

User Manual For Public User (Niche)

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Step 1 Homepage

Choose “Niche” (As shown in Diagram 1) if you wish to book a niche.

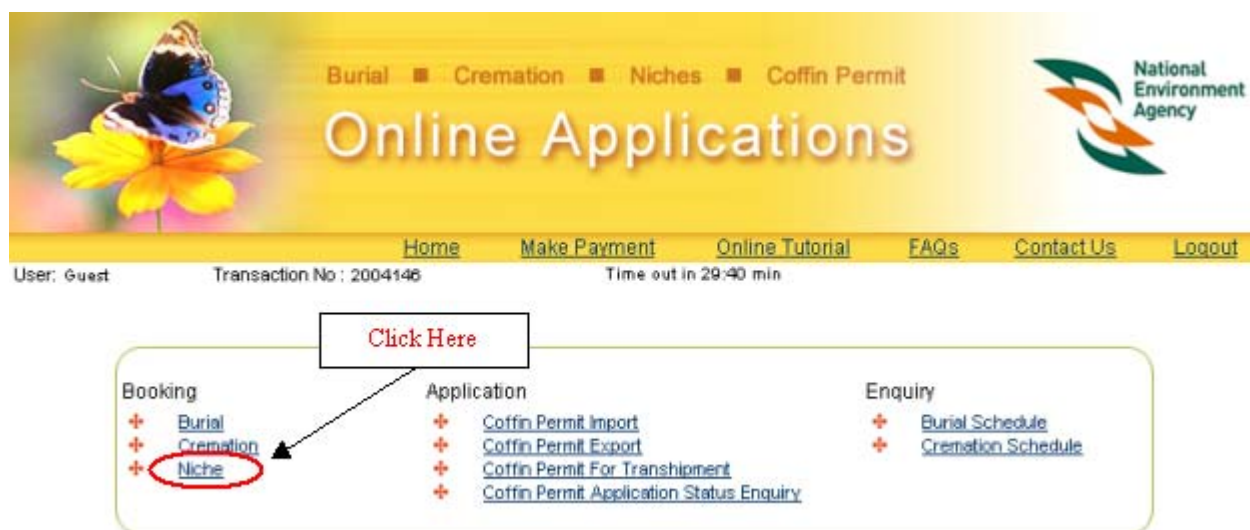


Diagram 1. Homepage for Public User

Step 2 Important Information About Niche Booking

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

- The documents required for niche application
- Important terms and conditions of lease, and
- Rules and regulations



Important Information On Niche

INSTRUCTIONS FOR LEASE OF NICHE(S) AT GOVERNMENT COLUMBARIUM

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

1. GENERAL

- Niches at government columbaria are allocated on a sequential basis. Applicants have a choice whether they wish to be allocated a niche, or select a niche of their choice during the online application.
- Bookings for niches are confirmed once payment is made. Any changes to the niche allocated/selected will have to be made in person at the relevant booking office by the applicant/next-of-kin of the deceased.
- Before the actual installation of the cremated ashes into the niches, the applicant will have to bring the following documents to the booking office for verification:
(i) a) original death certificate of deceased, or

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

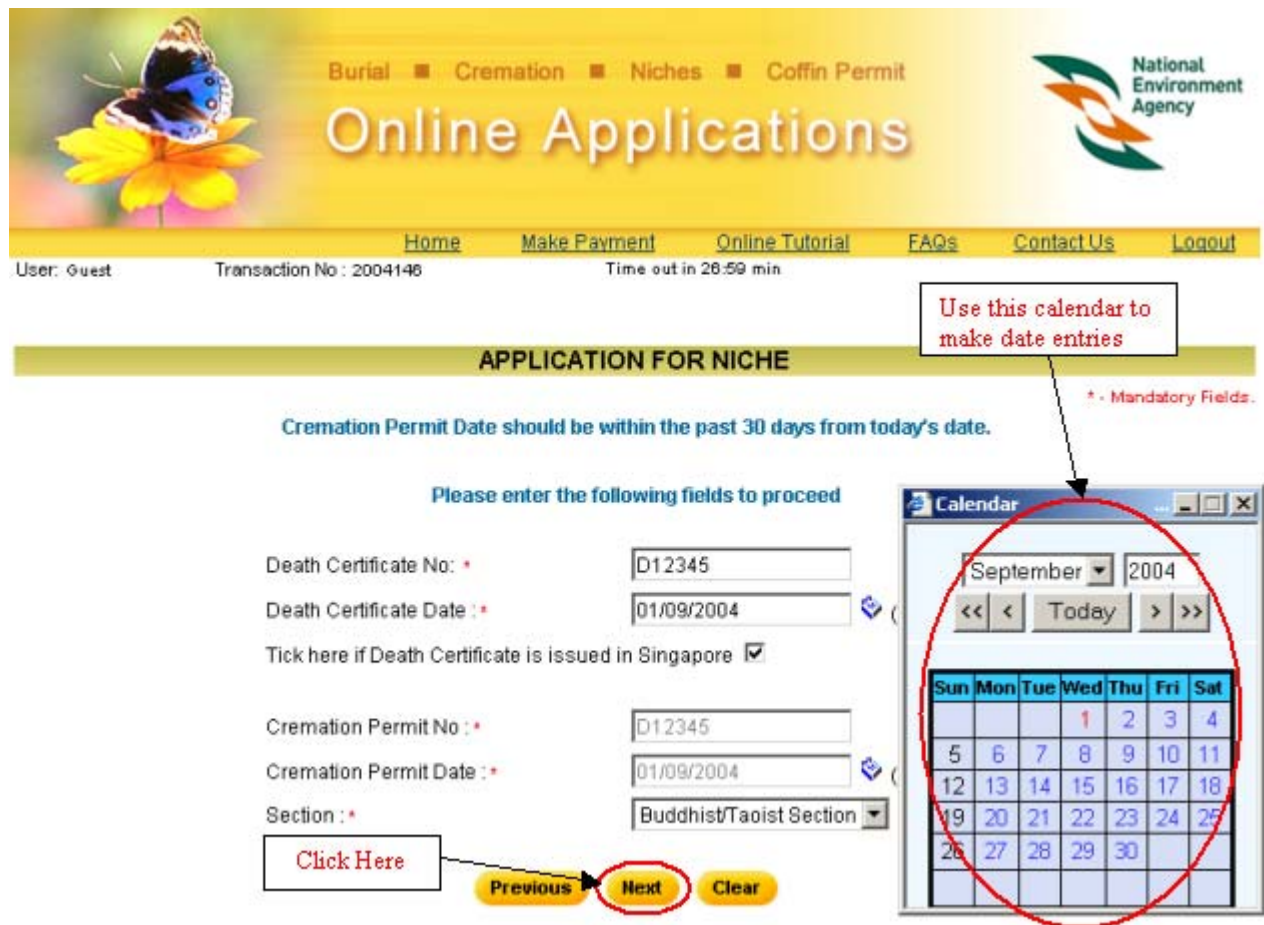
→ ←

Diagram 2. Important Information About Niche page

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

Step 3 Application For Niche (Page 1)

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



Use this calendar to make date entries

* - Mandatory Fields.

Cremation Permit Date should be within the past 30 days from today's date.


Please enter the following fields to proceed

Death Certificate No. : * [D12345]

Death Certificate Date : * [01/09/2004] 

Tick here if Death Certificate is issued in Singapore

Cremation Permit No. : * [D12345]

Cremation Permit Date : * [01/09/2004] 

Section : * [Buddhist/Taoist Section]

[Click Here](#)

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 3. Application For Niche (Page 1)

- 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 Certification No. and Death Certificate Date will automatically be reflected as the Cremation Permit No. and Date.
- Select the columbarium section..
- Click on the "Next" button to continue.

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Step 4 Application For Niche (Page 2)

You are now required to choose the niche. Fields marked with asterisk (*) are mandatory. (Refer to Diagram 4)

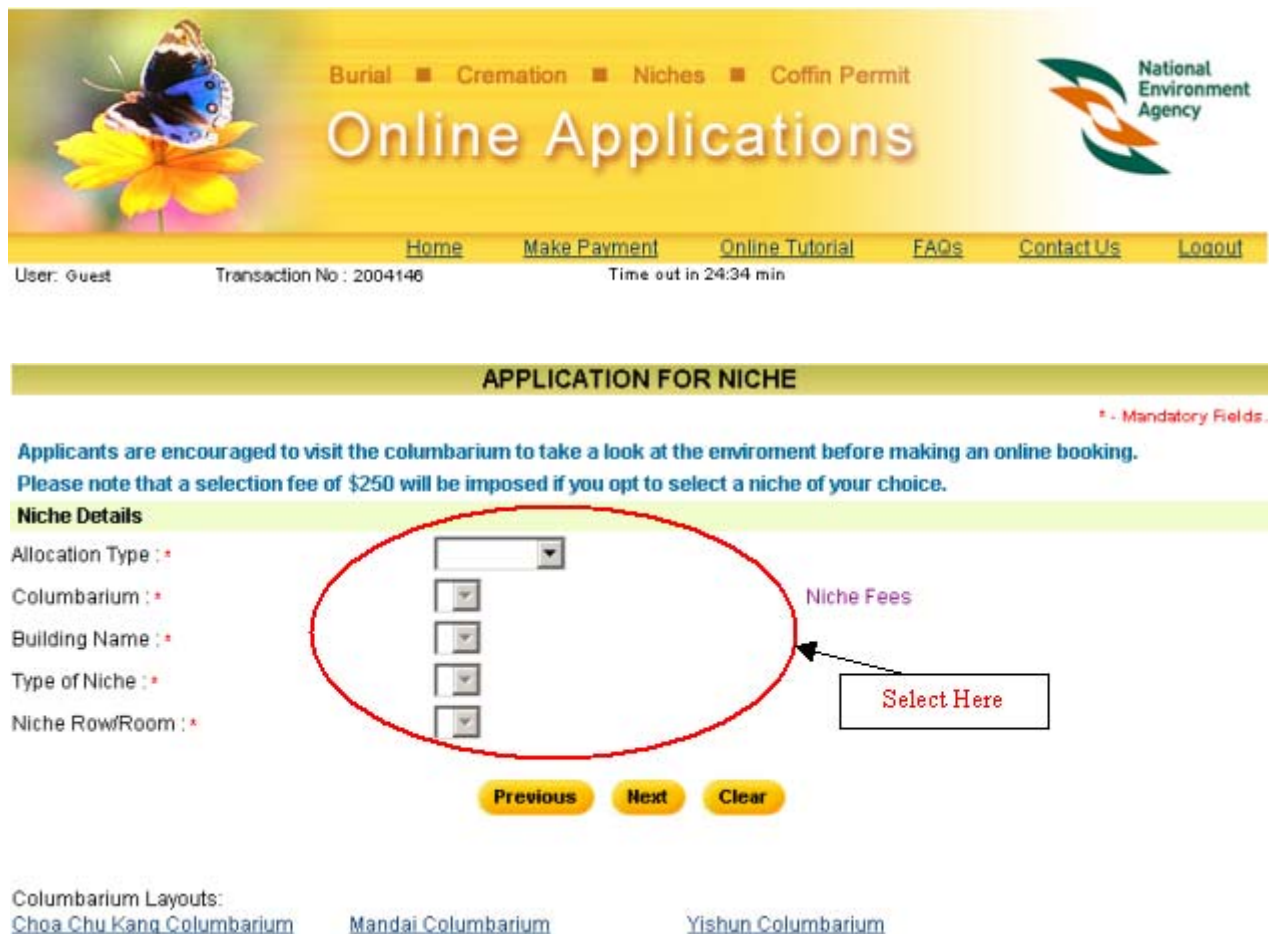
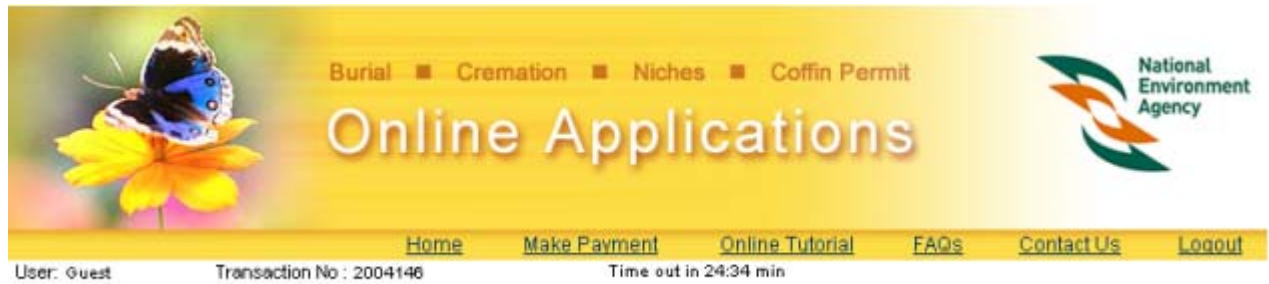


Diagram 4. Application For Niche (Page 2)

- Select the type of allocation from the list. Select 'Choice' if you want to choose a niche unit number. Select the option 'Allocation' if you want the system to allocate the niche unit number.
- Refer to Diagram 4.1 if you have chosen Allocation; or refer to Diagram 4.2 if you have chosen Choice



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Online Applications

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User: Guest Transaction No : 2004146 Time out in 24:34 min

APPLICATION FOR NICHE

* - Mandatory Fields.

Applicants are encouraged to visit the columbarium to take a look at the environment before making an online booking.
Please note that a selection fee of \$250 will be imposed if you opt to select a niche of your choice.

Niche Details

Allocation Type : * Allocation ▾

Columbarium : * CHOA CHU KANG COLUMBARIUM ▾ Niche Fees

Type of Niche : * Standard ▾

Previous **Next** Clear

Click Here

Columbarium Layouts:

[Choa Chu Kang Columbarium](#)

[Mandai Columbarium](#)

[Yishun Columbarium](#)

Diagram 4.1. Allocation

- Select the columbarium of your choice.
- Select the niche type.
- To see the layout of each columbarium, click on the links under Columbarium Layouts.
- Note: The niche number will be allocated to you at the columbarium counter.

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User: Guest Transaction No : 2004146 Time out in 24:34 min

APPLICATION FOR NICHE

* - Mandatory Fields.

Applicants are encouraged to visit the columbarium to take a look at the environment before making an online booking. Please note that a selection fee of \$250 will be imposed if you opt to select a niche of your choice.

Niche Details

Allocation Type : *

Columbarium : * Niche Fees

Building Name : *

Type of Niche : *

Niche Row/Room : *

[Click Here](#)

Columbarium Layouts:

[Choa Chu Kang Columbarium](#)

[Mandai Columbarium](#)

[Yishun Columbarium](#)

Diagram 4.2 Choice

- Select the columbarium of your choice. The building names for the selected columbarium will be displayed.
- Select the building name.
- Select the niche type. The lists of niche rows/rooms with niche units available for booking are listed. You may have to select another niche type, building or columbarium if no niche row/room is listed.
- To see the layout of each columbarium, click on the links under Columbarium Layouts.
- After entering the niche details, click on the "Next" button.
- You are required to choose the niche unit (refer to diagram 4.2.1).

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APPLICATION FOR NICHE

* - Mandatory Fields.

Niche Details

Allocation Type : Choice
 Type of Niche : Standard
 Columbarium : CHOA CHU KANG COLUMBARIUM
 Building Name : CCK COLUMBARIUM, BLK A
 Niche Row/Room : CCKC , Blk A Lvl 01 , Rm 10, 060-203S

Niche Assignment

Unit *

Select Here

Side 1

60	61	62	63	64	65	66	67	68	69	70	71
72	73	74	75	76	77	78	79	80	81	82	83
84	85	86	87	88	89	90	91	92	93	94	95
96	97	98	99	100	101	102	103	104	105	106	107
108	109	110	111	112	113	114	115	116	117	118	119
120	121	122	123	124	125	126	127	128	129	130	131

Side 2

132	133	134	135	136	137	138	139	140	141	142	143
144	145	146	147	148	149	150	151	152	153	154	155
156	157	158	159	160	161	162	163	164	165	166	167
168	169	170	171	172	173	174	175	176	177	178	179
180	181	182	183	184	185	186	187	188	189	190	191
192	193	194	195	196	197	198	199	200	201	202	203

Click Here

Previous Clear

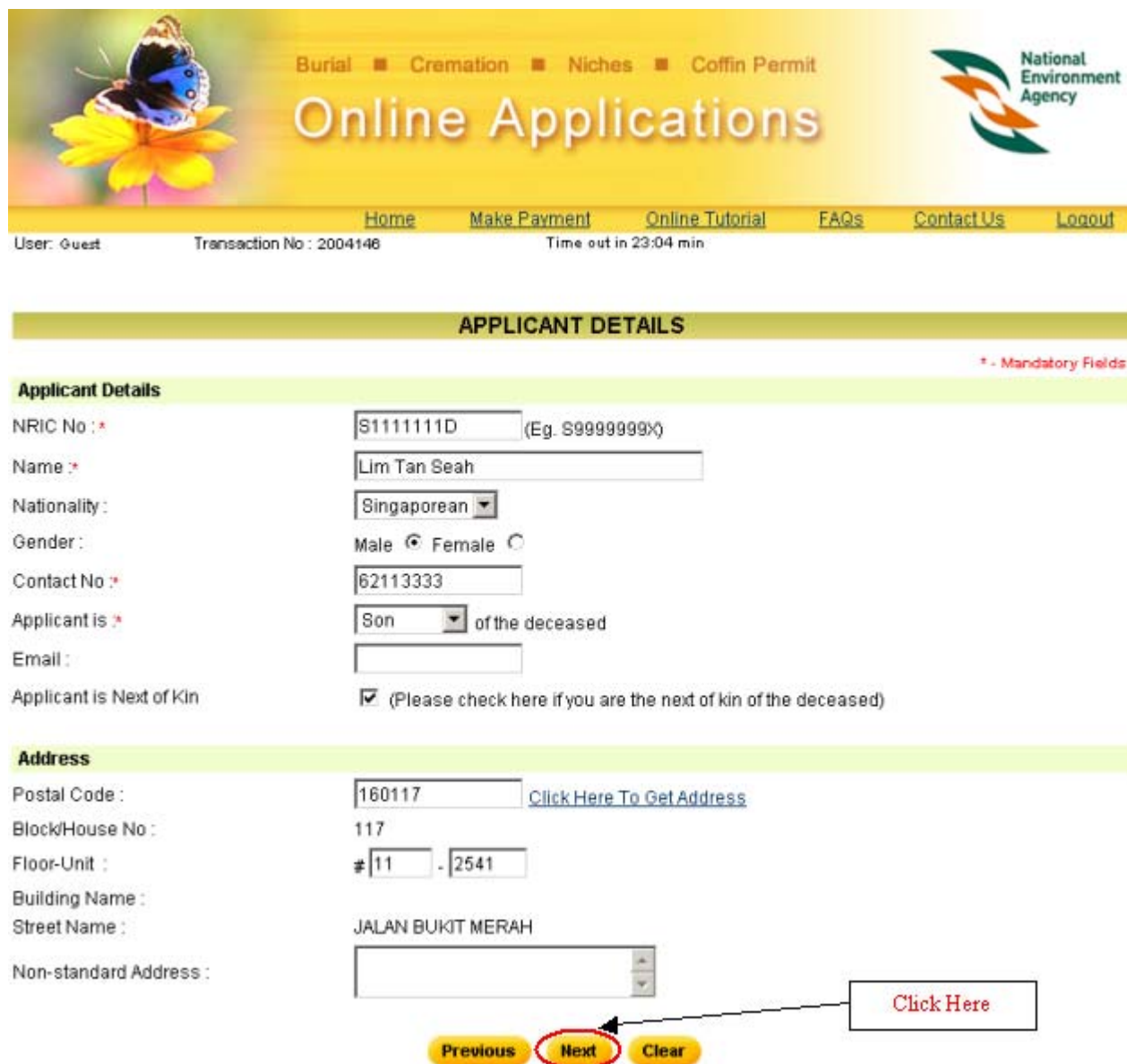
Diagram 4.2.1. Choice - Selection of niche unit

- All available niches in the selected niche row/room are populated in the unit selection list. Select any one of the units. The diagram on the right shows the layout of the particular Niche Row/Room selected.
- To amend the selection, click on the “Previous” button to select another type of niche, columbarium, building or niche row/room.
- 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.



The screenshot shows the 'Online Applications' page for Burial, Cremation, Niches, and Coffin Permits. The page includes a navigation menu with links for Home, Make Payment, Online Tutorial, FAQs, Contact Us, and Logout. The user is identified as a Guest with transaction number 2004146 and a 23:04 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'. The 'Address' section includes fields for Postal Code (160117), Block/House No. (117), Floor-Unit (#11 - 2541), Building Name (JALAN BUKIT MERAH), and Non-standard Address. A 'Click Here' button is linked to the Non-standard Address field. At the bottom, there are 'Previous', 'Next', and 'Clear' buttons, with the 'Next' button circled in red.

Diagram 5. Applicant Details page

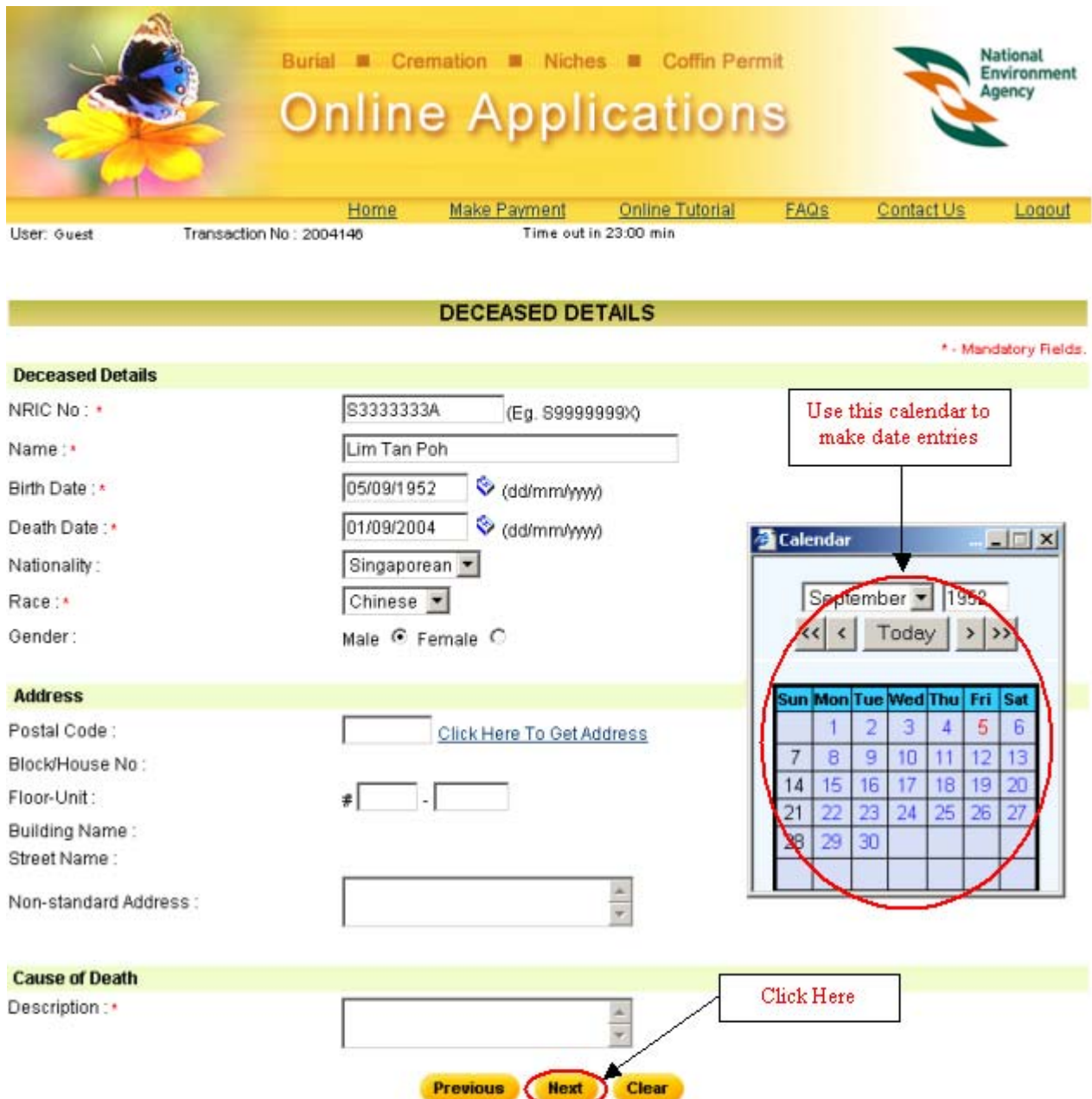
- Only valid Singapore NRIC numbers should be entered in the NRIC No. field. The NRIC number should be in S9999999X format.
- Enter your Contact No.
- Select your relationship with the Deceased.
- Enter your email address.

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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 *- Mandatory Fields.

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 : *


[Click Here](#)

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.
- Click on the "Next" button to continue. [[Top](#)]

Step 7 Next-Of-Kin Details

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



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Online Applications

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User: Guest Transaction No : 2004146 Time out in 23:01 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 checked="" 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 :	<input type="text" value="JALAN BUKIT MERAH"/>
Street Name :	<input type="text"/>
Non-standard Address :	<input type="text"/>

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 :

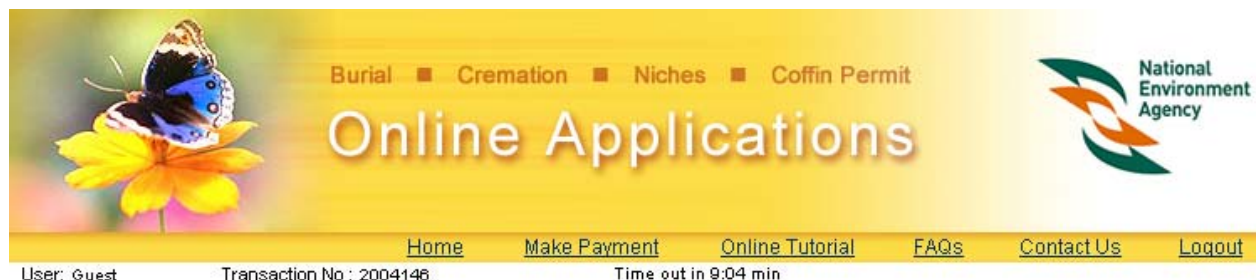
[Click Here](#)

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.



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User: Guest Transaction No : 2004146 Time out in 9:04 min

CONFIRMATION FOR NICHE 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 :	05/09/1952
Date of Death :	01/09/2004
Nationality :	Singaporean
Race :	Chinese
Gender :	Male
Address :	
Death Cert. No. :	D12345
Death Cert. Date :	01/09/2004

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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 : 20/09/2004
Cremation Permit No : D12345
Permit Date : 01/09/2004

Niche Details

Allocation Type : Choice
Columbarium : CHOA CHU KANG COLUMBARIUM
Building Name : CCK COLUMBARIUM, BLK A
Niche Row/Room : CCKC , Blk A Lvl 01 , Rm 10, 060-203S
Type of Niche : Standard

Niche Assignment

Unit : 108

Payment Details

S/No	Description	Fee Amount	GST Amount	Total Amount
1	Niche Fee (Choice)	S\$714.29	S\$35.71	S\$750.00

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

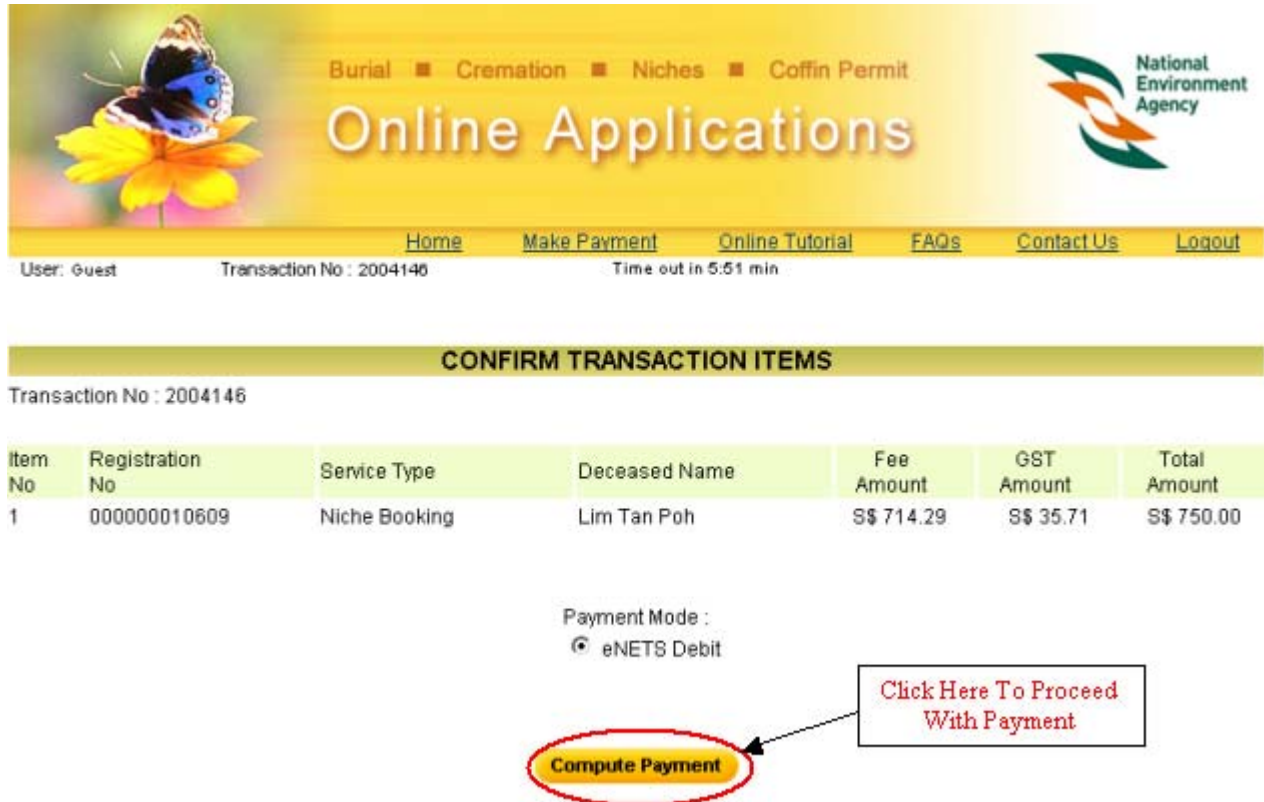


Diagram 8. Registration Confirmation For Niche Session page

- Verify the Payment details, Columbarium details and niche unit number, applicant, deceased and next of kin details on the page. If the fee and GST amount are not correct, then check the type of niche and the allocation type entered on the earlier pages.

Step 9 Confirm Transaction Page

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



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User: Guest Transaction No : 2004146 Time out in 5:51 min

CONFIRM TRANSACTION ITEMS

Transaction No : 2004146

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010609	Niche Booking	Lim Tan Poh	S\$ 714.29	S\$ 35.71	S\$ 750.00

Payment Mode :
 eNETS Debit

[Click Here To Proceed With 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.



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User: Guest Transaction No : 2004146 *Time out in 4:58 min*

CONFIRM PAYMENT

Transaction No : 2004146

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010609	Niche Booking	Lim Tan Poh	S\$ 714.29	S\$ 35.71	S\$ 750.00
Grand Total						S\$ 750.00

[Previous](#) **Pay Now** [Abandon](#)

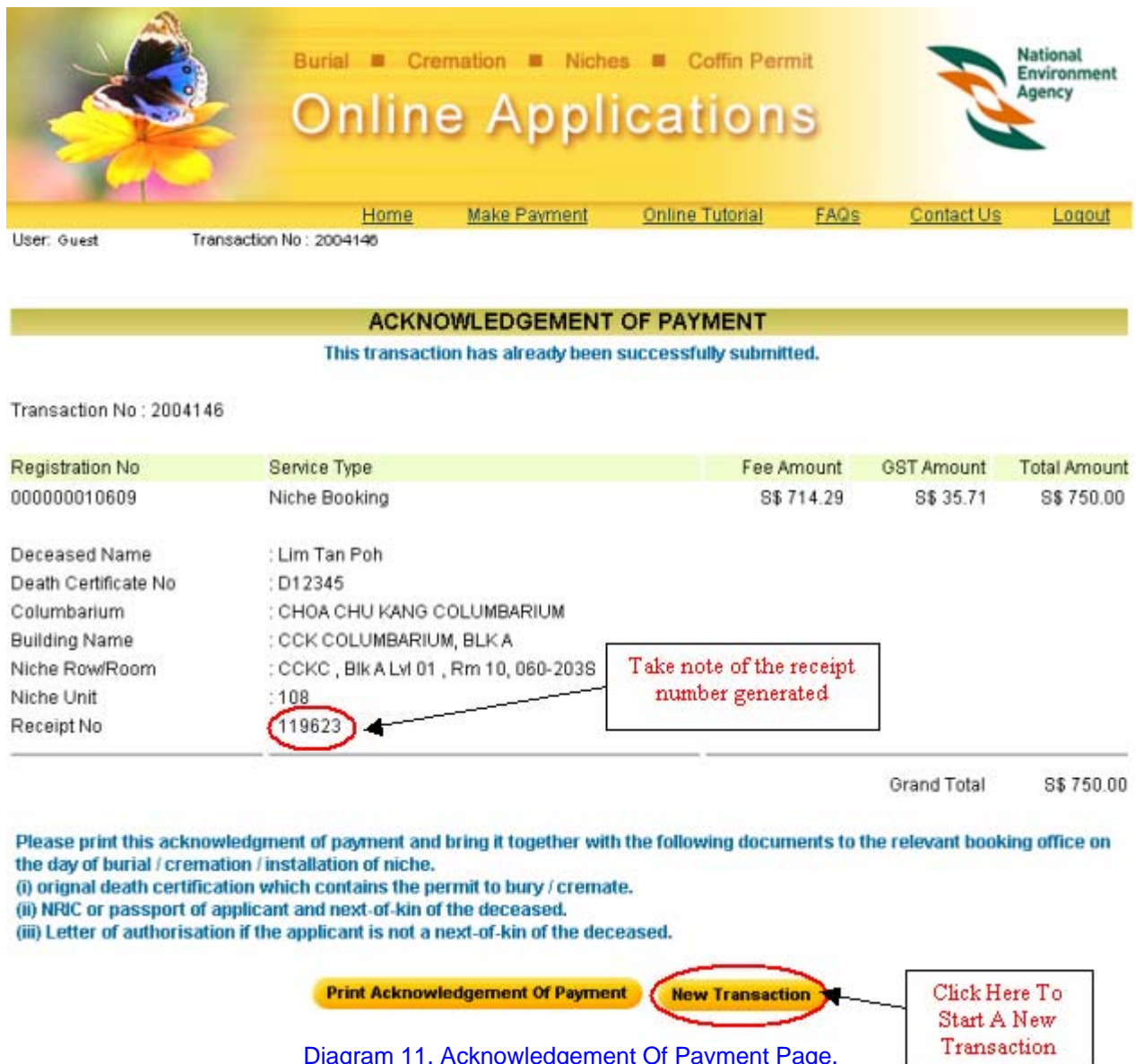
[Click Here](#)

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.



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User: Guest Transaction No : 2004146

ACKNOWLEDGEMENT OF PAYMENT

This transaction has already been successfully submitted.

Transaction No : 2004146

Registration No	Service Type	Fee Amount	GST Amount	Total Amount
000000010609	Niche Booking	S\$ 714.29	S\$ 35.71	S\$ 750.00

Deceased Name : Lim Tan Poh
Death Certificate No : D12345
Columbarium : CHOA CHU KANG COLUMBARIUM
Building Name : CCK COLUMBARIUM, BLK A
Niche Row/Room : CCKC , Blk A Lvl 01 , Rm 10, 060-203S
Niche Unit : 108
Receipt No : 119623

Grand Total S\$ 750.00

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 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 columbarium.
- 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 : 2004146 Date : 20/09/2004
Applicant Name : Lim Tan Seah Time : 11:09 AM
Applicant ID : S1111111D
Application : NEA-ATAD

Registration No	Service Type	Fee (S\$)	GST (S\$)	Total (S\$)
000000010609	Niche Booking	714.29	35.71	750.00
Deceased Name	: Lim Tan Poh			
Death Certificate No	: D12345			
Columbarium	: CHOA CHU KANG COLUMBARIUM			
Building Name	: CCK COLUMBARIUM, BLK A			
Niche Row/Room	: CCKC , Blk A Lvl 01 , Rm 10, 060-203S			
Niche Unit	: 108			
Receipt No	: 119623			
			Grand Total	750.00

Important Information

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

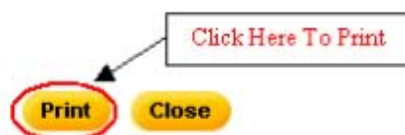


Diagram 12. Acknowledgement of Payment.

- Click on the 'Print' button to print the Acknowledgement of Payment.
- Click "Close" button to close the pop-out browser window.