

## User Manual For Public User (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 Public User

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### Step 2 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**

- a. 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.
- b. 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:
  - (i) original Death Certificate, which contains the Permit to Bury/Cremate

**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 burial session applications.

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

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### 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.

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User: Guest Transaction No : 2004127 Time out in 26:39 min

Use this Calendar to make date entries

\* - Mandatory Fields.

Please enter the following fields to proceed

Death Certificate No : \* BA12345

Death Certificate Date : \* 01/09/2004 (dd/mm/yyyy)

Tick here if Death Certificate is issued in Singapore

Burial Permit No : \* BA12345

Burial Permit Date : \* 01/09/2004 (dd/mm/yyyy)

Deceased's Religion : \* Buddhist

Click Here to Continue

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 3. Online registration for burial session

- Enter Death Certificate No. and Burial 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 Burial Permit No. issued in Singapore by Port Health Office and the Burial 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 Burial Permit No. and Date.
- 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.

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#### 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](#)

Click Here to select a session.

Time	CCK-CHINESE CEMETERY
14:00	<a href="#">Available</a>
14:00	<a href="#">Available</a>
15:00	<a href="#">Available</a>
15:00	<a href="#">Available</a>
16:00	<a href="#">Available</a>
16:00	<a href="#">Available</a>

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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      Applicant Details

Fill in the applicant details as shown in Diagram 5. 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 :   
 Applicant is Next of Kin  (Please check here if you are the next of kin of the deceased)

**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 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.
- 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.

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## Step 6 Deceased Details

Fill in the deceased details as shown in Diagram 6. Fields marked with asterisk (\*) are mandatory.

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User: Guest Transaction No: 2004127 Time out in 22:13 min

Use this Calendar to make date entries

### DECEASED DETAILS

\* - Mandatory Fields

#### Deceased Details

NRIC No. : \* S3333333A (Eg. S9999999X)

Name : \* Lim Tan Poh

Birth Date : \* 02/09/1953 (dd/mm/yyyy)

Death Date : \* 14/09/2004 (dd/mm/yyyy)

Nationality : \*

Race : \* Chinese

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 : \* Heart Attack

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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.
- 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.

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## 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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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"/> <a href="#">Click Here To Get Address</a>
Block/House No :	<input type="text" value="117"/>
Floor-Unit :	# <input type="text" value="11"/> - <input type="text" value="2541"/>
Building Name :	
Street Name :	JALAN BUKIT MERAH
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 to  
continue

Previous **Next** Clear

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.

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## 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 : 2004127

Time out in 7:46 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

NRIC No. : S1111111D  
Name : Lim Tan Seah  
Nationality : Singaporean  
Gender :  
Contact No. : 6211 3333  
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 : 02/09/1953  
Date of Death : 01/09/2004  
Religion : Buddhist  
Nationality :  
Race : Chinese  
Gender : Male  
Address :  
Death Cert. No : BA12345

Death Cert. Date : 01/09/2004  
Death Description : Heart Attack

#### Next Of Kin Details

NRIC No. : S1111111D  
Name : Lim Tan Seah  
Nationality : Singaporean  
Gender :  
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  
Burial Permit No : BA12345  
Permit Date : 01/09/2004

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

#### Burial Details

Cemetery : CCK-CHINESE CEMETERY  
Burial Date : 15/09/2004  
Burial Time : 02:00 PM

#### Payment Details

S/No	Description	Fee Amount	GST Amount	Total Amount
1	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.

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[Confirm](#)

Diagram 8. Confirmation page.

- Verify the Payment details, burial session, applicant, deceased and next of kin 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.

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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).

## CONFIRM TRANSACTION ITEMS

Transaction No : 2004127

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010596	Burial Booking	Lim Tan Poh	S\$ 895.24	S\$ 44.76	S\$ 940.00

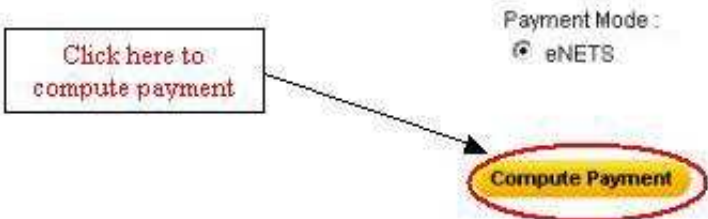


Diagram 9. Confirm Transaction Items page.

- Presently, eNets(Credit Card, Debit Card and Internet Banking) is the 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.

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### Step 10      Payment Page

Verify the payment mode.



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User: Guest   Transaction No : 2004127   Time out in 3:35 min

## CONFIRM PAYMENT

Transaction No : 2004127

Item No	Registration No	Service Type	Deceased Name	Fee Amount	GST Amount	Total Amount
1	000000010596	Burial Booking	Lim Tan Poh	S\$ 895.24	S\$ 44.76	S\$ 940.00
					Grand Total	S\$ 940.00

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.

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## Step 11   Acknowledgement Of Payment

Once payment has been successfully made, the “Acknowledgement of Payment” page will be displayed. Refer to Diagram 11

User: Guest

Transaction No : 2004127

### ACKNOWLEDGEMENT OF PAYMENT

This transaction has already been successfully submitted.

Transaction No : 2004127

Registration No	Service Type	Fee Amount	GST Amount	Total Amount
000000010596	Burial Booking	S\$ 895.24	S\$ 44.76	S\$ 940.00

Deceased Name	: Lim Tan Poh
Death Certificate No	: BA12345
Cemetery	: CCK-CHINESE CEMETERY
Cremation Date / Time	: 15/09/2004 / 02:00 PM
Receipt No	: <b>119585</b>

Take note of the receipt number generated.

Grand Total      S\$ 940.00

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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## ACKNOWLEDGEMENT OF PAYMENT

Transaction No : 2004127 Date : 15/09/2004  
 Applicant Name : Lim Tan Seah Time : 11:36 AM  
 Applicant ID : S1111111D  
 Application : NEA-ATAD

Registration No	Service Type	Fee (S\$)	GST (S\$)	Total (S\$)
000000010596	Burial Booking	895.24	44.76	940.00
Deceased Name : Lim Tan Poh				
Death Certificate No : BA12345				
Cemetery : CCK-CHINESE CEMETERY				
Burial Date / Time : 15/09/2004 / 02.00 PM				
Receipt No : 119585				
<b>Grand Total</b>				<b>940.00</b>

### 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.

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