

User Manual For Registered Funeral Director (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 Registered Funeral Director

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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.



Diagram 2. Important information for Cremation session applications.

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

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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.

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.

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Step 4 Cremation Booking Schedule

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



Online Applications

LIST OF AVAILABLE CREMATION SESSIONS

Please select a cremation date and time

Crematorium :

Date :

[Cremation Fee](#)

[Refresh](#)

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

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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 Deceased Details

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

The screenshot shows the 'DECEASED DETAILS' page on the National Environment Agency's website. The page header includes navigation links like 'Home', 'Make Payment', 'Online Tutorial', 'FAQs', 'Contact Us', and 'Logout'. The user is identified as 'User: UT1' with 'Transaction No : 2004132' and a 'Time out in 23:11 min'.

The 'DECEASED DETAILS' section contains the following fields:

- NRIC No. :** * S3333333A (Eg. S9999999X)
- Name :** * Lim Tan Poh
- Birth Date :** * 04/09/1952 (dd/mm/yyyy) [Calendar icon]
- Death Date :** * 14/09/2004 (dd/mm/yyyy) [Calendar icon]
- Race :** * Chinese

The 'Cause of Death' section includes:

- Description :** * Heart Attack
- Infectious Death :** * Not Applicable

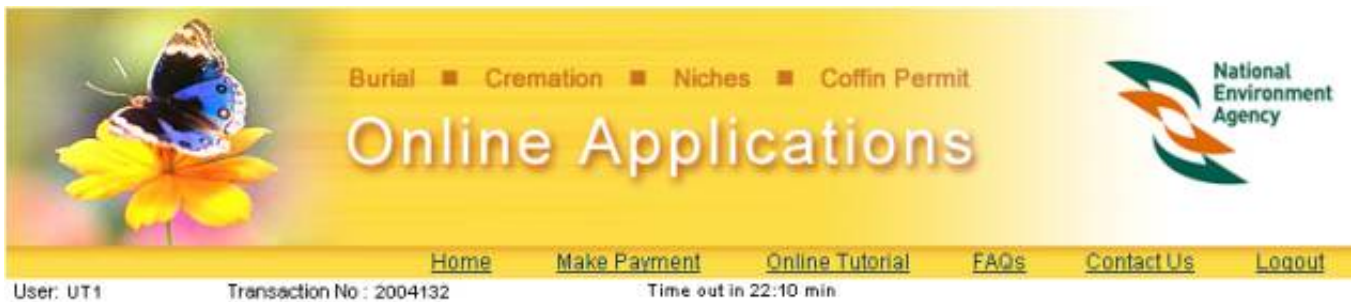
At the bottom of the form are buttons for 'Previous', 'Next', and 'Clear'. A callout box with a red border points to the calendar icon next to the Birth Date field, containing the text: 'Use this Calendar to make date entries'. The calendar shows the month of September 2004, with the date 14 highlighted in red.

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.

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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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.

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[Confirm](#)

Diagram 6. Confirmation page.

- 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.

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Step 7 Confirm Transaction Page

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

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User: UT1 Transaction No : 2004132 Time out in 11:16 min

CONFIRM TRANSACTION ITEMS

Transaction No : 2004132

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"/>

Payment Mode :
 eNETS

Click here to compute payment

Use this checkbox to exclude application from payment

New Booking Compute Payment

Diagram 7. 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.
- 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.

Step 8 Payment Page

Verify the payment mode.

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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



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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

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 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 acknowledgment 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 : 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.

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