

User Manual For Registered Funeral Director (Burial)

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Step 1 Homepage

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

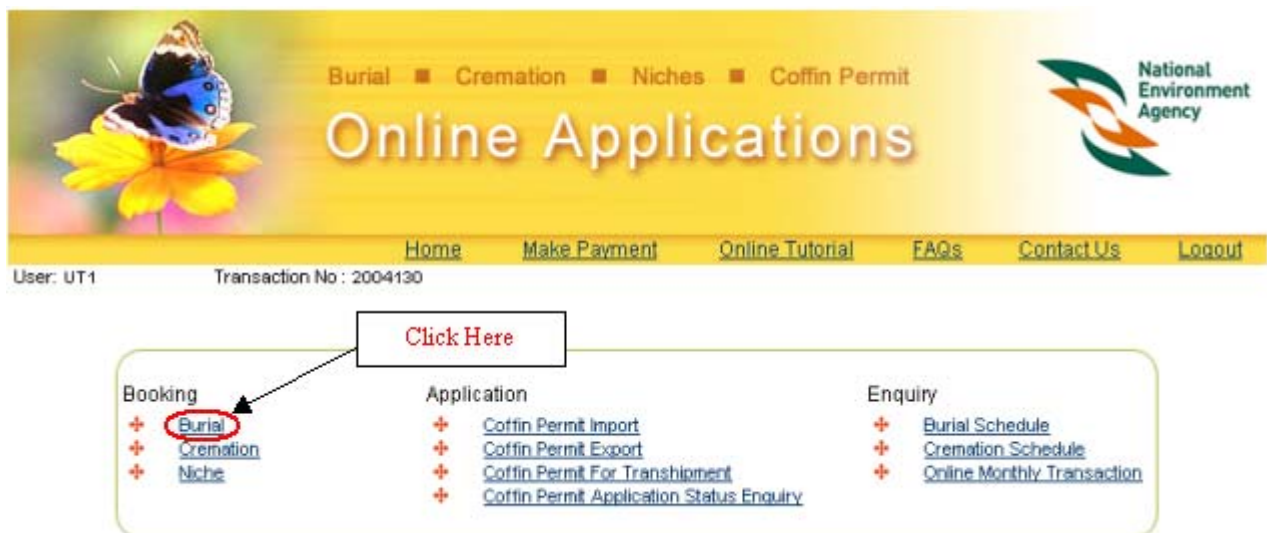


Diagram 1. Homepage for Registered Funeral Director

Step 2 Important 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

- 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.
- 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:
 - original Death Certificate, which contains the Permit to Burv/Cremate

I have read, understood and agree to the above instructions, terms and conditions & rules and regulations, and will inform the next-of-kin of the deceased accordingly.



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.

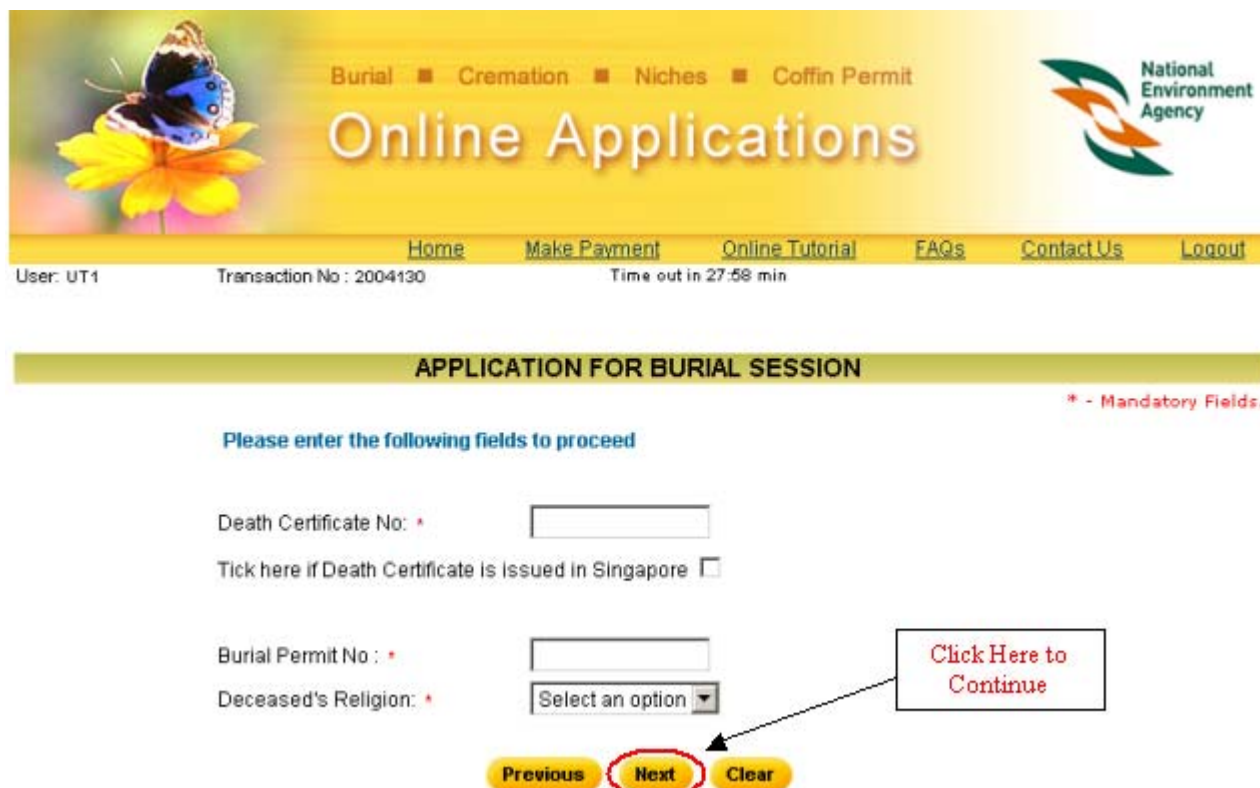
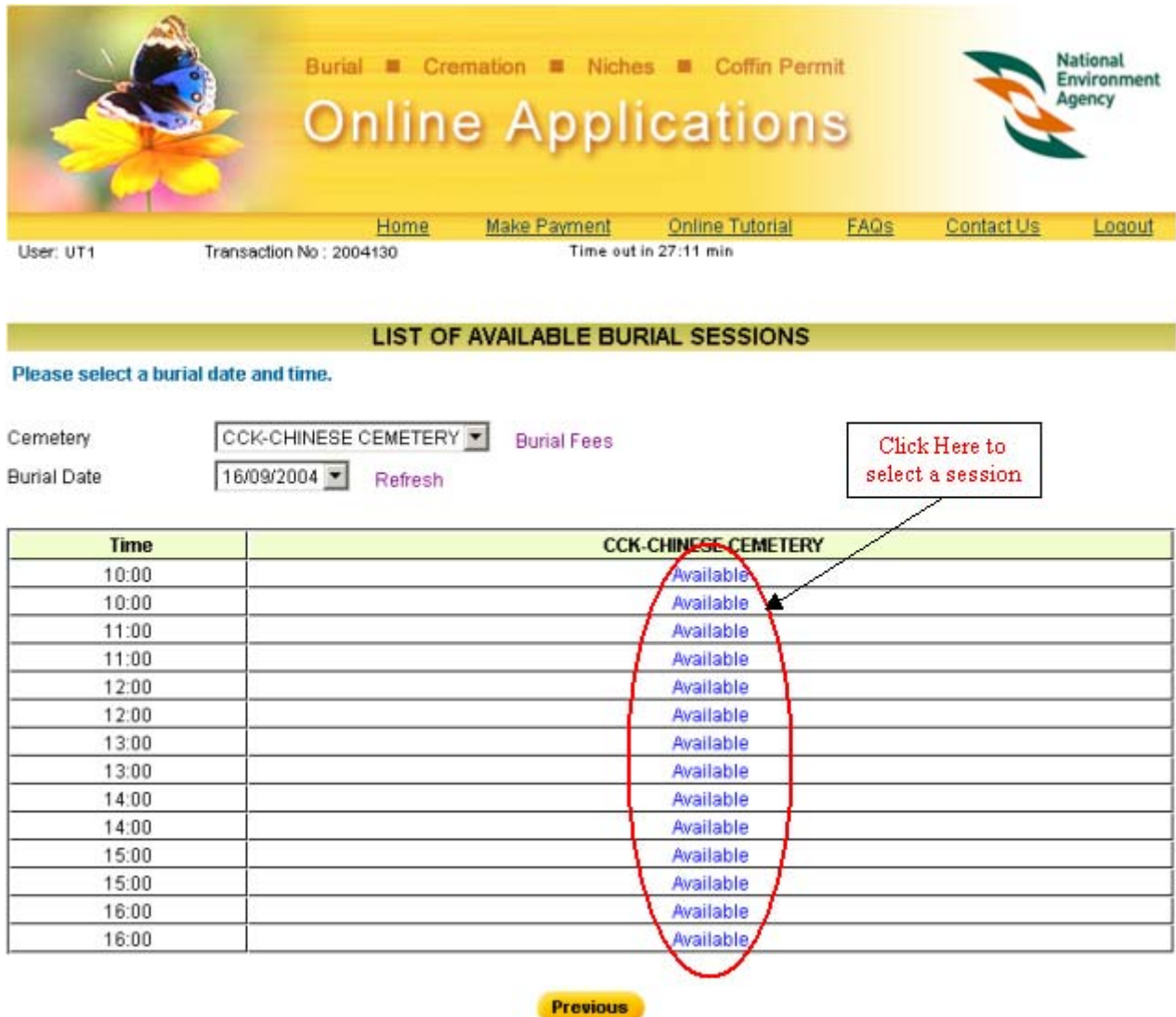


Diagram 3. Online registration for burial session

- Enter Death Certificate No. and Burial Permit No.
- If the death certificate is not issued in Singapore, enter the Burial Permit No. issued in Singapore by Port Health Office.
- If it is issued in Singapore, click on the check box provided. The Death Certificate No. will automatically be reflected as the Burial Permit No.
- 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.

Step 4 Burial Booking Schedule

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



LIST OF AVAILABLE BURIAL SESSIONS

Please select a burial date and time.

Cemetery: [Burial Fees](#)

Burial Date: [Refresh](#)

Time	CCK-CHINESE CEMETERY
10:00	Available
10:00	Available
11:00	Available
11:00	Available
12:00	Available
12:00	Available
13:00	Available
13:00	Available
14:00	Available
14:00	Available
15:00	Available
15:00	Available
16:00	Available
16:00	Available

[Click Here to select a session](#)

[Previous](#)

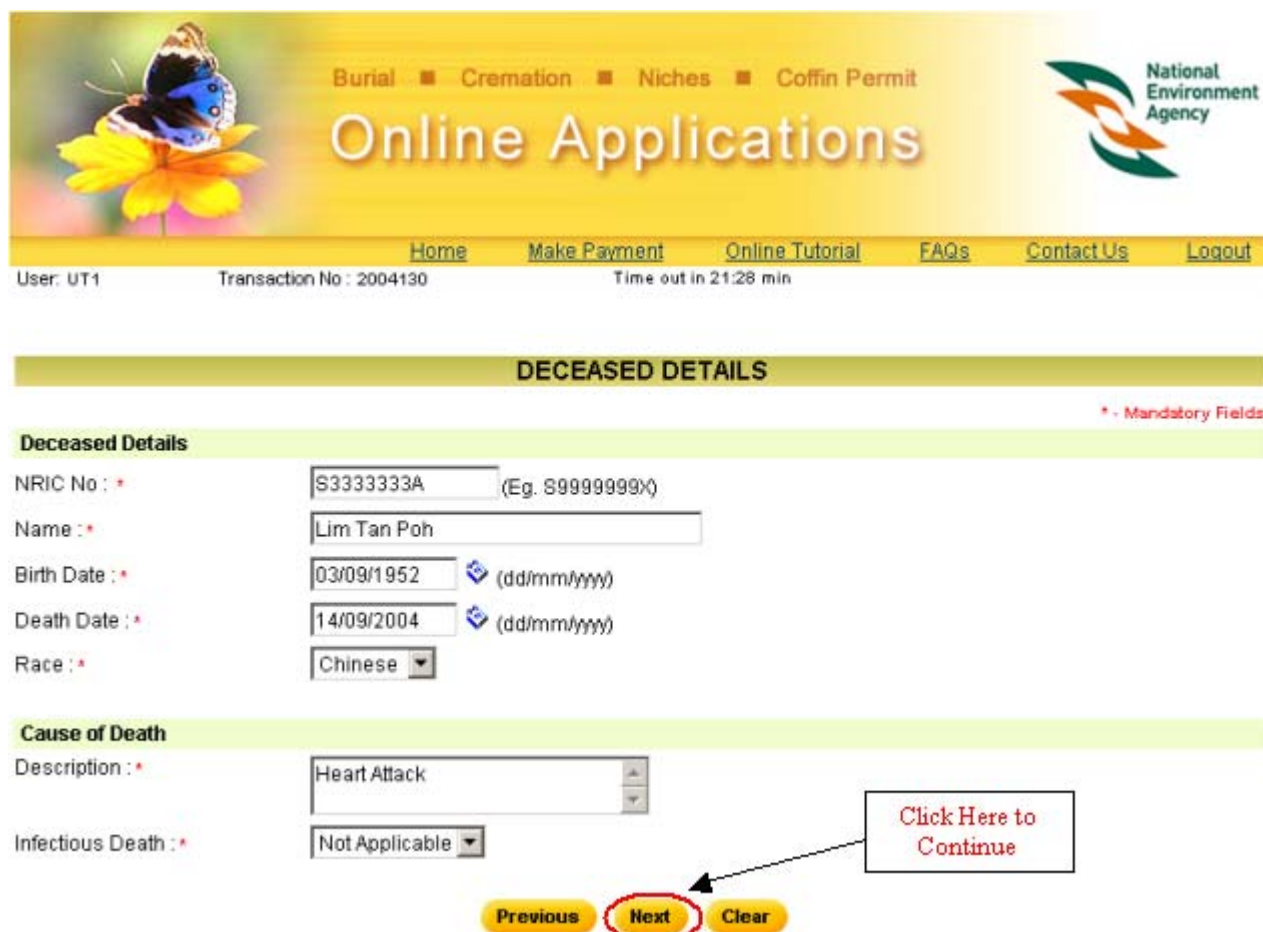
Diagram 4. Selecting Burial session's date and time.

- 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 Deceased Details

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



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User: UT1 Transaction No : 2004130 Time out in 21:28 min

DECEASED DETAILS

* - Mandatory Fields.

Deceased Details

NRIC No : * (Eg. S9999999X)

Name : *

Birth Date : * (dd/mm/yyyy)

Death Date : * (dd/mm/yyyy)

Race : *

Cause of Death

Description : *

Infectious Death : *

[Click Here to Continue](#)

Diagram 5. 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.
- **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 6 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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Online Applications

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User: UT1 Transaction No : 2004130 Time out in 18:26 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

Company RCB Number : R11111
 Company Name : Test Company
 Account Number : abc1

Deceased Details

NRIC No. : S3333333A
 Name : Lim Tan Poh
 Date of Birth : 03/09/1952
 Date of Death : 14/09/2004
 Religion : Buddhist
 Race : Chinese
 Death Cert. No : D12345
 Death Description : Heart Attack
 Infectious Death : Not Applicable

Registration/Permit Details

Application Date : 15/09/2004
 Burial Permit No : D12345

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

Burial Details

Cemetery : CCK-CHINESE CEMETERY
 Burial Date : 16/09/2004
 Burial Time : 11:00 AM

Payment Details

S/No	Description	Fee Amount	GST Amount	Total Amount
	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

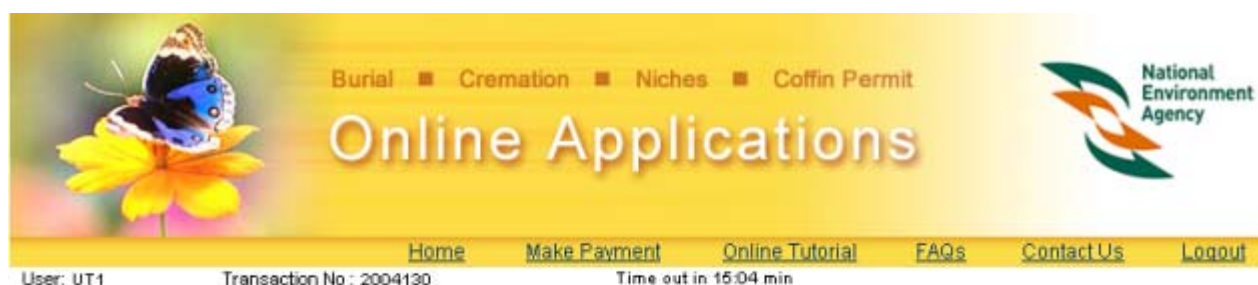
Diagram 6. Confirmation page.

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- Verify the Payment details, burial session and deceased 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.

Step 7 Confirm Transaction Page

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



CONFIRM TRANSACTION ITEMS							
Transaction No : 2004130							
Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount	Uncheck To Remove
1	000000010598	Burial Booking	Lim Tan Poh	S\$ 895.24	S\$ 44.76	S\$ 940.00	<input checked="" type="checkbox"/>

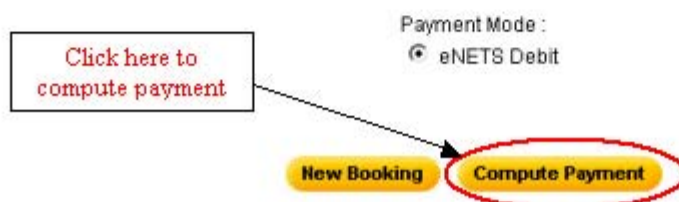
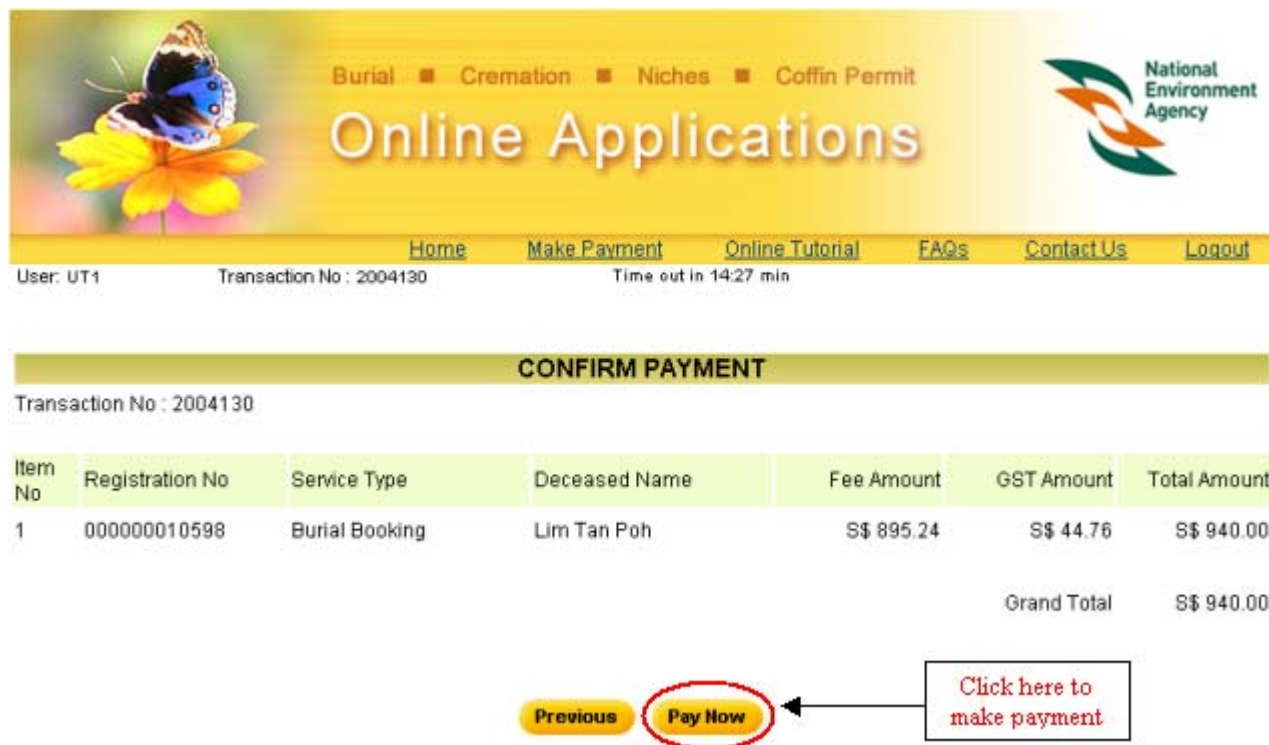


Diagram 7. Confirm Transaction Items page.

- 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.

Step 8 Payment Page

Verify the payment mode.



Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010598	Burial Booking	Lim Tan Poh	S\$ 895.24	S\$ 44.76	S\$ 940.00
Grand Total						S\$ 940.00

Previous Pay Now

Click here to make payment

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.

Step 9 Acknowledgement Of Payment

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



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User: UT1 Transaction No : 2004130

ACKNOWLEDGEMENT OF PAYMENT

This transaction has already been successfully submitted.

Transaction No : 2004130

Registration No	Service Type	Fee Amount	GST Amount	Total Amount
000000010598	Burial Booking	S\$ 895.24	S\$ 44.76	S\$ 940.00

Deceased Name : Lim Tan Poh
Death Certificate No : D12345
Cemetery : CCK-CHINESE CEMETERY
Cremation Date / Time : 16/09/2004 / 11:00 AM
Receipt No : 119590

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 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 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 10 Printing Of Acknowledgement Of Payment



ACKNOWLEDGEMENT OF PAYMENT

Transaction No : 2004130 Date : 15/09/2004
Applicant Name : Test Company Time : 03:55 PM
Applicant ID : R11111
Application : NEA-ATAD

Registration No	Service Type	Fee (S\$)	GST (S\$)	Total (S\$)
000000010598	Burial Booking	895.24	44.76	940.00
Deceased Name	: Lim Tan Poh			
Death Certificate No	: D12345			
Cemetery	: CCK-CHINESE CEMETERY			
Burial Date / Time	: 16/09/2004 / 11:00 AM			
Receipt No	: 119590			
Grand Total				940.00

Important Information

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



Diagram 10. Acknowledgement of payment.

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