate No. and Cremation 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 Cremation Permit No. issued in Singapore by Port Health Office and the Cremation 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 Cremation Permit No. and Date.
- Select the religion of the deceased.
- Click on the 'Next' button to continue.

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Step 4 Cremation Booking Schedule

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



The screenshot shows the 'Online Applications' page for the National Environment Agency. The page has a yellow header with navigation links: Home, Make Payment, Online Tutorial, FAQs, Contact Us, and Logout. Below the header, the user is identified as 'Guest' with a transaction number of 2004128 and a time out of 20:19 min. The main content area is titled 'LIST OF AVAILABLE CREMATION SESSIONS' and prompts the user to 'Please select a cremation date and time'. The 'Crematorium' is set to 'MANDAI CREMATORIUM' and the 'Date' is '15/09/2004'. There are links for 'Cremation Fee' and 'Refresh'. A table lists available sessions for four MCC Service Halls (01, 02, 03, 04) at 03:00 PM and 03:45 PM. The 03:45 PM session in MCC Service Hall 03 is circled in red, 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.

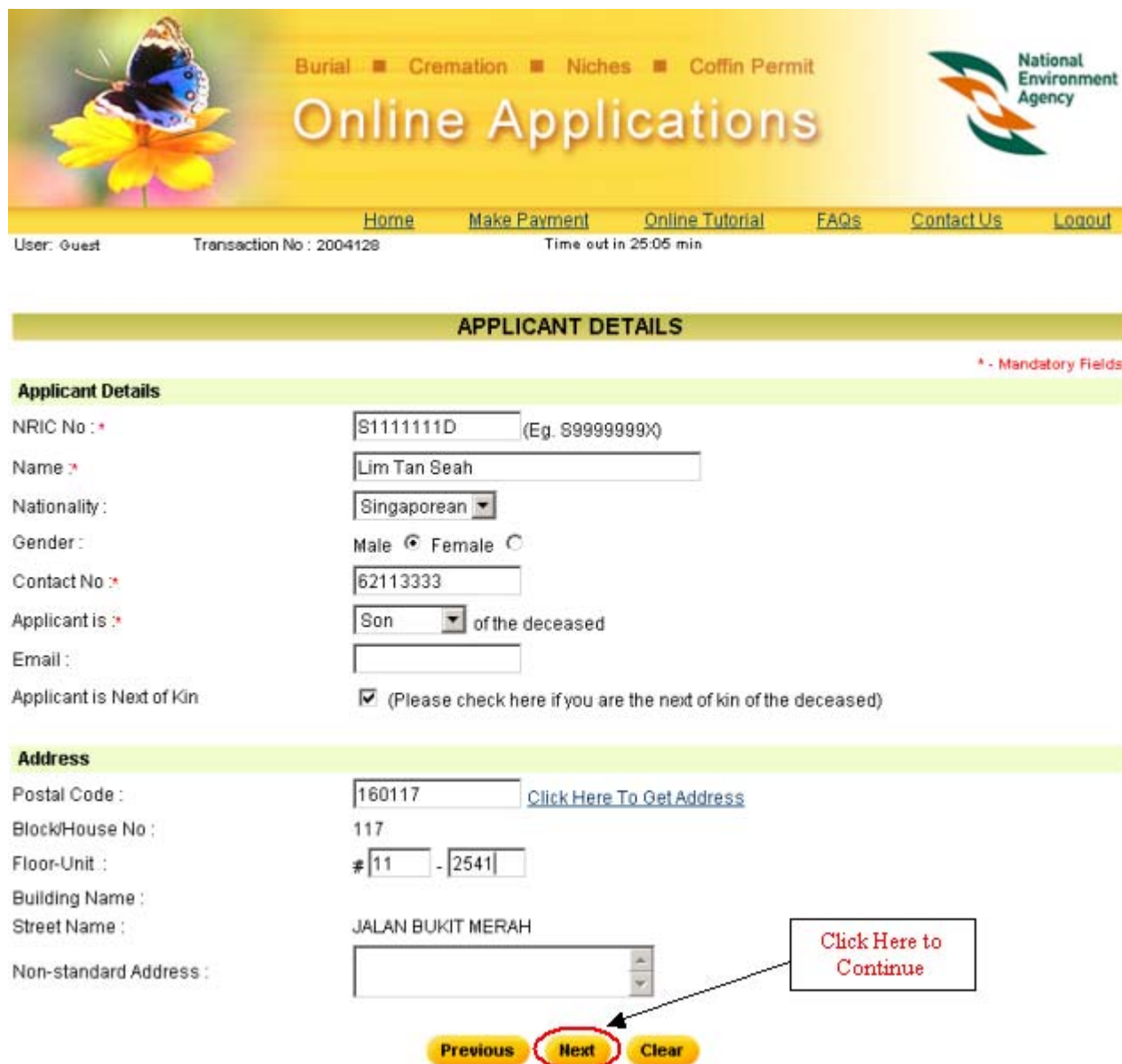
MANDAI CREMATORIUM			
MCC SERVICE HALL 01	MCC SERVICE HALL 02	MCC SERVICE HALL 03	MCC SERVICE HALL 04
03:00 PM Available	03:00 PM Available	03:00 PM Available	03:00 PM Available
03:45 PM Available	03:45 PM Available	03:45 PM Available	03:45 PM Available

Diagram 4. List of available Cremation sessions

- The Crematoria for which bookings can be done are listed as shown in the diagram.
- Available Cremation Sessions for the next 7 days from application date, including application date will be listed. To select a date, click on the Cremation Date drop-down list.
- Click on the “Cremation Fee” link to view the Cremation Fee details.
- Click on the “Refresh” link to get the current status on the available sessions for the selected cemetery.
- Click on the “Previous” button to go back to Application page.
- Click on the “Next” button to continue.

Step 5 Applicant Details

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



The screenshot shows the 'Online Applications' page for Burial, Cremation, Niches, and Coffin Permit. The page includes a navigation menu with links for Home, Make Payment, Online Tutorial, FAQs, Contact Us, and Logout. The user is identified as 'Guest' with transaction number 2004128 and a 25:05 min timeout. The main section is titled 'APPLICANT DETAILS' and contains two sub-sections: 'Applicant Details' and 'Address'. The 'Applicant Details' section includes fields for NRIC No. (S1111111D), Name (Lim Tan Seah), Nationality (Singaporean), Gender (Male selected), Contact No. (62113333), Applicant is (Son of the deceased), Email, and a checkbox for 'Applicant is Next of Kin' which is checked. The 'Address' section includes fields for Postal Code (160117), Block/House No. (117), Floor-Unit (#11 - 2541), Building Name, Street Name (JALAN BUKIT MERAH), and Non-standard Address. A 'Click Here to Continue' button is highlighted with a red box and an arrow pointing to the 'Next' button in the navigation bar at the bottom. The 'Next' button is also circled in red.

Diagram 5 Applicant Details page.

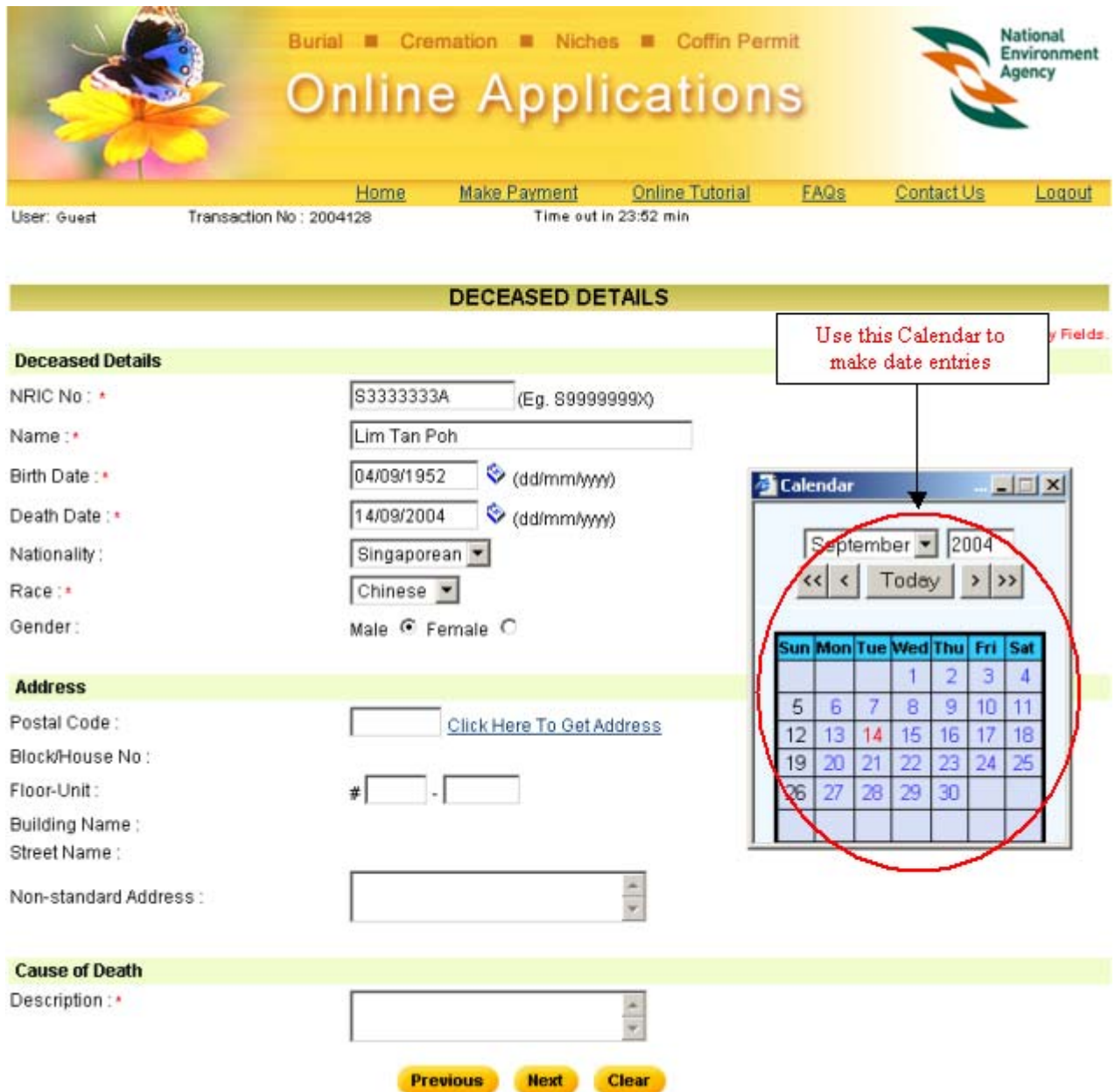
- Only valid Singapore NRIC numbers should be entered in the NRIC No. field. The NRIC number should be in S9999999X format.
- Enter your Contact No.
- Select your relationship with the Deceased.
- Enter your email address.

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- 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.
- 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

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

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.

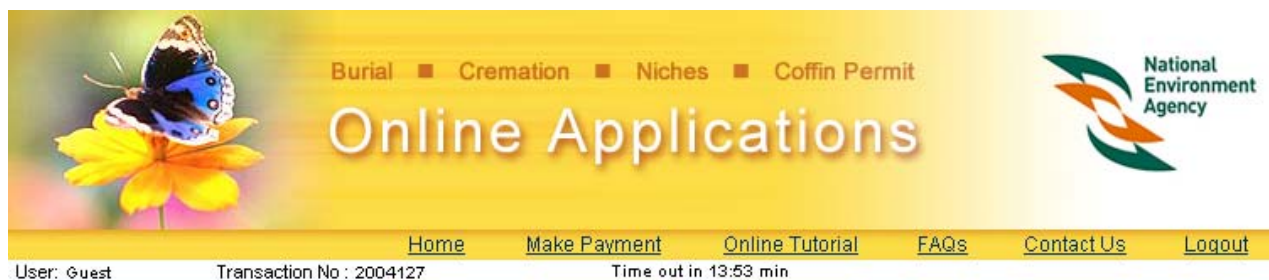
- Only valid Singapore NRIC numbers should be entered in the NRIC No. field. The NRIC number should be in S9999999X format.
- The Birth Date and Death Date should be entered in DD/MM/YYYY format. Alternatively, click on the calendar icon next to the field to open the calendar and select a date.
- The 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.



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 :	<input type="text" value="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 : 2004128 Time out in 12:09 min

CONFIRMATION FOR CREMATION BOOKING

Please verify that all the particulars below are accurate and in accordance with the 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 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 : 14/09/2004
Religion : Christian
Nationality : Singaporean
Race : Chinese
Gender : Male
Address :
Death Cert. No : CA12345

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Death Cert. Date : 14/09/2004
Death Description : Heart Attack

Next Of Kin 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 :

Registration / Permit Details

Application Date : 15/09/2004
Cremation Permit No : CA12345
Cremation Permit Date : 14/09/2004

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

Cremation Details

Crematorium : MANDAI CREMATORIUM
Hall No : MCC SERVICE HALL 03
Cremation Date : 15/09/2004
Cremation Time : 03:45 PM

Payment Details

Item No	Description	Fee Amount	GST Amount	Total Amount
1	Cremation Fee	S\$ 95.24	S\$4.76	S\$100.00

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](#)

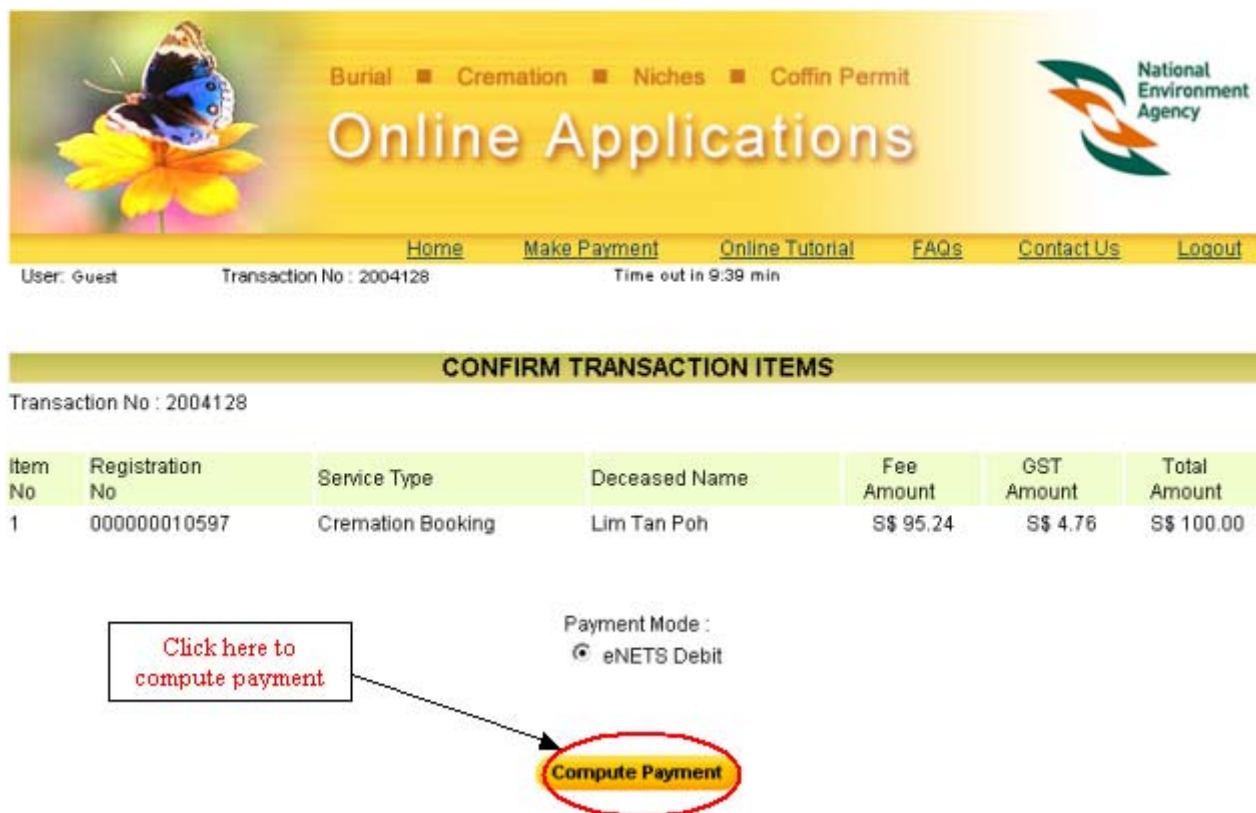
Diagram 8. Confirmation page.

- Verify the Payment details, Cremation session, applicant, deceased and Next of Kin details on the page. If the fee and GST amount are not correct, then check 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 : 2004128

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010597	Cremation Booking	Lim Tan Poh	S\$ 95.24	S\$ 4.76	S\$ 100.00

Payment Mode :
 eNETS Debit

[Click here to compute payment](#)

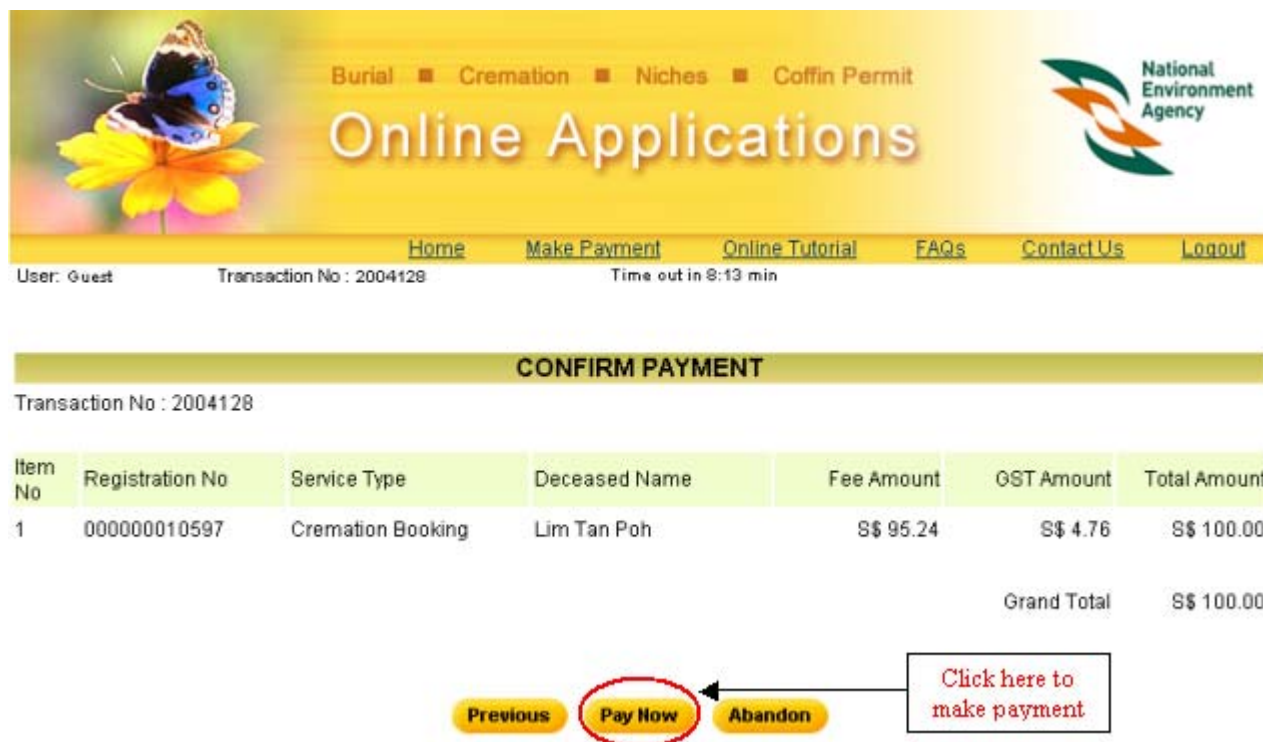
Compute Payment

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.



CONFIRM PAYMENT

Transaction No : 2004128

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010597	Cremation Booking	Lim Tan Poh	S\$ 95.24	S\$ 4.76	S\$ 100.00
Grand Total						S\$ 100.00

Previous Pay Now Abandon

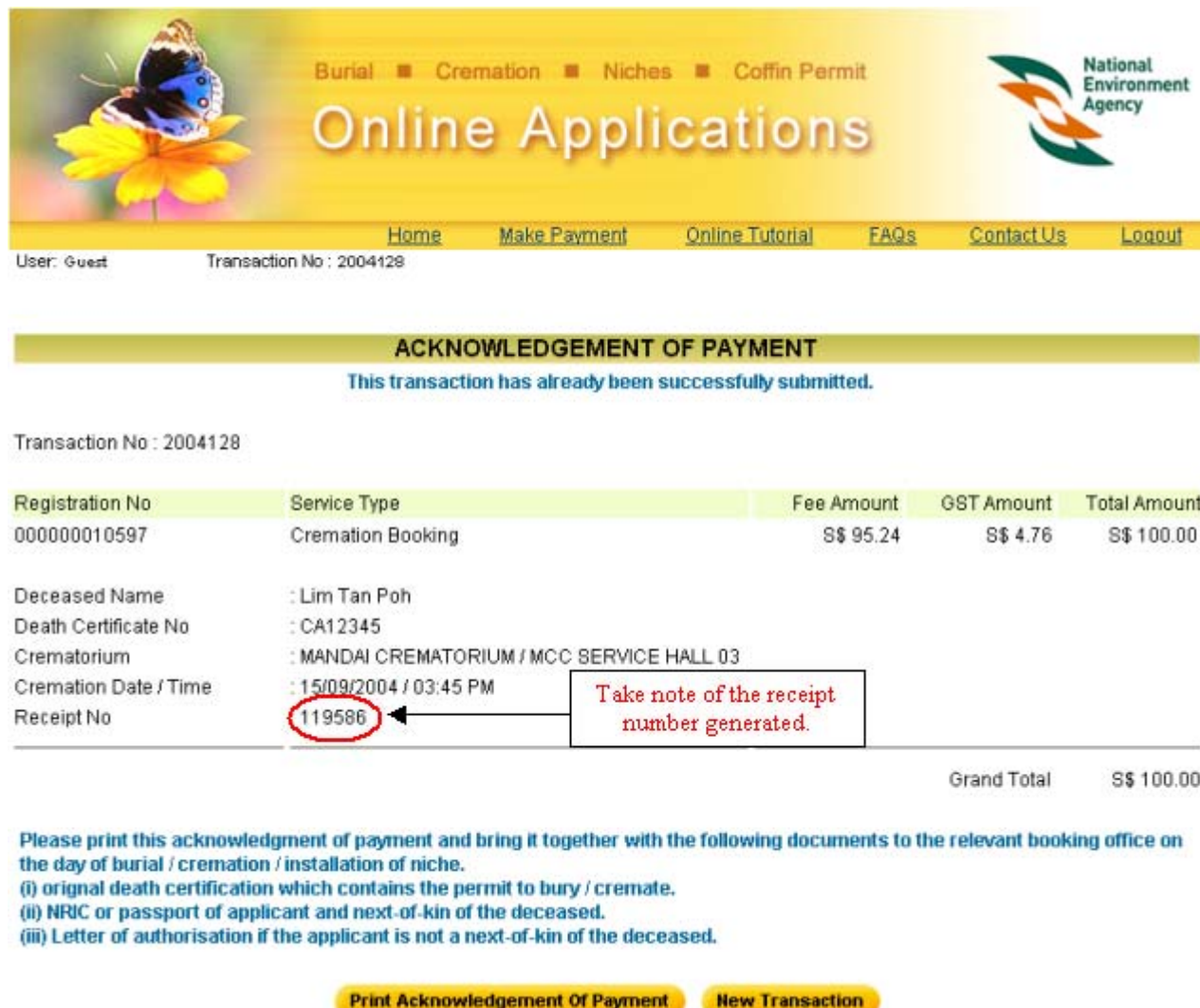
Click here to make payment

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.



Home Make Payment Online Tutorial FAQs Contact Us Logout

User: Guest Transaction No : 2004128

ACKNOWLEDGEMENT OF PAYMENT

This transaction has already been successfully submitted.

Transaction No : 2004128

Registration No	Service Type	Fee Amount	GST Amount	Total Amount
000000010597	Cremation Booking	S\$ 95.24	S\$ 4.76	S\$ 100.00

Deceased Name : Lim Tan Poh
Death Certificate No : CA12345
Crematorium : MANDAI CREMATORIUM / MCC SERVICE HALL 03
Cremation Date / Time : 15/09/2004 / 03:45 PM
Receipt No : 119586

Take note of the receipt number generated.

Grand Total S\$ 100.00

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

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 : 2004128 Date : 15/09/2004
Applicant Name : Lim Tan Seah Time : 12:36 PM
Applicant ID : S1111111D
Application : NEA-ATAD

Registration No	Service Type	Fee (S\$)	GST (S\$)	Total (S\$)
000000010597	Cremation Booking	95.24	4.76	100.00
Deceased Name : Lim Tan Poh				
Death Certificate No : CA12345				
Crematorium : MANDAI CREMATORIUM / MCC SERVICE HALL 03				
Cremation Date / Time : 15/09/2004 / 03:45 PM				
Receipt No : 119586				
Grand Total				100.00

Important Information

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

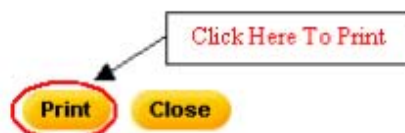


Diagram 12. Acknowledgement of payment.

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