

User Manual For Registered Funeral Director (Cremation)

- Step 1: [Homepage \(Main\)](#)
- Step 2: [Information About Cremation](#)
- Step 3: [Online Registration For Cremation](#)
- Step 4: [Cremation Booking Schedule](#)
- 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](#)

Step 1 Homepage

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

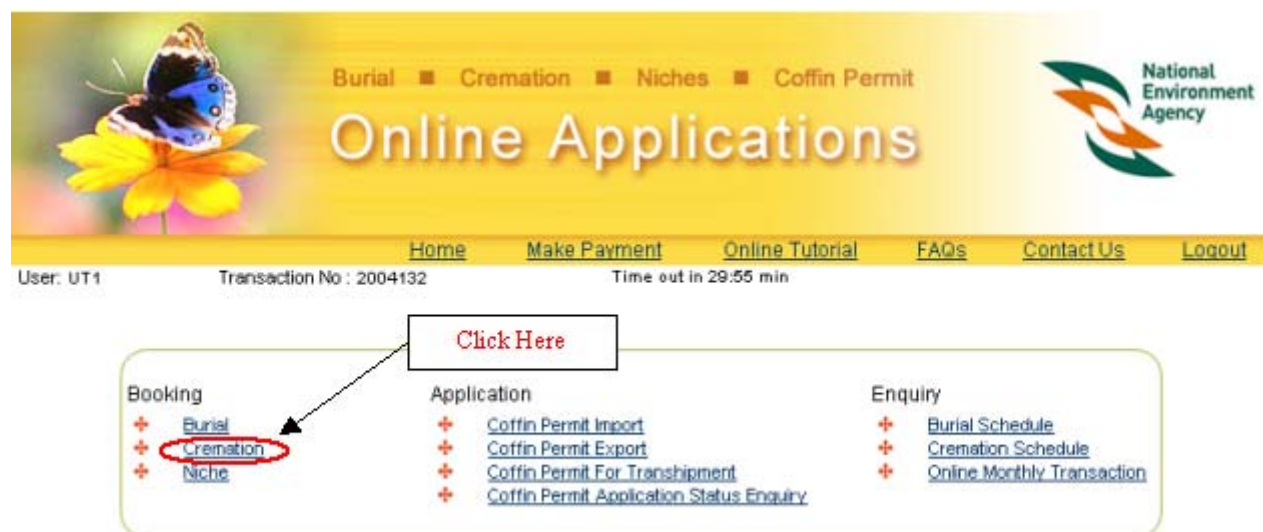
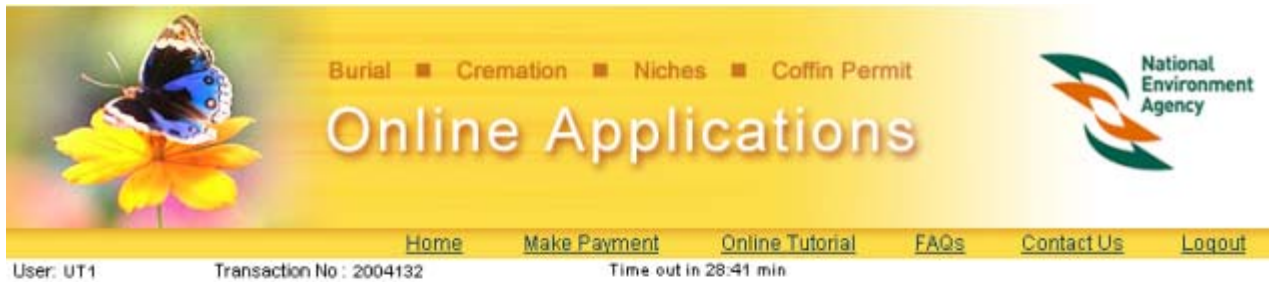


Diagram 1. Homepage for Registered Funeral Director

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, terms and conditions & rules and regulations, and will inform the next-of-kin of the deceased accordingly.

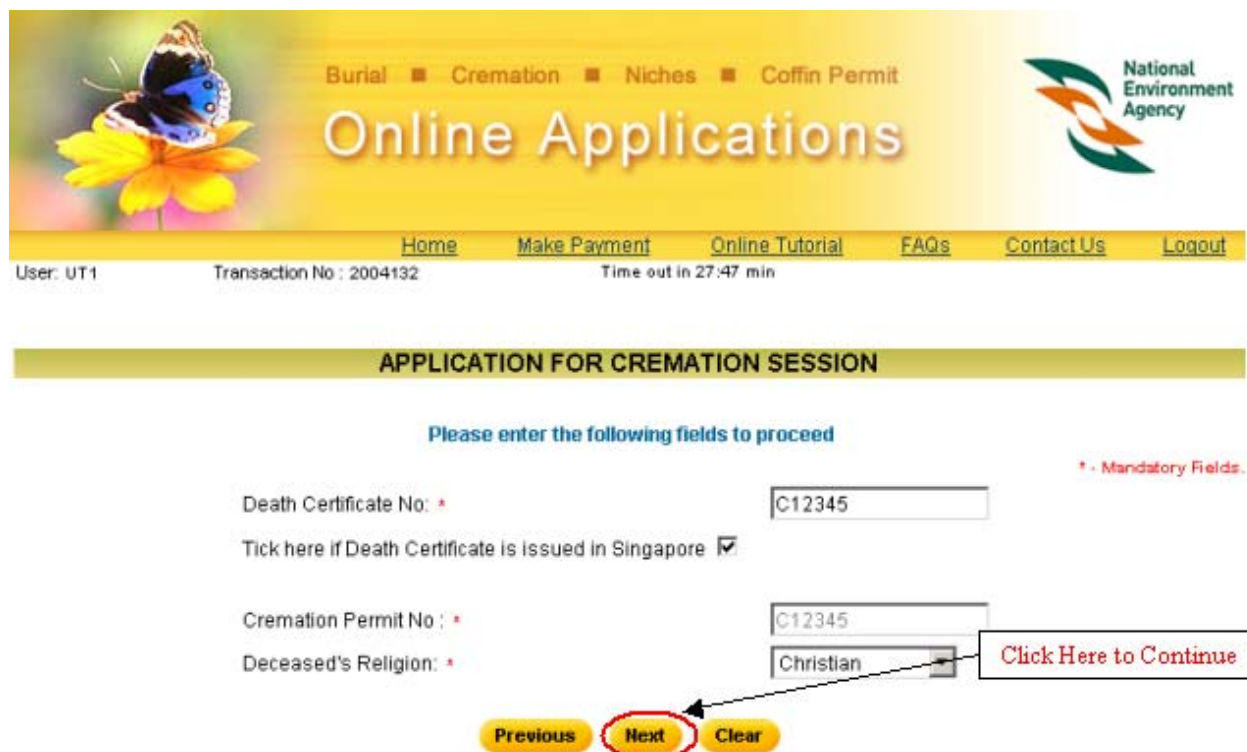
Click Here If You Agree → I Agree I Disagree ← Click Here If You Disagree

Diagram 2. Important information for Cremation session applications.

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

Step 3 Online Registraton For Cremation

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



Home Make Payment Online Tutorial FAQs Contact Us Logout

User: UT1 Transaction No : 2004132 Time out in 27:47 min

APPLICATION FOR CREMATION SESSION

Please enter the following fields to proceed

* - Mandatory Fields.

Death Certificate No: *

Tick here if Death Certificate is issued in Singapore

Cremation Permit No: *

Deceased's Religion: *

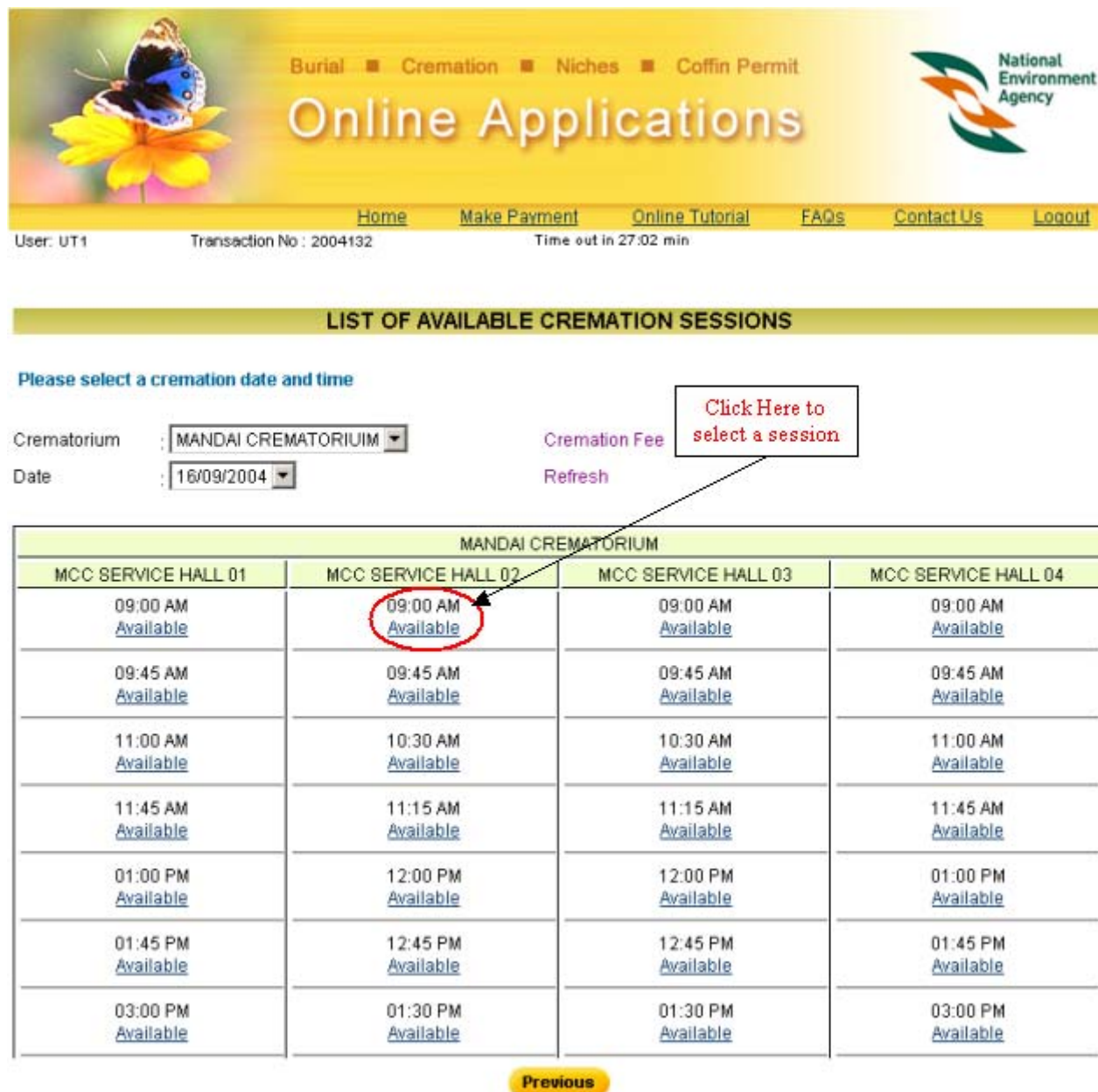
[Click Here to Continue](#)

Diagram 3. Online registration for Cremation session

- Enter Death Certificate No. and Cremation Permit No.
- If the death certificate is not issued in Singapore, enter the Cremation 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 Cremation Permit No.
- Select the religion of the deceased.
- Click on the 'Next' button to continue.

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. At the top, there are navigation links for 'Burial', 'Cremation', 'Niches', and 'Coffin Permit'. Below this is a header with 'Home', 'Make Payment', 'Online Tutorial', 'FAQs', 'Contact Us', and 'Logout'. The user information shows 'User: UT1', 'Transaction No: 2004132', and 'Time out in 27:02 min'.

The main section is titled 'LIST OF AVAILABLE CREMATION SESSIONS'. It prompts the user to 'Please select a cremation date and time'. The 'Crematorium' is set to 'MANDAI CREMATORIUM' and the 'Date' is '16/09/2004'. There are links for 'Cremation Fee' and 'Refresh'. A callout box points to the 'Cremation Fee' link with the text 'Click Here to select a session'.

MANDAI CREMATORIUM			
MCC SERVICE HALL 01	MCC SERVICE HALL 02	MCC SERVICE HALL 03	MCC SERVICE HALL 04
09:00 AM Available	09:00 AM Available	09:00 AM Available	09:00 AM Available
09:45 AM Available	09:45 AM Available	09:45 AM Available	09:45 AM Available
11:00 AM Available	10:30 AM Available	10:30 AM Available	11:00 AM Available
11:45 AM Available	11:15 AM Available	11:15 AM Available	11:45 AM Available
01:00 PM Available	12:00 PM Available	12:00 PM Available	01:00 PM Available
01:45 PM Available	12:45 PM Available	12:45 PM Available	01:45 PM Available
03:00 PM Available	01:30 PM Available	01:30 PM Available	03:00 PM Available

At the bottom of the table, there is a 'Previous' button.

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

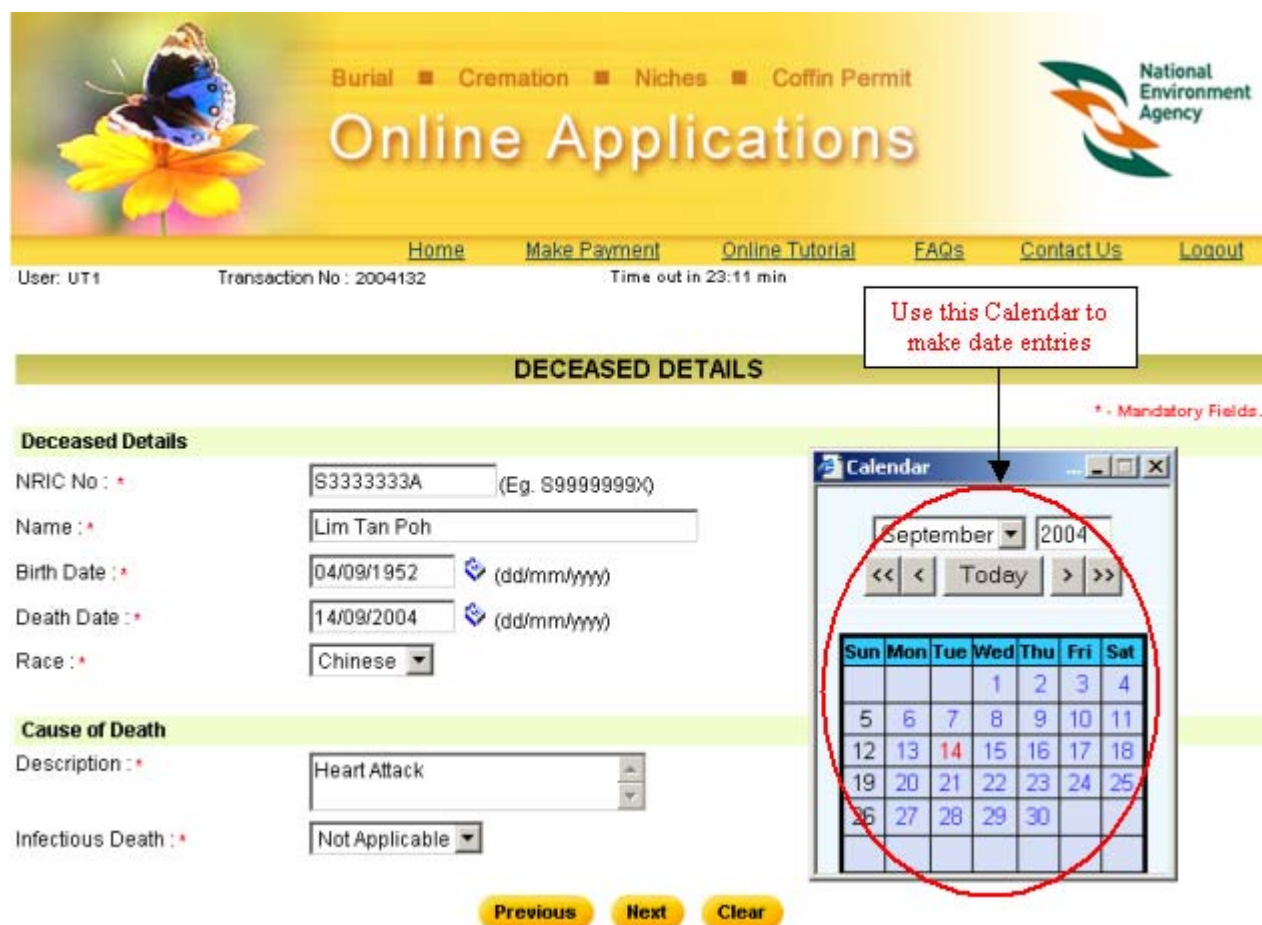
[[Top](#)]

for the selected cemetery.

- Click on the “*Previous*” button to go back to Application page.
- 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.



Home Make Payment Online Tutorial FAQs Contact Us Logout

User: UT1 Transaction No: 2004132 Time out in 23:11 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 : *

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 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.
- Choose “Not Applicable” for the Infectious Death field, if the deceased died of causes other than HIV and SARS.
- **Note:** Payment information is based on the deceased Birth and Death date, and it should be entered correctly for the accurate calculation of payment.

[[Top](#)]

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.



Burial ■ Cremation ■ Niches ■ Coffin Permit

Online Applications



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

User: UT1 Transaction No : 2004132 Time out in 22:10 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

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

Deceased Details

NRIC No. : S3333333A
 Name : Lim Tan Poh
 Date of Birth : 04/09/1952
 Date of Death : 14/09/2004
 Religion : Christian
 Race : Chinese
 Death Cert. No : C12345
 Death Description : Heart Attack
 Infectious Death : Not Applicable

Registration / Permit Details

Application Date : 15/09/2004
 Cremation Permit No : C12345

Cremation Details

Crematorium : MANDAI CREMATORIUM
 Hall No : MCC SERVICE HALL 02
 Cremation Date : 16/09/2004
 Cremation Time : 10:30 AM

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

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](#)

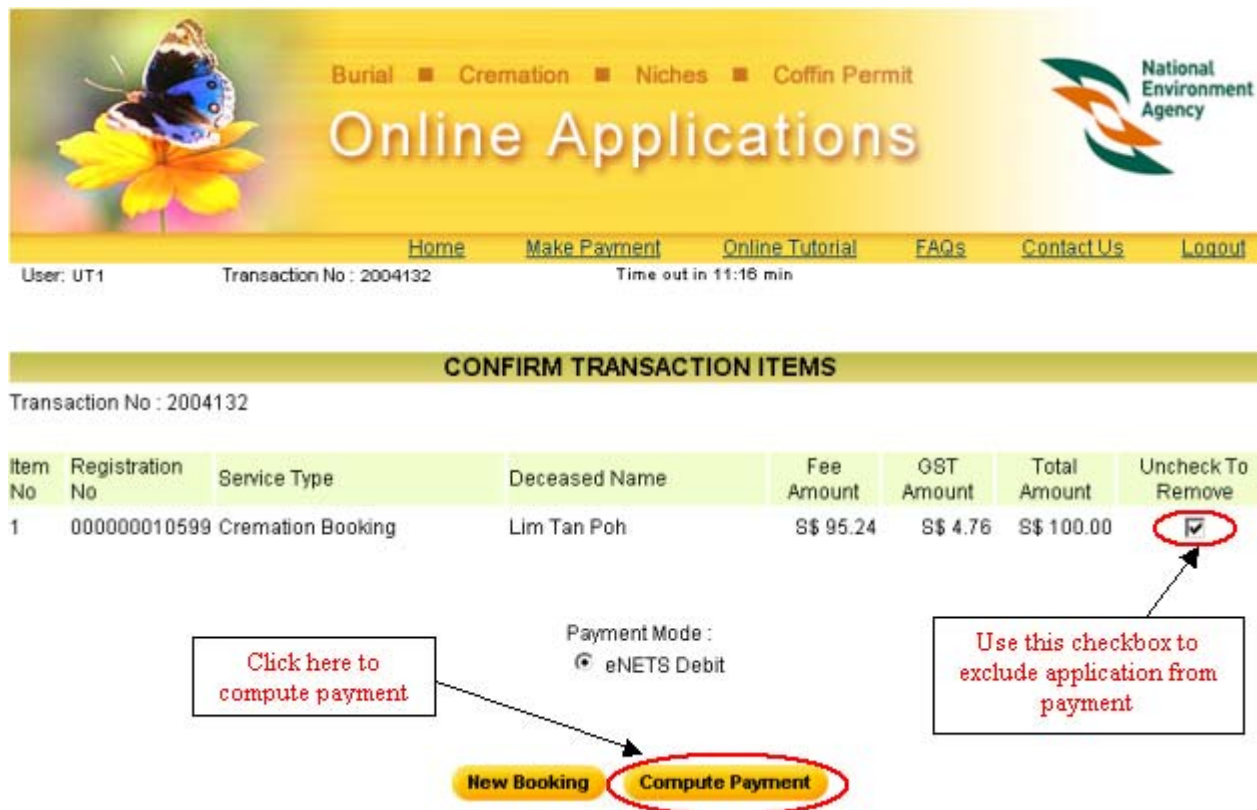
Diagram 6. Confirmation page.

[\[Top \]](#)

- Verify the Payment details, Cremation session, deceased 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.

Step 7 Confirm Transaction Page

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



The screenshot shows the 'CONFIRM TRANSACTION ITEMS' page. At the top, there is a navigation bar with links for Home, Make Payment, Online Tutorial, FAQs, Contact Us, and Logout. Below this, the user information is displayed: User: UT1, Transaction No: 2004132, and Time out in 11:16 min. The main content area is titled 'CONFIRM TRANSACTION ITEMS' and shows a table with the following data:

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount	Uncheck To Remove
1	000000010599	Cremation Booking	Lim Tan Poh	S\$ 95.24	S\$ 4.76	S\$ 100.00	<input checked="" type="checkbox"/>

Below the table, the 'Payment Mode' section shows 'eNETS Debit' selected. At the bottom, there are two buttons: 'New Booking' and 'Compute Payment'. A red box highlights the 'Compute Payment' button, with an arrow pointing to it from a text box that says 'Click here to compute payment'. Another red box highlights the 'Uncheck To Remove' checkbox, with an arrow pointing to it from a text box that says 'Use this checkbox to exclude application from payment'.

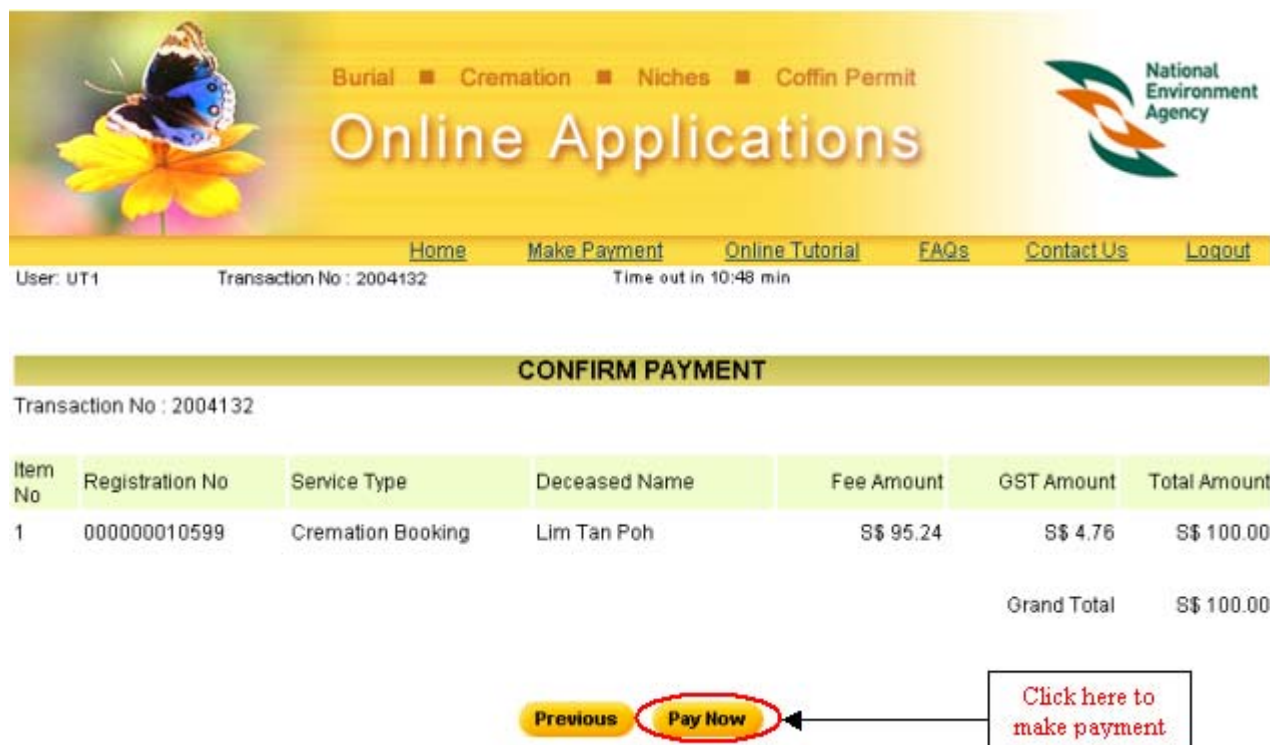
Diagram 7. Confirm Transaction Items page.

- Presently, eNets Debit is the only mode of payment available, and it is selected by default.
- In this page, to continue to pay for the application, make sure the check box is checked "on", and then click on the "Compute Payment" button. At least one payment should be checked "on" to make payment.
- To make another booking or register coffin permit applications before payment, click on the "New Booking" function to bring you back to the Home page. The current application will be saved for later payment.
- 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: UT1 Transaction No : 2004132 Time out in 10:48 min

CONFIRM PAYMENT

Transaction No : 2004132

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010599	Cremation Booking	Lim Tan Poh	S\$ 95.24	S\$ 4.76	S\$ 100.00
Grand Total						S\$ 100.00

Previous Pay Now

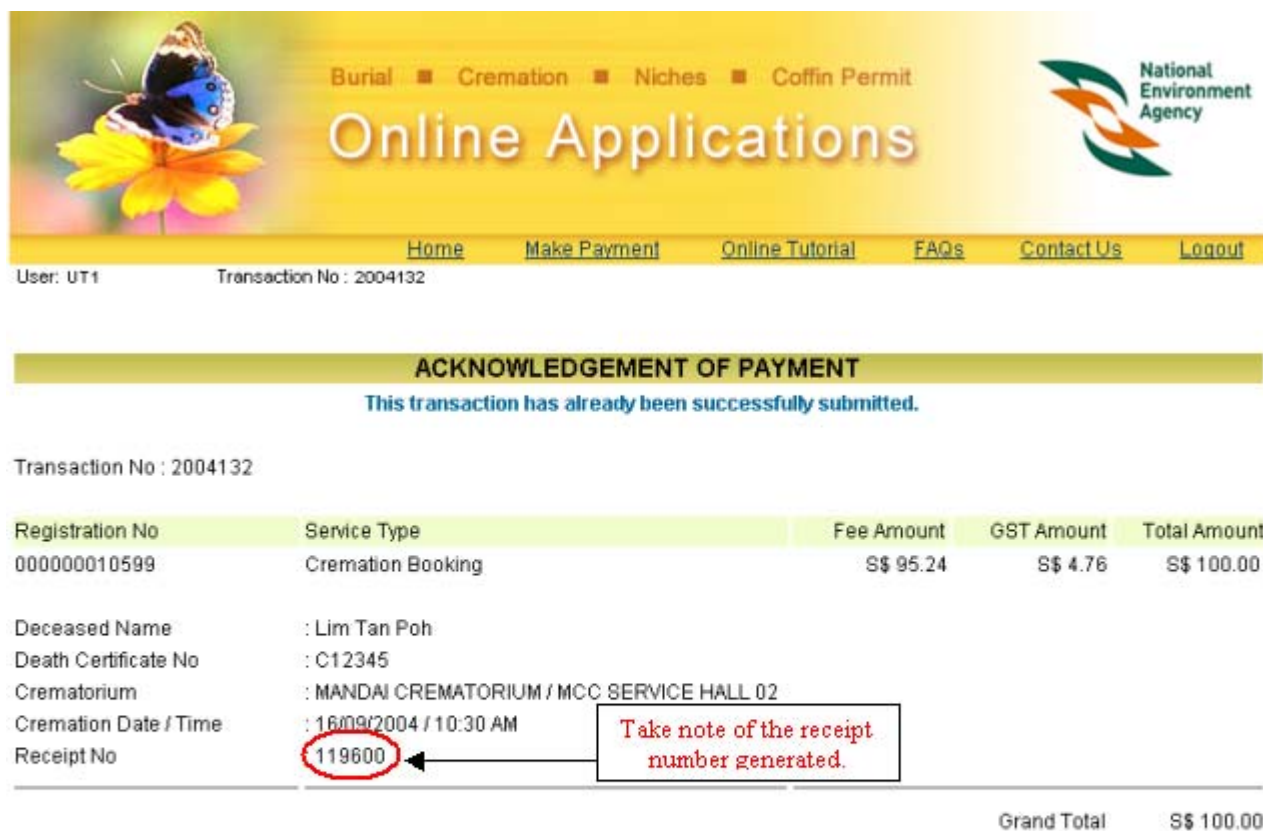
Click here to make payment

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.
- To make payment for only a selected applications registered, Click on the “Previous” button to go to the “Confirm Transaction Items” page again.

Step 9 Acknowledgement Of Payment

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



Home Make Payment Online Tutorial FAQs Contact Us Logout

User: UT1 Transaction No : 2004132

ACKNOWLEDGEMENT OF PAYMENT

This transaction has already been successfully submitted.

Transaction No : 2004132

Registration No	Service Type	Fee Amount	GST Amount	Total Amount
000000010599	Cremation Booking	S\$ 95.24	S\$ 4.76	S\$ 100.00

Deceased Name : Lim Tan Poh
Death Certificate No : C12345
Crematorium : MANDAI CREMATORIUM / MCC SERVICE HALL 02
Cremation Date / Time : 16/09/2004 / 10:30 AM
Receipt No : 119600

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 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.

[[Top](#)]

Step 10 Printing Of Acknowledgement Of Payment



ACKNOWLEDGEMENT OF PAYMENT

Transaction No : 2004132 Date : 15/09/2004
Applicant Name : Test Company Time : 05:12 PM
Applicant ID : R11111
Application : NEA-ATAD

Registration No	Service Type	Fee (S\$)	GST (S\$)	Total (S\$)
000000010599	Cremation Booking	95.24	4.76	100.00
Deceased Name	: Lim Tan Poh			
Death Certificate No	: C12345			
Crematorium	: MANDAI CREMATORIUM / MCC SERVICE HALL 02			
Cremation Date / Time	: 16/09/2004 / 10:30 AM			
Receipt No	: 119600			
Grand Total				100.00

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.